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

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4

Customer Complaints

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3917	7 [redacted]	***Open Date***	01/05/2007	***Built Date***	10/30/2006	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	11/22/2006	***Mileage***	3,000	***Dealer Zone***	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PJR	RESCUE GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE 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***	OUTBOUND CONTACTS
Address	[redacted]	***Home Phone***	
	TUNKHANNOCK PA 1[redacted]	***Country***	UNITED STATES

Product - Electrical - Speedo/Gauges/Ometer/EIC - Intermittent or Inoperative - Default	dash lights flash intermittently
Product - Electrical - Ignition System - Intermittent or Inoperative - Default	hard to start
Corporate - Outbound - Survey Follow-Up - IQS - Default	
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	

**** OUTBOUND CSI/IQS CAIR ****
Intermittent hard to start, dash lights flashing and the air bag light
flash intermittently.
Writer called the owner who advised he does have an appointment for
Monday 1/8/07.
Writer called the dealer and spoke with George-SM and gave him a head s
up to check with technical support if necessary. George agreed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5917	7L[redacted]	***Open Date***	01/10/2007	***Built Date***	11/15/2006	
Model Year	2007	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	12/02/2006	***Mileage***	501	***Dealer Zone***	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PBM	STEEL BLUE METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	63482	FREY MOTORS INC			
Dealer Address	409 VALLEY STREET				
Dealer City	LEWISTOWN	***Dealer State***	PA	***Dealer Zip***	17044

Owner	[redacted]	***Contact Type***	OUTBOUND CONTACTS
Address	[redacted]	***Home Phone***	
	MILROY PA [redacted]	***Country***	UNITED STATES

Corporate - Outbound - Survey Follow-Up - IQS - Default

**** OUTBOUND CSI/IQS CAIR ****
1/10/07 (Experience - poor) Vehicle is still not repaired. Owner has trouble with the dealership.
****
Left message with phone # and file #.
Customer requesting to speak with previous agent. Agent reviewed notes and advised customer that agent cannot transfer him to that agents extension. Agent advised customer to press option 6 then option 1 to enter an extension.
Contacted owner. Owner states the air bag light is on. This is the 2nd time for this concern. Dealer has not been able to resolve the concern. Dealer previously replaced an air bag module. Dealer is now advising the owner the seat belt needs to be replaced. Part still has not arrived owner states he has been dealing with this issue for about a month. Owner states if this issue is not resolve soon he will contact a lawyer.
Attempted to contact the dealer. No answer by the dealer.
1/11/07 Contacted Service Manager (SM), George. SM states air bag light concern began in the beginning of December. Dealer originally replaced the occupant restraint controller. This resolved the initial concern; however, the right front outer seat belt was also defective and needed to be replaced. Dealer ordered the part on 12/22/06.
**Part # 5KC661DVAD Order #[redacted]6 Dealer # 63482
SM states he offered the owner a loaner vehicle to drive since the air bag light was on in his vehicle. Owner declined. SM later found out that the owner declined because he cannot get down his driveway with a car. SM involved the District Manager (DM). DM advised the SM that the owner would be responsible for the difference if he wanted to upgrade the vehicle to a comparable vehicle to satisfy the owner s needs. Owner also declined to pay the difference. Reviewed part order with MFP. Advised SM to upgrade part to special handling and then VOR. Part should then be released possibly tomorrow or the next day. Provided SM with contact #.
1/11/06 Advised owner of the above information. Owner will remain in

contact with the dealer. Owner is concerned about future problems. Owner has agent phone #. Offered owner an Owner Care Plan for 2 years with 8 coupons for customer satisfaction. Owner is satisfied at this time but still is concerned with the vehicle being repaired. Advised owner to contact agent if there are any problems. Owner accepted Owner Care Plan (plan code OC28M).

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2415	7L1[redacted]	***Open Date***	02/19/2007	***Built Date***	11/11/2006	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	01/16/2007	***Mileage***	25,000	***Dealer Zone***	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PGJ	JEEP GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	43639	BERTERA DODGE CHRYSLER JEEP INC.			
Dealer Address	167 SPRINGFIELD RD				
Dealer City	WESTFIELD	***Dealer State***	MA	***Dealer Zip***	01085

Owner	[redacted]	***Contact Type***	OUTBOUND CONTACTS
Address	[redacted]	***Home Phone***	
	HUNTINGTON MA [redacted]	***Country***	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Airbag light turns on while driving
Corporate - Outbound - Survey Follow-Up - IQS - Default	

**** OUTBOUND CSI/IQS CAIR ****
2/20/07 - SOS Comment: airbags is turn on when i am driving.
Writer contacted owner successfully. Owner stated the airbag light comes on when he drives the vehicle but he has not had the time to take the vehicle in for a diagnosis. Owner stated he has been so busy that he does not know when he will have time to take it in. Writer provided name and direct number for future contact.

Customer Assistance Inquiry Record (CAIR)# 1[redacted]

VIN	1J4GA5917	7L[redacted]	**Open Date**	04/27/2007	**Built Date**	11/15/2006	
Model Year	2007	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	12/02/2006	**Mileage**	1,118	**Dealer Zone**	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PBM	STEEL BLUE METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	63482	FREY MOTORS INC			
Dealer Address	409 VALLEY STREET				
Dealer City	LEWISTOWN	**Dealer State**	PA	**Dealer Zip**	17044

Owner	[redacted]	**Contact Type**	SURVEY
Address	[redacted]	**Home Phone**	[redacted]
	MILROY PA[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Mr. Sawver advises of issues with air bag lamp.

Dealer survey from 1/19/07. Customer advises of issues with attempting to have air bag lamp issue addressed. In previous CAIR 15851754, customer was addressed and given a service contract for inconvenience. NAN.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA5413 7L[redacted]	***Open Date***	03/27/2007	***Built Date***	10/05/2006		
Model Year	2007	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	10/12/2006	***Mileage***	5,944	***Dealer Zone***	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PBM	STEEL BLUE METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	43640	ANTHONY D'AMBROSIO DODGE-CHRY-JEEP			
Dealer Address	ROUTE 23 AT 345				
Dealer City	ELVERSON	***Dealer State***	PA	***Dealer Zip***	19520

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states air bag light in on.
Product - Electrical - Battery - Other - Default	Customer states battery light is on.
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Customer states check engine light is on.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states lamps and switches are not working.
Product - Electrical - Lamps and Switches - Other - Default	Customer states the air bag light is on.

Customer states the vehicle has been at the dealership five times for an electrical issue. Customer claims he would like the vehicle repaired.
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Agent called the dealer 43640 and spoke to Alan and informed them of the customer s contact with the DCCAC and informed the dealer of the Direct-to-Dealer CAIR. Please follow your Business Center guidelines in an attempt to resolve customer s concern(s).
If required, seek assistance from your District Manager, Business Center or STAR. Please update this CAIR with the final resolution.
Agent informed customer extra assistance will be involved with the repairs. Informed customer if the issue is not resolved, he can contact DCCAC for further assistance.
REASSIGNED TO BC/DLR 35 43640 03/27/07 09:46 R[redacted]
*Contact Date:03/27/2007
Dealer 43640 has updated the mileage to 4000.
Service Manager at the dealership has closed the Cair#[redacted]
Vehicle operates properly and explanation has been provided to customer.
CAIR RETURNED FROM DEALER ON 3/27/2007 AT 09:56:594 R[redacted]
Customer states that he is having the same issue as before. Customer wants to know how long he has to keep this vehicle. Customer states that he is tired of taking the vehicle back and forth. Customer is seeking for Chrysler to buy the vehicle back. Agent advised the customer that the

dealership is advising DCCAC that the vehicle is operating properly.
Agent referred customer to the blue and white hand book. Agent advised customer he could also take the vehicle to another dealership for a second opinion. Customer states he is taking the vehicle back to the dealership today and he will wait and see what happens tomorrow.
Customer states vehicle was down for 4 days and is going in again and is seeking lemon law. Agent contacted dealership 43640 and spoke with Scott (Service Manager). Scott informed agent of RO # s, mileage, when vehicle was brought in, and issue: 4/2/07, 1[redacted]4 RO, engine light on, code PO 455 and 456, 6136[redacted]4 RO, 3/28/07, 6000 miles, air bag light on/no concern found, code PO 455[redacted]6 RO, 3841 miles, battery light on while driving; RO 1[redacted] controller update, 2503 and 2504, 1/22/07, 3841 miles; TSB for battery 12/11/06 2028 miles, RO [redacted]; 11/7/02 1[redacted]852 miles, charging system light on and cleaned TIP connectors. Agent consulted with CDC43 and reassigned file to 82H for further handling.
Customer states he wants a trade off for vehicle.
Writer spoke with Scott-SM who advised he has not spoken with teh DM since the owner s request for a repurchase. Writer advised Scott to contact the DM and undate the cair. Scott agreed.
Writer contacted the owner and advised him of the conversation with Scott and he was satisfied.
REASSIGNED TO BC/DLR 35 43640 04/10/07 12:42 R[redacted]8
04/10/2007 Reviewed CAIR... Sent email to S Haught @ 43640 advising to get service file together and contact this writer on Wednesday afternoon. MJC14
04/16/2007 Spoke to S Haught @ 43640. Vehicle was in on 4/9, and they found an o-ring leaking on NVLD. This was replace, and the vehicle was released to owner. S Haught advised owner was contacted on 4/16, and the vehicle has had no issues since repair... MJC14

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6910	7L[redacted]	**Open Date**	03/29/2007	**Built Date**	12/01/2006	
Model Year	2007	**Body**	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	02/05/2007	**Mileage**	4,194	**Dealer Zone**	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	**Market**	U	US		
Color	PGJ	JEEP GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	24202	BOARDWALK CHRYSLER PLYMOUTH JEEP	EAGLE		
Dealer Address	1 BAIR ISLAND ROAD				
Dealer City	REDWOOD CITY	**Dealer State**	CA	**Dealer Zip**	94063

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	4[redacted]	**Home Phone**	[redacted]
	SANTA CLARA CA[redacted]	**Country**	UNITED STATES

Recall - F50: REPROGRAM ABS MODULE - Advise Owner/Incomplete Recall	Advised owner of incomplete recall.
Product - Electrical - Body Wiring - Defective - Default	Caller states to have electrical issues.

Caller claims that he has had issues with his radio , airbag light , and an issue with lost communication. Caller states that his vehicle is a lemon and he wants to follow the correct process. Caller states that he has also had issues with his transmission. Writer contacted 24202 and spoke with Rick the service director and manager. Rick alleges that the vehicle came in today with the fuses refigured and they had to rearrange the fuses and there was not a problem. Rick claims that he has not been able to find any issues with the vehicle because the customer tampers with it instead of contacting Roadside Assistance. Rick states that there were no issues with the radio found when he looked at it. Rick states that they have ordered a boot and shifter knob but there were not any mechanical concerns. Rick states that the vehicle has been in 4 times total and today it is a shifter knob concern. Rick states that the vehicle is supposed to have starting issues but they have not been able to duplicate the issue. Rick states that the vehicle was in on 2-07-07 for shifting concerns but there was no duplication at this time. 2-20-07 1192 miles put shifter cover on, complaint on rubbing noise but no duplication. Rick also states they had to recalibrate the compass. There was also a complaint on the dash gauges failing and a TSB was performed also. There was a complaint on several fuses blown but there was no duplication. On 3-12-07 there was an auxillary outlet concern but no duplication. Rick claims there was also an issue with a no start concern but it could never be duplicated. Rick states that there was also an issue with the radio but there was never a duplication. Caller claims that he will call a lawyer if this is not resolved for him now. Caller states that he has a lawyer available and he will make this issue public on the internet. Writer advised the caller that he needs to continue working with the dealership to have the vehicle repaired per terms of the

warranty and any means outside of DCX is at his discretion. Caller became irate stating that he is a Jeep enthusiast and he will not take this anywhere but in a legal direction.
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Agent called the dealer and spoke to Rick and
informed them of the customer s contact with the DCCAC and
informed the dealer of the Direct-to-Dealer CAIR. Please follow your Business Center guidelines in an attempt to resolve customer s concern(s).
If required, seek assistance from your District Manager, Business Center or STAR. Please update this CAIR with the final resolution.
REASSIGNED TO BC/DLR 71 24202 03/29/07 13:18 C[redacted]
*Contact Date:04/04/2007
Service Director at the dealership has closed the Cair# 1[redacted]
Complaint could not be duplicated and explanation has been provided to custo mer.
CAIR RETURNED FROM DEALER ON 4/04/2007 AT 01:19:850 R 16[redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA6413	7L1[redacted]	***Open Date***	04/03/2007	***Built Date***	01/23/2007	
Model Year	2007	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	02/09/2007	***Mileage***	4,513	***Dealer Zone***	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PDA	LIGHT GRAYSTONE PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	64855	VICTORVILLE MOTORS INC			
Dealer Address	14617 CIVIC DR				
Dealer City	VICTORVILLE	***Dealer State***	CA	***Dealer Zip***	92394

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	
	CRESTLINE CA 9[redacted]	***Country***	UNITED STATES

Product - Suspension - Torsion / Sway Bars - Other - Unknown	Customer stated sway bar light comes on.
Product - Electrical - Power Door Lock / Deck Lid - Intermittent or Inoperative - Unknown	Customer stated the door locks were unlocking themselves.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer stated turn signal switch sticks.
Product - Body / Trim / Paint Finish - Seat Belts - Other - Default	Issue with passenger side seat belt warning light.

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Lemon Law - Dealer has been unable to resolve issue
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Email States:
I purchased my Jeep Wrangler Rubicon February 9, 2007. I would like to say that I am happy with my purchase, but I cannot. Not long after getting the Jeep home some issues began to manifest themselves. The things I am having problems with are: 1. The sway bar light begins flashing and does not go out and the sway bar disconnect system does not operate. 2. Intermittent issues with the passenger seatbelt warning light. Randomly staying on. This would happen whether or not the passenger seat was occupied or empty. Empty meaning; nothing in the seat including passenger or packages – not even a pair of sunglasses. 3. More recently the turn signal stalk has been tending to lose its center. If clicked on when changing lanes and then clicking off, the opposite blinker comes on. The choice was left or right blinker – no center off position. This was random and each time was resolved by jiggling the stalk and flashing the brights. 4. I found the door locks to lock automatically once I start down the road. I thought this was a nice feature until one day when they UNLOCKED on their own. I was driving home on a mountain road when I heard the locks snick. I glanced down and saw my door had unlocked. Both my hands were on the wheel and my son had both hands on the book he was reading so I knew neither of us had hit the door lock button. I mentioned this in my first

appoint with the service department, but they found nothing wrong. I may have resolved this myself by programming the doors not to lock automatically and then reprogramming them to lock automatically. It hasn't happened since. I began my quest to have the issues resolved. The dealer where I purchased
my Jeep has a convenient online appointment system. Unfortunately, there are some flaws with the system. First I made an appointment for Saturday February seventeenth, (so I would not have to miss work), specifying electrical issues - the sway bar and airbag lights. The day before my appointment I arrived home to find a message on my answering machine telling me that they don't do that type of work on Saturdays. The online appointment system should be modified to not allow the setting of appointments for days when the type of work that needs to be done cannot be done. The second flaw is; although you can make an appointment for six A.M. on a weekday for electrical work, the guy who does that type of work doesn't come in until eight. I made another online appointment for February nineteenth, but was unable to miss work that day and missed this appointment. I made a third appointment online for February 26. This appointment was to fix the sway bar and airbag lights. Since my employer is nearly fifty miles in one direction and the dealer where I purchased
my
Jeep nearly forty miles in the other direction I took the day off to get the issues fixed. Unfortunately, they were unable to address the airbag light issue as it is random and did not manifest itself while the service department had my vehicle. They did look at the sway bar light issue. I was told a connector was loose and dirty and that they cleaned and reattached it. I was not confident that this resolved the problem and since they were unable to address the airbag light issue I knew I would be back. A few days later, the sway bar light began flashing again and would not go off. The airbag light continued to randomly stay on – sometimes for days at a time. I made another service appointment for March
sixth. Fortunately, this time the airbag light remained on while the vehicle was being serviced and they were able to address this issue. I was told they recalibrated the sensors in the passenger seat. I'm not sure what exactly this means, but the issue does seem to have been corrected. They were unable to resolve the sway bar light issue. I was told they would have to replace the wiring harness and the part would have to be ordered. I kept the thought that they did not know what was wrong and were
shooting in the dark to myself. When I drove away I immediately noticed that the light was not flashing. A couple of days later it started
flashing again and would not go out. My forth appointment was for March twenty-seventh. I dropped my Jeep off and sat down in the lounge thinking it shouldn't take too long to replace the wiring harness for the
sway bar. About twenty minutes later I was told they were replacing the entire wiring harness and I would not be getting my Jeep back that day. They provided a rental car, free of charge, and I went home and returned on March
twenty-ninth. When I arrived I was shown the work being done. Yards of wiring lay on the floor. It looked like they weren't taking any
chances and were replacing everything – and they were. It was this appointment where I mentioned the problem with the blinker stalk not centering. Time
will tell if this has been resolved. When they completed the job and gave me my Jeep I was happy to no longer see the sway bar light flashing at me. When I got home that evening I dropped it into four wheel hi and pressed the sway bar button. The light started flashing and I could hear the sway bar disconnect and the light went solid. I pressed the button again and the sway bar reconnected and the light went out. To say I was happy would be an understatement. This morning, March thirty, I started the engine and to my horror the sway bar light began flashing and would not go out. The system no longer functioned. They had not resolved the problem. This is unacceptable! I will be calling the dealer today to speak with service manager Maria Vasquez. I will express my disappointment and attempt to find out what the next plan of action will

be to resolve this problem before making yet another appointment. So far, there have been three unsuccessful attempts to resolve the sway bar disconnect issue. I have been very patient and understanding, but my patience has reached its limit. I am now frustrated and becoming angry. I have an off road trip scheduled in two weeks which it looks like I will have to miss as my Jeep doesn't operate correctly. Although the repair attempts have been under
warranty and cost me nothing, so far I figure my out of pocket expenses to get this problem resolved is getting close to one thousand dollars. I come to this figure by including fuel for repeated eighty mile round trips to the dealer and time lost at work. 2/26/07 I spent the day at the dealer with my Jeep in the service department 3/6/07 I spent the day at the dealer with my Jeep in the service department 3/27/07 I intended to spend the day at the dealer with my Jeep in the service department. I ended up
leaving my Jeep at the dealer. 3/29/07 I picked up my Jeep from the dealer. 3/30/07 Problem still not resolved…… The reason I am contacting Chrysler to express my disappointment and to advise that I am beginning proceedings to take advantage of the California lemon law. I would like to note, however, that even though they have been unable to resolve all the issues with my Jeep, everyone I have dealt with has been exceedingly pleasant to deal with. The people at Victorville Motors make Disneyland cast members look like curmudgeons.
**********END OF EMAIL**********
Writer called dealer 64855 and spoke with Leala in the service department who stated that the service manager is not in yet and to try back in an hour.
******BEGIN RESPONSE********
Email states:
Thank you for contacting the Chrysler Group Customer Assistance Center regarding the electrical issues with your 2007 Jeep Wrangler. We regret the issues you have had with your vehicle and have forwarded your file to the appropriate parties for review.Your file has been assigned a case manager who will be in contact with you.If there is anything else I may be able to address for you please let me know.Thanks again for your email.
*********END OF RESPONSE*********
########## DIRECT-TO-DEALER ##########
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required.
Agent called dealer and spoke to Eric to inform that CAIR was being sent.
##############################
REASSIGNED TO BC/DLR 71 64855 04/03/07 11:44 C[redacted]
040507..dm, slw5 aware of owners concern and dealer previously had contact-ed technical representative steve doty. dealer service director marshall meyer and shop foreman working with tech representative to see if we can get engieering involved to repair the vehicle. will continue to keep customer updated...slw5
*****D2D CASE MANAGER FOLLOW-UP***** Case Manager Susan: Telephone 248 944-7057:
Called owner and left message with direct line. Informed owner of above.
*Contact Date:04/16/2007
Service Manager at the dealership has closed the Cair#[redacted]
Customer request has been fulfilled.
CAIR RETURNED FROM DEALER ON 4/16/2007 AT 12:22:753 R[redacted]
Spoke with owner who states at this time problem has not come back.
Owner appreciated the follow up call.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2419	7L[redacted]	***Open Date***	05/01/2007	***Built Date***	12/02/2006	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	01/20/2007	***Mileage***	3,200	***Dealer Zone***	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	65015	BRANHAVEN CHRYSLER JEEP DODGE			
Dealer Address	348 WEST MAIN ST				
Dealer City	BRANFORD	***Dealer State***	CT	***Dealer Zip***	06405

Owner	[redacted]	***Contact Type***	OUTBOUND CONTACTS
Address	[redacted]	***Home Phone***	[redacted]
	NORTH BRANFORD CT[redacted]	***Country***	UNITED STATES

Product - Electrical - Radio/Spkrs/Clock/Antenna - Defective - Default	Customer claims the radio is defective.
Product - Body / Trim / Paint Finish - Sheet Metal - Leaks - Roof	Customer claims the roof is leaking on the rear drivers side.
Referral - Customer Retention Task Force - Default - Default - Default	

Customer states she is seeking buy back. Customer claims she has a leak in the roof on the rear drives side. Customer claims the radio has been working on 3 times. Customer claims the dealership has to order parts for the radio. Customer claims the dealership told her they would patch the hole in the roof up for the leak and customer states she would like a new roof put on the vehicle. Agent contacted the dealership and spoke with Chris the Service Manager. Chris states on 2/19/07 vehicle came in for radio not turning on and air bag lamp on. Chris states they had to order a radio. Chris states on 2/27/07 installed radio and the power distribution module. Chris states on 3/14/07 installed wiring and a distribution module for the radio. Chris states on 4/13/07 spoke with STAR and they replaced the wiring harness and the power distribution center. Chris states on 4/17/07 radio still cuts out and a leak in the roof. Chris states they are going to have to sublet the repairs and patch the leak for the top. Agent advised customer of the information. Agent advised customer to keep working with the dealership and the complaint has been filed. Agent advised customer the file will be sent to the dealership to get all parties involved and she will be followed up with a case manager.
In addition, the owner is seeking relief under State Lemon Law / Buyback / Arbitration process.
########## DIRECT-TO-DEALER ##########
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance

Center may be assigned to this CAIR for follow-up with the
customer and will be available as another resource if required.
Agent called dealer and spoke to Chris to inform that CAIR was being
sent.
##################################
REASSIGNED TO BC/DLR 32 65015 05/01/07 15:44 O [redacted]
********** OWNER RETENTION TASKFORCE TEAM**********
*** SM at 65015 contacted DM re: part #56051547af. Part is supposed to have
a PDM and wiring harness. Part comes in without the PDM that STAR is tellin
g dealership to change. PM at 65015 is working with Parts Distribution to h
ave correct part sent to dlrship. SM advises DM that CAIR [redacted]s not
in dealership box. DM confirmed and advised SM that he will update. ***
Called Service Manager, Chris, who states that he is talking to his DM
about this right now. States he needs a PDM and wiring harness and part
56051547AF is supposed to be for both, but just get the wiring. Called
Called owner and advised that writer is handling the concern.
Called Bob, DM, to advise.
Called PM, Dave, at 65015 to advise that writer is researching, as well.
Talked with Scott, Centerline, who will research and contact dealer or
writer.
Received call from Chandra from Centerline and she has put her hands on
the part and it has wiring and a module. Part being shipped today.
Called dealer to advise.
Dealer left message on 5/9 advising the part came in wrong. Contacted
Specifying and determined that the module is a separate part, 56049717AJ,
contrary to what specifying advised the dealer. Called dealer to advise.
Called owner to advise of mishap and that writer will compensate her in
some way. Writer to await repair and see if the vehicle is fixed. Owner
is very patient and agreeable.
Chris calls and states that the PDM arrived and the dealer is working on
getting the customer in to replace this. Chris states that the top
replacement is $792.74. Writer agreed for DCX to replace the top as
goodwill, instead of repairing it, and Chris will fax a receipt to writer
for direct reimbursement to the dealer. Called owner and advised and she
is very happy with this.
Received reciept from dealer and cut check for $752.00 for top
replacement.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3913	7L[redacted]	***Open Date***	06/15/2007	***Built Date***	05/08/2007	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	06/04/2007	***Mileage***	400	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	26653	MAROONE CHRYSLER JEEP DODGE		COCONUT CREEK	
Dealer Address	4250 NORTH STATE RD #7 (441)				
Dealer City	COCONUT CREEK	***Dealer State***	FL	***Dealer Zip***	33073

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]4
	DELRAY BEACH FL [redacted]7	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light came on

Purchased New or Used? New
If Used, date purchased? Na Mileage? NA
From whom did customer purchase used vehicle?
Na
The caller advised 7 days after purchase the vehicle went into the dealer for the airbag lights staying on and has been in the shop for 4 days. The dealer is paying for rental. A part was ordered for the airbags and th ewrong part was received and no one at the dealer can give her an idea when the vehicle will be ready.
Agent called dealer and spoke to Mark the service advisor for the customer.
Mark called starline and they advised him to do some other repairs. The airbag light has been off for about 5 miles at this time. The agent advised a direct to dealer will be sent. Agent advised caller that additional parties will be involved and a case manager will be assigned to follow up with her . The caller understood
DIRECT-TO-DEALER Code 1C # # # # # #
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to resolve this customer s concern. If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required.
Agent called dealer and spoke to Mark the service advisor to inform that CAIR was being sent.
CUSTOMER CONTACT INFORMATION[redacted]
# #
REASSIGNED TO BC/DLR 66 26653 06/15/07 14:36 O[redacted]5
*Contact Date:06/23/2007
Service Manager at the dealership has closed the Cair# 1[redacted]

Warranty repair has been documented on Repair Order#[redacted]
CAIR RETURNED FROM DEALER ON 6/23/2007 AT 03:03:764 R[redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2410	7L[redacted]	***Open Date***	06/15/2007	***Built Date***	03/12/2007	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	06/13/2007	***Mileage***	253	***Dealer Zone***	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	26190	DON PHILLIPS & SON ENTERPRISES INC			
Dealer Address	1820 ROSEMONT				
Dealer City	FREDERICK	***Dealer State***	MD	***Dealer Zip***	21701

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	FREDERICK MD[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that air bag light is on.

Purchased New or Used? New
If Used, date purchased? NA Mileage? NA
From whom did customer purchase used vehicle?
CDJ dealer 26190
Customer states that she just purchased the vehicle and she is two hours away from the selling dealership and the air bag light has come on.
Agent advised customer of two dealerships in the area where she is.
Customer states that she will contact back if needed.

Customer Assistance Inquiry Record (CAIR)# [redacted]2

VIN	1J4GB5916	7L[redacted]	***Open Date***	06/25/2007	***Built Date***	08/10/2006	
Model Year	2007	***Body***	JKTP74	JEEP WRANGLER UNLIMITED SAHARA 4X2 SPORT UTILITY			
In Service Dt	11/07/2006	***Mileage***	3,798	***Dealer Zone***	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

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]
	KARNACK TX [redacted]	***Country***	UNITED STATES

Product - Electrical - Speedo/Gauges/Ometer/EIC - Intermittent or Inoperative - Default	Caller claims to have an intermittent electrical issues.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Caller states that he has an electrical issue.

Purchased New or Used? New
If Used, date purchased? n/a Mileage? n/a
From whom did customer purchase used vehicle?
CDJ dealer
Caller states that he is having issues with the electrical system. Caller alleges that the radio started acting up from the day he purchased it and if you let on the clutch a little it will go off every time. Caller states that his battery light will come on intermittently and his tachometer will go off. Caller alleges that the airbag light will come on and the radio will start working again. Caller claims that he feels it is a malfunction in the computer system and he is going to be taking it into the dealership for the first time. Writer contacted 65686 and spoke with Mary in service who states that she does have a certitified Jeep technician available. Writer advised Mary that he would be sending the customers file over for further assistance with his concerns.
####### DIRECT-TO-DEALER (Code=1a) #######
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required.
Agent called dealer and spoke to Mary to inform that CAIR was being sent.
CUSTOMER CONTACT INFORMATION: [redacted]
##################################
REASSIGNED TO BC/DLR 63 65686 06/25/07 12:04 O [redacted]52

*Contact Date:06/28/2007
Service Manager at the dealership has updated the Cair[redacted]
The vehicle has been diagnosed.
Customer states his vehicle has been at the dealership for a week and they can not repair it.
The vehicle has lots of electrical issue.
The air bag, door bells, tachometer, fog lamps, radio, all dasg lights, air bag light, check oil light, tachometer and a few other lights and electrical items turn off an on constantly.
Customer is seeking a loaner vehicle.
Agent advised customer of incomplete recall G25.
Agent attempted to contact dealership and spoke with the receptionist.
Agent left number to contact.
Agent offered customer a call back. Customer wishes to be contacted at [redacted]
Customer states that he is trying to find out if he is going to get another vehicle. Customer states that he would like to just trade this one in for another Wrangler. Customer states that the vehicle has been at the dealership for two weeks come this Monday and they have replaced about eight different things. Agent advised the customer that his file has already been forwarded once. Agent consulted with AAM41 and advised the customer that the she will have a case manager contact him.
In addition, the owner is seeking relief under State Lemon Law / Buyback / Arbitration process.
The customer called back stating that he picked up the vehicle on Friday and the issue is still there. The customer states that he called the dealership and they told him to not bring the vehicle back in because they can not fix it. The agent contacted the dealership and spoke with Allen the Service Manager. Allen states they did not tell him to not bring the vehicle back. Allen states that he is waiting to hear from the Zone tech and STAR before he had the vehicle brought in. The agent advised Allen that the engine is stalling now. Allen states to have the customer bring the vehicle in now for he stalling concern because he was not aware that the vehicle was stalling. The customer states that he is going to take the vehicle in
*Contact Date:07/12/2007
Service Manager at the dealership has closed the Cair[redacted]
Dealer operational issue has been addressed.
CAIR RETURNED FROM DEALER ON 7/12/2007 AT 09:48:178 R[redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8FA5414 7[redacted]5	***Open Date***	06/27/2007	***Built Date***	11/29/2006		
Model Year	2007	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	02/13/2007	***Mileage***	6,700	***Dealer Zone***	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PGJ	JEEP GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	23113	TEAM WELSH JEEP-CHRY-PLYM			
Dealer Address	36 DUMONT ROAD				
Dealer City	FAR HILLS	***Dealer State***	NJ	***Dealer Zip***	07931

Owner	[redacted]	***Contact Type***	OUTBOUND CONTACTS
Address	[redacted]	***Home Phone***	[redacted]
	SOMERVILLE NJ 0[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states his air bag light keeps coming on.
Referral - Customer Retention Task Force - Default - Default - Default	

Purchased New or Used? New
If Used, date purchased? N/A Mileage? N/A
From whom did customer purchase used vehicle? N/A
Customer states his air bag light keeps coming on. This is the second time it has been in. Customer states that his vehicle has been down for 14 days so far since he has owned it. Agent attempted to contact 23113 but they appeared to be closed. Agent offer customer a call back when agent could verify information with dealership. Customer accepted call back at [redacted]
Customer states he is seeking a replacement vehicle or a buyback. Agent contacted 23113 and spoke with Kevin, Service Manager. Kevin states that the vehicle has been in twice for the following times and repairs:
06/18/07-06/28/07 at 6850 miles for air bag light, replacing wiring harness (non servicable issue). Dealership is still waiting for part that is expected to arrive at 07/06/07.
04/25/07-05/01/07 at 3782 miles for air bag light, replaced air bag module.
####### DIRECT-TO-DEALER (Code=1B) #######
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required.
Agent called dealer and spoke to Kevin, Service Manager to inform that CAIR was being sent.
CUSTOMER CONTACT INFORMATION: [redacted]55
##################################

In addition, the owner is seeking relief under State
Lemon Law / Buyback / Arbitration process per RPL20.
REASSIGNED TO BC/DLR 32 23113 06/28/07 14:23 C[redacted]
Customer called in seeking an update on file. Advised customer that file has been sent for corporate review. Advised that a case manager will be assisgned to the file and was it has been reviewed, customer will be contacted. Customer understood, no further information was requested.
********** OWNER RETENTION TASKFORCE TEAM**********
Spoke with Kevin, service manager, who states that the part is a vendor ship direct and estimate is 7/6.
Part 56051572AG, order[redacted]
States this is the 2nd repair attempt and vehicle is still at the dealer waiting for the part.
Kevin states that dealer has the customer in a loaner Wrangler as goodwill.
Sent email to MFP to research part status and try to expedite.
Part on special handling order 006178 S 061907 1 MLW current promise is 7-10-07 dealer needs to upgrade order to VOR in a effort to expidite delivery. mfp
Called Kevin and advised that the order should be upgraded to VOR, since it does not show it is in our system.
Talked to Parts and was advised that the paperwork shows it was placed on VOR on 6/22. System does not show this. Dealer to re-enter as VOR.
Checked status of the part and was released on 7/3. Writer to contact Service Manager.
Talked to Kevin and advised. Called customer and left a message with direct line. Advised that writer will compensate owner for his inconvenience.
Advised of recall. Customer seeking case manager. Transferred to Case Manager ATR.
Advised dealer of recall G25.
Customer seeking to be in contact with his case manager. Agent provided customer with the extension for ATR and transferred customer to [redacted]
Owner calls and states that the vehicle has been repaired, according to the dealer. States he is out of the area and should be able to pick it up before the end of the week. Advised owner to contact writer after a few weeks with update and writer will compensate in some way at that time. Advised that writer is covering the rental expense as goodwill, as well. Talked to Kevin, who will contact writer to submit claim after the vehicle is picked up.
Owner called and left message. Called back. Owner states that the passenger side airbag light came on out of nowhere and said it was off. States that vehicle is still leaking on the driver s side and is starting to leak on the passenger side. Owner states that the dealer did not address his leak the last time it was in, since they forgot about it.
Owner is not happy about having to take the vehicle back into the dealer. Advised writer will authorize 5 days rental as goodwill, up to $35 per day. Called Kevin to advise.
Called Kevin to discuss. States the customer left one of the clips loose. States the customer is in a dealer rental right now, but Kevin is seeking reimbursement for rental coverage.
Received fax and rental car bill was $210 on R/O[redacted] and $490.00 on R/O 5[redacted]
Kevin calls and states when talking to the customer, Kevin found out that the customer advised he has run this vehicle through an automatic car wash. Kevin to issue page from owner s manual advising against this.
Received proof of payment and cut check for 1 month car payment for owner inconvenience as goodwill.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA3910 7[redacted]	**Open Date**	07/10/2007	**Built Date**	12/13/2006		
Model Year	2007	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	01/11/2007	**Mileage**	19,779	**Dealer Zone**	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	67720	BRITT CHRYSLER JEEP			
Dealer Address	3427 JEFFERSON-DAVIS HIGHWAY				
Dealer City	FREDERICKSBURG	**Dealer State**	VA	**Dealer Zip**	22401

Owner	[redacted]	**Contact Type**	E-MAIL
Address	[redacted]	**Home Phone**	([redacted]
	RUTHER GLEN VA[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	States air bag light issue.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	States dealer not resolving issues with vehicle.
Product - Body / Trim / Paint Finish - Conv Top / Sunroof / T-Top - Broken, Cracked - Default	States soft top ripped on vehicle.
Product - Unknown - Unknown - Hesitation/No Power - Default	States vehicle intermittently slows while attempting to accelerate.

***** EMAIL BRIEF DESCRIPTION CONTENT *****
SEVERAL ISSUES WITH MY NEWLY PURCHASED 2007 JEEP 4DOOR
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
First I want to start off by saying my Jeep is a 2007 4 x 4 4 door Wrangler Dual Top. I bought my Jeep in January 2007 from a Britt Chrysler/Jeep 3427 Jefferson Davis Highway Fredericksburg Virginia 22401. I drove it off the lot with the hard top on. Weeks of driving it the problems started. When going to put the Soft top on and working on the back windows the rear window was already ripped and damaged I went to take it in and they refused me a new window claiming Jeep wouldn t pay for one, that it was my responsibility to buy a new one. One of the Tech s there is a eye witness when trying to put it on for me, he noticed the defected window himself. A few weeks later my traction light would go on and off I called the dealership and they claimed it was not an issue..soon after that my airbag light would come on at random times while driving, I called the dealership right away and was told and I quote 'well if you get into a accident all that will happens is your airbag probably won t deploy and if is not consistent don t worry about it'...it has yet stopped to go on and off... The past few months when driving my Jeep now when I am accelerating/pushing down the gas pedal the Jeep will actually slow down and then as I continue to push the gas it will after 10-15 seconds continue to drive 'normal'... You see this vehicle is a $30,000+ dollars that I pay for monthly and am scared that

one day it is going to just completely shut down on me without any notice. I have three children that I carry in the Jeep with me everyday...and these issues especially the random slowing down as if it was going to stop then accelerate again is slightly nerve racking. I am sure you d understand if you were carrying family in a vehicle that you can depend on or just spent your yearly income on a vehicle that continues to give you problems, it is not even 5 months old!! This is a problem that needs to be addressed immediately. I have taken it to the Briit Jeep dealership and the abnormal slowing down issues that made mention there is a recall though when they 'drove' it they experienced no problems. And made comments that I shouldn t complain because what they did today was free to me. IT S A NEW JEEP, and I am being treated like these problems are okay and I should except my defected jeep. No! I look forward to hearing from you [redacted] ruther
glen virginia [redacted]
******END OF EMAIL*****
Agent contacted and spoke with Bill, service manager, at dealer 67720.
Service manager on test drive.
Bill states vehicle was at dealer 7/6/07 (date email was sent) for issues. States that the soft top windows are on order and are being covered under warranty, PCM was reflashed for air bag light, flashed ABS controller for traction control light and recall performed for acceleration issues.
Email states:
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center regarding issues you are experiencing with your 2007 Jeep Wrangler.
I have contacted Rick, service manager, at Britt Chrysler Jeep regarding your concerns. Rick advised me that your vehicle was seen at the dealership Friday July 6 for the issues stated in your email. Per Rick, the soft top window is on order and is being covered under warranty, the PCM was reflashed for air bag light, flashed ABS controller for traction control light and recall G25 performed for acceleration issues.
Dealer did test drive the vehicle and find all to be working properly after repair and no one at the dealership has heard from you otherwise.
I suggest, if you are having any issues with your vehicle, please contact your dealership and schedule an appointment for inspection.
*****BEGINNING OF REPLY EMAIL*****
FIRST~ Let s get one thing straight nothing was ever fixed. I went in on Thursday morning and they kept my JEEP UNTIL 230 PM FRIDAY JULY 6 TH!! I asked what they had done and was told that I shouldn t even ask considering it WAS FOR FREE!! LOOK someone either the JEEP ASSEMBLER or the dealership who sold me the Jeep will be sued I HAVE THREE CHILDREN THAT I DRIVE IN MY CAR...MY JEEP HAS STALLED SEVERAL TIMES. WHEN I DROPPED OFF MY JEEP TO THE DEALERSHIP ALL THAT WAS USED WAS 8.6 MILES, THANK YOU AND THERE IS NO WAY THEY WOULD WITNES THE STALL OUT UNLESS THEY DRIVE FOR A 1/2 AN HOUR OR MORE...AND THIS ' ' ISSUE THAT THE SUPPOSIVELY FIXED WAS THE DRIVER SIDE AIRBAG LIGHT THAT CAME ON THE NEXT DAY AFTER DRIVING!! SO I CALLED TO MAKE AN APPOINTMENT ALREADY AND IT ISN T UNTIL WEDNESDAY!! DO YOU UNDERSTAND? SOMEBODY IS ABOUT TO GO TO THE PAPER WHEN MYSELF AND FAMILY ARE KILLED IN AN ACCIDENT BECAUSE JEEP THE ONE S WHO ASSEMBLED MY JEEP AND THE ONE S WHO SOLD IT TO ME ARE CHARGED!! SO NO, GET FACTS STRAIGHT THIS IS MY THRID ATTEMPT TO GET THESE ISSUES ADDRESSED NOT THE FIRST!!
[redacted]
*****END OF REPLY EMAIL*****
Agent contacted Rick, service manager, at dealer. Agent advised Rick of customer s current concerns and direct-to-dealer.
Rick states the vehicle is currently at the dealership,
Email states:
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center.
I regret to read that you are still experiencing issues with your vehicle. I have forwarded your file to the dealership in ordered to get more parties involved in the repair of your vehicle.
I encourage you to continue working with your dealership to resolve your

concerns.
####### DIRECT-TO-DEALER 1A #######
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to
resolve this customer s concern(s). If needed, seek assistance from your
District Mgr, Business Center or STAR. Please update this CAIR within 24
hours of receipt. A case manager from the Customer Assistance
Center may be assigned to this CAIR for follow-up with the
customer and as another resource if required.
Agent called dealer and spoke to Rick to inform that CAIR was being sent.
CUSTOMER CONTACT [redacted]
##################################
Purchased New or Used? New
If Used, date purchased? NA Mileage? NA
From whom did customer purchase used vehicle? NA
REASSIGNED TO BC/DLR 35 67720 07/12/07 09:17 R [redacted]9
*Contact Date:07/19/2007
Service Manager at the dealership has closed the Cair# 1[redacted]
Warranty repair has been documented on Repair Orde[redacted]
CAIR RETURNED FROM DEALER ON 7/19/2007 AT 10:14:060 R 1[redacted]
*****D2D CASE MANAGER FOLLOW-UP***** Case Manager NAME: Chris Telephone:
248-944-7220
Left message with owner for call back.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA3910 7[redacted]	***Open Date***	07/10/2007	***Built Date***	12/13/2006		
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	01/11/2007	***Mileage***	19,500	***Dealer Zone***			
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	
	RUTHER GLEN VA 2[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	States air bag light issue.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	States dealer not resolving issues with vehicle.
Product - Body / Trim / Paint Finish - Conv Top / Sunroof / T-Top - Broken, Cracked - Default	States soft top ripped on vehicle.
Product - Unknown - Unknown - Hesitation/No Power - Default	States vehicle intermittently slows while attempting to accelerate.

***** EMAIL BRIEF DESCRIPTION CONTENT *****
too many vehicle problems
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
July 6, 2007 First I want to start off by saying my Jeep is a 2007 4 x 4 4 door Wrangler Dual Top. I bought my Jeep in January 2007 from a Britt Chrysler/Jeep 3427 Jefferson Davis Highway Fredericksburg Virginia 22401. I drove it off the lot with the hard top on. Weeks of driving it the problems started. When going to put the Soft top on and working on the back windows the rear window was already ripped and damaged I went to take it in and they refused me a new window claiming Jeep wouldn t pay for one, that it was my responsibility to buy a new one. One of the Tech s there is a eye witness when trying to put it on for me, he noticed the defected window himself. A few weeks later my traction light would go on and off I called the dealership and they claimed it was not an issue soon after that my airbag light would come on at random times while driving, I called the dealership right away and was told and I quote 'well if you get into a accident all that will happens is your airbag probably won t deploy and if is not consistent don t worry about it'...it has yet stopped to go on and off... The past few months when driving my Jeep now when I am accelerating/pushing down the gas pedal the Jeep will actually slow down and then as I continue to push the gas it will after 10-15 seconds continue to drive 'normal'... You see this vehicle is a $30,000+ dollars that I pay for monthly and am scared that one day it is going to just completely shut down on me without any notice. I have three children that I carry in the Jeep with me everyday...and these issues especially the random slowing down as if it was going to stop then accelerate again is slightly nerve racking. I am sure you d understand if you were carrying family in a vehicle that you can depend on or just spent your yearly income on a vehicle that continues to give you problems, it is not even 5 months old!! This is a problem that needs to

be addressed immediately. I have taken it to the Britt Jeep dealership and the abnormal slowing down issues that made mention there is a recall though when they 'drove' it they experienced no problems. And made comments that I shouldn t complain because what they did today was free to me. IT S A NEW JEEP, and I am being treated like these problems are okay and I should except my defected jeep. No! I look forward to hearing from you. Last 8 VIN digits 7L[redacted]
Ruther Glen VA [redacted]
******END OF EMAIL*****
NAN, duplicate email. Please see Cair[redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA3910	7L[redacted]	***Open Date***	07/12/2007	***Built Date***	12/13/2006	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	01/11/2007	***Mileage***	195,000	***Dealer Zone***	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	67720	BRITT CHRYSLER JEEP			
Dealer Address	3427 JEFFERSON-DAVIS HIGHWAY				
Dealer City	FREDERICKSBURG	***Dealer State***	VA	***Dealer Zip***	22401

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	
	RUTHER GLEN VA[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	States air bag light issue.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	States dealer not resolving issues with vehicle.
Product - Body / Trim / Paint Finish - Conv Top / Sunroof / T-Top - Broken, Cracked - Default	States soft top ripped on vehicle.
Product - Unknown - Unknown - Hesitation/No Power - Default	States vehicle intermittently slows while attempting to accelerate.

***** EMAIL BRIEF DESCRIPTION CONTENT *****
DANGEROUS JEEP
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
***Important. I am unsure who I need to take to court right now and am fed up. I have taken my jeep in to be serviced twice now and none of my problems are fixed. i received an email back from you all stating you contacted the jeep dealership s service department and they told you the problems were fixed as of july 6 2007. The problems are not fixed my jeep is stalling and my airbag light continues to go on and off and i feel very unsafe driving around my three children in an vehicle that continues to stall out this is completely uncalled for. I called this morning and spoke with the service manager who decided to argue with me about the issues with my vehicle and that they " fixed the issues. THAT INFORMATION IS FALSE!! I then said it needs to be fixed and while fixed I am enrolled in the loaner program and have documents in hand stating that and he argued with that as well...I have all proof recall proof and proof from friend and family that my jeep is failing. If not fixed this time and I am continuously being treated like disrespectfully further action will be taken! Thank you for your time. The dealership I bought it from is in Fredericksburg Virginia 540-371-1400. I understand that I am not your family nor friend though JEEP assembled this vehicle and will be sued if anything happens to me or my family while driving it. [redacted]

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

Duplicate email per references [redacted] Direct to dealer has been sent. NAN

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA3910 7[redacted]	***Open Date***	07/12/2007	***Built Date***	12/13/2006		
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	01/11/2007	***Mileage***	0	***Dealer Zone***	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	67720	BRITT CHRYSLER JEEP			
Dealer Address	3427 JEFFERSON-DAVIS HIGHWAY				
Dealer City	FREDERICKSBURG	***Dealer State***	VA	***Dealer Zip***	22401

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	
	RUTHER GLEN VA [redacted]	***Country***	UNITED STATES

Product - Unknown - Unknown - Stalling - Default	Customer advises vehicle stalls.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	States air bag light issue.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	States dealer not resolving issues with vehicle.
Product - Body / Trim / Paint Finish - Conv Top / Sunroof / T-Top - Broken, Cracked - Default	States soft top ripped on vehicle.
Product - Unknown - Unknown - Hesitation/No Power - Default	States vehicle intermittently slows while attempting to accelerate.

***** EMAIL BRIEF DESCRIPTION CONTENT *****
dangerous 2007 jeep wrangler
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
NAN, see CAIRS [redacted] 80299 (in this CAIR a direct to dealer has been sent).

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA3910	7L1[redacted]	***Open Date***	07/12/2007	***Built Date***	12/13/2006	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	01/11/2007	***Mileage***	19,500	***Dealer Zone***	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	67720	BRITT CHRYSLER JEEP			
Dealer Address	3427 JEFFERSON-DAVIS HIGHWAY				
Dealer City	FREDERICKSBURG	***Dealer State***	VA	***Dealer Zip***	22401

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	
	RUTHER GLEN VA[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	States air bag light issue.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	States dealer not resolving issues with vehicle.
Product - Body / Trim / Paint Finish - Conv Top / Sunroof / T-Top - Broken, Cracked - Default	States soft top ripped on vehicle.
Product - Unknown - Unknown - Hesitation/No Power - Default	States vehicle intermittently slows while attempting to accelerate.

***** EMAIL BRIEF DESCRIPTION CONTENT *****
safety
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Purchased New or Used? New
If Used, date purchased? N/A Mileage? N/A
From whom did customer purchase used vehicle? N/A
**********EMAIL CONTENT**********
***Important. I am unsure who I need to take to court right now and am fed up. I have taken my jeep in to be serviced twice now and none of my problems are fixed. i received an email back from you all stating you contacted the jeep dealership s service department and they told you the problems were fixed as of july 6 2007. The problems are not fixed my jeep is stalling and my airbag light continues to go on and off and i feel very unsafe driving around my three children in an vehicle that continues to stall out this is completely uncalled for. I called this morning and spoke with the service manager who decided to argue with me about the issues with my vehicle and that they " fixed the issues. THAT INFORMATION IS FALSE!! I then said it needs to be fixed and while fixed I am enrolled in the loaner program and have documents in hand stating that and he argued with that as well...I have all proof recall proof and proof from friend and family that my jeep is failing. If not fixed this time and I am continuously being treated like disrespectfully further action will be taken! Thank you for your time. The dealership I bought it from

is in Fredericksburg Virginia 540-371-1400. I understand that I am not your family nor friend though JEEP assembled this vehicle and will be sued if anything happens to me or my family while driving it. Jillian A Struthers

**********END EMAIL CONTENT**********

Nan. Duplicate email. See Cairs# [redacted], and [redacted] Direct to dealer has been sent.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA3910	7L1[redacted]	**Open Date**	07/26/2007	**Built Date**	12/13/2006	
Model Year	2007	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	01/11/2007	**Mileage**	19,779	**Dealer Zone**	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	67720	BRITT CHRYSLER JEEP			
Dealer Address	3427 JEFFERSON-DAVIS HIGHWAY				
Dealer City	FREDERICKSBURG	**Dealer State**	VA	**Dealer Zip**	22401

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	RUTHER GLEN VA[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light concern.
Product - Drivability - Unknown - Hesitation/No Power - Default	Intermittently slows while accelerating.
Product - Body / Trim / Paint Finish - Conv Top / Sunroof / T-Top - Split, Cut, Torn - Default	Soft top ripped.

Purchased New
If New, date purchased? 1/11/07 Mileage? 13
From whom did customer purchase new vehicle?
67720
Mrs. [redacted] (1st owner) submitted a follow up letter regarding previous Email Cai[redacted]).
States there is a rip in the soft top, dealer is not wanting to warranty soft top. Air bag light concern. Vehicle intermittently slows down while accelerating. Dealer 67720 has not resolved issue. In the previous Cair (1[redacted]) a case manager was assigned to the file. Writer does not see a resolution.
Agent attempted to contact the customer on 7/26/07 at 2:37 p.m on the customer s home phone. Unable to reach customer, provided phone number, extension number, and reference number.
**********Next Agent**********
If customer calls back try to resolve issue.
Agent attempted to contact the customer on 7/27/07 at 11:50 a.m on the customer s home phone. Unable to reach customer for the 2nd time. Writer will send out form letter 031. Follow up date 8/10/07.
Agent attempted to contact the customer on 8/11/07 at 10:00 a.m on the customer s home phone. Unable to reach customer again. Writer will close out Cair.
**********Next Agent**********
If customer calls back try to resolve issue.

Customer Assistance Inquiry Record (CAIR)# 1[redacted]

VIN	1J8GA3910	7L1[redacted]	**Open Date**	07/26/2007	**Built Date**	12/13/2006	
Model Year	2007	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	01/11/2007	**Mileage**	19,779	**Dealer Zone**	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	67720	BRITT CHRYSLER JEEP			
Dealer Address	3427 JEFFERSON-DAVIS HIGHWAY				
Dealer City	FREDERICKSBURG	**Dealer State**	VA	**Dealer Zip**	22401

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	([redacted]
	RUTHER GLEN VA[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light concern.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Complaint against dealer 67720.
Product - Drivability - Unknown - Hesitation/No Power - Default	Intermittently slows down while accelerating.
Product - Body / Trim / Paint Finish - Conv Top / Sunroof / T-Top - Split, Cut, Torn - Default	Soft top ripped.

Purchased New
If New, date purchased? 1/11/07 Mileage? 13
From whom did customer purchase new vehicle?
67720
NAN DUPLICATE LETTER.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA591X	7L[redacted]	***Open Date***	07/23/2007	***Built Date***	01/12/2007	
Model Year	2007	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	05/05/2007	***Mileage***	4,551	***Dealer Zone***	42	DETROIT	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68960	WESTGATE CHRYSLER JEEP DODGE INC			
Dealer Address	2695 EAST MAIN STREET				
Dealer City	PLAINFIELD	***Dealer State***	IN	***Dealer Zip***	46168

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	INDIANAPOLIS IN [redacted]	***Country***	UNITED STATES

Product - Electrical - Unknown - Other - Default	customer seeking assistance with repairs.

********RECALL CONTACT********
Purchased New or Used? NewÙ
If Used, date purchased? N/A Mileage? N/A
From whom did customer purchase used vehicle?
CDJ dealer
Customer seeking recall information on vehicle. Advised customer there are no incomplete recalls. Customer was informed they will be notified by letter if a there was a recall on the vehicle using the
Customer states that she is having electrical problems.She has had vehicle to dealership twice for this problem.Customer seeking assistance with repairs.Transfered Per DJP99
Customer states that the air bag and safety lights come one. Customer states that the electronic light will come on. Customer states that the vehicle died on her twice on the road and the electronic throttle light and traction control lights come on. Customer is concerned with the electrical issues with the vehicle. Customer also states that the vehicle will squak when driving under 20 mph. Agent contacted dealer 68960 and spoke with Doug the Service manager. Doug states that last time the vehicle was there they reflashed the dash lights, brand new front brakes for the squeaky noise, flashed the steering angle sensor, ordered a new door panel since the customer did not like the color, and ordered new plastic pieces for the soft top that broke. Doug states that the vehicle is currently there for dashlight issues again and squeaky noises, but he has not gotten a chance to look at the vehicle yet. Customer disconnected the call while agent was speaking with the dealership.
Customer calling in wanting to speak with a manager. Customer states that she is having electrical problems with her vehicle. Customer states that when the dealer contacted her last night he was rude. Customer requested a call back because she is unable to hold at this time.
Customer calling back in regards to the electrical issues she is having with vehicle. Agent informed customer that file would be sent to get all

appropriate parties involved to get issues resolved. Agent contacted Doug at dealer who informed agent that they found an electronic code and have not found a way to resolve this. Agent informed Doug of direct to dealer. Agent informed customer of file being sent to get all appropriate parties involved.
####### DIRECT-TO-DEALER (Code=1A) #######
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and as another resource if required.
Agent called dealer and spoke to Doug to inform that CAIR was being sent.
CUSTOMER CONTACT INFORMATION: [redacted]
##################################
REASSIGNED TO BC/DLR 42 68960 07/24/07 13:10 R 16537689
*****D2D CASE MANAGER FOLLOW-UP*****
Case Manager NAME: Brenda Telephone: 248-944-7178
Writer called the dealer and spoke with the SM who advised the vehicle is gone. They recalibrated the throttle position sensor and the seat for the air bag light. They were unable to duplicate the ETF concern and the squeak.
Writer called the owner and left a message requesting a return phone call if the repair was not successful.
*Contact Date:08/03/2007
Service Manager at the dealership has closed the Cair# [redacted]
Warranty repair has been documented on Repair Order# [redacted]
CAIR RETURNED FROM DEALER ON 8/03/2007 AT 11:23:559 R [redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA6419	7L[redacted]	***Open Date***	07/23/2007	***Built Date***	04/17/2007	
Model Year	2007	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	05/07/2007	***Mileage***	4,400	***Dealer Zone***	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PJR	RESCUE GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	26450	BAY RIDGE CHRYSLER JEEP DODGE,		INC.	
Dealer Address	6502 5TH AVE				
Dealer City	BROOKLYN	***Dealer State***	NY	***Dealer Zip***	11220

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

Corporate - Vehicle Equip / Monroney - Default - Default - Default	Customer is seeking product information.

Purchased New or Used? new
If Used, date purchased? na Mileage? na
From whom did customer purchase used vehicle?
na
Customer states he scratched his wheels and he is trying to find out what they are coated with so that he can get them repaired. Agent consulted with MLB92 and advise the customer that unfortunately this information is not available for agent to get. Agent advised the customer he may be able to get this information from the dealership.
Customer states vehicle taken to dealer for several issues. Customer states dealer blamed customer for issues. Customer states where the windshield folds the screw got stuck. Customer states dealer blamed him for damaging screw when he put aftermarket lights on. Customer states there is a vibration at 1500 rpm. Customer states there is a TSB on a vibration issue but dealer states they cannot duplicate. Customer states another issue is that he heard a ding and his air bag light came on and has since gone off. Customer states there is a safety recall that concerns stalling. Customer states his vehicle does not have the recall but he was driving and all his dash lights and radio turned off. Customer states dealer blamed this issue on a Ipod adapter. Agent advised customer he can go to any DCX dealer for warranty work.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8FA5414	7L1[redacted]	***Open Date***	08/01/2007	***Built Date***	11/29/2006	
Model Year	2007	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	02/13/2007	***Mileage***	6,700	***Dealer Zone***	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PGJ	JEEP GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	23113	TEAM WELSH JEEP-CHRY-PLYM			
Dealer Address	36 DUMONT ROAD				
Dealer City	FAR HILLS	***Dealer State***	NJ	***Dealer Zip***	07931

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states his air bag light keeps coming on.
Referral - Customer Retention Task Force - Default - Default - Default	

See linked CAIR. Writer authorized 2 days rental as goodwill.
See linked CAIR. Cut check for 1 month car payment as goodwill.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2413	7L[redacted]	***Open Date***	08/21/2007	***Built Date***	12/08/2006	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	01/20/2007	***Mileage***	23,000	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	23842	VALDOSTA JEEP			
Dealer Address	4534 NORTH VALDOSTA RD				
Dealer City	VALDOSTA	***Dealer State***	GA	***Dealer Zip***	31602

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LAKE PARK GA [redacted]	***Country***	UNITED STATES

Recall - G25: REPROGRAM TIPM - ENGINE STALLING - Advise Owner/Incomplete Recall	Agent advised customer of incomplete G25.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states ESPBAS light is on.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states air bag light is on.

Purchased New or Used? New
If Used, date purchased? N/A Mileage? N/A
From whom did customer purchase used vehicle?
N/A
Customer states that there are dash lights that come on in her vehicle. The ESPBAS came on, and just today the airbag light came on. Vehicle was brought to dealership, and light was not on the moment it was brought in, and dealership told customer to come back when the light was on. Customer contacted dealerships today, and no dealerships could get her in. Customer states recall G25 has already been completed. Customer states none of the dealerships she asked were unable to get an appointment made for today, and that none of them could give her a time to get the appointment made. Agent advised customer that she will have to continue working with these dealerships to see if they can get an appointment made for her. Customer was not satisfied and stated she would not purchase another Jeep vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6413	7L[redacted]	***Open Date***	08/22/2007	***Built Date***	01/17/2007	
Model Year	2007	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	03/19/2007	***Mileage***	6,300	***Dealer Zone***	42	DETROIT	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	67561	ABRAHAM CHRYSLER-JEEP			
Dealer Address	1111 BROAD STREET				
Dealer City	ELYRIA	***Dealer State***	OH	***Dealer Zip***	44035

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

Recall - G25: REPROGRAM TIPM - ENGINE STALLING - Advise Owner/Incomplete Recall	Advised customer of incomplete recall.
Product - Body / Trim / Paint Finish - Seat Tracks / Frames - Inoperative - Front-Pass	Claims that the passenger is in the down position.

Purchased New or Used? New
If Used, date purchased? N/A Mileage?N/A
From whom did customer purchase used vehicle? N/A
Customer claims that they brought the vehicle into the dealer for the passenger seat. Customer states that the seat would pop and then roll out of place. Customer states that the dealer called her after having the vehicle for half the day and told her that they would not be able to fix the seat. Customer states that the dealer told her that they would have to keep the vehicle for two days, one day to do a diagnosis and a second day to fix the problem. Customer alleges that the seat will not go back to the up position and the air bag light is on. Customer is seeking rental assistance. Agent contacted dealer 67561 and spoke with Service Manager Russell. Russell states that the vehicle does not have a complete diagnosis on it and that the customer did not have enough time to have the vehicle diagnosis. Advised customer that there has to be a full diagnosis on the vehicle before rental assistance can be considered. Customer would like to speak with a supervisor. Agent advised customer that TLD50 concurs with agent s decision. Customer is still seeking a supervisor.
****** Call covered by ALS70 ******
Advised customer that there has to be a full diagnosis on the vehicle for rental assistance consideration. Customer states that the dealer damaged the vehicle further and that the dealer just stopped the diagnosis. Customer states that they cannot control the time it takes for the dealer to diagnosis the vehicle. Agent advised customer that the dealers are independently owned and operated and that Chrysler cannot control the diagnosis time. Advised customer that they can speak with the dealer

about the diagnosis timeframe. Agent provided customer with the name of the Service Manager and the dealer s phone number. Agent also provided reference number for further rental assistance after a full diagnosis

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA391X	7L1[redacted]	***Open Date***	08/28/2007	***Built Date***	10/13/2006	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	12/31/2006	***Mileage***	20,007	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PGJ	JEEP GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68340	FRANK GRIFFIN OF ORANGE PARK			
Dealer Address	1515 WELLS RD				
Dealer City	ORANGE PARK	***Dealer State***	FL	***Dealer Zip***	32073

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	JACKSONVILLE FL [redacted]4	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer air bag lights stays on.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer blinkers not working.
Product - Body / Trim / Paint Finish - Body Hardware - Rusted - Unknown	Customer report corrosion on doors.
Product - Drivability - Unknown - Stalling - Default	Customer vehicle would stall.

Purchased New or Used? new
Dated purchased used vehicle? na
Miles? na
From whom did customer purchase used vehicle? na
Customer been to the dealership 12 times since the purchase of this vehicle. Customer vehicle would stall. Customer reports dealership could not duplicate and did recall. Customer air bag lights stays on. Customer report corrosion on doors. Customer blinkers not working. Customer seeks to get out of vehicle befor warranty runs out.
Contacted 68340 to obtain repair history. Service manager Dave states customer was here on 7/23/07at 16,537 miles for the G07 recall and on 3/28/07 at 16,537 miles for a replacement of fabric on half doors.
Contacted 36464 Service manager Ted. Agent left a voicemail to contact CCAC with repair history.
Customer would like the files to be sent to 68340 once all information has been documented from 36464.
Customer will be returning to 68340 for the corrosion concern today.
*** Dealer Call ***
Ed, Service manager for Dealer 36464, calling.
On 01/30/07 at 6545 miles for oil change.
On 02/27/07 at 7922 miles for fog light coming on by self. Ordered switch for fog lights.
On 03/19/07 at 10152 miles for fog lights switch installation, and vehicle also required a multi function switch.

****
####### DIRECT-TO-DEALER 1-B #######
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to
resolve this customer s concern(s). If needed, seek assistance from your
District Mgr, Business Center or STAR. Please update this CAIR within 24
hours of receipt. A case manager from the Customer Assistance
Center may be assigned to this CAIR for follow-up with the
customer and as another resource if required.
Agent called dealer and spoke to Ed to inform that CAIR was being sent.
CUSTOMER CONTACT [redacted]
##############################
In addition, the owner is seeking relief under State
Lemon Law / Buyback / Arbitration process.
REASSIGNED TO BC/DLR 66 68340 08/28/07 15:04 R 1[redacted]
*Contact Date:08/30/2007
Service Manager at the dealership has updated the Cair# [redacted]
An appointment has been set with the customer.
*Contact Date:09/07/2007
Service Manager at the dealership has closed the Cair# [redacted]
Warranty repair has been documented on Repair Order#241727
CAIR RETURNED FROM DEALER ON 9/07/2007 AT 01:01:327 R [redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA5414	7L[redacted]	***Open Date***	09/04/2007	***Built Date***	05/14/2007	
Model Year	2007	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	05/31/2007	***Mileage***	10,000	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PJR	RESCUE GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	41939	THORNTON C-D INC			
Dealer Address	2354 FLORENCE BV				
Dealer City	FLORENCE	***Dealer State***	AL	***Dealer Zip***	35630

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	COLLINWOOD TN[redacted]	***Country***	UNITED STATES

Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Customer says his check engine light continues to come on.
Product - Body / Trim / Paint Finish - Conv Top / Sunroof / T-Top - Leaks - Default	Customer says top continues to leak.

Purchased New or Used? NEW
If Used, date purchased? NA Mileage? NA
From whom did customer purchase used vehicle? NA
Customer says he s on the road all the time, has very few opportunities for service, has had in for 2 repairs already for the top leaking. Also the check engine light is coming on and it says Gas cap loose . Customer says the dealer says they ve put in 2 gas caps. Customer still gets Gas Cap loose and check engine light. Customer complaint of mildew in vehicle. Customer says he s done, ready to ask for new vehicle.
Agent contacting dealer 41939.
Agent speaking with Callie. The repair history is
6/8/07- 490 miles, performed a TSB for header replacement, did do TSB and was still leaking. Customer was to bring it back. Calibrated the compass, airbag light flashing non-duplicated.
Hasn t brought in again to this dealer for repair. No open tickets. Noted that it was still leaking, needs to rescheduled.
Agent advised customer vehicle will be repaired per the terms of the warranty at this point. Agent advised customer vehicle can be seen at any dealership for warranty work. Customer asked about loaners. Agent advised customer loaner vehicles are up to each dealer if they provide a loaner. Rental vehicles are provided with a service contract. Customer says he does not have a service contract. Agent advised customer we can explore rental, but it is on a case-by-case basis dependent on a diagnosis of the vehicle by an authorized dealership.
Customer asks if dealer said anything about gas cap. Agent advised customer Callie could not provide agent information regarding gas cap issue. Customer says he has a repair order he d like on the record,

provided by dealer 41939. Customer asked for fax information to fax repair order for recording. Agent advised customer of fax information. Customer asked at what point does he say enough and we provide him with a new truck. Agent declined to speculate. Agent advised customer of reference, advised customer if he has continuing issues to contact CAC back.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA3910	7L[redacted]	**Open Date**	09/06/2007	**Built Date**	12/13/2006	
Model Year	2007	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	01/11/2007	**Mileage**	25,918	**Dealer Zone**	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	67720	BRITT CHRYSLER JEEP			
Dealer Address	3427 JEFFERSON-DAVIS HIGHWAY				
Dealer City	FREDERICKSBURG	**Dealer State**	VA	**Dealer Zip**	22401

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]R	**Home Phone**	[redacted]
	RUTHER GLEN VA[redacted]	**Country**	UNITED STATES

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer alleges concerns have not been resolved.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer alleges her air bag light comes on.
Product - Drivability - Unknown - Stalling - Default	Customer alleges vehicle stalls.
Product - Engine - Unknown - Vibration - Default	Customer alleges vehicle vibrates at stops.

Purchased New or Used? New
If Used, date purchased? N/A Mileage? N/A
From whom did customer purchase used vehicle?
CDJ dealer
Customer alleges that she has had concerns with the vehicle since purchase. Customer alleges she feels unsafe driving the vehicle. Customer alleges the vehicle stalls. Customer alleges she has been to the dealer five times for the stalling. Customer alleges the vehicle vibrates at stops. Customer alleges the airbag light comes on and off. Agent advised customer that her concerns would be documented. Customer seeking for the concerns to be resolved. Customer alleges that she has only been to dealer 67720 for repairs. Agent advised customer she may want to go to another Jeep dealer for a diagnosis. Agent contacted dealer 67720 and spoke with service advisor, Bill. Bill provided repair history:
7/19/07, 19858 miles-engine stalled while driving, replaced integrated power module; air bag light on at times, replaced OCM module.
7/11/07, 19392 miles-loss of power, reprogrammed integrated power module; air bag light on at times, reprogrammed OCM module.
Bill states those are the only two visits. Agent advised of direct to dealer and provided CAIR number. Agent advised customer that her file is being sent to the dealer to get additional parties involved in the repair of the vehicle. Agent advised customer to continue working with the dealer. Agent advised customer that the file gets additional technical assistance and the district manager involved. Customer requested contact

on her primary number. Agent advised customer that both numbers have
been documented and that a message would be left if she did not answer.
***Customer did not request lemon law.
DIRECT-TO-DEALER (Code=1A) # # # # # #
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to
resolve this customer s concern(s). If needed, seek assistance from your
District Mgr, Business Center or STAR. Please update this CAIR within 24
hours of receipt. A case manager from the Customer Assistance
Center may be assigned to this CAIR for follow-up with the
customer and as another resource if required.
Agent called dealer and spoke to Bill to inform that CAIR was being sent.
CUSTOMER CONTACT INFORMATION: [redacted]
# # # # # # #

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2410	7L1[redacted]	***Open Date***	10/01/2007	***Built Date***	02/28/2007	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	03/20/2007	***Mileage***	1	***Dealer Zone***	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PJR	RESCUE GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	23257	ROYAL JEEP			
Dealer Address	1901 PATRICK STREET PLAZA				
Dealer City	CHARLESTON	***Dealer State***	WV	***Dealer Zip***	25362

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	[redacted]
	CHARLESTON WV[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Ongoing issue with air bag light.

***** EMAIL BRIEF DESCRIPTION CONTENT *****
service at dealer ship
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
I bought my Jeep Rangler in March of 07. The air bag light has recently started coming on while I m driving and I have tried to get it into the shop but the service department does not stay open late enough or on the weekends. I have just recently started working at my job and cannot take off of work. The next closest Jeep dealer is about an hour away in Huntington WV. They are open on the weekend but I already commute 2 hours everyday for work and with my jeep being brand new I don t feel that I should have to drive that on my days off. Should the company or could the company provide me with a vehicle to drive for a day while they fix my 6 month old vehicle.
**********End of Email**********
Purchased New
If New, date purchased? 3/20/07 Mileage? 7
From whom did customer purchase new vehicle?
23257
**********End of Email**********
Contacted dealer 23257 spoke with service advisor Rex, Rex informed writer that one of his mechanic stayed to 4:30 p.m. and the customer never showed up.
Thank you for contacting the Jeep group regarding your 2007 Jeep Wrangler.
Rental or loaner vehicles, while an owner s vehicle is being serviced, are not provided under the terms of the manufacturer s warranty.
Thank you for giving us the opportunity to review this matter with you. Information received from customers better enables us to evaluate our policies for future consideration.
Thanks again for your email.

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

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GB391X 7[redacted]		***Open Date***	09/27/2007	***Built Date***	11/12/2006	
Model Year	2007	***Body***	JKTM74	JEEP WRANGLER UNLIMITED X 4X2 SPORT UTILITY			
In Service Dt	11/26/2006	***Mileage***	15,600	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PBM	STEEL BLUE METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	45091	GREENWAY CHRYSLER-JEEP-DODGE, INC.			
Dealer Address	9051 EAST COLONIAL DRIVE				
Dealer City	ORLANDO	***Dealer State***	FL	***Dealer Zip***	32817

Owner	[redacted]	***Contact Type***	CERTIFIED LETTER
Address	[redacted]	***Home Phone***	[redacted]
	ORLANDO FL [redacted]	***Country***	UNITED STATES

Corporate - Lemon Law - Default - Default - Default	
Product - Body / Trim / Paint Finish - Seat Belts - Loose - Front Driver	

****Begin structured narrative LEMON LAW REQUEST
This applies to written notifications only
Yes
What type of notification was received
Letter
Was it received via Certified Mail
Yes
Date notification was received
9/26/2007
****End structured narrative LEMON LAW REQUEST
*******ATTENTION BC CRM**********
Owner sent Lemon Law notification to Chrysler.
Please handle based on merit. Thank you
**********ORLANDO BUSINESS CENTER RECEIVED MVDN 9/28/07**********
100107 RVW CONTACTED OWNER AT BUS NUMBER. ACKNOW RECEIPT OF MVDN. OWNERS CONCERNS ARE:
(1) DRIVERS SIDE SEAT BELT AREA RATTLES AND DOES NOT SOUND SECURE.
(2) DRIVERS SEAT MAKES POPPING/SQUEAKING NOISES
(3) WATER LEAKS INTO VEH FROM TOP FRONT CORNER OF DRIVERS DOOR WHEN OPENED
WRITER SCHED OWNER TO DROP OFF VEH TO ORLANDO DCJ BY 8:30 AM ON NOVEMBER 7 FOR CHRYSLER REP (TA) TO OVERSEE INSPECTION/REPAIR. NO ALT TRANS REQ, NONE OFFERED. WRITER ADVISED TA/DM/SM OF THE ABOVE. APPT LETTER SENT TO OWNER AS CONFIRMATION.
Tech Update: Vehicle was driven for several miles and the rattle the owner describes was NOT heard. All driver s side hardware is secure and must have been corrected on a previous repair. Top design will allow some water to enter the vehicle when the door is opened in the rain. This is normal and is usually minimal. No changes can be made to this top system to prevent a small amount of water to drip when raining. The driver s seat does make

a light squeak and will be lubricated.
Vehicle was delivered back to owner on 11-8.
113007 RVW ATTEMPTED TO CONTACT OWNER AT CELL PHONE. GOT VM. LM REQ OWNER CALL TO CALL AS TO OWNER SATISFACTION.
WRITER RECD CALL BACK FROM OWNER. OWNER REPORTS THAT RATTLE NOISE IS EVIDENT WHEN TRAVELING OVER A BRICK OR COBBLESTONE ROAD. TOOK VEH TO CENTRAL FLA CJD AND DLR RESOLVED WATER LEAK CONCERN. OWNER STILL HEARS A SQUEAK FROM EITHER THE SEAT OR CLUTCH PEDAL AS OCCURS WHEN OWNER ENGAGES CLUTCH. CENTRAL FLA ADDRESSED OWNER CONCERN WITH SOFT TOP FLAPPING AND MAKING LOUD NOISE WHEN HITTING SOUND BAR BY APPLYING PADDING (NOT TO OWNER SATIS) TO SOUND BAR. ALSO OWNER REPORTS THAT THE OTHER DAY, ALL THE DASH WARNING LIGHT COME ON AND VEH MAKE A LOUD NOISE LIKE VEH WAS DOWNSHIFTING THEN AS FAST AS HAPPENED, LIGHTS WENT OUT (EXCEPT AIR BAG LIGHT STAYED ON FOR AWHILE LONGER) AND VEH STARTED TO DRIVE FINE. DUE TO THE ABOVE ISSUES, OWNER REQUESTING REPL OF VEH. WRITER ADVISED OWNER THAT WILL GET REPAIR HISTORY FROM DLRS INVOLVED FOR REVIEW AND WILL GET BACK TO OWNER. OWNER SATIS.
121707 RVW REVIEWED ROS. STILL NEED TWO REPAIRS ORDER. HAVE REQUESTED FROM DLRS.
WRITER PLACED CALL TO OWNER BUS NUMBER. GOT VM. LM ADVISING OWNER THAT WRITER STILL REVIEWING FILE.
121907 RVW RECD CALL FROM OWNER VIA VM AT 1:06 PM. OWNER REPORTS THAT TODAY VEH STALLED ON OWNER WHEN PULLING INTO PARKING.
122107 RVW ATTEMPTED TO CONTACT OWNER TO GET COPY OF LAST REPAIR FAXED TO WRITER. GOT VM. LM FOR OWNER TO FAX RO.
010208 RVW ATTEMPTED TO CONTACT OWNER AT CELL. GOT VM. LM FOR OWNER TO CALL WRITER.
010308 RVW RECD CALL BACK FROM OWNER VIA VM AT 5:15 PM WED 1/2. WRITER RETURNED CALL. GOT VM. LM FOR OWNER TO CALL WRITER.
WRITER RECD CALL BACK FROM OWNER. ADVISED OWNER THAT CHRYSLER WOULD LIKE TO SETTLE BY REPL VEH. OWNER SATIS. WRITER REQ OWNER FAX COPY OF BUYERS ORDER/RETAIL SALES AGREEMENT TO WRITERS ATTN AT WHICH TIME, FILE TO BE FORWARDED TO ISG WHO WILL CONTACT WRITER WITHIN 4-5 WORKING DAYS TO INITIATE SETTLEMENT.
********** REPLACEMENT TEMPLATE SUBMITTED FOR APPROVAL 1/07/08 **********

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA5415	7L[redacted]	**Open Date**	10/02/2007	**Built Date**	10/04/2006	
Model Year	2007	**Body**	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	03/10/2007	**Mileage**	10,100	**Dealer Zone**	42	DETROIT	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	23349	BOB ROHRMAN JEEP EAGLE			
Dealer Address	701 SAGAMORE PKWY S				
Dealer City	LAFAYETTE	**Dealer State**	IN	**Dealer Zip**	47905

Owner	[redacted]	**Contact Type**	E-MAIL
Address	[redacted].	**Home Phone**	[redacted]
	BROOKSTON IN[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer sent email regarding issue with air bag light.
Product - Body / Trim / Paint Finish - Body Hardware - Loose - Hood	Customer sent email regarding issue with hood.
Product - Drivability - Unknown - Stalling - Default	Customer sent email regarding issue with stalling.
Product - Body / Trim / Paint Finish - Glass - Wind Noise - Windshield	Customer sent email regarding issue with wind noise is windshield.

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Very Disappointed with my 2007 Jeep!!!
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
I have owned several (7) jeeps. I recently purchased the new 07 Wrangler. I have been extremely disappointed with it. I have 2 ongoing issues that have been addressed several times and still no fix. The first issue (hood blows up) has been 'best rigged' to help control issue and second is wind whistle in wind shield. (3 visits... 2 wind shields and it s getting worse not better)! Not to mention the other problems: airbag light on intermittently (replaced module) and pulley noise and RPM flucuation and dying at stops (replaced pulleys and recall done). I wanted the dealer to trade me out of it for a 2006 model buy financially 'it doesn t work for them' and who cares about me... I almost wrecked a couple of weeks ago while trying to get as near to the side of the road as I could to avoid the hood blow up while passing 3 semi s and the wind blow me off the road enough to almost cause over correction right into the path of the semi s. I truly am disappointed in the new product and efforts made by the dealer to help correct these issues.... I made another call this morning about the wind noise (after being told last week when my jeep was in for service and REPAIR the service manager was going to investigate and call me back with solutions)... still waiting!!!!
**********END OF EMAIL**********
Purchased New or Used? NEW
If Used, date purchased? NA Mileage? NA

From whom did customer purchase used vehicle? NA
**********BEGIN RESPONSE**********
Thank you for contacting the Jeep Customer Assistance Center regarding your 2007 Jeep Wrangler Sahara. I regret the problem your Sahara has experienced with the hood and windshield, and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.
Unfortunately, given the many variables involved, we are unable to diagnose your vehicle s problem via email. We recommend contacting your authorized Jeep dealership to arrange an appointment for proper diagnosis and repair. Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Should your dealer require factory assistance, it is available through the regional Business Center. If you have been working with an authorized dealership but the problem is not yet resolved, seeking a second opinion from a different dealer may be a viable option. Thanks again for your email to Jeep.
**********END OF RESPONSE**********
I guess I can try another dealer but it seems as though I have the problems, I have the payment and new 25k vehicle, I make the follow up calls, I have to now fimd another Jeep dealer in another city because there isn t another one here. GRRR. Seems like customer service should be on the list of priorities. I am in sales and would die on the vine if I gave like service to my clients (who spend less money). Oh well, I only have 52 months left then my jeep days could perhaps come to an end. 8 jeeps I have bought, Chrysler has made money off me since I was 18!
Thanks. Sent via BlackBerry by AT&T
**********END OF EMAIL**********
NAN
Just so you know, I traded my jeep off and got something else. No more jeeps, no more head aches, no more spending hours in service being angry! YEAH!
**********END OF EMAIL**********
NAN

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GB3915	7L14[redacted]	***Open Date***	09/28/2007	***Built Date***	12/12/2006	
Model Year	2007	***Body***	JKTM74	JEEP WRANGLER UNLIMITED X 4X2 SPORT UTILITY			
In Service Dt	01/09/2007	***Mileage***	23,764	***Dealer Zone***	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68886	CHAMPION CHRY-DODGE			
Dealer Address	435 E PASS RD				
Dealer City	GULFPORT	***Dealer State***	MS	***Dealer Zip***	39507

Owner	[redacted]	***Contact Type***	D2D NO CASE MANAGER
Address	[redacted]	***Home Phone***	([redacted]
	VANCLEAVE MS [redacted]	***Country***	UNITED STATES

Product - Drivability - Unknown - Hard Starting - Default	Customer states the vehicle has a hard start.

Purchased New or Used? new
If Used, date purchased? na Mileage? na
From whom did customer purchase used vehicle?
CDJ dealer
Customer states she has taken the vehicle to the dealership 7 times to be repaired. Customer states she is seeking buyback. Customer states the ignition switch is not fixed and has been repaired tired twice and it has a hard start. Customer states the vehicle will shake when started and has to let is sit for a while. Customer states the drive shaft has been replaced. Customer states it took a week to fix the drive shaft. Agent contacted the dealership and spoke with John in service and he provided repairs and repair dates.
07/13/07 Flashes ABS per TSB, brakes lock up and flashed the PCM per TSB. Vehicle has a long start and was referred to recall per STAR.
06/19/07 vehicle making starting noise after started and could not duplicate the concern.
05/22/07air bag light on found no codes could not duplicate and replaced upper and lower shaft.
05/11/07 ordered parts for shaft.
4/15/07 vehicle makes the starting noise when already started and could not duplicate the concern.
Agent advised John of the direct to dealer. Agent advised customer the file is being sent to the dealership to get all parties involved and would need to keep working with the dealership. Agent advised customer the vehicle will be repaired per terms of warranty. Agent advised customer the compliant has been filed and provided the reference number.
$ $ $ $ $ DIRECT-TO-DEALER Code=4a $ $ $ $ $ $ $ $
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
This Direct-to-Dealer CAIR is being sent for the following reason:
Unresolved vehicle concern
Please update this CAIR as required.
Agent called dealer and spoke to John to inform that CAIR was being sent.

$ $
REASSIGNED TO BC/DLR 63 68886 09/28/07 09:18 O [redacted]
*Contact Date:10/01/2007
Service Manager at the dealership has updated the Cair# 1[redacted]
An appointment has been set with the customer.
*Contact Date:10/12/2007
Service Manager at the dealership has closed the Cair# [redacted]
Complaint could not be duplicated and explanation has been provided to custo
mer.
CAIR RETURNED FROM DEALER ON 10/12/2007 AT 02:44:252 R[redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GB591X	7L1[redacted]	**Open Date**	10/03/2007	**Built Date**	11/27/2006	
Model Year	2007	**Body**	JKTP74	JEEP WRANGLER UNLIMITED SAHARA 4X2 SPORT UTILITY			
In Service Dt	01/26/2007	**Mileage**	11,922	**Dealer Zone**	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	53118	LAFAYETTE MOTOR CO INC			
Dealer Address	1515 JEFFERSON ST				
Dealer City	LAFAYETTE	**Dealer State**	LA	**Dealer Zip**	70501

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

Recall - F50: REPROGRAM ABS MODULE - Advise Owner/Incomplete Recall	Advised of incomplete recall.
Recall - G25: REPROGRAM TIPM - ENGINE STALLING - Advise Owner/Incomplete Recall	Advised of incomplete recall.

Purchased New or Used? New
If Used, date purchased? na Mileage?na
From whom did customer purchase used vehicle?
CDJ dealer
Customer contacting stating that he has two recalls F50 and G25 on his vehicle. States that he is not going to leave the vehicle at dealership 53118 unless he has something to drive. Agent contacted dealership 53118 and inquired how long the repairs will take to the vehicle. Agent spoke with Mildred in Service. Agent was informed that the customer came into the dealership screaming at the manager and the manager does not want him back at the dealership because of that. Agent still inquired for time frame the recalls will be done on the vehicle. Agent was informed that the repairs will probly take more than one day because, the skid light is on in the vehicle and the air bag light is on. Mildred informed agent that the service manager will allow the customer to bring the vehicle in as long is it is on Monday-Wednesday at 7am. Agent informed customer that Chrysler will not provide alternate transportation for the recall. Consulted with MF640. Concurs with agent decision. Customer informed agent that he is putting Chrysler and the dealership on notice that he is going to file a complaint with NHTSA. Agent informed customer that would be at his desecration.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA5415 7[redacted]	***Open Date***	10/03/2007	***Built Date***	09/29/2006		
Model Year	2007	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	12/16/2006	***Mileage***	15,000	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PGJ	JEEP GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	59580	JACK CARUSO'S REGENCY DODGE INC			
Dealer Address	10979 ATLANTIC BLVD				
Dealer City	JACKSONVILLE	***Dealer State***	FL	***Dealer Zip***	32225

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

Product - Body / Trim / Paint Finish - Conv Top / Sunroof / T-Top - Leaks - Default	Customer seeking information on the top.

Purchased New or Used? New
If Used, date purchased? N/A Mileage? N/A
From whom did customer purchase used vehicle?
N/A
Customer states the vehicle has been in three times for a leak. Customer states the vehicle has been repaired twice. The top was replaced in April and then the weatherstrip seal was replaced last week. Customer states the car smells moldy and bad due to the water leaking and now the top is leaking again. Customer feels with this many issues they should be at least provided rental vehicle because the dealership has to keep the vehicle several days in a row. Customer is concerned with the damage with this being a leased vehicle as well. Customer seeking guidance on what they should do. Writer contacted Ben at dealer 59580. Ben states there are a few vehicles at the dealership with this same issue and the rain is very heavy right now. Dealer states the customer has been in for a leak concern and the hard top was replaced and weather stripping was replaced. Inquired if there is a process when there is a leak to have the carpet dried. States there is but, it may take a couple of days. Writer reviewed further. Advised customer they would need to call the dealership and make an appointment and to speak with Cheryl. Consulted with DJC104. Advised customer Chrysler will provide five days of warranty goodwill rental. Advised customer if there are any further concerns the customer can contact back while the vehicle is at the dealership to see if anything further can be reviewed.
PA is in the system. Mileage just needs corrected.
US07621771003
Customer is calling back. Customer stated that vehicle is currently at the dealer. Customer stated the vehicle stinks very bad. Customer stated that seats are getting a brown color to it. Customer stated that the seats are supposed to be stain resistant. Customer stated that the dealer

told her maybe she should take the vehicle to a professional cleaner. Customer stated that the dealer shout have it cleaned professionally. Customer stated that she has been working with Cheryl. Customer states that for the rental she was told to wait in the waiting room for the company. Customer stated that the rental company had to come find the customer in the dealer. Customer seeking to have Chrysler talk to the dealer to have the vehicle cleaned. Agent consulted with TCC17. Agent contacted the dealer and spoke with Cheryl a service advisor. Cheryl stated that the vehicle will be cleaned. Customer would like to give a compliment to Matt in the parts department at a dealer Saint Augustine, FL.
Customer called back on the sixth day of rental to advise the vehicle is not ready. Agent called dealer 5958 and spoke with Cheryl, service advisor in charge of this repair. Cheryl advised the agent the carpet came in today and will be put in. It is possible the vehicle will be ready today or tomorrow. Agent authorized two additional days rental. Customer alleges that she was told her vehicle would be ready between 2-3 and she got there at 4:00 and was not ready. Customer alleges that she had drove away and the air bag light came on. Customer alleges she contacted dealer back and they were very rude with her. Customer alleges that the lady at the dealer put Henry in service on the phone. Customer alleges that the seats had to be taken out and was told that they may have forgotten to hook up some wires. Customer advised she had received very poor service. Customer alleges that the dealer had advised her she will need to bring the vehicle back. Customer wanting to know how long it will take the dealer to correct the air bag light concern. Agent explained to customer that Chrysler does not know what would need to be done to determine the time it will take to repair the air bag light being on. Customer requesting agent to contact the dealer to request the information. Advised customer that agent can contact the dealer however can not guarantee that the dealer can advise how long the repairs will take due to them not diagnosing the vehicle. Customer requesting a supervisor. Agent consulted with Sat40. Advised customer that supervisor does concur with the information that was provided that Chrysler cannot provide how long it will take to correct an issue. Call was ended properly however phone was never disconnected. Consulted with sat40. Agent released line.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA5415	7L[redacted]	***Open Date***	10/05/2007	***Built Date***	10/04/2006	
Model Year	2007	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	03/10/2007	***Mileage***	10,969	***Dealer Zone***	42	DETROIT	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	23349	BOB ROHRMAN JEEP EAGLE			
Dealer Address	701 SAGAMORE PKWY S				
Dealer City	LAFAYETTE	***Dealer State***	IN	***Dealer Zip***	47905

Owner	[redacted]	***Contact Type***	CERTIFIED LETTER
Address	[redacted]	***Home Phone***	[redacted]
	BROOKSTON IN [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer sent email regarding issue with air bag light.
Product - Body / Trim / Paint Finish - Body Hardware - Loose - Hood	Customer sent email regarding issue with hood.
Product - Drivability - Unknown - Stalling - Default	Customer sent email regarding issue with stalling.
Product - Body / Trim / Paint Finish - Glass - Wind Noise - Windshield	Customer sent email regarding issue with wind noise is windshield.
Corporate - Lemon Law - Default - Default - Default	

****Begin structured narrative LEMON LAW REQUEST
This applies to written notifications only
yes
What type of notification was received
lemon law notice
Was it received via Certified Mail
no
Date notification was received
10/04/07
****End structured narrative LEMON LAW REQUEST
****** LEMON LAW NOTIFICATION CARD ******
Longtime Chrysler owner alleges vehicle has been out of service several times for ongoing concerns with the following: (1) hood blows up when passed by trucks (was deemed normal by DM in prior CAIR)
(2) alleges windshield replaced twice and is worse than before; (3) airbag light coming on.....appears dealer has been working with STAR Hotline as well.....
'Request Business Center/District Manager review of vehicle history and contact the owner directly to discuss and handle accordingly'.....thank you.....ltm
REASSIGNED TO BC/DLR 42 23349 10/11/07 06:40 O [redacted]
*Contact Date:10/23/2007
Service Manager at the dealership has updated the Cair# [redacted]

Dealer attempting to contact customer.
Service DM spoke to service advisor at 23349. He states that customer is no longer in this vehicle and traded into something else. DM closing CAIR based on this information. NLB26

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3915	7L[redacted]	***Open Date***	10/11/2007	***Built Date***	01/17/2007	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	07/09/2007	***Mileage***	4,438	***Dealer Zone***	42	DETROIT	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	26494	JOHNNY WATKINS CHRYSLER CENTER			
Dealer Address	1039 S LAUREL RD				
Dealer City	LONDON	***Dealer State***	KY	***Dealer Zip***	40744

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	KETTLE ISLAND KY [redacted]	***Country***	UNITED STATES

Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Check engine light comes on
Product - Unknown - Unknown - Stalling - Default	Customer states that vehicle will stall out at idle during first start up

BBB INQUIRY (BETTER BUSINESS BUREAU)
CUSTOMERS LISTED ISSUES:
engine stalling, electronic throttle control system failure, eng control system failure, check engine light, vehicle will not run correctly, airbag system failure, eng stumbling
Wants a new vehicle or a refund.
Vehicle History for [redacted]T
Vehicle was placed in service 7/9/07.
Prior to customer taking delivery the G25 recall was performed.
S 07/09/07 42 26494 434470 16 7851171 07081 $17.82
1 LOP=08G25182 NO LOP DESC AVAILABL FC=UC PART=NO PART EXP= $17.82
On 7/24/07 the following accessories were installed - hard top, trailer hit ch, door sill guards, and chrome fuel filler door
A few days later the air bag light came on. The occupant classification mo dule was replaced for this. Also at this same time the check engine and th ction.
W 07/30/07 42 26494 439760 1,719 8638476 07083 $219.58
1 LOP=08193401 NO LOP DESC AVAILABL FC=UC PART=05084009AG EXP= $219.58
On 8/13 the check engine light came on again. A recalibration was necessar y again because the scan tool was not update at the time.
A couple days later, the check engine light was on with throttle light. A vapor hose had a hole melted in it due to resting on exhaust.
W 08/15/07 42 26494 444010 2,523 9026212 07083 $23.42
1 LOP=25011705 HOSE,VAPOR CAN FC=X2 PART=04809136AA EXP= $23.42
About a month later, the check engine light & throttle light came on. The ons.
W 09/18/07 42 26494 451970 4,300 1633149 07094 DENIED

1 LOP=14300101 THROTTLE BODY FC=ML PART=04861661AA EXP= $305.11
A day later after the wiring harness was replaced, the check engine light c
ame on due to an injector connector not being pushed on all the way from wi
ring harness replacement.
Summary
Vehicle was in twice for a recalibration due to accessories being installed
on the vehicle and the symptom was a check engine light due to the normal
function of the vehicle. This would be the same as if the customer left a
ose.
Repairs that were related to factory defects are
1 airbag light
3 Check engine lights one of which was shop comeback related. Of the 2 che
ck engine light repairs, neither were related.
Whereas the vehicle may be troublesome to the customer, most of the repair
s have been relatively minor. The customer has not been back in to address
any more issues nor do I feel this case has merits for assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3917	7L[redacted]	***Open Date***	10/25/2007	***Built Date***	10/27/2006	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	11/29/2006	***Mileage***	27,000	***Dealer Zone***	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	68650	I G BURTON CHRYSLER			
Dealer Address	605 BAY ROAD				
Dealer City	MILFORD	***Dealer State***	DE	***Dealer Zip***	19963

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MILFORD DE[redacted]	***Country***	UNITED STATES

Recall - G40: REPROGRAM EBC MODULE - Advise Owner/Incomplete Recall	Advised owner of incomplete recall.
Product - Body / Trim / Paint Finish - Paint Finish - Discolored - Hood	Hood was discolored.
Product - Electrical - Ignition System - Intermittent or Inoperative - Default	Intermittent cranking issue.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Passenger side air bag light keeps coming on.
Corporate - Rental Vehicle - Default - Default - Default	Seeking a rental vehicle.
Product - Electrical - Unknown - Intermittent or Inoperative - Default	States the air bag does not work.
Product - Body / Trim / Paint Finish - Conv Top / Sunroof / T-Top - Defective - Default	States the top leaks.

Purchased New or Used? New
If Used, date purchased? NaMileage? Na
From whom did customer purchase used vehicle? Na
Customer calls seeking recall information. Advised the customer of ncomplete recall G40 this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment o complete recall repair. Customer states the vehicle has had so many recalls and thinks the vehicle is made cheap. Customer states the airbag is not working properly. The top leaks on the vehicle. The dealership has ordered the customer a new top. The new top is very thin and had to be returned. The dealership is repairing the vehicle per terms of the warranty. Customer states that he is very disappointed with the product. Customer wants to file his complaint. Advised customer that the complaint has been filed and will be reviewed internally. Provided reference number to customer.
Customer contacting stating that he has been waiting on a follow up call and has not received one. States that he has been having constient problems with this vehicle. Alleges that the has taken the vehicle in 9 times for the top leaking, excessive cranking, and air bag light coming on in the vehicle. Customer states that he has other issues as well, the hood had to be repainted because, the clear coat was foggy and a dent was

in the quarter panel of the vehicle next the front windsheild. Contacted Dobie the Service Manager at dealership 68650. Dobie informed agent that it will take one day to repair the top on the vehicle. Consulted with BCC13. Customer can be provided 1 day of rental at $40.00 a day. Contact the dealership and see if they can accept a PA for a rental vehicle. Spoke with Dobie the Service Manager. Dobie states that he can accept a PA for rental. Informed Dobie to contact back with the current miles on the vehicle when the customer brings the vehicle in. Dobie complied. Agent offered the customer one day of rental for $40.00. Customer accepted.
****Begin structured narrative T2 - RENTAL
Is the vehicle still under warranty?
Yes
Does the vehicle have any service contract that covers rental?
No
What repairs are currently being completed?
Top is being replaced.
Why has the vehicle not been repaired and returned to the owner?
Part just arrive and appointment has been sent for 11/20/07.
What is the estimated date that the repair will be completed?
11/20/07
Is this a recall repair?
No
Is this a pre-authorization or a request for reimbursement?
Pre-authorization
Chrysler authorizes rental? Explain why or why not...
Vehicle is under warranty.
How many days are being authorized and at what dollar amount?
1 day at $40.00.
****End structured narrative T2 - RENTAL
* Writer created preauthorization for rental (U[redacted].)

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA5916	7L[redacted]	***Open Date***	11/20/2007	***Built Date***	07/02/2007	
Model Year	2007	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	09/03/2007	***Mileage***	4,330	***Dealer Zone***	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PJR	RESCUE GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	60296	DARCARS CHRYSLER JEEP OF ROCKVILLE			
Dealer Address	755 ROCKVILLE PIKE				
Dealer City	ROCKVILLE	***Dealer State***	MD	***Dealer Zip***	20852

Owner	[redacted]	***Contact Type***	LETTER
Address	11900 LEATHERBARK WAY	***Home Phone***	
	GERMANTOWN MD 20874-1980	***Country***	UNITED STATES

Corporate - Lemon Law - Default - Default - Default	
Product - Body / Trim / Paint Finish - Conv Top / Sunroof / T-Top - Leaks - Default	

****Begin structured narrative LEMON LAW REQUEST
This applies to written notifications only
yes
What type of notification was received
lemon law notice with letter requesting replacement or repurchase
Was it received via Certified Mail
yes
Date notification was received
11/19/07
****End structured narrative LEMON LAW REQUEST
******* ATTENTION SERVICE MANAGER **********
Owner is seeking relief under state Lemon Law or
Customer Arbitration process. Please bring this to the
attention of your district manager in an attempt to
resolve customer s concern. In addition, update the file
with resolution. - Thanks.
Owner seeking replacement or repurchase of vehicle....alleges
vehicle out of service for 12 days and has been in the shop 5 times in
the 8 weeks since purchase....twice for water leak, brake light concern,
no start issue, and air bag light....still having water leak from soft
top on passenger side.....
Please review, contact owner, and handle accordingly.....thank
you.....ltm
11-26-07 CAIR reassigned to DM Steve Jennison to investigate and resolve.
MPW
12/5/07 D.M. reviewed CAIR.
12/17/07 D.M. called owner at 1:45 p.m. at POE - school wher owner is a
teacher in classroom. D.M. will callback. HSJ
1/2/08 - D.M. called owner - not available, left message.
1/7/08 - same as line 029.

1/8/08 - D.M. called owner at POE. D.M. was advised owner no longer is there. D.M. called owner at home number, left message on answering machine.
1/11/08 D.M. called owner at home number, left message on answering machine
1/14/08 D.M. called owner at home number, left message on answering machine
1/15/08 D.M. closed CAIR. Unable to contact owner at this time. HSJ
POSTMARK DATE: 022108; DATE RECEIVED: 022608
2.26.2008
STATE OF MARYLAND OFFICE OF THE ATTORNEY GENERAL
RE: CASE No: MU-143575
Forwarded to BC m rp
2-26-08 CAIR reassigned to DM Steve Jennison to investigate and resolve. Please reassign this CAIR back to MPW when complete for a response to the AG. MPW
2/29/08 D.M. called owner at cell number and left message.
3/4/08 D.M. called owner at cell number and left message. D.M. called Atty. General s Office Morton Marcus and left message and return cell phone #.
3/5/08 D.M. reviewed the complete repair history - there have been four repair attempts for H2O leak at front header. Called owner and offered to have T.A. assist wih repairs and provide owner with a Chrysler Serv. Contract for her troubles. Owner declined. Offered to replace veh. to promote customer satisfaction and advised of mileage factor, MSRP diff. rebates do not prevail, etc. Owner accepted offer. Advised ISG to be incontact with her.
3/6/08 Completed ISG package and submitted.
3-7-08 File sent to ISG for processing. MPW

Customer Assistance Inquiry Record (CAIR)# [redacted] 2

VIN	1J4FA2412	7L[redacted]	**Open Date**	12/21/2007	**Built Date**	06/07/2007	
Model Year	2007	**Body**	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	09/13/2007	**Mileage**	3,800	**Dealer Zone**	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PJR	RESCUE GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	65382	INGRAM PARK C-P-J-E			
Dealer Address	7000 N W LOOP 410				
Dealer City	SAN ANTONIO	**Dealer State**	TX	**Dealer Zip**	78238

Owner	[redacted]	**Contact Type**	D2D NO CASE MANAGER
Address	[redacted]	**Home Phone**	[redacted]
	SAN ANTONIO TX[redacted]	**Country**	UNITED STATES

Product - Electrical - Radio/Spkrs/Clock/Antenna - Defective - Default	Customer says radio is defective.
Product - Drivability - Unknown - Hesitation/No Power - Default	Customer says vehicle hesitates before starting.
Product - Electrical - Wipers / Washers - Defective - Front	Customer says wipers are defective.

Purchased New or Used? new
If Used, date purchased? n/a Mileage? n/a
From whom did customer purchase used vehicle?
CDJ dealer
Customer says she has had several issues with the vehicle since she purchased vehicle. The windshield wipers kept running, and the radio has intermittently stopped working. Agent contacted 65382 and spoke with Service Advisor Ray who provided the following repair history:
*12/1/07 at 2918 miles. Cranking issue. Not able to duplicate. Contacted STAR.
*11/20/07 at 2668 miles. Interior lights and radio intermittently fading. Found short and repaired. Starter intermittently whining. Unable to duplicate. No codes. Replaced starter motor.
*10/30/07 at 2047 miles. Cranking issue and air bag lamp on. Unable to duplicate, replaced TIPM module.
*10/15/07 at 1382 miles. Air bag lamp on, cranking issue. Unable to duplicate both.
Advised customer and Acting Service Manager Ray of Direct to Dealer being sent.
Approved by KW276
$ $ $ $ $ DIRECT-TO-DEALER (Code=4A) $ $ $ $ $ $ $ $
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
This Direct-to-Dealer CAIR is being sent for the following reason:
Unresolved vehicle concern
Please update this CAIR as required.
Agent called dealer and spoke to Ray to inform that CAIR was being sent.
$ $
REASSIGNED TO BC/DLR 63 65382 12/21/07 17:26 C[redacted]

*Contact Date:12/27/2007
Service Manager at the dealership has closed the Cair#[redacted]
Customer request has been fulfilled.
CAIR RETURNED FROM DEALER ON 12/27/2007 AT 06:10:582 R 1[redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6417	7L[redacted]	***Open Date***	01/07/2008	***Built Date***	04/21/2007	
Model Year	2007	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	07/15/2007	***Mileage***	10,000	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PJR	RESCUE GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	45077	CHIEFLAND CHRYSLER DODGE JEEP INC			
Dealer Address	12671 NW HIGHWAY 19				
Dealer City	CHIEFLAND	***Dealer State***	FL	***Dealer Zip***	32644

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

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer alleges concerns have not been resolved.
Product - Differential Gear Assy's - Unknown - Seized, Sticks, Binds - Front	Dealer advised of differential lock up.

Purchased New or Used? New
If Used, date purchased? N/A Mileage? N/A
From whom did customer purchase used vehicle?
CDJ dealer
Customer alleges they went to the dealer for six different items they had concerns with. Customer alleges they had concerns with the steering wheel stitching needing repair. Customer alleges there was a grinding in the front axle and a leak on the passenger side axle seal. Customer alleges there was a chirping noise when the vehicle was in gears one, two and three. Customer alleges both the ABS and airbag lights were on. Customer alleges she thinks one of the issues may have been recalled. Customer alleges that she went to the dealer on 11/19/07. Customer alleges there were supposed to be parts ordered and coming from Milwaukee, WI. Customer alleges they are going on their eighth week without their vehicle. Customer alleges when they tried to drive the vehicle the front locker locked up. Customer alleges the dealer admitted they broke the component and took the vehicle back. Customer alleges the dealer had repaired the vehicle and when they took it back the vehicle again locked up. Customer alleges the vehicle is back at the dealer and they have not been provided rental. Customer requested the part and repairs be expedited. Customer alleges she may contact an attorney. Agent advised customer that anything she chooses to do outside of Chrysler is at her discretion. Customer alleges the dealer has not sense of urgency or ownership. Customer alleges she wants to know whether or not they have been to school for qualifications to work on the Jeep Rubicon. Agent contacted dealer 45077 and spoke with service advisor, Darrell. Darrell states they received the parts and had the vehicle

repaired but when the customer got the vehicle back the differential locked up in four-wheel drive. Darrell states they replaced the differential. Darrell states the lock up happened again. Darrell states they spoke with STAR and they need to replace the differential again. Darrell states they are going to disable the four-wheel drive so the customer can drive the vehicle while the parts are on order but they will not be able to use the four-wheel drive. Agent transferred to parts and spoke with parts manager, Dan. Dan provided part number, 68017176AA, and order number, C107S. The part has been released to the PDC and is on special handling. Agent advised customer of what Darrell and Dan stated. Customer alleges she does not know she would drive the vehicle. Agent advised customer that is at her discretion but that the dealer would not let her drive the vehicle if they felt there would be further damage. Customer alleges she no longer trusts the vehicle. Customer inquires where and how the part is being shipped. Agent advised customer the part is coming from Milwaukee, WI. Agent advised customer that agent cannot advise on method of shipping. Customer requested agent s extension. Agent declined extension and provided reference number. Agent advised customer to call CCAC back if there are further concerns after differential repair. Agent advised customer that agent does not have an ETA but the part should arrive soon.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GB3911	7L1[redacted]	***Open Date***	01/11/2008	***Built Date***	04/28/2007	
Model Year	2007	***Body***	JKTM74	JEEP WRANGLER UNLIMITED X 4X2 SPORT UTILITY			
In Service Dt	05/21/2007	***Mileage***	11,155	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45091	GREENWAY CHRYSLER-JEEP-DODGE, INC.			
Dealer Address	9051 EAST COLONIAL DRIVE				
Dealer City	ORLANDO	***Dealer State***	FL	***Dealer Zip***	32817

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light is on
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	engine light is on
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	other lights and noises keep going off
Dealer - Parts - Transaction - Parts N/A / Backordered - Default	parts on back order

****Begin structured narrative T2 - PARTS STRUCTURED NARR
What is the name and dealer code of the dealer that ordered the part?
GREENWAY CHRYSLER-JEEP-DODGE, INC, 45091
What is the phone number of the dealer?
407-306-9400
What is the description of the part that has been ordered?
a wiring harness
What is the part number?
56051551AH
What is the order number?
[redacted]
What date was the part ordered?
1/7/08
What is the VIN of the vehicle?
1J4GB39117[redacted]
What is the current order status of the part (i.e. special handling)?
special handling
****End structured narrative T2 - PARTS STRUCTURED NARR
Purchased New or Used? New
If Used, date purchased? N/A Mileage? N/A
From whom did customer purchase used vehicle? N/A
Customer is having continuous problems with her vehicle. Customer states that she went to the dealership yesterday for the second time. Customer states that air bag light, engine light, and other light keep coming on, the there is a dinging noise that keeps going off. Customer states that

the engine seemed like it wanted to break down so she had it towed to the nearest dealer. Customer states that the vehicle was towed in on 12-31-07 and they just received it today. Customer states that the dealership did a temporary fix and have parts on order it has already messed up again today. Agent contacted dealer 45091 and spoke with Jimmy, service manager he provided the repair history:
1. 12-6-07 at 9758
Customer complaint: ABS light is on, air bag light flashes
Dealer resolution: wiring was broken, fixed the wire
2.) 12-31-07 at 11088
Customer complaint: air bag light flashes, engine light is on, and there the dinger keeps going off
Dealer resolution: waiting for the tipom wiring harness, replaced the wires again.
He provided the part number 56051551AH and order number 5114
Agent informed customer that the part information has been sent to the part specialist, and once there is an update agent offered the customer a call back. Customer provided the best contact number. [redacted]9. Agent also advised customer that since the vehicle is drivable Chrysler will not be able to provided a rental and that she could work with the dealer, maybe they could provide her one. Customer stated that that is not acceptable and that she wanted to file a complaint on the dealer and CAC because she has not received any good assistance and that CAC will not give her a rental. Agent informed customer that her complaint and concerns have been documented. Customer stated that if anything happens she will sue Chrysler. Agent informed customer any legal decision that she decides to make is at her discretion. Customer understood.
***Customer called back stating that she was informed that her vehicle was drivable and she wanted this in writing from Chrysler. Customer was speaking to agent and customer s phone disconnected.
Customer stated she would like information in writing stating the vehicle is driveable. Agent informed customer that Chrysler would not provide any documentation advising the vehicle is driveable and the customer could make a request for the dealer to provide this information. Customer advised she would like to speak with supervisor for this concern. Agent consulted with RJB176 and advised customer that supervisor does concur with the information provided to the customer by the previous agents and due to the vehicle being driveable there would be no rental provided. Customer requested to speak with supervisor. Customer disconnected call while on hold.
****Agent contacted dealer and spoke with Roxanne. Agent advised of incoming stock as of 1/8 for 11 pieces. Advised of rank 5 on backorder. Advised end of January to see part. Roxanne concurred. Agent will update as more information becomes available.****
****Received at dealer per system.****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2415	7L1[redacted]	***Open Date***	01/16/2008	***Built Date***	10/14/2006	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	03/07/2007	***Mileage***	12,000	***Dealer Zone***	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PDA	LIGHT GRAYSTONE PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	44688	DIRECT DODGE CHRYSLER JEEP INC			
Dealer Address	495 WEST LEE HWY				
Dealer City	WYTHEVILLE	***Dealer State***	VA	***Dealer Zip***	24382

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MARION VA [redacted]	***Country***	UNITED STATES

Product - Electrical - Electronic Stability Program - Unknown - Default	Customer states the ESP light keeps coming on

Purchased New or Used? New
If Used, date purchased? na Mileage?na
From whom did customer purchase used vehicle?
na
Customer calling in stating the vehicle is having issues with the electronic stability program system stays on. He states He has been to the dealer 4 times. He states he wants the issue fixed. He states he took it in 2 weeks ago for the recall. He states it is still having the issue. Agent called the dealer and spoke with Johnny. Agent consulted with BCC13.
Repair History
7/21/07 recall
7/31/07 customer states air bag light came on ESP light comes on sometimes the dealer replaced the steering column control module to correct air bag light could not duplicate the ESP light
9/13/07 customer states the track light ESP for steering angle sensor flashed the ESP
1/4/08 recall done the recall then and thought this would fix the problem.
The customer is wanting to go to another dealer. The agent advised the customer of the dealer 44688. He states he will make an appointment there to get the issue resolved.
$ $ $ $ $ DIRECT-TO-DEALER (Code=4a $ $ $ $ $ $ $ $ $
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
This Direct-to-Dealer CAIR is being sent for the following reason:
Unresolved vehicle concern
Please update this CAIR as required.
Agent called dealer and spoke to Angie to inform that CAIR was being sent.
$ $

REASSIGNED TO BC/DLR 35 44688 01/16/08 18:18 [redacted]
*Contact Date:03/20/2008
Service / Parts Director at the dealership has closed the Cair# [redacted]
After repeated attempts the dealer was unable to contact this customer.CAIR
closed pending further contact from the customer.
CAIR RETURNED FROM DEALER ON 3/20/2008 AT 04:50:694 R [redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5912	7L[redacted]	***Open Date***	02/18/2008	***Built Date***	01/18/2007	
Model Year	2007	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	02/19/2007	***Mileage***	23,176	***Dealer Zone***	42	DETROIT	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	60255	ADVENTURE CHRYSLER JEEP			
Dealer Address	36845 EUCLID AVE				
Dealer City	WILLOUGHBY	***Dealer State***	OH	***Dealer Zip***	44094

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

Product - Body / Trim / Paint Finish - Unknown - Other - Unknown

GSM Ian Freiberg contacted DM requesting assistance in replacing owner s vehicle. Owner stated that he would pursue lemon law. Vehicle has 6 repair visits beginning at 13501 miles. There is currently a seatbelt retractor on order for the 7th repair visit. Owner s concerns have been with water leaks and wind noise, esp and abs lights on and air bag light. Due to number of repair visits DM offered a replacement only MSRP to MSRP with a mileage usage fee of 14552 miles x purchase price/100,000. DM advised of ISG procedure. Owner is satisfied. DM to do ISG template. BM38
2/19 Processed this date

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA391X	8L5[redacted]	***Open Date***	02/25/2008	***Built Date***	07/30/2007	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	10/06/2007	***Mileage***	5,500	***Dealer Zone***	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PGJ	JEEP GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	60225	MISSION CHRYSLER JEEP, INC.			
Dealer Address	11910 IH 35 NORTH				
Dealer City	SAN ANTONIO	***Dealer State***	TX	***Dealer Zip***	78233

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	FORT SAM HOUSTON TX[redacted]	***Country***	UNITED STATES

Dealer - Service/Body Shop - Transaction - Vehicle Damaged - Default	Caller advises that the dealer damaged her vehicle.

Purchased New or Used? New
If Used, date purchased? NA Mileage? NA
From whom did customer purchase used vehicle?
NA
Person calling is owner s wife Lisa Swingholm. Caller advises that when she purchased the vehicle, there was an upgrade package for $7,000.00 which they purchased. States that she has been having issues with the package components. States that the dealershipdid not calibrate the vehicle, the bumper fell off, tire pressure monitor not replaced when tires were changed. Advises that during the time the dealer had the vehicle, the plastic piece that fits around the shifter was broken. Lisa explains that she is concerned with the lack of communication she is receiving from the dealer. Caller states that the dealer tried to super glue plastic to rubber but they ended up fixing it correctly. Lisa advises that the air bag light came on, and the vehicle was taken to the dealer again. States that she spoke with her salesman and he left a note on the service manager s door. Agent contacted dealer 60225, spoke with service manger George. Agent informed that the customer is concerned with no one from the dealer contacting her. George states that he will call her right now and review these concerns with her.
Informed caller that the service manager stated he would be calling her now.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA5914	8L[redacted]	**Open Date**	03/03/2008	**Built Date**	11/29/2007	
Model Year	2008	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	02/23/2008	**Mileage**	200	**Dealer Zone**	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	44827	ROCKIE WILLIAMS' PREMIER DODGE	CHRYSLER JEEP
Dealer Address	1700 WEST MAIN ST		
Dealer City	LEBANON	**Dealer State** TN	**Dealer Zip** 37087

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	MOUNT JULIET TN[redacted]	**Country**	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	States air bag light is on
Product - Electrical - Horn - Intermittent or Inoperative - Default	States horn does not work
Product - Electrical - Radio/Spkrs/Clock/Antenna - Noisey/Static/Interference - Default	States speakers make a popping noise

Purchased New or Used? New
If Used, date purchased? NA Mileage? NA
From whom did customer purchase used vehicle? NA
Customer states that she bought a brand new Jeep on Saturday. She states that the horn does not work, the air bag light was on, and there was a popping noise in the speakers. She states that dealership kept her vehicle over the weekend because they state that there are electrical problems. She wants to swap her Jeep for another one.
Agent contacted the dealership and spoke to Jeff the Service Manager. Jeff stated that the vehicle came in late on Friday and there is not a diagnosis on the vehicle yet. Agent advised customer that she needed to continue working with the dealership and the vehicle will be reapired per the terms of her warranty.

Customer Assistance Inquiry Record (CAIR)# 1[redacted]

VIN	1J8FA541X	7L1[redacted]	***Open Date***	03/27/2008	***Built Date***	03/07/2007	
Model Year	2007	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	07/28/2007	***Mileage***	8,000	***Dealer Zone***	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	42244	FRED BEANS DODGE CHRYSLER JEEP			
Dealer Address	858 N EASTON RD				
Dealer City	DOYLESTOWN	***Dealer State***	PA	***Dealer Zip***	18902

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

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Issue not resolved.
Product - Body / Trim / Paint Finish - Conv Top / Sunroof / T-Top - Leaks - Default	Leak in roof.
Referral - Chrysler Credit - Default - Default - Default	Referred to financial department.
Product - Body / Trim / Paint Finish - Conv Top / Sunroof / T-Top - Other - Default	Replaced weatherstrip and realigned door.
Corporate - CNA Change - Default - Default - Default	Updated address.

Purchased New or Used? New
If used, date purchased? N/A Mileage? N/A
From whom did customer purchase used vehicle? N/A
Caller says within the 1st week of having the vehicle the doors were leaking water when it rains. He says this is causing his airbag light to go off and the turn signals stopped working. He says he has tried 2 dealerships and they can t seem to fix the issue. He says the water has ruined his carpet. Agent called dealer 42244 and spoke to service advisor Justin. He says they have not worked on this vehicle yet. Agent called dealer 67280 and spoke to service manager Rich. He said that the customer has only been there once for this concern.
8/8/07 Leak in roof/door. Replaced weatherstrip and realigned door. 574 miles.
Advised customer to take his vehicle to the dealership specifically for this issue and if they are unable to repair his vehicle the next time to call back for possible assistance. Caller said he has invoices that shows he was at both dealerships numerous times. Agent advised to fax them in. Caller wanted to make sure that his address was updated so his bill is sent to the correct address. Referred to Chrysler financial and updated his address with CCAC.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2417	7L[redacted]	***Open Date***	04/21/2008	***Built Date***	02/05/2007	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	03/08/2007	***Mileage***	20,000	***Dealer Zone***	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PBM	STEEL BLUE METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	38713	MULLANE MOTORS INC			
Dealer Address	6200 S TRANSIT ROAD				
Dealer City	LOCKPORT	***Dealer State***	NY	***Dealer Zip***	14094

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	States that the air bag light is on and flashing.
Product - Drivability - Unknown - Stalling - Default	States that the vehicle stalls some times.

Purchased New or Used? New
If Used, date purchased? na Mileage? na
From whom did customer purchase used vehicle?
na
The customer states that her air bag light keeps coming on and off and she states that the vehicle will sometimes shut off and the dealership can not get her in for an appointment until may. The customer states that she has had several issues with the vehicle and this is the first time she has had this issue and she states that dealership 38713 told her that she could drop off the vehicle Wednesday but could not inform her of when the vehicle would be repaired or if she would be provided with a rental vehicle. Agent contacted the dealership 38713 and was able to speak with Chris in service and he states that he does not know who the customer spoke with and that the diagnosing for these concerns could take a while and he was informed that the customer has a service contract that provides first day rental and he states to have the customer call and set up an appointment to bring the vehicle in. the customer was provided with the above information and she will call the dealer to speak with Kris in service to set up an appointment.
Customer states that she is having nothing but problems with her vehicle. Customer states that she took the vehicle to the dealer last Wednesday. Customer states that the air bag light comes on and off and the blinkers do not shut off after turning. Customer states that she called the dealer and they stated that they can not get her in till next Monday. Customer states that she does not feel safe driving the vehicle. Customer states that this will be the second time she had to take the vehicle to the dealer for this concern. Customer states that there is not another dealer

that can get her in any sooner. Customer states that she loves the vehicle. Customer states that she is seekig to know what to do about this issue. Customer states that she would like to know how to trade in the vehicle. Agent advised customer that she would need to consult with the dealer on trading in the vehicle. Customer states that if the vehicle is not fixed she will contact CAC back.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2415	7L1[redacted]	***Open Date***	05/01/2008	***Built Date***	11/28/2006	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	01/06/2007	***Mileage***	54,800	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PJR	RESCUE GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	43125	SUNSET DODGE JEEP			
Dealer Address	7745 SOUTH TAMIAMI TRAIL				
Dealer City	SARASOTA	***Dealer State***	FL	***Dealer Zip***	34231

Owner	[redacted]	***Contact Type***	CERTIFIED LETTER
Address	[redacted]	***Home Phone***	[redacted]
	SARASOTA FL[redacted]	***Country***	UNITED STATES

Corporate - Lemon Law - Default - Default - Default	Received FL Motor Vehicle Defect Notification via certified mail
Product - Body / Trim / Paint Finish - Unknown - Other - Unknown	water leak
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	
Product - Drivability - Unknown - Stalling - Default	

POSTMARK DATE: 042808; DATE RECEIVED: 050108
* Customer sent in FL Motor Vehicle Defect Notification
Claims 3 or more repair attempts for the same defect(s) or condition(s)
Description of continuing defect(s) or condition(s):
engine stalls
air bag light _
water leak
***** ATTENTION : Business Center *****
Please review and handle as merited.
**********ORLANDO BUSINESS CENTER RECEIVED MVDN 5/2/08**********
SEE ABOVE CONCERNS.
5/2/08 CALLED OWNER AND L/M ACKNOW. REC. OF MVDN. SW69
5/5/08 SPOKE TO OWNER. ACKNOW. REC. OF MVDN. OWNERS CONCERNS ARE:
1- AT HWY SPEEDS, VEH WILL LOOSE POWER COMPLETLY
2- CITY DRIVING, VEH WILL STALL OUT
3- DASH LITES WILL COME ON, AIRBAG LITES STAY ON
4- WATER LEAK APPEARING AT TOP OF WINDSHIELD ABOVE RADIO
5- AT 40MPH THE TOP MAKES ALOT OF NOISE, LIKE ITS LOOSE.
OWNER WILL DROP VEH OFF AT SUNSET DODGE ON 5/16/08
SENT APPT LETTER TO OWNER/DEALER. EMAILED SM/DM AND TECH COPY OF CAIR.
REASSIGNED CAIR TO TECH. SW69
5/16/08 The tipm was replaced for the electrical concerns and stall out iss
ue. The water leaks were corrected with a new style header seal and header
bar for the soft top.All repairs have been completed and the vehicle has be
en returned to the owner.mvw

5/28/08 CALLED OWNER TO FU ON REPAIRS. L/M SW69
6/10/08 NO RESPONSE FROM OWNER. SENT FU LETTER. CAIR CLOSED SW69
7/8/08 Rec. call from owner, returned owners call and l/m. sw69
7/14/08 Returned owners call and l/m. sw69

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3919	8L5[redacted]	***Open Date***	05/30/2008	***Built Date***	08/28/2007	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	12/04/2007	***Mileage***	6,386	***Dealer Zone***			
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	
	MARSHALL MN [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer experiencing problem with the airbag light

***** EMAIL BRIEF DESCRIPTION CONTENT *****
airbag light continues to display dispite service from local dealer, concern ed for safety.
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
***** BEGIN CUSTOMER EMAIL *****
I am moving June 2 to Illinois and Lockwoods will not be able to repair my car by this date. it has been in a couple of times and thought the problem had been resolved. now the repair answer appears to be the installation of a newly built electrical cage? I am concerned for our safety this coming Monday s trip and very dissatisfied with this new 2008 Jeep and I am reconsidering our decision to buy a Jeep for my daughter this coming fall for college. My experiences with Lockwood service (Lonny) has been great!!! Please respond soon with my options, my departure date is coming and my email and phone is being disconnected in 2 days. future address: [redacted] Decatur,Illinois[redacted] Thank you.
[redacted]
***** BEGIN EMAIL RESPONSE *****
Routed to Tier 3 for further handling
***** END EMAIL RESPONSE *****
**********Agent Response**********
Thank you for contacting the Chrysler Customer Assistance Center.
We regret that you are still experiencing problems with your vehicle. Unfortunately, given the many variables involved, we are unable to diagnose your vehicle s problem via email. It is our suggestion that since you have been working with an authorized dealership, make an appointment for proper repair and if that is not an option, confirm your trip will be safe with your dealer and seek a second opinion from a different dealer in your new location to complete any repairs.
Given your current moving situation, we would like to inform you that any authorized dealer can repair your vehicle. You are not limited to the dealership that sold you your vehicle. We suggest that you bring any documentation and/or receipts of your vehicle issues with you to your new dealer. This will allow for a smooth transition, will help service in diagnosing your problem and provide proper record of your vehicle.
All of our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Should any of the authorized dealers you have chosen require

factory assistance, it is available through the regional Business Center.
Finding a dealer is simple. You can find dealerships that are known for excellence in customer service - our Five Star dealers. by Visiting http://www.fivestar.com, or call 1-800-677-5-STAR.
If a Five Star Dealer is not convenient, you can find a dealership locator in the 'Find a Dealer' area on the Chrysler web site at (http://www.chrysler.com), on the Dodge site at (http://www.dodge.com) and on the Jeep site at (http://www.jeep.com).
If your concerns are still not resolved after consulting another dealer, please contact our office at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday, to speak with one of our trained Customer Service Representatives.
Thanks again for your email.

Customer Assistance Inquiry Record (CAIR)# [redacted]0

VIN	1J4GA3919	8L[redacted]	**Open Date**	05/29/2008	**Built Date**	08/28/2007	
Model Year	2008	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	12/04/2007	**Mileage**	1	**Dealer Zone**	74	DENVER	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	67063	LOCKWOOD MOTORS INC			
Dealer Address	1310 EAST COLLEGE DRIVE				
Dealer City	MARSHALL	**Dealer State**	MN	**Dealer Zip**	56258

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	MARSHALL MN[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Customer alleges that she has a problem with the air bag light, and the dealership has been very helpful to her but they were not able to resolve the problem. Customer is moving to Illinois, and the dealer in MN has already contacted them as customer said. Agent checked with the records and informed the customer that the dealership has contacted The Star Team, and they are working on it. Customer said I know that they can do it but I am running short of time. Agent offered a rental vehicle as she is not comfortable driving her vehicle. Customer said I will not be able to drive back to MN to return it. Customer wanted to document about this problem. Agent informed that her concern is been documented.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3910	7L[redacted]	***Open Date***	06/09/2008	***Built Date***	01/30/2007	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	04/27/2007	***Mileage***	19,826	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	45261	BILL BORUFF AUTOMOTIVE, LLC			
Dealer Address	120 AUTO LN				
Dealer City	SPARTA	***Dealer State***	TN	***Dealer Zip***	38583

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ROCK ISLAND TN[redacted]	***Country***	UNITED STATES

Product - Electrical - Electronic Stability Program - Defective - Default	Customer complaining about the ESP and traction lights.
Product - Electrical - Unknown - Defective - Default	Customer complaining about the airbag light.
Product - Body / Trim / Paint Finish - Body Hardware - Other - F. Door-Driver	Customer complaining about the door latches.
Product - Body / Trim / Paint Finish - Body Hardware - Other - R. Door-Driver	Customer complaining about the door latches.
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Defective - Default	Customer complaining about the driveline.
Product - Body / Trim / Paint Finish - Conv Top / Sunroof / T-Top - Leaks - Default	Customer complaining about the leaking top.
Product - Steering - Power Rack and Pinion / Gear - Defective - Default	Customer states pinion seal leaking 4th time.

Customer extremely unhappy with the vehicle. Customer states that the dealership asked him to call Chrysler. Customer states he is done with the vehicle and does not want to take the vehicle back to the dealership for anymore repairs. Customer complaining about the leaking top leaking the 2nd time. Customer complaining about the ESP and traction lights on intermittently when he drives the vehicle. Customer complaining about the airbag light which he states can only be put off when he stops his vehicle. Customer complaining about the door latches at both the front and rear drivers side. Customer complaining about the vibration in the driveline on the highway. Customer states pinion seal leaking 4th time, customer states last time they put two clutches and pinion yoke but it leaks again.
Agent spoke to the SM at dealership 45261 and told him that a D2D is being sent.
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Agent called the dealer and spoke to/left message for NAME Ù and informed them of the customer s contact with the CCAC and informed the dealer of the Direct-to-Dealer CAIR. Please follow your

Business Center guidelines in an attempt to resolve customer s
concern(s).
If required, seek assistance from your District Manager, Business Center
or STAR. Please update this CAIR with the final resolution.
REASSIGNED TO BC/DLR 66 45261 06/09/08 15:51 O [redacted]
*Contact Date:06/09/2008
Parts / Service Director at the dealership has updated the Cair# 1[redacted]
An appointment has been set with the customer.
*Contact Date:06/17/2008
Service / Parts Director at the dealership has closed the Cair# [redacted]
Sales issue has been addressed.
CAIR RETURNED FROM DEALER ON 6/17/2008 AT 12:49:240 R 1[redacted]
Customer calls in stating that his vehicle is lemon and he is telling
that he has to complaint about it, as the issue needs to be take care by
Chrysler transferring the call to T3.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA591X	7L1[redacted]1	***Open Date***	06/11/2008	***Built Date***	01/12/2007	
Model Year	2007	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	05/05/2007	***Mileage***	23,000	***Dealer Zone***	42	DETROIT	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68960	WESTGATE CHRYSLER JEEP DODGE INC			
Dealer Address	2695 EAST MAIN STREET				
Dealer City	PLAINFIELD	***Dealer State***	IN	***Dealer Zip***	46168

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	INDIANAPOLIS IN[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Misaligned / Poor Fit - Instrum't Panel-G. Box	Customer complaining about Air bags not working.
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Customer complaining about hte engine lights.
Product - Transmission / Transaxle - Transfer Case - Leaks - Default	Customer complaining about oil leak in the rear axle.

Customer complains taht has several problems with the vehicle, the engine lights on the soft top has the problems,there is oil leak in the rear axle, the air bag lights do not work. Customer states that if she doesnt get this resolved would file a Lemon and states that has problems from the begning.
Agent transferred the call to tier 3 for further hadling. Customer wants to be contacted if gets disconnected telephone number-[redacted]
6/11 Owner transferred to Tier 3 regarding on going concerns with the Wrangler the vehicle being taken in a total of about 10 times for different concerns.
Owner is concerned about what will happen when the warranty expires on the vehicle and is seeking to be traded out of the vehicle.
Encouraged owner to work directly with the dealer to see if anything could be done regarding trading her out of the vehicle.
******* ATTENTION SERVICE MANAGER **********
Service Manager, if needed please bring this to the attention of your district manager in an attempt to
resolve customer s concern. In addition, update the file with resolution. - Thanks.
REASSIGNED TO BC/DLR 42 68960 06/11/08 16:26 R[redacted]
6/17/08 GLV phoned SM who stated he inspected vehicle and determined that grease was leaking from the driveshaft constant velocity joint. SM stated he will arrange to replace the joint under warranty.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3910	7L1[redacted]	***Open Date***	07/11/2008	***Built Date***	01/30/2007	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	04/27/2007	***Mileage***	20,700	***Dealer Zone***			
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	([redacted]
	ROCK ISLAND TN[redacted]	***Country***	UNITED STATES

Referral - Tier Three - Default - Default - Default	Customer is dissapointed with the product and the dealership service

***** EMAIL BRIEF DESCRIPTION CONTENT *****
07 Jeep Wrangler, major lemon. Dealer can t fix.
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
***** BEGIN CUSTOMER EMAIL *****
07 Jeep Wrangler, major lemon. Dealer can t fix.
Comments:
Pinion leak, airbag deactivates, ESP/Trac controllight on,top pouring water. Dealer s tried to fix multible times.Sitting at Wal-Mart with lemon painted on presently. Hiring lawyer today if no response.
***** BEGIN EMAIL RESPONSE *****
Routed it to Tier 3 for review and resolution.
***** END EMAIL RESPONSE *****
see previous cair. issue being handled over the telephone.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3910	7L[redacted]	***Open Date***	07/10/2008	***Built Date***	01/30/2007	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	04/27/2007	***Mileage***	20,700	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	45261	BILL BORUFF AUTOMOTIVE, LLC			
Dealer Address	120 AUTO LN				
Dealer City	SPARTA	***Dealer State***	TN	***Dealer Zip***	38583

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ROCK ISLAND TN[redacted]	***Country***	UNITED STATES

Product - Differential Gear Assy's - Housing W/ Tubes - Leaks - Front	Customer claims that his front differential seal is leaking.
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer is claiming that the air bag light is on.
Product - Brakes - Anti-Lock Brake System - ABS Lamp On/Flashing - Default	Customer is claiming that the esp lights are flashing.
Product - Body / Trim / Paint Finish - Conv Top / Sunroof / T-Top - Leaks - Default	Customer is saying that the soft top leaks.

Purchased New or Used? new If Used, date purchased? n/a Mileage? n/a
From whom did customer purchase used vehicle?
n/a
****

Vehicle is currently at a shopping center with lemon painted all over it.
Customer says that he went to the dealer yesterday.
Called the dealer and spoke with the service manager Rober Hawkins to get the repair history.
Dealer says that customer was in yesterday and was given a trade in at cost. Says that they gave him a trade in that was straight acroos and the customer pay addition 3000 dollars but the customer not happy with that issue. Customer is wanting assistance with the concern with the trading in of the vehicle. Advised that agent could send a document to the dealer to get additional parties involved.
06/2008 20196 mileS
leak at the pinions seal and roof leaking
put a pinion seal in and resealed the roof
air bag light issue was not duplicated
traction control also not duplicated.
04/26/2008 17829 miles
front pinion seal was leaking and hot to the touch
heat is normal put in pinion seal
04/21/2008 17384 miles

vibration when driving
esp light comes on
nothing duplicated
04/09/2008 17079
both doors leaks
sealed the doors
04 /09/200 17079 miles
clutch chatters
did tsb leak under the vehicle front pinion seal.
04/07/2008 16919
traction control light comes on flashed it
both front doors at low speeds sounds light they are not shut
leaking at the passenger rear door wind noise
ordered the parts and fixed on next visit
01/29/2008 14397 miles
4 wheel linkage off
fixed it
12/11/2007 12031 miles
clutch squeaks and claims that the brakes not holding and making noise
replaced clutch and did a tsb for the brakes
11/30/2007 11002 miles
hood rises up about 4 inches
no issue found
11/ 13/ 2007 10603 miles
recall done
g40
clutch complaint
ordered parts for the clutch
complaint about the hood no
05/21/2007 14052 miles
vibration while letting off gas
no issue found.
but bigger tires on calibrated the speedometer.
####### DIRECT-TO-DEALER (Code=1-b #######
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to
resolve this customer s concerns. If needed, seek assistance from your
District Mgr, Business Center or STAR. Please update this CAIR within 24
hours of receipt. A case manager may follow up with the
customer for resolution. Agent called dealer and spoke
to Robert Hawkins to informed that CAIR was being sent.
################ CUSTOMER CONTACT INFORMATION
[redacted] ####### ###
Lemon Law / Buyback / Arbitration process.
Customer agreed to take these steps for the review of the continuing
concerns with his vehicle.
REASSIGNED TO BC/DLR 66 45261 07/10/08 12:55 O 17681164
*Contact Date:07/10/2008
Service / Parts Director at the dealership has closed the Cair# 17681164
After review of the request for assistance,it was determined that assistance
was not merited.
CAIR RETURNED FROM DEALER ON 7/10/2008 AT 01:52:041 R 17681164

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6419	7L1[redacted]	***Open Date***	08/14/2008	***Built Date***	04/26/2007	
Model Year	2007	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	06/30/2007	***Mileage***	1,465	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	67197	CARUSO CHRY-JEEP INC			
Dealer Address	1750 SOUTHSIDE BLVD				
Dealer City	JACKSONVILLE	***Dealer State***	FL	***Dealer Zip***	32216

Owner	[redacted]	***Contact Type***	CERTIFIED LETTER
Address	[redacted]	***Home Phone***	
	JACKSONVILLE FL 3[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer is complaining about the Air Bag.
Dealer - Parts - Transaction - Parts N/A / Backordered - Default	Customer states part is on backorder.
Referral - Tier Three - Default - Default - Default	Customer want to file a complaint regarding lemon law.
Corporate - Lemon Law - Default - Default - Default	

POSTMARK DATE: 080708; DATE RECEIVED: 081408
****Begin structured narrative LEMON LAW REQUEST
This applies to written notifications only
letter
What type of notification was received
mvdn
Was it received via Certified Mail
yes
Date notification was received
8/14/08
****End structured narrative LEMON LAW REQUEST
Owner seeks buyback due to unresolved Air Bag Light issue.
Customer Relations Manager, please review on merits for follow up with
the owner and update the CAIR . Thanks..dg2
**********ORLANDO BUSINESS CENTER RECEIVED MVDN 8/15/08**********
SEE ABOVE CONCERNS.
_8/18/08 Called owner and l/m acknow. rec. of MVDN. Owner claims veh has
been down since 6/17/08. Advised DM of cair, also called sm req update.
Spoke to owner, who no longer wants veh due to over 60 down days. Advised
owner I would get the DM involved and get back to owner. sw69
8/20/08 Dm has verified that veh has been down over 60 days, req all wro s
from dealer. sw69
Owner has 78+ down days and veh is still at dealer waiting on part.
Dealer is Caruso CJ, Contact is Doug Masters
Spoke to owner, advised him that Chrysler has agreed to settle with owner,

owner to fax doc. Current mileage is 1500
8/22/08 Called owner and l/m that I have not rec. doc. yet. sw69
8/25/08 Template sent to ISG. sw69

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3912	7L[redacted]	***Open Date***	08/19/2008	***Built Date***	02/23/2007	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	03/10/2007	***Mileage***	25,000	***Dealer Zone***	74	DENVER	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PJR	RESCUE GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	26344	LITHIA COLORADO CHRYSLER JEEP			
Dealer Address	350 S HAVANA ST				
Dealer City	AURORA	***Dealer State***	CO	***Dealer Zip***	80012

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

Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Engine lights on.
Recall - G40: REPROGRAM EBC MODULE - Advise Owner/Incomplete Recall	customer advised about the recall.

Customer states that vehicle is leased and it has engine light on and produce noise and he wants rental vehicle. He also states that vehicle has he has after market extended warranty. Agent has suggested to call us back once the vehicle is at the dealership and provided the reference no. AGENT HAS NOT PROMISED ANYTHING AT THIS TIME.
Agent also informed about the pending recall.
Customer called for above issue. Customer mentions that cruise control is not working, reverse makes grinding noise, check engine light keeps on, water enters from passer and the driver side, esp light came on, air bag light come on, the vehicle has less power. Customer seeking for a Rental vehicle, customer had dispute with enterprise, customer wants a rental vehicle. Customer transferred to tier 3.
Purchased New or Used? New
Customer advised agent he is unable to drop the vehicle off at dealer. Customer is not happy enterprise is not providing him with rental. Agent advised customer Chrysler does not own enterprise he would have to take the issue up with enterprise. Agent advised customer before Chrysler can look into rental there needs to be a diagnosis performed. Customer advised agent he will not take vehicle to dealer he will not put oil in the vehicle. Customer states he will drive the vehicle until it falls apart. Agent advised customer that is at his discretion.
Agent advised customer of incomplete recall G-40.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5915 8L[redacted]	**Open Date**	09/26/2008	**Built Date**	05/19/2008		
Model Year	2008	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	07/19/2008	**Mileage**	5,739	**Dealer Zone**	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	37058	R I SURESKY & SON INC			
Dealer Address	RTE 17A HATFIELD				
Dealer City	GOSHEN	**Dealer State**	NY	**Dealer Zip**	10924

Owner	[redacted]	**Contact Type**	FAX
Address	[redacted]	**Home Phone**	[redacted]
	HUGUENOT NY [redacted]	**Country**	UNITED STATES

Corporate - Outbound - Survey Follow-Up - CSI - Default	QTAP survey

********** QTAP Survey # 29 **********

Owner ranked vehicle a '5' out of '10' to recommend vehicle to friends and family. Owner states that vehicle has had repair for the air bag lamp being on, and owner states that the rear zipper window is difficult to operate. Writer notes warranty repair in history on 8/2008 at 4,079 miles. Owner states that she had to return to dealer two times for air bag lamp repairs. Owner states that the Jeep had every option that owner wanted except vehicle did not have heated seats for the winter season. As goodwill, due to loyal owner with four Chrysler vehicles, and due to repeat trip to dealer for air bag lamp repairs, writer agreed to reimburse owner for total cost of seat heater accessory kit installation. Writer spoke with service manager Andy and advised SM of goodwill offer for heated seats reimbursement. SM Andy states that total cost of heated seats accessory installation is $586.00. Owner is happy with goodwill offer, and will fax dealer invoice for heated seats and proof of payment to writer for review. Writer will contact owner when fax is received.
SM Andy calls to advise that owner has brought vehicle to dealership to have heated seats installed for price listed in line 14 above. Owner will fax dealer invoice and proof of payment to [redacted]84 for reimbursement. Writer will call owner when fax is received.
Writer received dealer invoice and proof of payment for heated seat accessory total cost of $586.03. Writer contacted owner and advised owner that reimbursement check for $586.03 will be sent to owner.
POSTMARK DATE: 120508; DATE RECEIVED: 120908

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GB3916	7L[redacted]	***Open Date***	11/17/2008	***Built Date***	12/06/2006	
Model Year	2007	***Body***	JKTM74	JEEP WRANGLER UNLIMITED X 4X2 SPORT UTILITY			
In Service Dt	03/03/2007	***Mileage***	25,000	***Dealer Zone***	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PBM	STEEL BLUE METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68737	CHAPMAN CHRYSLER JEEP LLC			
Dealer Address	930 AUTO SHOW DR				
Dealer City	HENDERSON	***Dealer State***	NV	***Dealer Zip***	89014

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	
	HENDERSON NV[redacted]	***Country***	UNITED STATES

Referral - Chrysler Credit - Default - Default - Default	Customer is seeking help.

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Please Help
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Purchased New
***** BEGIN CUSTOMER EMAIL *****
I purchased a 2007 Jeep Wrangler April 2007. In the 18 months I've owned the vehicle, there've been 4 recalls and nearly 20 TSBs issued. A few months after driving my Jeep off the lot, the engine cut-out while traveling 60mph on the freeway. The dealer corrected the problem, but the situation left me feeling very unsafe and vulnerable, and I began to regret my purchase. It didn't seem right to have to make monthly payments for a brand new vehicle that was having more problems than an average used car. Rising gas prices and other cost of living increases compounded matters even more. It eventually became a challenge just to make my car payment each month. I had to do something, so I looked into trading in my Jeep for something more cost effective and maintenance free. Unfortunately, I discovered my loan was "upside-down" at least $5-6K, making it impossible to trade it in for something else. Just as I started to look into other options, my Jeep was hit nearly head-on by a speeding drunk driver on the night of 11-16-08. Although no one in my car was injured, the drunk driver was rushed to the hospital. I was told a warrant would be issued for his arrest once he was released from the hospital. Unfortunately, I'm not aware of his current status. My Jeep sustained significant damage including: 1.Driver's side rear tire and axle completely destroyed 2.Rear bumper (completely destroyed/detached) 3.Driver's side rear Fender Flair (completely destroyed/detached) 4.Damage to driver's side rear rim and possibly to brake mechanisms 5.Possible frame damage (a few of the police officers and firemen at the scene said my Jeep appeared to be damage to the carriage/frame of my Jeep. The passenger side rear tire passenger bowed out from the impact on the opposite side. They said

there appeared to be a crease along the roof of my hard-top) 6.Large gash in the rear section of the hardtop 7.Front Fender Flairs dented/creased (swerved to the right and hit 2 large residential trash bins trying to avoid head-on collision with drunk driver). 8.Large scrape along the driver's side door, ending at rear tire area 9.When starting the engine, several warning lights appear, including the driver's side airbag, ABS, and ESP. My Jeep was not drivable following the accident, and was towed from the scene to Walker Towing in Henderson, NV. I just kept thinking how the damage to my car really compounds the issues I've already had with it. Following the accident, the police neglected to provide me with the drunk driver's contact or insurance info (I think because he was injured and barely coherent at the time).They said his information would be made available on the police report the following Monday, Oct 20. I wasn't really concerned. I didn't cause the accident, and I knew my auto insurance carrier (Progressive Ins) would help move things forward once I filed a claim, and they would eventually recoup their costs from the at-fault driver's insurance company. I called Progressive the next day. Being a single mom with limited resources, I knew not having transportation would be debilitating, so my primary objective was to arrange for a rental car to at least get back and forth from work everyday. That's when everything fell down around me. I was stunned to learn that my auto policy didn't allow for a rental car because I had only liability coverage. Progressive went on to inform that my policy only covers a claim made against me in the event I cause an accident. I was literally blown away by this. I've always had full coverage, and was under the impression, especially since I reported buying a new car, that I was fully covered when I purchased my policy thru Progressive. I just couldn't understand where it all went wrong, and Progressive wasn't interested in helping me at all given the limitations of my policy. It later occurred to me… when I purchased my insurance online from Progressive in April 2007, I selected "Minimum Required," thinking I had purchased whatever the minimum requirement is in Nevada for new vehicles. Like most I've spoken to about this recently, I've always thought full-coverage on new vehicles is required by State law. I naturally never considered State law requires only liability coverage; that it's up to individual lenders to require Comp and Collision coverage on new vehicles. Still, I wasn't the speeding drunk driver who plowed into someone travelling in the opposite direction, so I was sure things would be ok, eventually. It would just take some time and patience. All I could do was wait til Monday for the police report to be made available. Once I have the report, I could get the other driver's insurance information and file a claim with his carrier. So I made arrangements to get a ride to and from work on Monday, thinking for sure the other insurance company would immediately arrange for a rental car once I filed a claim. I called the Henderson Police Dept to see when the report would be ready to pick up, and they told me there was no sign of it, and to check back the next day. I called the next day, but there was still no trace of it. I called Progressive to see if they had a copy, but they didn't. I asked if they were planning to assess my vehicle for damages, and they told me, "No. We won't be looking at your vehicle because you're not covered" (I have this in a voicemail). I explained my situation, and pleaded with Progressive to no avail. Finally, on Oct 23, the police report was ready. Unfortunately, since I couldn't afford to rent a car, I had no way to pick it up. In short, I finally got my hands on the report on Oct 28 only to find it listed nothing about the at-fault driver except his name and address. No insurance info, no phone number, nothing. I called Progressive again, and pleaded for some help, but they insisted they couldn't do anything until they received the police report. I faxed it to them immediately. The claims adjuster called 2 days later to say she never received the fax. I was at my limit by this time. I scanned the report into my computer and emailed it to her. She later informed me that the drunk driver is uninsured. Realizing no one was going to accept responsibility for the mounting costs each day my Jeep remained at the tow yard, I used my rent money to have it released and taken to my home.

It's been a month, and no one has even looked at it to estimate damages. No one's even offered any kind of help or advice. I can't even begin to tell you how much stress, pressure, and anxiety this has caused me over the last 4 weeks. I've lost work on days I couldn't arrange for a ride, which used up the last of my vacation days I had intended to use during the holidays to visit friends out of town; I now have no money, no car, I have to move before month's end because I can't pay rent, and I literally have to find a way to and from work each and every day. I live relatively a ways from work, and I don't have anyone I can rely on regularly for a ride. It seems obvious to me, and those around me, I fell through the cracks somewhere, somehow. I didn't cause any part of any of this, and I find it hard to believe I'm expected bear the brunt of it all, especially when there are a number of things that could've prevented this:

1.Concerning Progressive Insurance I've since audited online services of other insurance companies, and was surprised to find various measures in place in which a red flag is raised, advising customers to call their nearest agent when they have selected coverage options that may not coincide with the vehicle information they've entered.

2.Concerning Chrysler Financial I recently received written confirmation that Chrysler Financial requires its borrowers to have full-coverage "at all times" to protect the loan as well as the car owner.

Since that is your policy, surely you audit customer accounts regularly to verify coverage amounts or require some other proof of coverage…It amazes me no one from Chrysler Financial or Progressive ever notified me at some point during the last 18 months to say I was under-insured, and advise me to purchase additional coverage. I can t afford to repair the damages to my Jeep. Even if I could, I have no desire to keep it at this point. Considering the recalls, service issues, and now extensive damage to the carriage, I will never feel safe driving it regardless of any repairs. I could never in good conscience put my children or their friends in this car after all of this. Even if the drunk driver was insured, I'm sure the insurance company would insist on repairing the damage, as opposed to totaling it, which is what should happen. The Gap Insurance I purchased along with my Jeep would make up the difference between the Fair Market Value amount and the remaining balance of my loan. The fact that I even have Gap Insurance should speak volumes. Would someone who thought to purchase Gap Insurance knowingly forego Comp and Collision coverage for a brand new vehicle?

Unfortunately, this situation has crippled me in ways I would've never imagined, and I seem to have fewer options with each passing day. All I know for sure is, I can't afford to pay for a vehicle I can't drive. As soon as I can, I will retain an attorney to help recover my losses. In the meantime, if there is any way Chrysler Financial can help resolve things, please contact me immediately. Otherwise, please consider this my due diligence to inform you of my situation and the subsequent inability to make any scheduled loan payments moving forward. Although I would ve preferred to call and speak to someone over the phone, I felt it important to submit written explanation. However, please feel free to contact me via phone or email with any questions. If necessary, I can forward copies of the 4 Recalls and TSBs, police report of the accident and/or photos of the damages to my vehicle.

***** BEGIN EMAIL RESPONSE *****

Routed to CF for further handling.

***** END EMAIL RESPONSE *****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5919	8L[redacted]	***Open Date***	11/18/2008	***Built Date***	02/20/2008	
Model Year	2008	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	03/09/2008	***Mileage***	9,700	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	60009	CENTRAL FLORIDA CHRY JEEP DODGE			
Dealer Address	8675 COMMODITY CIRCLE				
Dealer City	ORLANDO	***Dealer State***	FL	***Dealer Zip***	32819

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	WINTER HAVEN FL 3[redacted]	***Country***	UNITED STATES

Referral - Tier Three - Default - Default - Default	Vehicle caught fire.
Product - Unknown - Unknown - Fire - Engine Compartment	fire
Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Fire - Unknown	

Customer called in saying that today when he was driving his vehicle suddenly his vehicle caught fire and is totalled. He suspects it was an electrical problem. Agent consulted supervisor and transferred to Tier 3.
COIN Updated & CAIR reassigned to 82S
Contact: [redacted]
Telephone #1[redacted]2
Telephone #2
LOCATION OF VEHICLE - INCLUDING THE ADDRESS: At a recking yard, will be picked up by customers insurance company Geico
LOCATION OF VEHICLE PHONE NUMBER XXX-XXX-XXXXÙ
What happened?: Customer states he was driving down the road smoke was coming out of the defrost vents, airbag light came on. Customer pulled over to side of road and got out of vechicle. Car was engulfed with smoke. 911 came and helped him, car was towed to recking yard. Customer stated he was not hurt.
****
VEHICLE IS LOCATED AT:
Ace Wrecker Service
38030 Highway 27, Davenport, FL 33837
863-422-3930
Vehicle is going to be moved by insurance company in the next day or so.
Insurance contact Brenda Brook 800-648-2493 x4403.
****
Per OGC Matrix, reassigned to 82T. JSS15.
11-19-08 No recalls on this vehicle.SSS8
11-18-08 I spoke to associate at Ace Wrecker Service and he verified the vehicle is at their location, but the vehicle is going to be moved within the next few days by the customers insurance company.

11-18-08 Assigned to RLG92/SSS8
CAIR NUMBER 1[redacted] REQUEST EAA INSPECTION 11-18-2008 16:29
CAIR [redacted] E-MAIL SENT TO EAA 11-18-2008 16:29
CCRG Open Date: 11/18/2008 16:10:22
Letter Sent: Acknowledgement 11/19/2008 09:18:24
Inspection Delayed: 11/21/2008
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 12/05/08 AT 12:43:54 [redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA241X	8L5[redacted]	**Open Date**	11/24/2008	**Built Date**	09/26/2007	
Model Year	2008	**Body**	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	10/06/2007	**Mileage**	32,000	**Dealer Zone**	51	CHICAGO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PYB	DETONATOR YELLOW CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	44387	J & K MITCHELL INC			
Dealer Address	308 NORTH CENTRAL				
Dealer City	CASEY	**Dealer State**	IL	**Dealer Zip**	62420

Owner	[redacted]			**Contact Type**	E-MAIL
Address	[redacted]	411 N. MERIDIAN		**Home Phone**	[redacted]
	TOLEDO IL[redacted]			**Country**	UNITED STATES

Product - Air Conditioning / Heater - Blower Motor - Defective - Default	Customer complaining about electrical system.
Product - Electrical - Horn - Intermittent or Inoperative - Default	Customer complaining about electrical system.
Product - Electrical - Tire Pressure Monitor - Complete Failure - Default	Customer complaining about electrical system.
Referral - Tier Three - Default - Default - Default	Seeking repair assistance.

***** EMAIL BRIEF DESCRIPTION CONTENT *****
I am contacting you because I am concerned about our jeep
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Purchased New or Used?
New
***** BEGIN CUSTOMER EMAIL *****
I am concerned with the functioning of our jeep we have only had it a year and somethings not right we have had the horn worked on 3 times and its still not working properly when you turn your wheels the horn does not work, the fan motor stoped working and we just had it towed and they said it was the ignition they called us and said it was ready we picked it up and now the tire pressure monitoring system is malfunctioning I am going to call them tommorrow about the problem. I just want to feel confident about this vehicle we had a 2000 jeep wrangler previously and had no problems except wear and tear thanks for listning/ also I was wondering if anyone else has been having these problems with the electrical system. thanks
***** BEGIN EMAIL RESPONSE *****
Thank you for contacting the Chrysler Customer Assistance Center regarding your 2008 Jeep Wrangler.
We regret to read of the problems that you are experiencing with your vehicle, and appreciate the time and effort you took to write to us.
In response to your email regarding the electrical issues on your vehicle, we suggest that you call the Customer Assistance Center at 1-800-992-1997 between 8:00 A.M. and 5:00 P.M. Monday through Friday (in

all Continental Time Zones). It is necessary to discuss the issue with
you directly.
When calling the Customer Assistance Center, please have your Reference
(CAIR:18[redacted]7) number and the following information handy:
Vehicle owner name
Vehicle owner address
Day and evening phone numbers
Vehicle Identification Number (VIN)
Name of dealership where vehicle was purchased
Date of purchase
Dealership where service was performed
Date of last service
Current vehicle mileage
An explanation of the problem
We have Customer Service Representatives available to address your
queries and concerns.
Thanks again for your email.
***** END EMAIL RESPONSE *****
The customer is concern about the fact that if he experience the same
issue in the future when the warranty would be over, what will happen.
Agent advised the customer that every thing is documented and if possible
take second opinion as according to the customer the dealership is not
able to duplicate the issue.
***** BEGIN CUSTOMER EMAIL *****
I regret to add additional information to my list of complaints I need
some help! I ve created a time table for you in regards to my complaint.
We had our Jeep towed on 11/20 they called on 11/22 and said it was ready
to go we picked up on 11/23 and the tire pressure indicator light showed
a malfuction we took it back on 11/24 we called to check on the status on
11/26 and said it would be ready we arrived and they said they discovered
it had other problems. We kept in contact in the weeks following they had
relayed some issues with us they said they had to order a new
ignition,steering wheel,tire sensors and they said they had taken it to a
tire shop and they damaged a lug nut they had to order. They called us on
12/13 and said everything was fixed and ready to go thats where my
complaint comes from. When we arrived the service dep was closed We right
away noticed that the steering wheel was plastic and had no cruise
control switch. The original parts on our jeep were a leather wrapped
steering wheel and cruise control which were part of an option that we
purchased. I do not feel confident about this vehicle and feel my only
option is to trade it. If you could direct me to the person who can help
me resolve this problem I would be grateful. thanks for your time [redacted]8
***** BEGIN EMAIL RESPONSE *****
Routed to Tier3 under the supervision of GK222.
***** END EMAIL RESPONSE *****
Customer called in regarding the above mentioned issue and alleges that
the dealer replaced the steering wheel with a plastic steering wheel and
no cruise control. Customer alleges that the vehicle has electrical
problems and the dealer has resolved. Customer alleges that he wants
Chrysler to help him. Customer alleges that he contacted the dealer and
informed him to keep the original parts aside which the dealer has
replaced. Agent transferred the call to tier 3. Approved by RP761.
****Begin structured narrative T2 - TIER THREE REFERRAL
Transferred customer to T3 or Reassigned CAIR to
Seeking repair assistance.
T3 in-basket insert in-basket #Ù per NIC Ù.
*8100-rp761.
****End structured narrative T2 - TIER THREE REFERRAL
Customer stated his original steering wheel he had on the vehicle was
leather wrapped and had cruise control on the steering wheel. Customer
stated the steering wheel that was replaced was a plastic steering wheel.
Customer wanted to know if it was ok to take the vehicle to another
dealer to have them look at. Advised customer it is fine that he takes
the vehicle to another dealer.
***** BEGIN CUSTOMER EMAIL *****

I talked with my dealer today and I am going to give them a chance to make it right
***** BEGIN EMAIL RESPONSE *****
No answer needed.
***** END EMAIL RESPONSE *****
Email states:
Thank you for contacting the Chrysler Customer Assistance Center.We got your update that the dealer is going to try and resolve this issue. If they do not, please let us know.
Thanks again for your email.
I wanted to let you know my dealer took care of the mix up with the steering wheel and fixed all problems I was haveing with this jeep I hope all the electrical issues have been resolved. Thanks agian for all your help and your support I would still like to trade this 08 jeep for a little peace of mind if they would ever offer 0% financing on the 09. I will never be without a Jeep Wrangler.
Email states:
Thank you for contacting the Chrysler Customer Assistance Center.I am glad to hear the dealer was able to resolve your concerns. Please continue to check our website to see if any new incentives are offered and we are glad that you will continue to be loyal to Jeep.
Thanks again for your email.
Email states:
Dear [redacted] Thank you for contacting the Chrysler Customer Assistance Center.
Our records show that you have contacted us by telephone on 9/09/09 and we have addressed your concern. Did you make an appointment with your local Jeep dealer to perform a diagnosis and provided you with an estimate yet? If so, please reply back the dealership information and the person your working with in the service department. I will contact them to discuss this matter further. If I need to discuss this matter with you in more detail, please reply to the link below with a daytime telephone number where you can be reached.Or, you can speak directly with the service manager at your local Jeep dealership since your dealer is empowered to determine the merits of any goodwill policy consideration for repairs beyond the coverage of your manufacturer s warranty. We have updated your file to reflect the latest information you provided in the email message and thanks again for your email.
I wanted to make sure things did not get twisted I do not need assistance because I cannot afford repairs I have extended warranty that would cover items but they are the same items that I have had repaired previously three
times under factory warranty, so they should be covered under factory warranty. I did take it to my local dealer that I have been dealing with for
several years. At first I was upset with the dealer but its not there fault
I have a problem that is reoccurring. I did take it to my dealer at J &
K Mitchell in Casey, IL. (217) 932-2166 on September 16th and I think they
have been in contact with a factory rep about the electrical issues. I just
want to feel confident about the integrity of my Jeep and have it perform as
it did from the facotry. Thanks again for responding to my email.
Writer thanked owner for update.
My wife talked to the dealership today about the status of our jeep and the
technician was not there but the service manager said they had ordered a new
steering wheel that makes no sense to me that s what they did the last time
the steering wheel is only a year old there has to be another problem that
there not catching the technician is supposed to call us tomorrow I want

to
make sure they have a factory rep sign off on the repair and reassure me
I
will not have any more issues with this same problem I just cant imagine
how
a steering wheel can take care of the horn, cruise, tire pressure
indicators
and the ignition not working properly. I need some help, I need someone
to
try to resolve these issues I am growing tired of having the same
problems
there has to be something someone can do. If there is a factory defect or
the wiring harness is to short I just want someone to fix it, is that to
much to ask I have been dealing with these problems from the start of our
purchase. If there is any thing you can do to make sure we are completely
satisfied with our Jeep it would be greatly appreciated. I want to thank
you
for your time and I look forward to hearing from you.
Email states:
Thank you for your email.I apologize for the delay, I was on vacation.
Hopefully, the dealership s diagnosis was able to repair your vehicle.
If not, please let me know.
Narrative s from KANA did not post. Writer asked owner if vehicle was
repaired.
Chris, I have had more problems with my jeep after the case was closed I
had it in again for the the cruise switch which has been replaced before
the fuel tank replaced and the electrical problems are starting agian the
air bag light is flashing on and off we took it to the dealer and they
ordered the part I would like someone to take a look at our history on
this jeep the last few times we started taking it to a new dealer
thinking maybe we could get the problems fixed I am asking for your help
we must have just got a bad one I would like to trade it in and just be
rid of it we are loyall jeep owners and will continue despite our
troubles thanks for anything you can do or give us a contact so we can
talk to someone about all the problems we have had basically with the
electrical issues.
Email states:
Thank you for contacting the Chrysler Customer Assistance Center.We are
sorry to read that your having problems again and we will open your file
again to review this matter with the dealership. However, you have
indicated that you went to a new dealership. Therefore, please reply
back which dealership you would like us to contact regarding this matter
and the date of your last repair visit.Unfortunately, we are unable to
assist in the trade in of your Jeep, we must refer you to the sales
department for discussion of a possible trade in of your Jeep.We
appreciate your loyalty to Jeep and we look forward to resolving this
matter.
We have been taking our jeep for the current repairs to
Goeckner Bros Jeep Chrysler
600 E fayette Ave Effingham, IL 62401
(217) 342-3355 or 1-877-562-3355
Thank you again I have been very happy with the service we have recieved
at
this dealership and I am sure they will try to resolve the issues. They
are
schedualed to fix the air bag system March 17th the check engine light is
now illuminated and we will have them look at this issue also. I have not
got a problem with any dealership I have recieved work from. We just do
not
feel confident in this vehicle.
Writer sent reply to see if the issues were resolved during last repair
visit.
well good thing I waited to send this message back I wanted to make sure
everything was a go well we have another problem now it will not start
but
about every 10 tries we are going to call the dealer tommorrow I need

someone personally to contact me about our history I am going to get a copy
of all our history of this jeep tommorrw and am going to take it to someone
that can help us resolve the issues we are not happy and will take
appropriate action thanks for all your help if you could direct me to
someone I can call about these issues it would be greatly appriciated I do
have all emails and correspondence on every issue I have had with this jeep
numbers and dates of contacts that I have been in contact with I would like
to hear from you by the end of the week thanks again for your help.

[redacted]

Toledo, IL [redacted]

Email states:
Thank you for your reply.We regret to read about the most recent situation in your email. In order for us to review your concerns further, please have a Jeep dealer perform a diagnosis and written estimate for the needed repair. If you email the estimate information, please include the current mileage on your Jeep.If you prefer to call our Chrysler Group Customer Assistance Center, our phone number is 800-IAMJEEP (877-426-5337) and our hours of operation are 8:00 AM - 8:00 PM (ET) Monday - Friday.
We look forward to reviewing your concerns after the Jeep is diagnosed by the dealership.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2419	7L[redacted]	***Open Date***	12/08/2008	***Built Date***	02/09/2007	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	03/10/2007	***Mileage***	28,560	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PJR	RESCUE GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	44692	RICK KEFFER DOD-CHY-PLY-JEEP			
Dealer Address	464037 E STATE ROAD 200				
Dealer City	YULEE	***Dealer State***	FL	***Dealer Zip***	32097

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

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Air bag light is on for the secod time.

Customer says that the air bag light is on for the second time with in a gap on 1 week and says that he wants a file started on this case. Customer says that the vehicle is at the dealership 44692 and will take care. Customer says that he wants Chrysler to help him if it happens again. Agent provided the reference number to the Customer and advised to call Chrysler if it happens again.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GB5914	7L[redacted]	***Open Date***	12/10/2008	***Built Date***	03/26/2007	
Model Year	2007	***Body***	JKTP74	JEEP WRANGLER UNLIMITED SAHARA 4X2 SPORT UTILITY			
In Service Dt	04/12/2007	***Mileage***	9,202	***Dealer Zone***	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	24118	STAR CHRYSLER JEEP			
Dealer Address	1401 SOUTH BRAND AVE				
Dealer City	GLENDALE	***Dealer State***	CA	***Dealer Zip***	91204

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

Corporate - Technical Assistance - Default - Default - Default

120908 recvd request for technical assistance from gus @ dlr
customer complaint: check engine light is on air bag light on, all light o
n, no crank
121008 assigned to ta sag2 tmt
Dealer replaced wiring harness for the 5v sensor circuit being pulled to ground. Customer again has vehicle and has not reported any further problems. SAG2

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3918	7L1[redacted]	**Open Date**	01/20/2009	**Built Date**	12/23/2006	
Model Year	2007	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	03/07/2007	**Mileage**	35,573	**Dealer Zone**	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PDA	LIGHT GRAYSTONE PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	67947	STAN MCNABB C-P-D-J-E			
Dealer Address	1200 MANCHESTER				
Dealer City	TULLAHOMA	**Dealer State**	TN	**Dealer Zip**	37388

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	
	HILLSBORO TN[redacted]	**Country**	UNITED STATES

Product - Electrical - Electronic Stability Program - Unknown - Default	Customer states that the ESP light keeps coming on.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that the air bag light keeps coming on.

Customer called in as stating that the ESP light & the air bags lights keeps coming on. Customer alleges that it is the 3rd time that the issue has occured. Customer states that the dealership# 67947 isn t able to resolve the concern. Customer wants us to extend the warranty on her vehicle or assure her that if in the future the issue prevailed it would be covered under warranty. Agent assured the customer that we ll make sure that the issue is taken care of this time, and if in case it prevailed in the future then we ll help her out in the best possible manner. Customer further says that earlier there was an issue with water leaking from the top which was taken care of. Customer wasn t satisfied with the answer, so asked for a supervisor. Agent transferred the call to ST702.Agent updated the phone no#
**** Internal Escalation (ST702) ****
Customer states that the air bag lights keep coming on. Customer states that the dealership 67947 has previously worked twice on the vehicle. Customer states that she wants the problem to be fixed. Customer also states that this is a safety issue and she wants Chrysler to extend the warranty on the vehicle. Agent told the customer that the issue will be assigned directly to the dealership so that they can contact the technical department from Chrysler and get the problem permanently resolved. Agent also told the customer that Chrysler will not be able to extend the warranty on the vehicle. Customer states that she wants Chrysler to help her with the repair costs. Agent told the customer that her concerns will be documented and she can call us if she experiences the same problems after the warranty is over. Agent told the customer that Chrysler will do the best that can be done. Agent has not promised anything.

Agent spoke with the SA Tammy at the dealership# 67947, and she informed that they caliberated the issue with the air bags light & found a negative no. SA further says that they couldn t find any codes for ESP light; it may be that the tires might have slipped. Agent informed the customer that customer needs a resolution of this problem, so sending a D2D. SA acknowledged.
DIRECT-TO-DEALER (Code=67947) # # # # # #
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR.
The vehicle has had 2Ù repair attempts and has been out of service for a total of ###Ù days for describe conditionÙ. Agent called dealer and spoke to SA TammyÙ, informed that CAIR
was being sent. Please update this CAIR with resolution.
CUSTOMER CONTACT INFORMATION: [redacted]Ù
# # # # # # #

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA5918	8L[redacted]	**Open Date**	01/21/2009	**Built Date**	10/20/2007	
Model Year	2008	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	11/16/2007	**Mileage**	15,000	**Dealer Zone**	51	CHICAGO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	58004	GRIEGER'S MOTOR SALES INC			
Dealer Address	1756 WEST U S HIGHWAY 30				
Dealer City	VALPARAISO	**Dealer State**	IN	**Dealer Zip**	46383

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	SCHERERVILLE IN[redacted]	**Country**	UNITED STATES

Corporate - Lemon Law - Default - Default - Default	Attorney letter
Referral - Tier Three - Default - Default - Default	Customer called in regards with the same issue
Product - Body / Trim / Paint Finish - Conv Top / Sunroof / T-Top - Leaks - Default	Customer complained regarding top leakage.
Product - Electrical - Unknown - Other - Default	remote start
Product - Air Conditioning / Heater - Blower Motor - Inoperative - Default	
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	
Product - Body / Trim / Paint Finish - Seat Tracks / Frames - Other - Front-Driver	
Product - Electrical - Radio/Spkrs/Clock/Antenna - Other - Default	
Product - Steering - Unknown - Noisy - Default	

Customer called regarding the problem with the top leakage. He added that he is upset that with the new vehicle he has used for few miles and now the leakage has started on it once again. Customer wanted to talk to somebody senior. Agent advised him to get the vehicle at the dealership and give us a call back. ****Next agent**** If the customer gives a call back please transfer the call to T3 approved by kn128.
****Begin structured narrative T2 - TIER THREE REFERRAL
Transferred customer to T3 or Reassigned CAIR to
Transferred
T3 in-basket insert in-basket #Ù per NIC Ù.
kn128
****End structured narrative T2 - TIER THREE REFERRAL
####### ATTENTION SERVICE MANAGER/DIRECTOR #######
Owner is seeking relief under state Lemon Law, Buyback or Arbitration.
CAIR is being assigned to your dealership for further handling and review.
Please bring this to the attention of your district manager in an attempt to resolve customer s concern. Please update this CAIR with the resolution.

##################################
######### DIRECT-TO-DEALER #########
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to
resolve this customer s concern(s). If needed, seek assistance from your
District Manager, Business Center or STAR.
The vehicle has had 6 repair attempts and has been out of service
for a total of 36 days for air and water leak in top.
Agent called dealer and spoke to Joe, informed that CAIR
was being sent. Please update this CAIR with resolution.
##################################
During day contact customer at work [redacted] between 6am to 2:30pm
or home number after 3:30pm Central time.
Customer complaining he wants vhicle repurchased because he has too many
problems with vehicle. Writer contacted Joe 58004 and informed him
Chrysler sending cair. Joe said he is picking up vehicle Monday and
giving customer loaner vehicle and customer is aware of this. Customer
still insisting on Chrysler repurchasing vehicle. He said he is tired of
all the problems.
REASSIGNED TO BC/DLR 51 58004 01/23/09 18:19 R[redacted]
Customer called and seeks an update on the case. Agent asked customer to
talk to the SM at the dealership for an update on the concern.
2.5.09 Reviewed service history w/the SM. SM states that while the concerns
of this vehicle have been validated, they have also been corrected. Per
Indiana Lemon Law, the vehicle must have the same reoccuring concern four
or more times w/in the first 18 months or 18,000 miles. This vehicle has
had only one concern twice . . . the hard top seal. Note that the first
time this concern was addressed was in 2/2008 and the second time has been
in 1/2009, and the total BUSINESS DAYS the vehicle was out of service for
both of these repairs was 17 days. Therefore, this vehicle does NOT QUALIFY
for lemon law. SM concurred. Advised SM to continue to work w/the owner
under the terms of the basic warranty, and to let the owner know that at
this time his request for a repalcement vehicle has been denied as any
concerns the vehicle has had has been corrected. SM understood/AJE.
2.5.09 Upon further review of service history, it appears the TOTAL DAYS
THE VEHICLE HAS BEEN OUT OF SERVICE FOR MULTIPLE REPAIRS (STARTING AT 125M
- IN 11/07) IS 41 DAYS. HOWEVER, IT IS UNCLEAR AT THIS TIME IF ANY ONE
CONCERN HAS NOT BEEN SUCCESSFULLY REPAIRED. Note: SM states owner has said
that 'he knows the law' and will get this vehicle bought back as he has had
two vehicles already bought back w/Chrysler (a Wrangle & Dakota). SM states
owner has advised they have a lawyer/aje.
POSTMARK DATE: 040109; DATE RECEIVED: 040709
****

air bag light, remote start, radio, steering, water leaks, air leaks,
drivers seat adjuster, HVAC system
Krohn & Moss-Attorneys at Law-Replacement/Repurchase Notice
Attorney-Harry Bradley
Reassigned to Business Center for review and handling. JSS15.
****

Case referred to the office of general counsel (Tiffany Bolin) for
review.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA5913	8L[redacted]	***Open Date***	01/30/2009	***Built Date***	04/18/2008	
Model Year	2008	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	06/15/2008	***Mileage***	6,611	***Dealer Zone***	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PGJ	JEEP GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	24095	BUERGE CHRYSLER JEEP			
Dealer Address	11750 SANTA MONICA BLVD				
Dealer City	WEST LOS ANGELES	***Dealer State***	CA	***Dealer Zip***	90025

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LOS ANGELES CA [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer complained regarding the air bag lights
Referral - Tier Two - Internal Escalation - Authorization - Default	Customer wants to file a lemon.

Customer called in as she was unhappy with persistent problem on her new vehicle. She thinks that the vehicle is a lemon. She doesn t want to drive the vehicle anymore. Agent provided her the reference number and informed that the concerned department will contact her after 4 buisness days.
+ + + + + + + + + +LL / BB / Arb Research + + + + + + + + + +
1. What s does the customer say is wrong with the vehicle?
Customer states that the air bag lights are on.
2. Was the vehicle purchased new or used?
New.
3. Per the warranty history, how many repairs attempts are related to the customer s complaint/concern?
1 repair attempt.
4. The number of Days out of service?
1 Day .
5. Date of first related repair attempt?
12/11/2008
6. Mileage of first related repair attempt?
5761 Miles.
7. Vehicle was purchased in what state?
CA.
8. Is this a safety state?
Yes.
9. Has there been a Direct-to-Dealer CAIR previously sent?
No
10. Has there been any Business Center involvement?
No
11. Is the vehicle at a Chrysler/Dodge/Jeep dealer now?
NA.

'As per state Lemon Law Matrix, this vehicle qualifies to send file to 82L for Handling'. Agent assigned the case to 82L for further assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2416	8L5[redacted]	**Open Date**	02/16/2009	**Built Date**	08/25/2007	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	09/10/2007	**Mileage**	34,580	**Dealer Zone**	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	24188	RON SMITH JEEP			
Dealer Address	1900 AUTO CENTER DR				
Dealer City	MERCED	**Dealer State**	CA	**Dealer Zip**	95340

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	DOS PALOS [redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Leak/Water Damage/Mildew - Unknown	Leakage through windshield
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	The air bag light is flashing
Product - Electrical - Horn - Intermittent or Inoperative - Default	the horn is not working
Product - Body / Trim / Paint Finish - Unknown - Misaligned / Poor Fit - Unknown	the manual window rolling up is improper
Product - Drivability - Unknown - No Start - Default	vehicle had no start issue twice in the past

The customer is concern about the fact that the dealership is unable to help her as the diagnostic is not showing any error codes for the air bag light, the horn does not honk intermittently, two times in the past the vehicle had no start issue. Agent informed the customer that it has been documented and provided the reference number to the customer.
Service manager name : John
Customer called in for the same concern and says that dealer has fixed the horn problem and rest all problems he is not able to duplicate the problem. Customer alleges that his vehicle is still at the dealership and wants to file for lemon law because dealer is not able to fix the problem. Agent informed that concern will be documented and she will get a call back from lemon law department with in 3-4 business days. Agent reassigned the case to 85I for further review. Customer s call back no is [redacted]

[redacted] + + +LL / BB / Arb Research + + + + + + + + + +
1. What s does the customer allege is wrong with the vehicle?
Air Bag Lamp On/Flashing, No Start.
2. Was the vehicle purchased new or used?
New.
3. Per the warranty history, how many related repairs have there been?
* 1 repair attempt for the Powertrain Control Module (PCM)
* 1 repair attempt for the Pads, disc brake.
* 2 repairs attempts for the Regulator, door glass.

* 1 repair attempt for the Weatherstrip, header.
* 1 repair attempt for the Clockspring / Steering Angle Sensor.
4. Number of days out of service?
* 1 day out of service for the Powertrain Control Module (PCM).
* 1 day out of service for the Pads, disc brake.
* 2 days out of service for the Regulator, door glass
* 1 day out of service for the Weatherstrip, heade.
* 1 day out of service for the Clockspring / Steering Angle Sensor.
******** Total 6 days out of service **********
5. Date of first related repair attempt?
08/11/2008
6. Mileage of first related repair attempt?
20507 Miles
7. This vehicle was purchased in what state?
California
8. Is this a safety state?
Yes
9. Has there been a Direct-to-Dealer CAIR previously sent?
No.
10. Has there been any Business Center involvement?
No.
11. Is the vehicle currently at an authorized dealer?
Yes
12. Does the condition described by the customer still exist?
Yes.
As per California state lemon law the vehicle does not qualifies as the vehicle do not have 2 repair attempts for a defect that may cause death or serious injury or 4 repair attempts or 30 calendar days out of service. Agent called in the customer [redacted]0) and left a voice message for the customer requested her to take the vehicle to the dealership and than give us a call back. Agent researched in dealer connect for information in regards to regulator but did not found any. Customer called in regards to the same concern and stated that no one called her. Agent informed her that she needs to take the vehcile to the dealership and call us back from there so that we could speak to the SM and send a D2D.
******Next agent******
When customer calls , talk to SM and send a D2D.
Customer called back to inform the vehicle is facing the same problem as above once again , informed the customer to take the vehicle to the dealership.
Customer called in and sated that she was supposed to call Chrysler back after she takes the vehicle back to the dealership and she said her vehicle is already at the dealership. Agent called up the dealership and spoke with Bob Service Manager, and advised him that we are sending a Direct to Dealer to his dealership, Bob agreed.
####### DIRECT-TO-DEALER (Code=24188) #######
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR.
The vehicle has had 3Ù repair attempts and has been out of service for a total of ###Ù days for brakes and horn and electrical problemÙ.
Agent called dealer and spoke to Bob Service ManagerÙ, informed that CAIR
was being sent. Please update this CAIR with resolution.
CUSTOMER CONTACT INFORMATION: [redacted]
##########################[redacted]
Customer was advised to get in touch with the dealership for further updates
*Contact Date:03/16/2009
Service Manager at the dealership has closed the Cair# [redacted]
Complaint could not be duplicated and explanation has been provided to custo mer.
CAIR RETURNED FROM DEALER ON 3/16/2009 AT 02:07:123 R [redacted]

Customer called for the same issue. Customer states that she needs something in writing stating that the vehicle will be covered under warranty for 100,000 miles. Agent informed the customer that Chrysler do not have such policy. Customer requested for the supervisor. Agent handed over the call to SF309.
*** SF309 ***
Writer informed the customer that Chrysler will not be able to send something in writing stating that the vehicle will be covered under warranty for 100,000 miles.
Customer requested for the same supervisor.
SF309
Customer is calling for the same issue and wanted the last name of the supervisor. Agent provided the customer with the last name.
Customer is callling regarding the same issue. Customer states her dealer is still unable to duplicate the issues that her vehicle is having with being able to start as well as the issue with the horn. Customer states that she was referred to the CAC by her dealer to inquire about goodwill assistance for the repair, since she is out of warranty by mileage. She currently has about 37,000 miles on the vehicle. Writer informed that this CAIR was sent D2D as an unresolved concern and was asked to get DM or STAR involvement. Customer states that she was told that they do not have a DM because they are to small of a dealership. Writer informed that this is incorrect and that all dealers have a DM. Writer also noted that the dealer did not contact STAR for these issues. Customer states that she wants to take her vehicle back to the dealer she bought it and have them try to repair it, but is unsure if she should because she is out of warranty. Writer informed that considering the age and mileage of the vehicle, and also the fact that this has been an ongoing issue, she would be a good candidate for goodwill consideration. Writer advised that if she takes it to another dealer and they are able to diagnose the issue, she should call the CAC back for goodwill consideration.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2415 8[redacted]	***Open Date***	02/26/2009	***Built Date***	08/28/2007		
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	09/12/2007	***Mileage***	48,800	***Dealer Zone***	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	43276	DODGE CHRYSLER JEEP OF TULSA			
Dealer Address	4627 S MEMORIAL DRIVE				
Dealer City	TULSA	***Dealer State***	OK	***Dealer Zip***	74145

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BRISTOW OK [redacted]	***Country***	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	airbag light on, also trans cooler lines leaking

Owner states he has had to pay for a number of repairs since the warranty expired and is requesting assistance for the airbag light repair that is currently needed, in addition to a transmission cooler line repair.
Writer spoke to Ray, the service advisor, and agreed to do the airbag light with owner having a $50. copay and CAC will pay for the rest of the cost. Owner is appreciative of this assistance.
Owner will inquire about CSC availability for mail trucks.
***This file will be closed until the dealer calls back for preauthorization.

Customer Assistance Inquiry Record (CAIR)# [redacted]7

VIN	1J8GA5911	7L[redacted]	***Open Date***	03/09/2009	***Built Date***	05/14/2007	
Model Year	2007	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	10/26/2007	***Mileage***	18,182	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PJR	RESCUE GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	66732	GALEANA CHRYSLER JEEP INC			
Dealer Address	14375 S TAMIAMI TRAIL				
Dealer City	FT MYERS	***Dealer State***	FL	***Dealer Zip***	33912

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	ST JAMES CITY FL 3[redacted]	***Country***	UNITED STATES

Product - Brakes - Anti-Lock Brake System - ABS Lamp On/Flashing - Default	customer is facing problem that the abs light on

Ms. [redacted] is facing problem with the vehicle. Customer said that she had taken the vehicle to the dealership 11 times for different problem. She is very upset with the vehicle. She says that this is her dream vehicle and now it is giving her many problems. Customer has a small child and is worried about it. Customer as of now is facing problem with the brakes of the vehicle. She said that the ABS light is on and she had taken the vehicle to Chrysler dealer to solve the problem. Customer was informed by the dealership that they have to order a part for the vehicle and was told to get back the vehicle on Wednesday.
Agent was speaking with the customer and call got hung up. Agent tried calling the customer but nobody received the call.
Customer calling for the same concern. She states that she had saved money for over a year to buy this vehicle. She feels Chrysler should help her with the vehicle issues. She wants to talk to the Senior staff regarding the same.
Agent transferred the call to Tier 3.
The customer indicates that she has had nothing but trouble with the vehicle since she purchased it and she would like it replaced. She indicates that she has had it into a dealership 11 times since she purchased it. It took multiple times to get the O2 sensor repaired, and now the ABS is having problems and they don t have the part. Phone number in Dealer search is wrong. The correct number is [redacted]
Writer called the dealership and left a message for the SM that the CAIR was being sent.
ATTENTION SERVICE MANAGER/DIRECTOR # # # # # #
Owner is requesting that their vehicle be repurchased or replaced.
This CAIR is being assigned to your dealership for further handling and review with your District Manager and/or Business Center in an attempt to resolve customer s concern. The information below was compiled based on corporate records. Please contact this customer with next steps and

update this CAIR.
+ + + + + + + Buyback / Replacement Research + + + + + + +
1. What does the customer allege is wrong with the vehicle? constant
various problems
2. Was the vehicle purchased new or used? Used
3. If used, what number owner is the customer? 2
4. Per the warranty history, how many related repairs have there been? 6
5. Total number of days out of service? 22
6. Date of first related repair attempt? 11/4/08
7. Mileage of first related repair attempt? 13648
8. This vehicle was purchased in what state? FL
9. Is this a safety state? No
10. Has there been a Direct-to-Dealer CAIR previously sent? No
11. Has there been any Business Center involvement? No
12. Is the vehicle currently at an authorized dealer? No
13. Does the condition described by the customer still exist? Yes
The only thing the customer has been told is their file will be reviewed
and/or handled by the local Business Center and Dealer, and if
the condition still exists, to take their vehicle to the dealer
regardless
of this request.
REASSIGNED TO BC/DLR 66 66732 03/09/09 14:35 O [redacted]
****Outbound Call****
Agent called back the customer and spoke with Ms. [redacted]. She stated that
spoke to Senior staff dept and they spoke with the SM and informed the
customer that will get back to her after 2 to 3 days. Agent informed the
customer to take the vehicle to the dealership and get it repaired.
Customer said is seeking rental vehicle. Agent informed the customer to
call us back when the vehicle is at the dealership for the rental
assistance. Agent provided the reference number to the customer.
Customer called in regards to same concern. Educated the customer that
the concerned department is still working on this case. Informed the
customer to stay in contact with the dealership for the latest updates.
Customer agreed. No commitment made to customer.
Customer called and says that the air bag light is on and wants to know
what should be done. Agent informed customer that she can take the
vehicle to 66732 dealership and also informed customer that th ecase
regarding buyback is forwarded to the dealership who will let her know
about the decision.
*Contact Date:03/26/2009
Service Manager at the dealership has updated the Cair# [redacted]
An appointment has been set with the customer.
Customer seeking rental assistance because abs light are on and flashing
again.
Contacted Service Manager, Mike at 66732 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-04-26.
Customer called to see if there is any new information. Writer found
this is not the dealership that she bought the jeep from. Writer
informed customer that if the vehicle was to be bought back it would have
to be the dealership that it was purchased from. Writer referred
customer to the original dealership.
Customer called in for the same issue. Agent requested the customer to
get in touch with the dealership for further information.
Customer called for the same issue.Customer states that she had contacted
the dealership but did not get any response from them.Customer wants to
talk to the senior department.Agent transferred the call to tier3
approved by LL679.
Customer called in regarding status for vehicle buyback. Customer is
upset for not hearing from Chrysler, dealership or whoever is concerned
with buyback. Customer stated she contacted dealership and informed them
of danger she faces with vehicle having different problems and that she
can not keep on going to dealership with one problem after another. She
stated she is now facing problem of engine light coming on in every 10
minutes, which is dangerous for her life and family. Writer informed

customer her file is open and is with Business Centre working on it.
Writer advised customer to get in touch with Service Manager in
dealership 66732 for any update from DM/Business Centre and that she also
needed to have engine light coming problem addressed. Customer agreed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2416	8L5[redacted]	***Open Date***	03/26/2009	***Built Date***	10/15/2007	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	10/22/2007	***Mileage***	40,888	***Dealer Zone***	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	44574	CHRYSLER OF CULPEPER			
Dealer Address	11030 JAMES MONROE HWY				
Dealer City	CULPEPER	***Dealer State***	VA	***Dealer Zip***	22701

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BARBOURSVILLE VA [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer called regarding the air bags light issue.
Referral - Tier Three - Default - Default - Default	Customer called seeking for assistance.

****Begin structured narrative T2 - TIER THREE REFERRAL
Transferred customer to T3 or Reassigned CAIR to
T3
T3 in-basket insert in-basket #Ù per NIC Ù.
SR882
****End structured narrative T2 - TIER THREE REFERRAL
What is the customer requesting from Chrysler? Good will assistance
How far out of warranty is the vehicle/repair by time and/or mileage? Out of warranty by mileage
Service contract (Chrysler or 3rd party) that would cover the repair? No
Original owner? (yes/no) If no, purchased when? Yes
How many Chrysler vehicles has the customer owned including this vehicle?6
Is there any repair history related to the current concern?Na
Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?Na
Service dealer code? CHRYSLER OF CULPEPER #44574
NIC of team leader/floor walker who authorized escalation of caller?
SR882
MR [redacted] called stating that the vehicle air bags light keeps coming on and when he took the vehicle to the dealership, was informed the vehicle is out of warranty and the cost of the repair $1000.
Agent transferred the call to tier3 for further handling.
3/26/09 The current problem with the air bag light coming on involves the owner s other 2008 Wrangler (vin # 8L[redacted]6). Closing file.
******Outbound Call******
Agent called the customer, however the customer was not available.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ241X	8L[redacted]	***Open Date***	03/26/2009	***Built Date***	08/09/2007	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	08/14/2007	***Mileage***	41,781	***Dealer Zone***	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	44574	CHRYSLER OF CULPEPER			
Dealer Address	11030 JAMES MONROE HWY				
Dealer City	CULPEPER	***Dealer State***	VA	***Dealer Zip***	22701

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BARBOURSVILLE VA [redacted]0	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

1st owner. 4 other Chrysler vehicles (2 new and 2 used). Air bag light is on. No diagnosis by dealer. Owner experienced the same concern with his other 2008 Wrangler (vin # 8L[redacted].
Owner/Customer was informed that in order to review their case for possible assistance, the owner would need to bring the vehicle to an authorized facility and authorize diagnostics. Owner will be responsible for diagnostic charges. No promises made.
Dealer 44574, Service Manager, Brian Giles, states the customer requested SM contacts CCAC, SM states the vehicle needs a clock spring.
******
SM confirmed the diagnosis, air bag light on, clock spring is not making a connection to the air bag. SM states the customer has not had this vehicle into the dealership, only brings the vehicle in for warranty repairs, vehicles are used for rural mail carriers. SM feels Chrysler covers parts and the customer covers labor. SM states best if he does not use his DSA.
****
As a one-time goodwill gesture, Chrysler will participate in the Clock Spring repair.
Customer will be responsible for a co-pay in the amount of Labor $210.00 plus tax. This
goodwill is being offered because:SM recommendation, customer loyal to CDJ brands and possible safety concern.
########## DIRECT-TO-DEALER ##############
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
The CAC is sending this CAIR to you because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact Marybeth at 800-992-1997 extension # 66091.
Customer has / has not Ù been informed of this decision. If not, please contact this customer and extend the goodwill offer as discussed. Please

update and/or close CAIR when complete. To reach the above extension dial 1-800-992-1997. Once the menu begins enter your dealer code. Once you hear the start of the next menu enter the extension followed by the # sign.
Your call is then transferred to the entered extension.
##
SM states customer is at the dealership and will advise the customer of the SM s recommendation for Chrysler participation.
REASSIGNED TO BC/DLR 35 44574 03/27/09 15:18 R [redacted]
4/3/09 Contacted dealer, part has not yet arrived. JDK
*Contact Date:04/03/2009
Assistant Service Manager at the dealership has updated the Cair# 1[redacted]
An appointment has been set with the customer.
REASSIGNED TO BC/DLR 35 44574 04/08/09 16:02 R [redacted]
*Contact Date:04/13/2009
Warranty Administration at the dealership has closed the Cair# [redacted]
DCX goodwill repair is documented on Repair [redacted]
CAIR RETURNED FROM DEALER ON 4/13/2009 AT 02:20:449 R 1[redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2410	8L[redacted]	***Open Date***	04/20/2009	***Built Date***	08/19/2007	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	09/08/2007	***Mileage***	39,000	***Dealer Zone***	51	CHICAGO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	23576	SCHAUMBURG JEEP INC			
Dealer Address	920 WEST GOLF ROAD				
Dealer City	SCHAUMBURG	***Dealer State***	IL	***Dealer Zip***	60194

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	VERNON HILLS IL[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer stated that the air bag light is on.
Corporate - Warranty Coverage - Default - Default - Default	Customer wanted to know the pending warranty.

Customer wanted to know the pending warranty and if there is any extended warranty on the vehicle. Writer informed the customer of the factory warranty. Informed the customer to check the paper work for an extended warranty as it might not be through Chrysler. Customer concurred. Customer stated that the air bag light is on and wanted to know if would be covered. Advised customer to visit the dealership and call back. Provided the reference to the customer. No commitments made.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GB5913	7L1[redacted]	***Open Date***	04/28/2009	***Built Date***	02/17/2007	
Model Year	2007	***Body***	JKTP74	JEEP WRANGLER UNLIMITED SAHARA 4X2 SPORT UTILITY			
In Service Dt	08/02/2007	***Mileage***	40,000	***Dealer Zone***	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PJR	RESCUE GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]R.	***Home Phone***	[redacted]
	MIRA LOMA CA[redacted]	***Country***	UNITED STATES

Referral - Tier Two - Internal Escalation - Authorization - Default	Customer says product was in accident
Product - Body / Trim / Paint Finish - Air Bag - Other - Front Passengers Side	customer seeks assistance regarding Passenger Air Bag issue
Referral - Tier Three - Default - Default - Default	needs current status
Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Accident - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Passenger Air Bag issue
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Purchased New or Used?NEW
***** BEGIN CUSTOMER EMAIL *****
We were involved in an accident on Saturday the 25th. My son who is 6 was sitting in the front and the light for the Airbag was on showing that it was disabled. The airbag went off during the collision knocking out a front tooth and loosening another. He also got a burn mark on his chin. I assumed that the airbag wouldn t have deployed in an accident with that light on. I just want to make sure that in the future the sensors will work properly and prevent a child from even more damage in the future. Even after the accident the light was on showing it was disabled even though the bag was deployed.
***** BEGIN EMAIL RESPONSE *****
Reassing to 85S for further handling.
***** END EMAIL RESPONSE *****
Agent tried calling the customer but was not able to get in touch with her. So agent left a voice mail on [redacted] asking the customer to call CCAC and provide the address and telephone number of the location of the vehicle. Customer s telephone number [redacted]5 is not working.
*****Next agent ***** If the customer calls back please update the COIN with the correct secondary telephone number and the address of the location of the vehicle.
Customer called and says that the vehicle is located at,
Fix auto,
51 east grand bullevard,
Corrona, CA- 92879.
Phone# 9512702943.
Customer could be reached [redacted]
COIN Updated & CAIR reassigned to 82S
Contact: MR. [redacted]

Telephone #1 [redacted]
LOCATION OF VEHICLE -
Fix auto,
51 east grand bullevard,
Corrona, CA- 92879
LOCATION OF VEHICLE PHONE NUMBER 951-270-2943
What happened?: Customer states that vehicle met with an accident and the her kid was in the front seat and she had switched off the airbags and the light was also on informing her that the airbags are not active. Even after that when the vehicle met with an accident, the airbags got deployed and her kid got a burn mark on his chin. Customer wants chrysler to investigate why the airbags got deployed even though the airbags were switched off.
****
Per OGC Matrix, reassigned to 82T. JSS15.
5.4.09 Assigned to KSS28. MJK
CAIR NUMBER 1[redacted] REQUEST EAA INSPECTION 05-04-2009 13:17
CAIR NUMBER [redacted] MAIL SENT TO EAA 05-04-2009 13:17
CCRG Open Date: 05/01/2009 11:00:12
Letter Sent: Acknowledgement 05/05/2009 10:43:19
Customer called to check the status of the case and alleges that he has received the letter from chrysler but it does not have the time frame and its been 5 days that no one has contacted the customer. Agent consulted with JA917 and transferred the call to tier3.
****Begin structured narrative T2 - TIER THREE REFERRAL
Transferred customer to T2.5 or Reassigned CAIR to
T2.5 in-basket insert in-basket #Ù per NIC Ù.
****End structured narrative T2 - TIER THREE REFERRAL
****Begin structured narrative T2 - T2 1/2 referral
Transferred customer to T2.5 or Reassigned
CAIR to T2.5 inbasket insert inbasket #Ù per
NICÙ.
****End structured narrative T2 - T2 1/2 referral
*****Customer was calling to follow up on the investigation. Agent conferred with FS and provided customer with the phone number to CCRG for further assistance.
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/18/09 AT 11:13:48[redacted]
Letter Sent: Denial 05/21/2009

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GB5919	7L1[redacted]	**Open Date**	05/08/2009	**Built Date**	09/06/2006	
Model Year	2007	**Body**	JKTP74	JEEP WRANGLER UNLIMITED SAHARA 4X2 SPORT UTILITY			
In Service Dt	10/10/2007	**Mileage**	17,000	**Dealer Zone**	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	43138	ALL AMERICAN CHRY-JEEP-DODGE OF			
Dealer Address	4310 SHERWOOD WAY				
Dealer City	SAN ANGELO	**Dealer State**	TX	**Dealer Zip**	76901

Owner	[redacted]	**Contact Type**	E-MAIL
Address	[redacted]	**Home Phone**	[redacted]
	FT MEADE MD 2[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer complaining about airbag light.
Product - Body / Trim / Paint Finish - Conv Top / Sunroof / T-Top - Leaks - Default	Customer complaining about roof leak.
Dealer - Sales - Transaction - Incorrectly Equipped - Default	Customer complaining about selling dealership.
Product - Body / Trim / Paint Finish - Conv Top / Sunroof / T-Top - Split, Cut, Torn - Default	Customer complaining about torn soft top.

***** EMAIL BRIEF DESCRIPTION CONTENT *****
cannot get our jeep fixed
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Purchased New or Used?
New
***** BEGIN CUSTOMER EMAIL *****
We bought our 07 Unlimited new from All American in San Angelo. It had a torn soft top on it. They promised us a new top in black. this took 6 months. the top was wrong, didn t fit, couldn t warranty it since the VIN said grey. got a grey top, doesn t seem to be right. it leaks from 4 diffrent locations. dealership replaced a rubber peice, still leaks. now in Maryland the airbag light has come on. they told my wife they have one service tech that they aren t sure when he will be in. They said she could leave her jeep with them and no loaner. she is 8 months pregnant in a new town with an airbag light on and leaking roof...is this proper? what can we do?
***** BEGIN EMAIL RESPONSE *****
Reassigned to 88x as adviced by MMH40.
***** END EMAIL RESPONSE *****
Writer called customer concerning email. Customer states they are in the process of moving to MD and that is where his wife is with the vehicle. Wife brought vehicle to a dealer in Laurel, but not sure of the name, and was advised to leave vehicle so the tech would be able to a diagnosis, but they were not sure when he would be in. Customer states

they were not able to offer a loaner. Writer called dealer 39705, spoke to Service Manager, SM, Fritz who advised writer to have customer contact him so he can take care of customers concern. Writer gave customer information and customer will relay same to his wife.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA5914	7L[redacted]	***Open Date***	05/19/2009	***Built Date***	02/07/2007	
Model Year	2007	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	02/25/2007	***Mileage***	33,000	***Dealer Zone***	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PBM	STEEL BLUE METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	67751	EARNHARDT CHRYSLER JEEP, INC.			
Dealer Address	577 E. BASELINE				
Dealer City	TEMPE	***Dealer State***	AZ	***Dealer Zip***	85285

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	PEORIA AZ [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light on

Writer spoke with customer who called because his air bag light is on.
Writer spoke with Service Manager Luke who advised that the customer admitted that he does store thing underneath the seat of his vehicle.
Service Manager also stated that they did find things underneath the seat that was being stored.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair due to vehicle damage/abuse which contributed to the failure of the air bag light that is on.
Unless the customer offers new information, decision remains unchanged.
Approval to say no by MC1030
* *
Customer was not happy with the decision and indicated that he will never by another Chrysler again and that he will make sure that he tell who ever asks him that Chrysler does not stand behind there product.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6410	8L6[redacted]	***Open Date***	06/01/2009	***Built Date***	03/20/2008	
Model Year	2008	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4			
In Service Dt	09/15/2008	***Mileage***	18,482	***Dealer Zone***	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	43417	OXENDALE CHRY-DODGE-JEEP			
Dealer Address	792 E HWY 89A				
Dealer City	COTTONWOOD	***Dealer State***	AZ	***Dealer Zip***	86326

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted] CIMS 485-06-73	***Home Phone***	
	AUBURN HILLS MI 4[redacted]	***Country***	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states air bag light is on

Customer requests assistance in vehicle repair. Air bag light on, dealer replaced clockspring. Review and approve case in minimize repair delay and increase customer satisfaction.
approved check for payment - sent to GAP
POSTMARK DATE: 060109; DATE RECEIVED: 062609

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6411	8L[redacted]	***Open Date***	06/07/2009	***Built Date***	12/17/2007	
Model Year	2008	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4			
In Service Dt	05/06/2008	***Mileage***	11,201	***Dealer Zone***	74	DENVER	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68343	PRICE CHRYSLER DODGE JEEP			
Dealer Address	354 S HWY 55				
Dealer City	PRICE	***Dealer State***	UT	***Dealer Zip***	84501

Owner	CANYONLANDS JEEP ADV, .	***Contact Type***	ROADSIDE
Address	225 S MAIN ST	***Home Phone***	
	MOAB UT 845322508	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2009-06-05
Road Side File Created 06-07-09 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
225 S MAIN STREET 354 S HWY 55
W 200 S
MOAB PRICE
UT USA UT
CALLER_COMMENTS AIRBAG LIGHT COMING ON AND MAKING
DEALER CODE : 68343 PRICE CHRYSLER DODGE JEEP

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA6910	7L2[redacted]	***Open Date***	06/08/2009	***Built Date***	06/19/2007	
Model Year	2007	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	07/19/2007	***Mileage***	50,200	***Dealer Zone***	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	26001	JIM CLICK CHRYSLER JEEP			
Dealer Address	701 W AUTO MALL DR				
Dealer City	TUCSON	***Dealer State***	AZ	***Dealer Zip***	85705

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	TUCSON AZ[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that the air bag light is on
Corporate - Warranty Coverage - Default - Default - Default	Customer wants to know the warranty for air bag light that comes on.

Customer states that the air bag light is on. Customer wants to know the warranty for air bag light that comes on. Writer informed that the vehicle had warranty for 36months or 36000 miles which is out by mileage. Customer wants to know who would pay for diagnose. Writer informed that customer has to pay for diagnose and customer is free to call us if he has more questions to be answered.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2411	8L5[redacted]	***Open Date***	06/23/2009	***Built Date***	11/13/2007	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	01/28/2008	***Mileage***	43,000	***Dealer Zone***	42	DETROIT	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68467	FEENY CHRYSLER PLYMOUTH DODGE OF		MIDLAND INC	
Dealer Address	7400 N EASTMAN AVE				
Dealer City	MIDLAND		***Dealer State***	MI	***Dealer Zip*** 48640

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

Dealer - Facilities - Dealer Out Of Business - Default - Default	23415 is not a Chrysler dealer any more.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Airbag light came on.
Corporate - Warranty Coverage - Default - Default - Default	Basic warranty has expired.
Product - Electrical - Horn - Intermittent or Inoperative - Default	Horn blows suddenly.
Product - Electrical - Lamps and Switches - Defective - Default	Interior Lights come on suddenly.
Product - Electrical - Wipers / Washers - Defective - Unknown	Wipers start moving suddenly.

Customer states he has been experiencing multiple electrical problems with the vehicle. Customer states when he shuts the door, the Interior Lights come on suddenly, the Airbag light comes on, the horn blows and the Wipers start moving suddenly. Customer states the vehicle loses power at the same time. Customer has visited the 68467 dealership, who replaced the module, but after some days, the same problem occured again. Customer states the vehicle is not drivable now, and it has to be towed to the dealership, but now the vehicle is out of warranty, and the towing company will charge the customer for towing. Customer is seeking for towing and repair assistance. Agent informed the customer that as he is out of warranty, he will have to pay for towing. Advised customer to call back after diagnosis, for repair assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2411	8L5[redacted]	**Open Date**	06/23/2009	**Built Date**	08/02/2007	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	08/16/2007	**Mileage**	39,100	**Dealer Zone**	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45377	MALVERN CHRYSLER DODGE JEEP			
Dealer Address	1103 MARTIN LUTHER KING BLVD				
Dealer City	MALVERN	**Dealer State**	AR	**Dealer Zip**	72104

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	MALVERN AR[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light is on.
Product - Steering - Unknown - Defective - Default	vehicle is experiencing problem with steering control module.

Customer called for repair assistance from Chrysler. Customer says she got the vehicle diagnosed by the dealership 45377. Customer says that the air bag light was on and the dealership informed that the steering control module needs to be replaced and the repair would cost $420.00. Customer says that her dealership is closed down and another Chrysler dealership is asking her to pay for diagnosis again. Customer was looking for repair assistance and diagnosis assistance from Chrysler. Agent informed the customer that Chrysler can not participate in diagnosis charges as it is been charged by the dealership not by Chrysler. Agent informed the customer she would have to pay for diagnosis. Agent informed the customer to call back after diagnosis so that Chrysler can check if Chrysler can help her with the repair. Agent did not promise anything to the customer. Customer is aware that no promises are made.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2415	8L5[redacted]	***Open Date***	06/24/2009	***Built Date***	12/06/2007	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	01/05/2008	***Mileage***	45,526	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	67364	DEVAN LOWE INC			
Dealer Address	1107 GAULT AVENUE SOUTH				
Dealer City	FORT PAYNE	***Dealer State***	AL	***Dealer Zip***	35967

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	COLLINSVILLE AL[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Activation - Unknown	Customer complaining about the clockspring.
Referral - Tier 2.5 - Internal Escalation - Default - Default	Customer seeking for goodwill assistance.

****Begin structured narrative T2 - Referral to SLC
Contact requires transfer to T2.5
Contact requires transfer to T2.5
Transfer approved per
MIB8
****End structured narrative T2 - Referral to SLC
What is the customer requesting from Chrysler?
goodwill assistance.
How far out of warranty is the vehicle/repair by time and/or mileage?
9,000 miles
Service contract (Chrysler or 3rd party) that would cover the repair?
NA
Original owner? (yes/no) If no, purchased when?
Yes
How many Chrysler vehicles has the customer owned including this vehicle?
1
Is there any repair history related to the current concern?
No
Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?
Yes
Service dealer code?
67364
Service manager name?
Allan Brown
NIC of team leader/floor walker who authorized escalation of caller?
MIB8
Jaqueline called in and wanted to get the clockspring replaced. Caller stated that the vehicle has been diagnosed at 67364 and wanted Chrysler to participate in the repair work. Agent consulted MIB8 and went ahead and transferred call to Tier 2.5

Customer is seeking assistance with the repair to replace the clockspring since the vehicle is out of warranty by mileage. Writer reviewed customer history and found 1 vehicle on record purchased new with no service contract.
Writer called dealer 67364 Service Manager (SM) Allan to confirm problem with vehicle. SM stated that the air bag light is going on and off frequently and the clockspring needs to be replaced. Warranty prices for parts is $189.09 and labor cost is $53.60 for a total cost of the repair is $242.69.
SM states that the customer is very loyal to the dealership and so Chrysler should assist with customer co-pay toward the repair. SM recommends a $50.00 customer co-pay and remaining amount would be cover using his self authorization Super DSA. Writer concurs with recommendation.
As a one-time goodwill gesture, Chrysler/Dealer will cover partial cost to replace the clockspring in the vehicle.
Customer will be responsible for a co-pay in the amount of $50.00.
This goodwill is being offered because: customer loyality to dealership.
############ DIRECT-TO-DEALER ############
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
The CAC is sending this CAIR because of a goodwill policy decision that was made on behalf of this customer. You have indicated you will be using your Super DSA to assist this customer. The customer HAS been informed of this decision. Update and/or close CAIR when complete.
If you need to speak with the agent about this CAIR, please call 1-800-992-1997, Agent extention is 66093 or you may email us at T2email@chrysler.com
##################################
#
REASSIGNED TO BC/DLR 66 67364 06/24/09 11:32 R [redacted]
********** DM **********
Reviewed CAIR, awaiting claim for work offerred. AC
Reviewed CAIR, awaiting parts for repair. AC
Repair was done yesterday afternoon. Closing CAIR due to work completed as promised in CAIR.

Customer Assistance Inquiry Record (CAIR)# 1[redacted]

VIN	1J4GA3910	8L[redacted]	***Open Date***	07/08/2009	***Built Date***	02/11/2008	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	03/11/2008	***Mileage***	23	***Dealer Zone***	74	DENVER	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PBM	STEEL BLUE METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68343	PRICE CHRYSLER DODGE JEEP			
Dealer Address	354 S HWY 55				
Dealer City	PRICE	***Dealer State***	UT	***Dealer Zip***	84501

Owner	CANYONLANDS JEEP ADV, .	***Contact Type***	ROADSIDE
Address	225 S MAIN ST	***Home Phone***	
	MOAB UT 845322508	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2009-07-06
Road Side File Created 07-08-09 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
225 S MAIN STREET 354 S HWY 55
W 200 S
MOAB PRICE
UT USA UT
CALLER_COMMENTS 01-AIRBAG LIGHT THAT COMES ON AND
DEALER CODE : 68343 PRICE CHRYSLER DODGE JEEP

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2419	8L5[redacted]	***Open Date***	07/14/2009	***Built Date***	02/11/2008	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	02/28/2008	***Mileage***	24,000	***Dealer Zone***	74	DENVER	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PJR	RESCUE GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68343	PRICE CHRYSLER DODGE JEEP			
Dealer Address	354 S HWY 55				
Dealer City	PRICE	***Dealer State***	UT	***Dealer Zip***	84501

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MOAB UT [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer experiences problem with the air bag light.
Dealer - Parts - Transaction - Parts N/A / Backordered - Default	Customer states that the part is on backorder.

****Begin structured narrative T2 - PARTS STRUCTURED NARR
Is the vehicle off-road or drivable?
drivable
What is the name and dealer code of the dealer that ordered the part?
Dealer Name : PRICE CHRYSLER DODGE JEEP
Dealer Code: 68343
What is the phone number of the dealer?
Dealer Phone : 435-637-3360
What is the description of the part that has been ordered?
Air bag sensors
What is the part number?
68003216AH, two parts have been ordered for the same part number
What is the order number?
[redacted]
What date was the part ordered?
07/06/09, 07/07/09
What is the current order status of the part (i.e. special handling)?
VOR
The ETA of the part:
Aug 18 2009
Is this part available on dealer locate?
****End structured narrative T2 - PARTS STRUCTURED NARR
****Begin structured narrative Parts Question
Is this repair being covered by Chrysler by warranty or service contract?
yes
****End structured narrative Parts Question
Customer experiences problem with the clockspring. Customer states that the part is on backorder. Customer states that the vehicle is at the

dealership and they are trying to locate the part for her. Agent called the dealership 68343 and spoke to Jarred. Agent took all the relevant information about the part. Agent reassigned the CAIR to 85P for further handling.
############ 85P OUTBOUND CALL ##############
PART NUMBER:68003216AH and 68003216AH
PART NAME:CLKSPRING and CLKSPRING
ORDER NUMBER: $09234 and $09227
ORDER TYPE:VOR and VOR
ORDER DATE:07/14/09 and 07/14/09
ETA OF THE PART:08/18/09 and 08/18/09
DEALER CODE:68343
DEALER PH#435-637-3360
CUSTOMER PH[redacted]
IS THIS VEHICLE DRIVABLE or Not: DRIVABLE
Agent checked in GPOP and found that the ETA of the both the part is 08/18/09. The part is
upgraded to VOR. Agent reassigned this case to 82P as the ETA is more then 30 days.
Customer called in for the same issue. Agent informed the customer that the parts specialized department is still working on his case, and advised him to wait. Customer acknowledged.
* Emailed Mopar.
* Mopar refused to ship directly from supplier.
Customer called in for the same issue.Agent transferred the call to tier 2.5 for further assistance after consulting the 85P team.
Sabrina is inquiring about ETA on parts. New ETA is 8/4/09.
Both part orders are now assigned shippers. Back orders are no longer for these parts & shipper#s are assigned per Global Parts.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GB3913	7L[redacted]	**Open Date**	07/20/2009	**Built Date**	08/08/2006	
Model Year	2007	**Body**	JKTM74	JEEP WRANGLER UNLIMITED X 4X2 SPORT UTILITY			
In Service Dt	10/31/2006	**Mileage**	36,000	**Dealer Zone**	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PBM	STEEL BLUE METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	26492	BOB MOORE DODGE CHRYSLER JEEP,	INC.
Dealer Address	7420 NW EXPRESSWAY		
Dealer City	OKLAHOMA CITY	**Dealer State** OK	**Dealer Zip** 73132

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	
	YUKON OK 7[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Seat Belts - Defective - Rear Seat Assembly	Caller states seat belts did not lock.
Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags	Customer stated the air bags did not deploy in accident.
Corporate - Property Damage - Default - Default - Default	
Product - Body / Trim / Paint Finish - Seat Belts - Defective - Front Passenger	
Product - Unknown - Unknown - Accident - Default	

1. Who is calling and what is their contact information? [redacted] - Owner.
Preferred: 4[redacted]
Alternate: [redacted]
2. What happened? Customer stated she was in an accident and the air bags did not deploy. The lights came on the dashboard but the bags did not deploy. The seat belts on the front and back passenger side did not lock, he son was in the passenger side and he hit the passenger seat, she also hit the dashboard. They were driving and the vehicle ahead of them stopped, the car ahead decided this was her turn and slammed on the brakes to make the turn. There was another car coming from the opposite direction turning and the vehicle ahead of them had to stop to not hit the turning car. The customer hit the car ahead of them causing the accident according to the customer.
3. What is the current location of the vehicle? [redacted] Yukon OK 7[redacted]
The address on line 15 is the customer address the numbers the customer could be reached are listed also on lines 3-4 and are included here as: [redacted].
Customer called to verify the timeframe in which SI would be contacting her. As per Answer station SI contacts generally take no longer than 1-2 business days, customer was informed as such.
****

07.22.09
Per CAC Matrix, called customer left a VMM
VEHICLE LOCATED AT: RESIDENCE
[redacted]
YUKON OK[redacted]
Per OGC Matrix, reassigned to 82T. MG17.
7/22/09 ASSIGN TO KSS28. LSE6.
CAIR NUMBER[redacted] REQUEST EAA INSPECTION 07-22-2009 09:38
CAIR NUMBER[redacted]9 E-MAIL SENT TO EAA 07-22-2009 09:38
customer called regarding the same concern. Agent tranffered the call to T2.5.
customer called about status of claim. writer informed customer that no new information is given on her case. customer asked to speak with supervisor. writer informed customer that supervisors are only here for administrative purposes. customer asked for agent id. writer gave id. customer will call back to get another agent. writer reassigning to mg17
Customer called to get update ,received voice mail and calling to see what is going on.Writer advised customer is at correct department and attempting to transfer to that department.
****
07.22.09
CCRG is handling / they can be reached at 888.922.7329 for updates
Per OGC Matrix, reassigned to 82T. MG17.
µµµµ

Customer Assistance Inquiry Record (CAIR)# 1[redacted]

VIN	1J4GA691X	9L[redacted]	***Open Date***	07/20/2009	***Built Date***	03/31/2009	
Model Year	2009	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	05/18/2009	***Mileage***	2,700	***Dealer Zone***	74	DENVER	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PV6	SUNBURST ORANGE PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

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]
	ARVADA CO[redacted]	***Country***	UNITED STATES

Product - Transmission / Transaxle - Transfer Case - Other - Default

Service manager Mike from Go Chrysler dlr. code #68250 calls stating this vehicle came in with major undercarriage damage, The rear axle and carrier is broken and lots of undercarriage parts smashed up. Dealer feels that driver had to hit something and smashed most of the undercarriage. This is physical damage and will not be covered under factory warranty. TJK7 concurred with Mike/dlr.
Service Manager emailed Area Manager the same as above.
Damage stated as:
'1. The right front inner side of the wheel is damaged
_2. Steering linkage has witness marks from impact
_3. Front lower control arms have witness marks from impact.
_4. Exhaust cross over has dent/witness marks from impact.
_5. Transmission cross member has witness marks from impact.
_6. Fuel tank skid plate severely damaged
7. Rear lower control arms bent with witness marks from impact.
8. Rear axle housing has witness marks from impact.
9. Rear control arm and shock mounting brackets damaged with witness marks from impact.
10. Tail pipe and muffler damaged with witness marks from impact.
11. Left rear axle shaft broken and carrier broken.'
Area Manager concurs, owner should be directed to his insurance company.
Customer called disputing Mike s refusal to cover under warranty. Agent spoke to Mike, who said that the front axle was broken and the air bag light is on. Mike did not mention other undercarriage damage.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8FA2419	8L[redacted]	**Open Date**	08/03/2009	**Built Date**	06/28/2008	
Model Year	2008	**Body**	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	01/24/2009	**Mileage**	6,877	**Dealer Zone**	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	44305	PALMER DODGE INC	
Dealer Address	11460 ALPHARETTA HWY		
Dealer City	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	**Home Phone**	([redacted]
	MILTON GA 30004-7537	**Country**	UNITED STATES

Corporate - Lemon Law - Default - Default - Default	
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	

POSTMARK DATE: 072909; DATE RECEIVED: 080309
I sent customer Form Letter 030 / Acknowledgement of customer contact
.
8.03.09 - CERTIFIED MAIL RECEIVED
Owner sends in MVDN card and/or letter: demands repair or replacement
Please contact the owner and respond to this complaint ASAP
/ Days out of service / or more
/ Number of repair attempts or more
Description of continuing defect(s) of condition(s):
Airbag light is on
*********ORLANDO BUSINESS CENTER RECEIVED REPURCHASE/REPLACEMENT 8/5/09****
8/7/09RP Called o/ who advised airbag light is on again. Reqd. o/ visit dl
r. for reinspection, have dlr. document findings on RO, then have RO sent t
o BC. O/ will comply. Cair closed pending contact from o/.
8/7/09RP Recd. RO from dlr. stating airbag light on verified. L/M for o/
to advise him Chry has agreed to settle. Template sent to ISG to complete s
ettle. process.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3914	7L1[redacted]	**Open Date**	08/13/2009	**Built Date**	04/25/2007	
Model Year	2007	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	06/11/2007	**Mileage**	23,000	**Dealer Zone**	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE 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**	E-MAIL
Address	[redacted]	**Home Phone**	[redacted]
	MCALLEN TX 7[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer experiencing problem with the airbag sensor
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer is not happy with the dealership

***** EMAIL BRIEF DESCRIPTION CONTENT *****
problems with airbag sensor on dash turning off and on. it is VERY annoying and could be a threat if in an accident and airbag doesnt deploy. i have bee n to the dealership to fix it for the past 4 mo. since it is under warrenty. Unable to fix it.
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Purchased New or Used?Used
If Used, date purchased?01/23/09
If used, mileage at time of purchase?23000
If used, where was the vehicle prurchased?N/A
Is the vehicle at a Chrysler/Dodge/Jeep dealer now?N/A
***** BEGIN CUSTOMER EMAIL *****
I need this fixed asap, the dealer ship keeps telling me they are having trouble getting parts from chrysler. i am tired of spending my days going back and forth to the shop. i have spent time and gas for the past 4 mon.
***** BEGIN EMAIL RESPONSE *****
Thank you for contacting the Chrysler Customer Assistance Center regarding your 2007 Jeep Wrangler.
We regret your dissatisfaction with the service you received and the inconvenience you have experienced with the product.
We realize our reputation depends in part on the quality of service provided by our dealers. In response to your email, we would like to inform you that, please call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday (in all Continental Time Zones). It is necessary to discuss this issue with you directly. Before calling the Customer Assistance Center, please have the following information handy:

Vehicle owner name
Vehicle owner address
Day and evening phone numbers
Vehicle Identification Number (VIN)
Name of dealership where vehicle was purchased
Date of purchase
Dealership where service was performed
Date of last service
Current vehicle mileage
An explanation of the problem
We have trained Customer Service Representatives available to address the questions and concerns you may have.
We look forward to speaking with you.
Thanks again for your email.
***** END EMAIL RESPONSE *****
Customer called in requesting any information on his vehicle. Customer states he is waiting for his airbag issue to be repaired due to the light keeps coming on and off and is worried about the safety of his family. Customer states he has had issue repaired in the past and as soon as he drove off the dealership the light came back on. Dealer has ordered another part to try an resolve this customers issue but dealer has told customer part is on back order. Customer felt like he was being lied to and just wanted to check with Chrysler if it is possible for this part to be on back order. Customer did not have any part number so agent could not look up. Writer did inform customer that alot of our parts are on back order at this time. Customer states he will keep in touch with dealer for status part.

Customer Assistance Inquiry Record (CAIR)# [redacted] 8

VIN	1J8GA3910	7L1[redacted]	**Open Date**	08/17/2009	**Built Date**	12/13/2006	
Model Year	2007	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	01/11/2007	**Mileage**	71,000	**Dealer Zone**	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	67720	BRITT CHRYSLER JEEP			
Dealer Address	3427 JEFFERSON-DAVIS HIGHWAY				
Dealer City	FREDERICKSBURG	**Dealer State**	VA	**Dealer Zip**	22401

Owner	[redacted]	**Contact Type**	E-MAIL
Address	[redacted]	**Home Phone**	[redacted]
	RUTHER GLEN VA[redacted]	**Country**	UNITED STATES

Product - Engine - Unknown - Defective - Default	Customer informed that the engine needs repalcement.
Product - Body / Trim / Paint Finish - Interior Styling / Appearance - Other - Instrument Panel	Customer is complaining about the dash lights.
Product - Body / Trim / Paint Finish - Unknown - Noisy - Unknown	Customer is complaining about the noise from the Jeep.
Corporate - Warranty Coverage - Default - Default - Default	Customer is complaining about the warranty.

***** EMAIL BRIEF DESCRIPTION CONTENT *****
lemon
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Purchased New or Used? New
Is the vehicle at a Chrysler/Dodge/Jeep dealer now? N/A
***** BEGIN CUSTOMER EMAIL *****
TO WHOM IT MAY CONCERN My name is [redacted] I bought my 2007 Jeep Wrangler Unlimited 4x4 in January 2007 which I bought brand new. At the time of purchase I was offered the 3 year/36000 mile warranty, the 100000 mile warranty did not come about until 7 months later. I purchased my Jeep at the below address 3427 Jefferson Davis Hwy Fredericksburg, VA 22401 (540) 371-1400 A few months after making the purchase I experienced problems with the dashboard lights coming off and on for no reason at all, go to find out there was a recall on the module (ELECTRICAL SYSTEM) which I had to have replaced. Time went on I experienced a few other issues with my brand new Jeep Wrangler though will discuss the problem at hand. I had experienced a 'ding' noise in my Jeep as if a light in the dash were to appear and nothing was there. I contacted Brit and was told if nothing was appearing then not to worry about it. Now long story short my engine needs to be replaced. Which has been taken to 3 different mechanics and has had the same diagnosis. With that said I got oil changes faithfully which I have proof of and are documented. My Jeep has 70000 miles on it and the issue at hand shouldn t even be an issue. My

only form of transportation for my 4 children is complete trash. I was sold a lemon. I have friends who have Jeeps that are 16 years old, 200,000 thousand miles and never had any motor issues, I believe that my Jeep is a lemon, the fact that it was well taken care of and is so young my motor should be fine. What can you help me with? Jillian Struthers 804 572 3789 last 8 of the VIN # 7L117846 *i am aware safford dodge is now in ownership of JEEP
***** BEGIN EMAIL RESPONSE *****
Thank you for contacting the Chrysler Customer Assistance Center regarding your 2007 Jeep Wrangler.
We apologize for the inconvenience caused to you and appreciate the time and effort you took to write to us. In response to your email, regarding the concerns with your vehicle, we suggest that you contact our Customer Assistance Center at 1-800-992-1997.
When calling the Customer Assistance Center, please have your reference number [redacted]8) and the VIN handy.
We have Customer Service Representatives available to address your questions and concerns.
Thanks again for your email.
***** END EMAIL RESPONSE *****
***** BEGIN CUSTOMER EMAIL *****
We originally bought our Jeep from the below
Britt Chrysler Jeep 3427 Jefferson Davis Hwy, Fredericksburg, VA 22401
Phone: (540) 371-1400
In January 2007. Soon after we bought the Jeep Wrangler Unlimited we were experiencing problems on the electronic module (which is on file) and had to do with the random oil change lights air bag lights and traction lights would come on. So it was replaced.
We kept up with maintenance and oil changes to the Jeep throughout the time of having the vehicle which we have all receipts and/or invoices for. Within the past month prior to the Jeeps engine blowing my husband and I noticed a ding noise as though the check engine light , oil light, or some light were to come on in the dash. (REMEMBERING BACK TO RIGHT AFTER WE BOUGHT THE JEEP THERE WAS A RECALL WHICH BILL BRITT CHRYSLER REPLACED IN OUR JEEP) I called Bill Britt s service Department and was told if there is no light coming up in the dashboard, not to worry about it . August 7th 2009 comes around and my Engine goes. I took my Jeep into 2 different documented mechanics who state that with the year and mileage of the Jeep it is indeed a lemon. We contacted Bill Britt, we were told since Safford Dodge Jeep of Fre dericksburg took over Bill Britt Chrysler that it was no longer their responsibility and wasn t helped ther4e. I contacted Chrysler Corporate and was told to take it in to Jeep dealership to have it diagnosed by their people and they will let us know whether or not they would assist financially or no. (this is after having paid money for 2 professional mechanics) We get the diagnosis from Safford Dodge Jeep and it is exactly what the 2 other mechanics already said.
After numerous telephone calls to CHRYSLER CORPORATE a month later we get a call from a service manger Brett Barker that CHRYSLER Corporate will pay a mere portion of cost and we are responsible for a portion not to mention a warranty will not be included.
So this is where we are, after being made a mockery of and manipulated for a month now by all parties listed above we have had enough. Look at all of our recall and maintenance records. Phone records as well as any and all other records A few weeks, TOPS, before any of this started happening we brought our Jeep into Safford Dodge Jeep of Fredericksburg and had a service/oil change all was fine and we were told we needed new tires, that was it! They look at tires but nothing else? Kind of odd we hear the ding noise though all is fine and dandy to everyone? Not to forget the recall in 2007? And now my Jeeps engine is blown and needs to be fixed/replaced??? Because of this manufacture rs defect we should be punished?
We bought this Jeep because of it s name! Because of the quality and faith we had in Jeep. Our Jeep hasn t even been Jeep d yet???
We want the issue to be either fixed at 100% cost with a warranty or replaced! We again bought it because of what we ve known about Jeep and

because of good faith. Our contract said nothing about RECALLS or ,manufacturer defects? Why should we be punished. Warranty or not we bought it from Bill Britt (owned now by Safford dodge of Fredericksburg) it should be in the shape as promised and the one who sold it should be responsible.

[redacted]

RUTHER GLEN VA [redacted]

8[redacted]

***** BEGIN EMAIL RESPONSE *****

no answer needed as the concern is addressed in the CAIR [redacted]

***** END EMAIL RESPONSE *****

Customer Assistance Inquiry Record (CAIR)# 1[redacted]

VIN	1J8GA3910	7L[redacted]	***Open Date***	09/03/2009	***Built Date***	12/13/2006	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	01/11/2007	***Mileage***	71,000	***Dealer Zone***	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	67720	BRITT CHRYSLER JEEP			
Dealer Address	3427 JEFFERSON-DAVIS HIGHWAY				
Dealer City	FREDERICKSBURG	***Dealer State***	VA	***Dealer Zip***	22401

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	
	RUTHER GLEN VA[redacted]	***Country***	UNITED STATES

Product - Engine - Unknown - Other - Default	Customer informed that the engine needs repalcement
Product - Body / Trim / Paint Finish - Interior Styling / Appearance - Other - Instrument Panel	Customer is complaining about the dash lights.
Product - Body / Trim / Paint Finish - Unknown - Noisy - Unknown	Customer is complaining about the noise from the Jeep
Corporate - Warranty Coverage - Default - Default - Default	Customer is complaining about the warranty.

***** EMAIL BRIEF DESCRIPTION CONTENT *****
please take me serious
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Purchased New or Used? New
Is the vehicle at a Chrysler/Dodge/Jeep dealer now? No
***** BEGIN CUSTOMER EMAIL *****
We originally bought our Jeep from the below… Britt Chrysler Jeep
3427 Jefferson Davis Hwy, Fredericksburg, VA 22401 Phone: (540) 371-1400
In January 2007. Soon after we bought the Jeep Wrangler Unlimited we were
experiencing problems on the electronic module (which is on file) and had
to do with the random oil change lights air bag lights and traction
lights would come on. So it was replaced. We kept up with maintenance and
oil changes to the Jeep throughout the time of having the vehicle which
we have all receipts and/or invoices for. Within the past month prior to
the Jeeps engine blowing my husband and I noticed a “ding”
noise as though the check engine light , oil light, or some light were to
come on in the dash. (REMEMBERING BACK TO RIGHT AFTER WE BOUGHT THE JEEP
THERE WAS A RECALL WHICH BILL BRITT CHRYSLER “REPLACED” IN OUR
JEEP) I called Bill Britt’s service Department and was told “if
there is no light coming up in the dashboard, not to worry about
it”. August 7th 2009 comes around and my Engine goes. I took my Jeep
into 2 different documented mechanics who state that with the year and
mileage of the Jeep it is indeed a lemon. We contacted Bill Britt, we

were told since Safford Dodge Jeep of Fredericksburg took over Bill Britt Chrysler that it was no longer their responsibility and wasn't helped ther4e. I contacted Chrysler Corporate and was told to take it in to "Jeep" dealership to have it diagnosed by "their" people and they will let us know whether or not they would assist financially or no. (this is after having paid money for 2 professional mechanics) We get the diagnosis from Safford Dodge Jeep and it is exactly what the 2 other mechanics already said. After numerous telephone calls to CHRYSLER CORPORATE a month later we get a call from a service manger Brett Barker that CHRYSLER Corporate will pay a mere portion of cost and we are responsible for a portion not to mention a warranty will not be included. So this is where we are, after being made a mockery of and manipulated for a month now by all parties listed above we have had enough. Look at all of our recall and maintenance records. Phone records as well as any and all other records…A few weeks, TOPS, before any of this started happening we brought our Jeep into Safford Dodge Jeep of Fredericksburg and had a service/oil change…all was fine and we were told we needed new tires, that was it! They look at tires but nothing else? Kind of odd we hear the "ding" noise though all is fine and dandy to everyone? Not to forget the recall in 2007? And now my Jeeps engine is blown and needs to be fixed/replaced??? Because of this manufacturers defect we should be punished? We bought this Jeep because of it's name! Because of the quality and faith we had in Jeep. Our Jeep hasn't even been Jeep'd yet??? We want the issue to be either fixed at 100% cost with a warranty or replaced! We again bought it because of what we've known about Jeep and because of good faith. Our contract said nothing about RECALLS or ,manufacturer defects? Why should we be punished. Warranty or not we bought it from Bill Britt (owned now by Safford dodge of Fredericksburg) it should be in the shape as promised and the one who sold it should be responsible. [redacted] RUTHER GLEN VA [redacted]

***** BEGIN EMAIL RESPONSE *****

No answer needed as agent addressed the concern in cair # [redacted].

***** END EMAIL RESPONSE *****

Customer Assistance Inquiry Record (CAIR)# [redacted] *8*

VIN	1J8GA3910 7[redacted]6	***Open Date***	09/03/2009	***Built Date***	12/13/2006		
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	01/11/2007	***Mileage***	7,100	***Dealer Zone***	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	67720	BRITT CHRYSLER JEEP			
Dealer Address	3427 JEFFERSON-DAVIS HIGHWAY				
Dealer City	FREDERICKSBURG	***Dealer State***	VA	***Dealer Zip***	22401

Owner	[redacted]N	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	
	RUTHER GLEN VA[redacted]	***Country***	UNITED STATES

Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Complains about the noise form check engine light.
Product - Electrical - Unknown - Defective - Default	Complains about the problem with the electronic module.
Product - Electrical - Speedo/Gauges/Ometer/EIC - Defective - Default	Complains of oil change, air bag & traction light flashing.
Corporate - Recall - Default - Default - Default	Inquires about any recall concerning the problem.
Product - Electrical - Unknown - Other - Default	Seeks assistance for the repairs.

***** EMAIL BRIEF DESCRIPTION CONTENT *****
recall
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Purchased New or Used? New
Is the vehicle at a Chrysler/Dodge/Jeep dealer now? N/A
***** BEGIN CUSTOMER EMAIL *****
We originally bought our Jeep from the below… Britt Chrysler Jeep
3427 Jefferson Davis Hwy, Fredericksburg, VA 22401 Phone: (540) 371-1400
In January 2007. Soon after we bought the Jeep Wrangler Unlimited we were
experiencing problems on the electronic module (which is on file) and had
to do with the random oil change lights air bag lights and traction
lights would come on. So it was replaced. We kept up with maintenance and
oil changes to the Jeep throughout the time of having the vehicle which
we have all receipts and/or invoices for. Within the past month prior to
the Jeeps engine blowing my husband and I noticed a “ding”
noise as though the check engine light , oil light, or some light were to
come on in the dash. (REMEMBERING BACK TO RIGHT AFTER WE BOUGHT THE JEEP
THERE WAS A RECALL WHICH BILL BRITT CHRYSLER “REPLACED” IN OUR
JEEP) I called Bill Britt’s service Department and was told “if
there is no light coming up in the dashboard, not to worry about
it”. August 7th 2009 comes around and my Engine goes. I took my Jeep
into 2 different documented mechanics who state that with the year and

mileage of the Jeep it is indeed a lemon. We contacted Bill Britt, we were told since Safford Dodge Jeep of Fredericksburg took over Bill Britt Chrysler that it was no longer their responsibility and wasn't helped ther4e. I contacted Chrysler Corporate and was told to take it in to "Jeep" dealership to have it diagnosed by "their" people and they will let us know whether or not they would assist financially or no. (this is after having paid money for 2 professional mechanics) We get the diagnosis from Safford Dodge Jeep and it is exactly what the 2 other mechanics already said. After numerous telephone calls to CHRYSLER CORPORATE a month later we get a call from a service manger Brett Barker that CHRYSLER Corporate will pay a mere portion of cost and we are responsible for a portion not to mention a warranty will not be included. So this is where we are, after being made a mockery of and manipulated for a month now by all parties listed above we have had enough. Look at all of our recall and maintenance records. Phone records as well as any and all other records…A few weeks, TOPS, before any of this started happening we brought our Jeep into Safford Dodge Jeep of Fredericksburg and had a service/oil change…all was fine and we were told we needed new tires, that was it! They look at tires but nothing else? Kind of odd we hear the "ding" noise though all is fine and dandy to everyone? Not to forget the recall in 2007? And now my Jeeps engine is blown and needs to be fixed/replaced??? Because of this manufacturers defect we should be punished? We bought this Jeep because of it's name! Because of the quality and faith we had in Jeep. Our Jeep hasn't even been Jeep'd yet??? We want the issue to be either fixed at 100% cost with a warranty or replaced! We again bought it because of what we've known about Jeep and because of good faith. Our contract said nothing about RECALLS or ,manufacturer defects? Why should we be punished. Warranty or not we bought it from Bill Britt (owned now by Safford dodge of Fredericksburg) it should be in the shape as promised and the one who sold it should be responsible. [redacted] RUTHER GLEN VA [redacted]

***** BEGIN RESPONSE *****

No answer needed as the customer concern has been addressed vide CAIR # 1[redacted]8.

***** END RESPONSE *****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA3910	7L[redacted]	***Open Date***	09/03/2009	***Built Date***	12/13/2006	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	01/11/2007	***Mileage***	7,100	***Dealer Zone***	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	67720	BRITT CHRYSLER JEEP			
Dealer Address	3427 JEFFERSON-DAVIS HIGHWAY				
Dealer City	FREDERICKSBURG	***Dealer State***	VA	***Dealer Zip***	22401

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	
	RUTHER GLEN VA 2[redacted]	***Country***	UNITED STATES

Product - Engine - Unknown - Defective - Default	Customer informed that the engine needs repalcement
Product - Body / Trim / Paint Finish - Interior Styling / Appearance - Other - Instrument Panel	Customer is complaining about the dash lights.
Product - Body / Trim / Paint Finish - Unknown - Noisy - Unknown	Customer is complaining about the noise from the Jeep
Corporate - Warranty Coverage - Default - Default - Default	Customer is complaining about the warranty.

***** EMAIL BRIEF DESCRIPTION CONTENT *****
?
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Purchased New or Used? New
Is the vehicle at a Chrysler/Dodge/Jeep dealer now? na
***** BEGIN CUSTOMER EMAIL *****
We originally bought our Jeep from the below… Britt Chrysler Jeep
3427 Jefferson Davis Hwy, Fredericksburg, VA 22401 Phone: (540) 371-1400
In January 2007. Soon after we bought the Jeep Wrangler Unlimited we were
experiencing problems on the electronic module (which is on file) and had
to do with the random oil change lights air bag lights and traction
lights would come on. So it was replaced. We kept up with maintenance and
oil changes to the Jeep throughout the time of having the vehicle which
we have all receipts and/or invoices for. Within the past month prior to
the Jeeps engine blowing my husband and I noticed a “ding”
noise as though the check engine light , oil light, or some light were to
come on in the dash. (REMEMBERING BACK TO RIGHT AFTER WE BOUGHT THE JEEP
THERE WAS A RECALL WHICH BILL BRITT CHRYSLER “REPLACED” IN OUR
JEEP) I called Bill Britt’s service Department and was told “if
there is no light coming up in the dashboard, not to worry about
it”. August 7th 2009 comes around and my Engine goes. I took my Jeep
into 2 different documented mechanics who state that with the year and
mileage of the Jeep it is indeed a lemon. We contacted Bill Britt, we

were told since Safford Dodge Jeep of Fredericksburg took over Bill Britt Chrysler that it was no longer their responsibility and wasn't helped ther4e. I contacted Chrysler Corporate and was told to take it in to "Jeep" dealership to have it diagnosed by "their" people and they will let us know whether or not they would assist financially or no. (this is after having paid money for 2 professional mechanics) We get the diagnosis from Safford Dodge Jeep and it is exactly what the 2 other mechanics already said. After numerous telephone calls to CHRYSLER CORPORATE a month later we get a call from a service manger Brett Barker that CHRYSLER Corporate will pay a mere portion of cost and we are responsible for a portion not to mention a warranty will not be included. So this is where we are, after being made a mockery of and manipulated for a month now by all parties listed above we have had enough. Look at all of our recall and maintenance records. Phone records as well as any and all other records…A few weeks, TOPS, before any of this started happening we brought our Jeep into Safford Dodge Jeep of Fredericksburg and had a service/oil change…all was fine and we were told we needed new tires, that was it! They look at tires but nothing else? Kind of odd we hear the "ding" noise though all is fine and dandy to everyone? Not to forget the recall in 2007? And now my Jeeps engine is blown and needs to be fixed/replaced??? Because of this manufacturers defect we should be punished? We bought this Jeep because of it's name! Because of the quality and faith we had in Jeep. Our Jeep hasn't even been Jeep'd yet??? We want the issue to be either fixed at 100% cost with a warranty or replaced! We again bought it because of what we've known about Jeep and because of good faith. Our contract said nothing about RECALLS or ,manufacturer defects? Why should we be punished. Warranty or not we bought it from Bill Britt (owned now by Safford dodge of Fredericksburg) it should be in the shape as promised and the one who sold it should be responsible. [redacted] RUTHER GLEN VA [redacted]

***** BEGIN EMAIL RESPONSE *****

No answer needed as the customer s concern has been addressed in the reference number: [redacted] *****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2417	7L1[redacted]	**Open Date**	10/19/2009	**Built Date**	03/29/2007	
Model Year	2007	**Body**	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	05/17/2007	**Mileage**	38,792	**Dealer Zone**	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PBM	STEEL BLUE METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	60225	MISSION CHRYSLER JEEP, INC.			
Dealer Address	11910 IH 35 NORTH				
Dealer City	SAN ANTONIO	**Dealer State**	TX	**Dealer Zip**	78233

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Cusotmer says the lamp goes on occasionally.
Corporate - Complaint Contact - Default - Default - Default	Customer states the roof has a leak.
Product - Body / Trim / Paint Finish - Vinyl Roof - Other - Default	

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Customer states that the roof leak and airbag light have not been resolved.
What are the customer s expectations?
Cusotmer seeking that the vehilce be bought back or repurchased.
****End structured narrative T2 - Beginning Narrative
Customer called in stating that she was very frustrated with how her roof top continues to leak and how no one seems to be able to fix the problem.
Customer also states that the passenger air bag light goes on and off occasionally and that there seems to be no resolution for that concern either.
Customer states that she has had the vehicle into the shop about 7 times for the roof leak and 2-3 times for the airbag light. Customer states that she has dealt with dealer 23863 the most, but that most recently she had gone to dealer 60225.
Customer states that she wants the vehicle bought back or replaced because of the trouble it has caused her. Agent provided CAIR number.
Customer was advised that due to the nature of their Lemon Law request a call back is required and will take place within one business day.
Preferred call back number is 2[redacted]1. Customer provided husband s cell as secondary number: 210-[redacted]
Who has possession of the vehicle? Customer does.
Reassigned to 88L
Customer s name is similar to Ricky, but when asked, customer provided husband s name.
********** SENIOR RESOLUTION TEAM **********

Writer called the dealer and the sm is not available customer will call back the customer today to get some information on the customer repair issue and send over a buyback for the customer
Customer called about the leaking roof problem. She said it was raining now in San Antonio Tx and the roof was leaking. Writer told her MF771 was working the case and transferred her to ext 66007.
Customer called in regarding the status on her buyback, per customer its raining and the leak continues on the vehicle again, and per customer she has a daughter that get asthma and the vehicle stinks and very unsafe for her daughter, writer did call the dealer and spoke to arthur the asm for the dealer because the sm is in a meeting and per asm have the customer bring vehicle in the dealer and see asm regarding the issue and writer also inform the customer that a d2d for a buyback is send to the dealer regarding the customer request, asm is aware of that and writer also inform the asm to contact the customer regarding their finding on the request for a buyback, and writer also inform the asm to set up the customer with a rental because the customer do have a sc for rental for 5 days and asm will do that
ATTENTION SERVICE MANAGER/DIRECTOR # # # # # #
Owner is requesting that their vehicle be repurchased or replaced.
This CAIR is being assigned to your dealership for further handling and review with your District Manager and/or Business Center in an attempt to resolve customer s concern. The information below was compiled based on corporate records. Please contact this customer with next steps and update this CAIR.
+ + + + + + + Buyback / Replacement Research + + + + + + +
1. What does the customer allege is wrong with the vehicle?leak on the roof
2. Was the vehicle purchased new or used?New
3. If used, what number owner is the customer?
4. Per the warranty history, how many related repairs have there been?7
5. Total number of days out of service?N/A
6. Date of first related repair attempt?05/25/07
7. Mileage of first related repair attempt?61
8. This vehicle was purchased in what state?TX
9. Is this a safety state?NO
10. Has there been a Direct-to-Dealer CAIR previously sent?NO
11. Has there been any Business Center involvement?NO
12. Is the vehicle currently at an authorized dealer?Yes
13. Does the condition described by the customer still exist?Yes
The only thing the customer has been told is their file will be reviewed and/or handled by the local Business Center and Dealer, and if the condition still exists, to take their vehicle to the dealer regardless
of this request.
REASSIGNED TO BC/DLR 63 60225 10/21/09 11:03 C[redacted]
*Contact Date:10/23/2009
Service / Parts Director at the dealership has updated the Cair#[redacted]
Parts have been ordered.
*Contact Date:11/02/2009
Service / Parts Director at the dealership has closed the Cair#[redacted]
DCX goodwill repair is documented on Repair Order#[redacted]8
CAIR RETURNED FROM DEALER ON 11/02/2009 AT 08:20:933 R[redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2417	8L[redacted]	***Open Date***	10/21/2009	***Built Date***	09/11/2007	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	02/09/2008	***Mileage***	33,998	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PJR	RESCUE GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45330	KINSTON CHRYSLER/JEEP/DODGE			
Dealer Address	4050 W VERNON AVE				
Dealer City	KINSTON	***Dealer State***	NC	***Dealer Zip***	28504

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

Corporate - Complaint Contact - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	

Customer is seeking reimbursement for an airbag light repair that is being done at an IRF. The dealership that was in the letter from Chrysler is now out of business as well. He states his nearest dealership is 70 miles away now.
Customer was advised that due to the nature of their contact a call back is
required and will take place within one business day.
Customer very appreciative of the assistance.
Preferred call back number is [redacted]8.
Who has possession of the vehicle? IRF (used to be a dealership)
Reassigned to 88F
Writer researched situation.Writer found four dealerships with in forty miles of the customer.
CONTACT UPDATE - Customer was contacted today at 9:56 A.M.Ù.Writer got voicemail and left detailed message on situation,with writers name reference number and extension number.
Writer called customer.Customer stated that he got writers message and found a closer dealership.Customer stated that he took his vehicle to dealer#43815 and they are taking care of him under warranty.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2412	8L5[redacted]	***Open Date***	10/30/2009	***Built Date***	08/03/2007	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	09/20/2007	***Mileage***	38,320	***Dealer Zone***	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	44391	INTERSTATE DODGE INC			
Dealer Address	701 CONSTITUTION DR				
Dealer City	WEST MONROE	***Dealer State***	LA	***Dealer Zip***	71292

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

Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Leak/Water Damage/Mildew - Unknown	Customer states water is leaking through the roof
Corporate - Complaint Contact - Default - Default - Default	

Customer states more lights are appearing on the dashboard. Customer states for the last week its been raining hard and the vehicles leaking through the roof. Customer states he s been very disappointed with the vehicle and is asking Chrysler to pay for the water leakage repairs.
Writer explained to customer he ll need to have dealer 44391 look at the vehicle for a diagnosis. Customer states he can get a diagnosis next Tuesday
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day
Preferred call back number is [redacted]
Who has possession of the vehicle? Customer
Reassigned to 88F
Customer states that air bag light is on, oil light will not go off, horn doesn t work. and the roof is still leaking. Customer states that his wife is taking her vehicle to the dealers. Customer states that he is frustrated with the issue of this vehicle.
Customer called wanting an update on their case. Writer informed customer that there is no update as of yet but that it is in the hands of a Senior Resolution Team member. Writer informed customer that we can transfer to agent voice mail and can leave a message so the agent knows they want a call back. Transferred to 66124
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
Writer called the dealership. Writer was transferred to Jims voicemail. Writer is unsure what the customer s expectations are. If customer calls in again ask what they are expecting from Chrysler.
CONTACT UPDATE - Customer was contacted today at 1:44(No Answer). The customer expatiations are to have Chrysler pay for a rental vehicle. The customer informed writer that the dealership has given the customer a rental vehicle one time. The customer would also like Chrysler to cover

the cost of the repair since it is a known issue.
Customer calls requesting to speak with....RG963
Customer/Caller name match to CAIR confirmed.
The CAIR is 30 days old or less.
Agent has checked for decline standard paragraph.
Customer informed to leave message if agent isn t available.
Customer/Caller transferred to extension # 66015
Customer states he would like this situation to finally be addressed and feels he should finally be able to speak with the agent involved with his case. He would like to speak with someone as soon as possible. Writer noticed that he was transferred to an agent that has worked on his case but not he agent responsible for his case.
Customer calls requesting to speak with SH880.
Customer/Caller name match to CAIR confirmed.
The CAIR is 30 days old or less.
Agent has checked for decline standard paragraph.
Customer informed to leave message if agent isn t available.
Customer/Caller transferred to extension # 66124
Customer requested to speak with SH880. When called SH880 and SH880 was not available. When the writer tried to inform the customer the call had been disconnected.
Customer called again. writer informed him that SH880 was not available.
Customer said he has already called 3 times today. He left an additional phone number 3[redacted]4. Customer was tranferred to voicemail to 66124
Customer calls requesting to speak with....TP324
Customer/Caller name match to CAIR confirmed.
The CAIR is 30 days old or less.
Agent has checked for decline standard paragraph.
Customer informed to leave message if agent isn t available.
Customer/Caller transferred to extension # 66158
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on the dealership diagnosed the vehicle properly.
According to the dealer, the warranty
costs of the repair are as follows:
Parts: $430.00
Labor: $285.00
With the concurrence of the Service Advisor, Jim,
the customer will have a co-pay of $100.00.
########## DIRECT-TO-DEALER ##############
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
A pre-auth has been created within GWA. If you need additional assistance
with this PA, you may contact Mike at 800-992-1997
extension # 66124. You may also contact us by email at:
T2email@chrysler.com. This customer has not been informed
of this decision. Please update and/or close CAIR when complete.
##################################
REASSIGNED TO BC/DLR 63 44391 11/06/09 14:26 O 1[redacted]
*Contact Date:11/18/2009
Assistant Service Manager at the dealership has updated the Cair# 1[redacted]
Dealer attempting to contact customer.
Customer inquiring about Cair #[redacted]
Writer reviewed notes, spoke to Travis on Chat & transferred customer successfully.
The writer increased the PA to cover additional repairs that needed to be performed according to the TSB.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2412	7L[redacted]	**Open Date**	11/05/2009	**Built Date**	09/25/2006	
Model Year	2007	**Body**	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	11/12/2006	**Mileage**	44,000	**Dealer Zone**	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68687	CASA DE GONZALES CHRYSLER JEEP			
Dealer Address	5800 E FIRESTONE BLVD.				
Dealer City	SOUTH GATE	**Dealer State**	CA	**Dealer Zip**	90280

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

Corporate - Complaint Contact - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Customer called to say his air bag light is going off.
What are the customer s expectations?
Wanted to know if it is covered under warranty.
****End structured narrative T2 - Beginning Narrative
Customer called regarding his airbag light. Said he needs to have it diagnosed. Customer was advised that due to the nature of their contact a call back
is required and will take place within one business day
Preferred call back number is [redacted]8.
Who has possession of the vehicle, Customer
Has the vehicle been diagnosed by a CDJ dealer, Not yet but advised to do so before we could offer GW.
Reassigned to 88F
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
CONTACT UPDATE - Customer was contacted today at 5:30 pm EST. Customer states the reality is, he loves his jeep, he has had jeeps before. When he purchased the vehicle it stalled on him 4 times within the first two weeks. He does not want to put any more money into the vehicle. If anything else goes wrong with the vehicle, he will sell the vehicle.
Customer advised the air bag light came on about 5 or 6 days ago. Informed customer that before Chrysler considers offering any goodwill assistance outside of warranty, a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time. Customer is seeking out of

warranty assistance in the form of assistance with the air bag light repair.
Based on the information at hand, agent is considering the following:
Writer would have asked for a $100.00.
Writer explained to the customer the diagnosis is basically charged if Chrysler is unable to assist with the repair and the customer refused to allow the dealership to repair the vehicle.
Customer stated he understood the information he received from the writer, however he feels Chrysler should cover the cost of the repair.
This will probably be the last the Jeep he purchases. He feels it is a bad product and he will probably just have the vehicle repaired on his own.
Writer questioned if the customer would like the writer to contact dealer 68687 to advise of the concern and his request.
Customer declined the offer and states he have a family mechanic repair the vehicle.
Customer has been advised the case will be closed, if he has any new concerns to contact CAC 800-992-1997 to have a new case opened up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2413	8L[redacted]	***Open Date***	11/17/2009	***Built Date***	09/12/2007	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	09/27/2007	***Mileage***	56,212	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68426	THOMSON MOTOR CENTRE			
Dealer Address	2158 WASHINGTON RD NE				
Dealer City	THOMSON	***Dealer State***	GA	***Dealer Zip***	30824

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	EATONTON GA[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer complains about the airbag lights
Corporate - Complaint Contact - Default - Default - Default	
Recall - H17: REAR BRAKE TUBE CLEARANCE - Advise Owner/Incomplete Recall	

Customer stating that the airbag light is on and because of the clockspring which does not function ,his horn does not function either and seeks assistance with the repair.Customer wants to go to the dealer 68426.Customer expects Chrysler to pay 100% of the cost.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day
Preferred call back number is[redacted]
Who has possession of the vehicle?Owner
Has the vehicle been diagnosed by a CDJ dealer?No
Reassigned to 88F
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
CONTACT UPDATE - Customer was contacted today at 1:03 pm.
Customer was provided with agent s extension: 66102.
Customer called and was advised to take his vehicle to a dealer for diagnoses before assistance can be considered.
Writer called the customer and he stated when he took his vehicle to the dealer he repaired it as if under warranty.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2412	7L1[redacted]	***Open Date***	11/24/2009	***Built Date***	04/30/2007	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	05/19/2007	***Mileage***	36,587	***Dealer Zone***	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	41646	MT EPHRAIM CHRYSLER DODGE			
Dealer Address	620 N BLACK HORSE PIKE				
Dealer City	MOUNT EPHRAIM	***Dealer State***	NJ	***Dealer Zip***	08059

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

Dealer - Service/Body Shop - Transaction - Unsatisfactory Maintenance - Default	7 times and its still leaking
Dealer - Service/Body Shop - Personnel - Discourteous/ Rude - Service Advisor	Customer states the SA lied to him.
Corporate - Complaint Contact - Default - Default - Default	
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	
Product - Body / Trim / Paint Finish - Carpet - Leak/Water Damage/Mildew - Default	
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Customer states its the 7th time for leaks.
Dealer is going to keep it overnight.
What are the customer s expectations?
Customer expects to get the leak fixed.
****End structured narrative T2 - Beginning Narrative
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day
Preferred call back number [redacted].
Who has possession of the vehicle? Dealer
Has the vehicle been diagnosed by a CDJ dealer? Yes
Reassigned to 88F
Customer states it has been over a month since he has been having the issues and the dealer keeps saying they have fixed it then it rains and it leaks.
Customer states that service Doug lied and another service guy lied to him. Customer states Joe is the SD and is a good guy.
Dealer needs to use all resources available to get this resolved.
Dealer called with more information Customer asked vehicle out with mats up looking for leals however
without call from customer.Customer came in very upset throws floor mat

says floor is wet and it was cold not wet.
Dealer called with more information Customer asked vehicle out with mats up looking for leals however
without call from customer.Customer came in very upset throws floor mat says floor is wet and it was cold not wet.
Dealership is now refusing to work on the vehicle. He states they are treating him unfairly. Customer states they accused him of cursing at them he states that is not true. Customer also requested an address to send a formal compalint against the dealership. Writer provided the address
Chrysler Group LLC
Customer Services Group
PO Box 21-8OO4
Auburn Hills, Michigan 48321-8004
Customer spoke with the general manager of the dealership. He states he was told for his own safety he shouldn t yell at the mehanics. Customer is hoping he will be sent to a different dealer. he states he will no longer deal with dealership 58285. He also states before his warranty eneded he had his vehicle checked for the airbag light and the problem still isn t fixed.
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
CONTACT UPDATE - Customer will be contacted on 11/25/09
Customer was provided with agent s extension: 66092.
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
CONTACT UPDATE - Customer was contacted today at 4:28 pm.
Writer spoke with customer about problem with his vehicle leaking, his carpets wet. Customer has a problem with his airbag light on. Customer stated his vehicle has not been repaired. He has had it in 6 times at dealership 58285 for repairs. Customer does not want to take vehicle back to dealership. Stated to customer to get a second opinion. Customer will be taking his vehicle to dealership 41646. Stated I would contact dealership and leave my information to call once it is diagnosed.
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
Spoke with Tom at dealership 41646 gave my information to call once it is diagnosed. Customer is having an issue with his vehicle leaking, carpets wet and his airbag light on.
Writer spoke with SM Joe about problem with customers vehicle leaking water, carpet is wet and he has a problem with his check engine light. Customer has not come in yet. Customer would need to go to a body shop for diagnosed. SM will call back once vehicle is diagnosed.
Customer calls requesting to speak with....JN589
Customer/Caller name match to CAIR confirmed.
The CAIR is 30 days old or less.
Agent has checked for decline standard paragraph.
Customer informed to leave message if agent isn t available.
Customer/Caller transferred to extension # 66092
Caller is trying to reach JN589. Caller states he has not been able to reach JN589 nor has the dealership and he would like a status update on his complaint. Agent has checked for decline standard paragraph. Customer informed to leave message if agent isn t available. Customer/Caller transferred to extension # 66092.
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
Writer spoke with David in the body shop at dealership 41646 customer vehicle is there waiting for authorization to be diagnosed. They would have to teardown the vehicle to see if they can find the leak. Customer would be responsible for any diagnostic fees. Stated I would contact customer. David stated that he has contacted his DM. Stated I would send a business concern. Spoke with customer stated he could get a second opinion, he would be responsible for any diagnostic fees. Customer is unhappy because the problem started when it was under warranty. Stated to customer DM has been contacted by David at dealership 41646.
DIRECT-TO-DEALER # # # # # # # #
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.

The unresolved concern is Customer has a problem with his vehicle leaking.
Agent called dealer and spoke to David, informed that CAIR was being sent. Please update this CAIR with resolution.
##########################[redacted]
REASSIGNED TO BC/DLR 35 41646 12/01/09 12:06 O [redacted]
Customer states that he needs to speak with some over JN589. Customer states that he has taken the vehicle to a different Dodge dealer and they will have the vehicle back to him with in a week if they can get the parts. Customer states that JN589 was not helpful at all.
Customer states that the new dealership informed him within two hours what the issue was, and it has taken dealer 41646 over a month and a half to diagnosis the issue. Writer informed customer that a supervisor would be contacting him on 12/2/09 AM
*Contact Date:12/02/2009
Body Shop Manager at the dealership has closed the Cair# [redacted]
DCX goodwill repair is documented on Repair Order#63043
Request was reviewed with DM.
CAIR RETURNED FROM DEALER ON 12/02/2009 AT 09:06:569 R [redacted] 32
* * * * Supervisor Call * * * *
Writer attempted to contact customer at 10:49 to discuss his concerns. Writer left a message advising another attempt will be made later in the day 12/02/09. If he would like to contact the writer, writer can be contacted at 800-992-1997, extension 66091.
2nd Supervisor call attempt made to contact customer on 12/02/09 at 12:59.
Left message indicating another attempt will be made 12/03/09.
Customer was provided with agent s extension: 66091.
3rd Supervisor attempt made to contact customer on 12/03/09 at 8:57.
Left detailed message thanking the customer for bringing the concerns to our attention. His concerns will be reviewed and handled as necessary.
CLOSED LOOP UPDATE customer was contacted today at 8:57.
Customer hung up.
Writer received a message from the customer requesting a call back to [redacted] 1.
CONTACT UPDATE - Customer was contacted today at 9:27.
Customer was not available. Writer asked the third party to advise the customer of the call attempt.
2nd attempt made to contact customer on 12/17/09 at 11:46.
Left message indicating another attempt will be made on 12/21/09, the writer will be out of the office.
Writer made a 3rd contact attempt. Writer left a message advising no further contact will made by the writer. The message also referred the customer to CAC at 800-992-1997 to request a new case file is established and assigned to the Senior Resolutions Team for review and proper handling. CAIR is closed.
(Customer did not include in his message what his concerns are, a new case will need to be established if the customer calls back.)
Customer calls requesting to speak with MM1448
Customer/Caller transferred to extension # 66091
1/11, AM advised that vehicle is now repaired as of Jan 7th. Customer is now satisfied.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2416	8L[redacted]1	***Open Date***	12/08/2009	***Built Date***	09/15/2007	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	11/12/2007	***Mileage***	13,450	***Dealer Zone***	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	26062	MANHATTAN JEEP-CHRY-DODGE INC			
Dealer Address	678 ELEVENTH AVENUE				
Dealer City	NEW YORK	***Dealer State***	NY	***Dealer Zip***	10019

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	FLUSHING NY 1[redacted]	***Country***	UNITED STATES

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Customer does not have front tow bar.
Corporate - Complaint Contact - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
States airbag indicater light on, never goes off.
What are the customer s expectations?
Wants to know if he has airbags.
****End structured narrative T2 - Beginning Narrative
Customer stating that his air bag indicator light is on and wont go off. States he took it to dealer 66325 who told him that they did not know why it was on and told him he could go ahead and drive it. Customer is seeking another dealer to go to, states he is afraid that the air bags are not working, since the light is on. Writer found customer another dealer to go to.
Customer seeking dealer location information. Provided the customer with name/address/telephone for a nearby dealer 26062. Writer also advised customer of open recall, but customer does not have front tow bar.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2412	7L[redacted]4	***Open Date***	12/28/2009	***Built Date***	04/30/2007	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	05/19/2007	***Mileage***	36,778	***Dealer Zone***	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	41646	MT EPHRAIM CHRYSLER DODGE			
Dealer Address	620 N BLACK HORSE PIKE				
Dealer City	MOUNT EPHRAIM	***Dealer State***	NJ	***Dealer Zip***	08059

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	COLLINGSWOOD NJ [redacted]2	***Country***	UNITED STATES

Dealer - Service/Body Shop - Transaction - Other - Default	Customer claims dealer 41646 did not perform the recall.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer claims the air bag light keeps coming on.
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Customer is aware of the recall.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer reports the water leak is worse than ever.
Product - Body / Trim / Paint Finish - Unknown - Other - Unknown	Customer reports there is an unresolved water leak.
Corporate - Complaint Contact - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Customer states he had paid to repair a water leak. Now the water leak is worse than ever.
What are the customer s expectations?
Unknown, Customer left a message advising of the concern.
****End structured narrative T2 - Beginning Narrative
Customer originally contacted CAC regarding an ongoing water leak on 11/24/2009 9:40:48 AM, CAIR [redacted] A Direct to Dealer unresolved CAIR was sent to the dealer on 12/01/09.
The customer requested to escalate his concerns and requested to speak with a supervisor. Writer made the contact attempt to the customer regarding his concerns on 12/02/2009 12:51:45 PM. No further contact was attempted after 12/03/2009 10:58:48 AM. Writer s contact attempts were unsuccessful and the customer did not return the calls to the writer.
On 12/17/2009 11:26:31 AM, the customer left a message for the writer to contact him. Writer attempted to contact the customer and again on 12/21/2009 2:57:16 PM. Writer advised the customer in the message left that no further contact will be made due to the unsuccessful contact attempts.
Writer was left a message by the customer on 12/28/2009 10:58:57 AM

stating the concern is worse than ever.
Writer was never able to discuss his concerns. Writer was never involved in the customer s concerns. Therefore, due to the original CAIR being closed, Writer created a new CAIR and assigned it to 88F.
Writer contacted the customer, originally, to advise him his concern has been documented and will be assigned to the Senior Resolution Team for review and proper handling.
He states went to dealer 41646 after the previous dealership kicked him out of the dealership.
He states the dealership has the vehicle and contacted to have him come and pick up the vehicle.
He claims the dealership tightened the bolts to the top down as tight as they could get it, however the concern is not resolved. The leak is worse than ever. He states the top is no longer flush. He also states the water was just pouring into the vehicle prior to him taking the vehicle to dealer 41646 on 12/26/09. He also advised he paid $250 to $300.00 for the repair, which has not resolved the concern. He claims every time he takes the vehicle in for a repair, the leak gets worse. Now the warranty is expired.
He states he was advised a District Manager will be there at the dealership on 01/04/09 and he will need to bring the vehicle to the dealership to have the DM inspect the vehicle.
Writer questioned if he would like the case assigned for review or if he would like the complaint documented because the DM will make the final decision and the call center associates are unable to override the DM decision.
Writer also advised the customer the vehicle is out of warranty, therefore he is responsible for the repairs unless he has a service contract. Chrysler provided some assistance towards the unresolved water leak concern.
Customer states he feels he should be able to speak face to face to the DM regarding this concern.
Customer has been advised writer will notify dealer 41646 of his contact to CAC regarding the unresolved concern. Customer is not pleased but agreed.
Advised the customer of incomplete recall J24 for this vehicle. Customer claims the dealership has been advised of the recall but did not perform the recall.
######### 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 a water leak.
Agent called dealer and spoke to Joe, informed that CAIR was being sent. Please update this CAIR with resolution.
##
Writer advised the SM of the customer s concerns regarding the recall and air bag light. SM, Joe, states there is no information on file regarding the air bag, and the vehicle has been inspected for the recall, the vehicle is not recall related.
REASSIGNED TO BC/DLR 35 41646 12/28/09 15:14 C[redacted]
1/11 AM advised that vehicle was repaired as of Jan 7th. Customer is satisfied. close cair.
*Contact Date:01/12/2010
Body Shop Manager at the dealership has closed the Cair#[redacted]
DCX goodwill repair is documented on Repair Order#63752
Request was reviewed with DM.
CAIR RETURNED FROM DEALER ON 1/12/2010 AT 09:10:577 R 1[redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2412	7L2[redacted]	***Open Date***	01/08/2010	***Built Date***	05/14/2007	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	08/21/2007	***Mileage***	35,500	***Dealer Zone***	74	DENVER	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	24253	GRIMES MOTORS			
Dealer Address	3401 HIGHWAY 12 EAST				
Dealer City	HELENA	***Dealer State***	MT	***Dealer Zip***	59601

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	DILLON MT[redacted]	***Country***	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	Air bag light on.
Corporate - Dealer Information - Default - Default - Default	

Why is the customer contacting Chrysler? Air bag light was on.
What are the customer s expectations? He wanted to know if the repair would be covered under warranty.

Customer Assistance Inquiry Record (CAIR)# [redacted] *1*

VIN	1J4FZ241X 8[redacted]	***Open Date***	02/02/2010	***Built Date***	08/28/2007		
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	09/05/2007	***Mileage***	50,336	***Dealer Zone***	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60237	TOM PEDEN CHRYSLER JEEP DODGE, LLC			
Dealer Address	435 CHURCH ST S				
Dealer City	RIPLEY	***Dealer State***	WV	***Dealer Zip***	25271

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	
	KENNA WV [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light flashing
Product - Electrical - Horn - Intermittent or Inoperative - Default	horn anly works with steering wheel turned to certain position
Recall - H17: REAR BRAKE TUBE CLEARANCE - Advise Owner/Incomplete Recall	recall advisory
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	recall advisory

***** EMAIL BRIEF DESCRIPTION CONTENT *****
defective clockspring recall 2008 wrangler rhd , does it exist?
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
air bag light flashing horn anly works with steering wheel turned to certain position. horn went first, possible diag. faulty clockspring are there any recalls for this xpensive repair. I have rhd postal jeep. I purchased ext. warranty but they cancled it for prior use. HELP

Dear[redacted]:
Thank you for your email asking if your vehicle is involved in a Recall.
Please be advised that your vehicle VIN is currently included in:
Recall J24 MOPAR TOW BAR
Recall H17 REAR BRAKE TUBE CLEARANCE
Your Jeep dealer can provide more information for you about the recall, and can schedule an appointment for the repair at no cost to you.
Thanks for writing.

Customer Assistance Inquiry Record (CAIR)# 1[redacted]

VIN	1J4FZ2410	8L[redacted]	***Open Date***	02/03/2010	***Built Date***	03/20/2008	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	06/17/2008	***Mileage***	39,150	***Dealer Zone***	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PYB	DETONATOR YELLOW CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60022	SUPERIOR AUTO MALL			
Dealer Address	504 HWY 412 BYPASS E				
Dealer City	SILOAM SPRINGS	***Dealer State***	AR	***Dealer Zip***	72761

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WATTS OK 7[redacted]	***Country***	UNITED STATES

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	advised owner of open recall
Corporate - Company Information Contact - Default - Default - Default	cruise control, horn, dash lights -defective
Corporate - Complaint Contact - Default - Default - Default	electrical issues, dash,

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Customer is having electrical issues with the vehicle.
What are the customer s expectations?
Customer is seeking goodwill assistance for manufacture defects.
****End structured narrative T2 - Beginning Narrative
Customer called and stated that she is experiencing electrical issues with the vehicle. Customer s horn, cruise control, airbag light and a few other items have affecting the vehicle. Customer is seeking goodwill for manufacture defect items.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day
Preferred call back number is[redacted]
Who has possession of the vehicle? Customer will bring it to dealer 60022
Has the vehicle been diagnosed by a CDJ dealer? not yet.
Reassigned to 88F
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
- out of warranty by 3150 miles
- No SC
- Bought new
- open recall on vehicle J24 MOPAR TOW BAR
-1 Chrysler vehicle owned
CONTACT UPDATE - Customer was contacted today at 10:09 am
Customer states that she brought the vehicle in last night for diagnosis and was informed by SM Chris to contact Chrysler for assistance. Writer contacted SM Chris and he states that no diagnosis is completed as of yet.
Writer informed customer that the diagnosis will have to be completed before Chrysler can offer assistance. SM Chris states that he will

contact writer back once a diagnosis is complete. If writer has not heard back writer will follow up on 02/08/10
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
CONTACT UPDATE - Customer was contacted today at 9:05
Customer was provided with agent s extension: 66169
Agent called the SM Chris first to verify the status of the vehicle.
SM states that the vehicle is coming in for a diagnosis on the tues 9th at 3:30
Agent then called the customer to inform them that Wh209 is the case manager and will be handiling their inquirys for this cair.
Customer calls requesting to speak with WH209
Customer/Caller transferred to extension # 66169
2nd attempt made to contact customer on 02/11/10
Left message indicating another attempt will be made.
Customer was provided with agent s extension:66169
Agent called the customer with no pick up agent left a message for the 12th.
Customer calls requesting to speak with WH209
Customer/Caller transferred to extension # 66169
3rd attempt made to contact customer on 02/15/10
Left detailed message for a return call if required.66169
Agent called the service manager Chris to get the point of failure and to see what we could do for the the customer.
Found a cb102 driver aitg before cecit one open
u113b lost communication with switch bank. tranction control.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on the customer being barley out of warranty.. According to the dealer, the warranty
costs of the repair are as follows:
Parts = 197.40
Labor = 26.70
total 224.10
With the concurrence of the Service Manager, Chris
the customer will have a co-pay of 41.61
########## DIRECT-TO-DEALER ##############
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Wesley at 800-992-1997 extension # 66169. You may also contact us by email at: T2email@chrysler.com. This customer has been informed
of this decision. Please update and/or close CAIR when complete.
##################################
REASSIGNED TO BC/DLR 63 60022 02/12/10 13:39 O [redacted]
OWNER IS REQUIRED TO PAY 1/2 THE COST OF REPAIRS BASED ON YEAR OF JEEP AND MILEAGE
Agent called service department and they stated that they have informed the customer of the process of them having to pay half of the repair.
Customer will be contacted when the rest of the parts come in.
Agent will close the cair when the repair is finished.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call
This is scheduled for the beginning of next week,
CLOSED LOOP UPDATE
Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.
Agent called the dealership and SM Chris is not there any more.
Dealers new SM called wanting to verify that the customer has to cover 1/2 that cost. Writer confirmed as per notes by JPN lines 75-76.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2413	8L[redacted]	***Open Date***	02/04/2010	***Built Date***	12/15/2007	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	01/19/2008	***Mileage***	53,817	***Dealer Zone***	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45366	ROBERTS DODGE CHRYSLER JEEP			
Dealer Address	5425 S MILL ST				
Dealer City	PRYOR	***Dealer State***	OK	***Dealer Zip***	74361

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BIG CABIN OK[redacted]	***Country***	UNITED STATES

Product - Electrical - Unknown - Intermittent or Inoperative - Default	Dash lights come on for no reason and blink randomly with bells and dings
Product - Steering - Tubes and Hoses - Other - Default	Front end shimmy.
Product - Suspension - Unknown - Poor Handling - Front	Front end shimmy.
Corporate - Complaint Contact - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Customer is having multiple issues with this vehicle.
What are the customer s expectations?
Customer seeking assistance with the repairs.
****End structured narrative T2 - Beginning Narrative
Customer states the horn stopped working, they replaced the front end because of a shimmy, the dash lights come on and off at random, all blinking, dinging and flashing for no reason. The tires have been replaced to help with the shimmy, the airbag lights go off. Now the dealer has replaced the clock spring under warranty. The vehicle is currently at the dealership and has been for 2 weeks. They are telling the customer they need a sensor in the transmission because they cannot even start the vehicle. They need to change the TIPM module and a new battery because it will not hold a charge. They also need to replace the track bar.
Writer also informed the customer of the open recall.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day
Preferred call back number is[redacted] Mr. [redacted]l and Mrs. [redacted]0
Who has possession of the vehicle? Dealer 45366
Has the vehicle been diagnosed by a CDJ dealer? Yes
Reassigned to 88F

* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
CONTACT UPDATE - Customer was contacted today at 10:25am est.
Customer was provided with agent s extension: 66177.
Customer is original owner, own 1 vehicle, oow by 17087 mileage not by time, no sc
Writer called dealership and sa steve is busy not available so writer left message with sa to call writer back need some information on the vehicle writer called customer and inform customer that writer is waiting for some information from steve sa and then chrysler will do a decision then left customer know of the decision and customer is aware of the situation and customer asked if there is a recall for the transmission on her vehicle and writer inform customer that there is no safety recalls on the transmission if there is a letter of notification will send out to customer on that but the only recall on the vehicle now is J24 for mopar tow bar and customer is aware of the situation
Follow up 02/08/10
SA Steven calls requesting to speak with MF771
Customer/Caller transferred to extension # 66177
SA Steve calls requesting to speak with JT861. Customer stated he has left voicemail already. Writer informed Steve a written message will be provided.
Writer called Steve. SA is out for lunch. Writer left message.
Writer called the dealer, SA Steve stated that the airbag light and horn inoperative
replace clockspring, Abs Module shorted, short of range sensor, tipim module. Replace ABS Control Module, Shorted the Battery and the Tipm Module and Range. Customer is loyal to dealer, and Steve Recommends Assistance. $1,083.42.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customers loyalty to the dealership, According to the dealer, the warranty
costs of the repair are as follows:
Parts = $733.56
Labor = $349.86
With the concurrence of the Service M, Steve,
the customer will have a co-pay of $541.71.
########## DIRECT-TO-DEALER ##############
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact at 800-992-1997
extension # 66177. You may also contact us by email at:
T2email@chrysler.com. This customer has not been informed
of this decision. Please update and/or close CAIR when complete.
##################################
REASSIGNED TO BC/DLR 63 45366 02/08/10 14:08 O [redacted]6
Customer seeking to speak with JT861. Writer informed customer of Goodwill Decision and customer stated he would like to speak with JT861 regarding the goodwill decision.
Customer calls requesting to speak with JT861
Customer transferred to extension # 66177
Customer calls requesting to speak with MF771
Customer/Caller transferred to extension # 66177
Dealer called stating that the airbag module, diagnosed that clockspring was opened.
Part $212.80. Could not diagnose until the clockspring was replaced.
Writer will adjust PA. SM Steve stated that the customer is not satisfied with the offer. Writer will not change the decision as writer has already made final offer.
Customers cell is [redacted]
Writer checked Pre-auth. Writer will call dealer tomorrow.
Steve Sm stated that he was still having issues with the PA, writer went in and no pa had been created. Sm also asked for writer to lower customers co-pay to 250.00. Writer informed Sm that that is the lowest writer will go for the customer, and that decision is final.

*Contact Date:02/13/2010
DCX goodwill repair is documented on Repair Order [redacted]
Request was reviewed with DM.
CAIR RETURNED FROM DEALER ON 2/13/2010 AT 10:51:182 R [redacted]
Writer contacted customer to see if they are satisfied with the repairs.
Customer is stating everything is fine so far.
Writer informed customer we were going to close out case.
Customer satisfied.
CLOSED LOOP UPDATE - customer was contacted today at 1:32 PM
Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6418	7L1[redacted]	***Open Date***	02/08/2010	***Built Date***	01/17/2007	
Model Year	2007	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	02/28/2007	***Mileage***	41,400	***Dealer Zone***	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PGJ	JEEP GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	65748	PLEASANT HILLS CHRY-JEEP INC			
Dealer Address	600 CLAIRTON BLVD				
Dealer City	PITTSBURGH	***Dealer State***	PA	***Dealer Zip***	15236

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	CASTLE SHANNON PA 1[redacted]	***Country***	UNITED STATES

Corporate - Lemon Law - Default - Default - Default	Attorney letter
Product - Engine - Unknown - Oil Consumption - Default	Vehicle would consume lot of oil
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	
Product - Electrical - Radio/Spkrs/Clock/Antenna - Other - Default	
Product - Steering - Unknown - Other - Default	

POSTMARK DATE: 020410; DATE RECEIVED: 020810
Oil consumption, radio, steering, air baglight on
****

Gregory Artim- Attorney -Final Chance to Repair/Lemon Law Notice
Reassigned to 82T for review and handling. JSS15.
****

2/10/10 FORWARD TO WARRANTY LITIGATION. MJK32
CCRG Open Date: 02/10/2010 09:23:18

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2412	7L[redacted]	***Open Date***	02/09/2010	***Built Date***	09/25/2006	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	11/12/2006	***Mileage***	45,500	***Dealer Zone***	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60113	SUPERIOR CHRYSLER-JEEP- DODGE			
Dealer Address	17621 GALE AVE				
Dealer City	CITY OF INDUSTRY	***Dealer State***	CA	***Dealer Zip***	91748

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

Corporate - Complaint Contact - Default - Default - Default	
Product - Drivability - Unknown - Stalling - Default	
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	

Customer states he has a situation, states the vehicle stalled and was almost struck from behind, customer states the original didn t want to do anything about it. Customer states he is very upset, and states if he doesn t get a response he will have to get a family attorney involved, Customer states the airbag light also came on. Customer states the vehicle has never been hit and has never been in an accident. Customer states it is to the point where the vehicle is no longer really driven. Customer states the vehicle stalled within the first weeks he had it. Customer states he wants this issue fix. Customer states that at this point buying this vehicle was a mistake with the number of issues he s had. Customer states when he first saw it he fell in love with it, but now feels that every week another issue occurs on the vehicle. Customer states that the dealership that was working on the vehicle is now closed, customer states his vehicle is not roadworthy. Customer states he either wants this resolved or needs another vehicle.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day
Preferred call back number is [redacted].
Who has possession of the vehicle? Customer
Has the vehicle been diagnosed by a CDJ dealer? Yes, but unsuccessfully
Reassigned to 88F
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
CONTACT UPDATE - Customer was contacted today at 9:22am. Customer was left a detailed message.
CONTACT UPDATE - Writer contacted customer and customer states that he has taken his vehicle to the dealer on several occasions and is now refusing to take the vehicle to an authorized dealer and pay for a

diagnoses as requested by writer. Customer states that the vehicle is a lemon and he will contact his family attorney.

Customer Assistance Inquiry Record (CAIR)#						
VIN	1J4FA2413 8L[redacted]2	***Open Date***	02/15/2010	***Built Date***	04/25/2008	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4		
In Service Dt	05/26/2008	***Mileage***	8,986	***Dealer Zone***	74	DENVER
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US
Color	PGJ	JEEP GREEN MET. CLEAR COAT				
Engine	EGT	3.8L V6 SMPI ENGINE				
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION				

Dealer	44788	KARI DODGE-CHRY-PLYM			
Dealer Address	1177 HIGHWAY 2 EAST				
Dealer City	KALISPELL	***Dealer State***	MT	***Dealer Zip***	59901

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	KALISPELL MT 5[redacted]	***Country***	UNITED STATES

Product - Transmission / Transaxle - Manual Trans / Transaxle - Improper Shift - Default	Customer said the airbag light was on and said the accelerator stuck.

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Customer said the clutch failed while driving
What are the customer s expectations?
Customer is looking for assistance.
****End structured narrative T2 - Beginning Narrative
Customer said the clutch failed while driving. He said there was no warning of the clutch going out.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day
Preferred call back number is [redacted].
Who has possession of the vehicle?
Has the vehicle been diagnosed by a CDJ dealer?
Reassigned to 88F
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
Customer contacted the dealer, service was unavailable at the time and a call back will be made.
CONTACT UPDATE - Customer was contacted today at 9:12a.m
Customer was provided with agent s extension: 66305
Writer informed the customer that a follow up will be made when the dealer contacts the writer.
Writer contacted service spoke with SA Nancy she states the customer had the vehicle on private property and got stuck then went off road, she states the clutch was in direct result of trying to get the vehicle unstuck and was towed to the dealer. SA states this was a result to neglect to the vehicle.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair due to lack of vehicle maintenance/neglect which contributed to the failure of the clutch.
Unless the customer offers new information, decision remains unchanged

* *

Writer contacted the customer, writer informed the customer of the decision made by Chrysler. Writer explained to the customer that this was not a manufacturer defect to the vehicle.
CLOSED LOOP UPDATE - customer was contacted today at 10:23a.m
Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA5917	7L1[redacted]7	**Open Date**	02/17/2010	**Built Date**	12/03/2006	
Model Year	2007	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	01/20/2007	**Mileage**	54,576	**Dealer Zone**	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	43232	JEFF D'AMBROSIO CHRYSLER JEEP	DODGE		
Dealer Address	1221 E LANCASTER AVE				
Dealer City	DOWNINGTOWN	**Dealer State**	PA	**Dealer Zip**	19335

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

Product - Electrical - Unknown - Other - Default	Rear Defroster
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	

Customer states that the vehicle s air bag light is on. He took it to the dealership and they told him the clock spring needs to be replaced. Customer is seeking goodwill assistance because he feels there is nothing he could have done to prevent this. He also feels this is a fairly new vehicle and this shouldn t be happening. Customer is also concerned that he the back window defroster had stopped working and it was going to cost around $900. Customer main concern is getting goodwill assistance for the air bag light repair.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day
Preferred call back number is 6[redacted]
Who has possession of the vehicle? Customer
Has the vehicle been diagnosed by a CDJ dealer? Yes
Reassigned to 88F
********** SENIOR RESOLUTION TEAM **********
Spoke with SA John who confirmed that the customer was in a few days ago regardign the clock spring. The SM was at lunch at the time and reccomended agent call back later.
CONTACT UPDATE - Customer was contacted today at 1:13 MST
Spoke with customer and advised that assistance is being considered and he can expect a call back tomorrow with a decision.
Spoke with SM Jim who confirmed that the vehicle came in with the airbag light on and they diagnosed that the clockspring needs to be replaced.
Agent advised that Chrysler would like to offer assistance, as this is a safety concern. Jim will gather warranty rates and agent offered to call back on Monday.
Contacted customer and informed that assistance will be offered and he will recieve a call back on Monday 2/22/10 regarding the co-payment

amount. Advised that agent is considering $100 co-pay or less.
Spoke with SM Jim who confirmed warranty rates for the repairs.
As a one-time goodwill gesture, Chrysler will be making a policy
adjustment for this repair based on air bag issue being safety concern.
According to the dealer, the warranty
costs of the repair are as follows:
Parts = $197.40
Labor = $47.55
With the concurrence of the Service Manager, Jim
the customer will have a co-pay of $100.00
########## DIRECT-TO-DEALER ##############
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint
goodwill policy decision has been made on behalf of our mutual customer.
A pre-auth has been created within GWA. If you need additional
assistance with this PA, you may contact Dawnaat 800-992-1997
extension # 66128. You may also contact us by email at:
T2email@chrysler.com. This customer has not been informed
of this decision. Please update and/or close CAIR when complete.
##################################
REASSIGNED TO BC/DLR 35 43232 02/22/10 17:12 O 1[redacted]
*Contact Date:02/26/2010
Warranty Administration at the dealership has updated the Cair# 1[redacted]
Dealer attempting to contact customer.
*Contact Date:03/03/2010
Warranty Administration at the dealership has updated the Cair# 1[redacted]
Dealer attempting to contact customer.
*** SERVICE MANAGER PLEASE UPDATE CAIR ***
*Contact Date:03/09/2010
DCX operational issue has been addressed and customer has been provided with
explanation.
Request was reviewed with DM.
CAIR RETURNED FROM DEALER ON 3/09/2010 AT 11:49:228 R[redacted]
Writer contacted the customer and found that the dealership calle and
told him about the deductible, but he didn t want to pay it because the
diagnosis fee was already paid, which was $60, and he didn t think he
should pay more in addition to that. Writer stated that the dealership
would be contacted and see if we could get the diagnosis fee incorporated
into the deductible and we would call the customer back on 03/15.
Agent attempted to contact dealer Service Manager (SM), however,
SM not available. Left message for a return call at extension 66144
Goodwill offer is final. Co-payment requirement of $100.00 will not be
changed.
CLOSED LOOP UPDATE - no need for additional follow-up.
Customer states that nobody called him back on this issue and he was
wondering what happened with the case. Writer verified that on lines
65-67 it does state there would be a follow up call. Writer apologized
that customer wasn t called back. Writer spoke with supervisor Mia and
updated PA so that customer would only have to pay $40 more to equal the
$100 co-pay. Writer advised customer that the diagnosis fee would be
incorporated and sent case to dealer.
REASSIGNED TO BC/DLR 35 43232 04/13/10 09:54 R 1[redacted]
*Contact Date:04/13/2010
Warranty Administration at the dealership has updated the Cair# 1[redacted]
An appointment has been set with the customer.
*Contact Date:04/15/2010
Warranty repair has been documented on Repair Order#4[redacted]
CAIR RETURNED FROM DEALER ON 4/15/2010 AT 02:15:866 R 1[redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2412	7L1[redacted]	***Open Date***	03/09/2010	***Built Date***	11/09/2006	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	01/29/2007	***Mileage***	8,200	***Dealer Zone***	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	43523	MADISON CHRYSLER INC			
Dealer Address	203 BOSTON POST				
Dealer City	MADISON	***Dealer State***	CT	***Dealer Zip***	06443

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	[redacted]
	KILLINGWORTH CT[redacted]	***Country***	UNITED STATES

Product - Electrical - Battery - Other - Default	battery light on and other lights came on

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Driving on highway. Battery light came on, within 10 minutes entire panel s
tarted lighting up (door open, air bag, etc.). Wipers went off automaticall
y, radio shut off and then car completely shut down on highway.
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Garage diagnosed and said it was a code. Reset computer and could not find any issue as computer was reset. Battery was fine. VERY concerned as this could happen again. HELP. See plenty of message boards on internet stating there are known electrical issues with 2007 Jeep Wrangeler.
***
Email states:
[redacted]:Thank you for contacting the Chrysler Customer Assistance Center.We are unable to diagnose the situation you have outlined in your email. There are too many variables involved and a detailed inspection of your vehicle will be required for proper diagnosis.
Thanks again for your email.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5911	7L[redacted]	***Open Date***	02/22/2010	***Built Date***	06/15/2007	
Model Year	2007	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	07/09/2007	***Mileage***	52,000	***Dealer Zone***	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PGJ	JEEP GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	26756	FINNEGAN CHRYSLER JEEP DODGE			
Dealer Address	26433 SOUTHWEST FREEWAY				
Dealer City	ROSENBERG	***Dealer State***	TX	***Dealer Zip***	77471

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

Product - Engine - Intake/Exh Manifolds/Turbo - Broken/Cracked - Default	cracked manifold producing vacuum leaks

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Customer claims the vehicle is at dealer not for the first time, claims the dealer says the vehicle is having a power loss and the warning lights regarding electronic throttle is on, claims dealer says there are vacuum leaks and they need the intake manifold replaced before the diagnosis can be completed, claims the dealer says the plastic intake manifold is cracked, feels this is a design flaw.
What are the customer s expectations?
Requests assistance
****End structured narrative T2 - Beginning Narrative
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day
Preferred call back number is [redacted].
Who has possession of the vehicle? Dealer
Has the vehicle been diagnosed by a CDJ dealer? Yes
Reassigned to 88F
Writer advised customer of open recall.
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
CONTACT UPDATE - Customer was contacted today at 12pm.
Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.
Customer has no SC, purchased 1 new Chrysler vehicle, OOW by 16,000 miles and still under on months.
Jim Cook SM at dealer states that customer has only been to dealer a few times, therefore not loyal to the dealer so DSA is not an option. Writer would need to speak with Carlos the SA to figure out if it is a defect or not. Dealer will contact writer back with warranty rates if this is determined to be a defect.
Carlos, SA, states that this issue is a defect.

Parts $70.70
labor $77.31
The caller was the SA Carlos wanting to get an update on this case and what to do with the vehicle. Writer transferred him to ext 66077 to leave a message for KL330.
Customer requesting an update in the case. Customer stated that the dealer has tried to contact KL330. Writer transferred customer to team extension.
CONTACT UPDATE - Customer was contacted today at 3:02pm.
Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.
Carlos SA at dealer states that customer declined replacing the battery, airbag light & oil change, therefore customer was not offered DSA.
Customer is not loyal to dealer and stated that he will get the other repairs done at an IRF.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *
CLOSED LOOP UPDATE - customer was contacted today at 3:09PM.
Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.
Customer was vebally abusive because he was satisfied with the decision, writer disconnected the call.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GB3914	8L[redacted]	***Open Date***	02/24/2010	***Built Date***	12/13/2007	
Model Year	2008	***Body***	JKTM74	JEEP WRANGLER UNLIMITED X 4X2			
In Service Dt	02/20/2008	***Mileage***	37,603	***Dealer Zone***	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60399	BOERNE DODGE CHRYSLER JEEP			
Dealer Address	30300 IH 10 W				
Dealer City	BOERNE	***Dealer State***	TX	***Dealer Zip***	78006

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

Product - Electrical - Unknown - Intermittent or Inoperative - Default

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
To complain about the vehicle.
What are the customer s expectations?
The customer states that he has had repeated issues with the vehicle.
****End structured narrative T2 - Beginning Narrative
Customer states that he is having repeated problems with the vehicle and he states that the vehicle will suddenly downshift. The customer states that the dealer cannot guarantee that the vehicle is fixed since it s an intermittent problem. The customer is now seeking the vehicle to be bought back.
Customer was advised that due to the nature of their request a call back is required and will take place within one business day.
Preferred call back number is [redacted]4.
Who has possession of the vehicle? The customer
Is this a request for Lemon Law, buy-back or replacement? Buy Back
Reassigned to 88L
* * * * * * * * * * QUALIFIER TEAM * * * * * * * * * *
* * * * * * * ATTENTION SERVICE DIRECTOR/MANAGER * * * * * * *
This customer has contacted Customer Care seeking lemon law buyback/replacement. Preliminary research has determined this vehicle doesn t appear to qualify for lemon law/Buyback/Replacement and the customer has been informed of such. They have also been told that we re we are interested in repairing the vehicle if a repair is required.
Please use all available resources as required (Area Manager, Business Center or STAR) to bring this to a resolution.
RESEARCH RESULTS:
Explain why this vehicle either appears to qualify or not: no repair attempts in first 12/12
Number of related repair attempts = 2
Number of days out of service = 6
CONTACT UPDATE - Customer was contacted today at 9:16 AM.

Customer was provided with agent s name and brand number if the customer needs to re-contact the agent. Writer informed customer that he does not appear to qualify for buyback. Writer contacted Mike / SM / 60399 and informed that a D2D was being sent for customers unresolved concerns of transmission downshifting to second gear at random and airbag light continues to come on.
Customer states that he spoke with AR932 a few minutes ago and is requesting to speak to him again.
Customer calls seeking recall information. Advised the customer of incomplete recall J30 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
Customer calls requesting to speak with AR932
Customer/Caller transferred to extension # 66076
DIRECT-TO-DEALER # # # # # # # #
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.
The unresolved concern is Electrical - Intermittent or Inoperative
Agent called dealer and spoke to mike, informed that CAIR was being sent. Please update this CAIR with resolution.
# #
REASSIGNED TO BC/DLR 63 60399 02/25/10 12:41 O [redacted]
*Contact Date:03/03/2010
Warranty repair has been documented on Repair Order# [redacted]
CAIR RETURNED FROM DEALER ON 3/03/2010 AT 10:41:603 R 1 [redacted]
Writer contacted customer and he states that the dealership was not able to promise the repair was going to fix the issue. Customer states that he traded his vehicle in and get a Honda.
CLOSED LOOP UPDATE - customer was contacted today at 3:19 pm
Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA5414	7L17[redacted]	***Open Date***	02/25/2010	***Built Date***	03/10/2007	
Model Year	2007	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	03/31/2007	***Mileage***	23,550	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	44719	MCKINNEY DODGE-CHRY-JEEP INC			
Dealer Address	4574 CALHOUN MEMORIAL HWY				
Dealer City	EASLEY	***Dealer State***	SC	***Dealer Zip***	29641

Owner	[redacted] L	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	EASLEY SC[redacted]	***Country***	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	All dash lights intermittent
Corporate - Rental Vehicle - Default - Default - Default	Requesting rental

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Customer stated he has had the vehicle in the dealer for over 3 weeks, 2 different dealers and the dash lights keep coming back on intermittently.
What are the customer s expectations?
Customer stated he wants to take vehicle to Mc Kinney dealer and is requesting a rental.
****End structured narrative T2 - Beginning Narrative
Customer had had his vehicle at dealer 62869 Benson, and at McKinney 29640. Customer was advised that due to the nature of their rental request
a call back is required and will take place by close of business.
Preferred call back number is home[redacted]
Reassigned to 88R
Correction McKinney dealer number is [redacted]719.
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
Writer called the dealer and spoke with Paul-SA. Billy Page is the SM. Paul stated the vehicle has an intermittent issue with the integrated power module. Vehicle is drivable and the owner has been asked to bring the vehicle in on Monday for further diagnosis. Dealer does not have a rental vehicle to offer the customer today but will have one on Monday.
CONTACT UPDATE - Customer was contacted today at 10:28 AM MST. Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.
Owner is unhappy with the fact the dealer has not been able to identify what is wrong with the vehicle. Owner does not feel safe driving this vehicle as the air bag light is on all the time. Writer advised owner that we can only suggest that if he is still experiencing drivability problems, he needs to take the vehicle to the nearest CDJ authorized

dealership at the time the problem is occurring for the dealer to duplicate and resolve the concern. Writer emphasized that Chrysler will continue to fulfill the warranty obligation if a defect is present that necessitates a repair.
######### 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 dash lights keep coming back on intermittently. Agent called dealer and spoke to Paul-SA, informed that CAIR was being sent. Please update this CAIR with resolution.
##############################
REASSIGNED TO BC/DLR 66 44719 02/25/10 12:43 C[redacted]
*Contact Date:03/01/2010
Dealer 44719 has updated the mileage to 23481.
Service Manager at the dealership has updated the Cair#[redacted]
An appointment has been set with the customer.
*Contact Date:03/04/2010
Dealer 44719 has updated the mileage to 23482.
Service Manager at the dealership has updated the Cair#[redacted]
Parts have been ordered.
The dealership has ordered a dash cluster. The cluster needs to be replaced first then all other electrical components can be checked. The part should be in today.
*Contact Date:03/10/2010
Service Manager at the dealership has updated the Cair#[redacted]
Parts have been ordered.
Still being diagnosed.
Vehicle repaired. Customer picking it up this afternoon.

Customer Assistance Inquiry Record (CAIR)# 1[redacted]

VIN	1J8FA2417	7L1[redacted]	***Open Date***	02/26/2010	***Built Date***	11/11/2006	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	02/24/2007	***Mileage***	32,000	***Dealer Zone***	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PBM	STEEL BLUE METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	42081	CROWN DODGE			
Dealer Address	6300 KING				
Dealer City	VENTURA	***Dealer State***	CA	***Dealer Zip***	93003

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Customer states that his air bag light is on.
What are the customer s expectations?
Customer wants assistance.
****End structured narrative T2 - Beginning Narrative
Customer states that his air bag has been turning on. Customer would like assistance with this because he just came back from deployment.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day
Preferred call back number is [redacted].
Who has possession of the vehicle?Customer
Has the vehicle been diagnosed by a CDJ dealer?no
Reassigned to 88F
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
Out of warranty by 5 days.
CONTACT UPDATE - Customer was contacted today at 7:27 MSt.
Customer was provided with agent s name and brand number if the customer needs to re-contact the agent. Agent was unable to leave a VM at [redacted]2. Will attempt again next business day.
2nd attempt made to contact customer at 11:54 MST.
Left message indicating another attempt will be made.
Customer was provided with agent s name and Brand number. VM left at [redacted]
3rd attempt made to contact customer on 03/03/10 at 2:31 PM MT.
Left detailed message for a return call if required.
The customer stated that they will call the dealership tomorrow, the case manager can contact the customer tomorrow and enquire about the time of the diagnosis.

4th attempt made to contact customer at 11:32am MST 03/05/10
Customer not available. Writer left message advising that another contact attempt will take place 03/08/10.
Spoke with Mr. [redacted]l. He clarified the correct dealership the vehicle was seen by: DLR# 42081, CROWN DODGE CHRYSLER JEEP. The vehicle is still within warranty based on mileage but outside by 12 days. The customer was at dealership on 2-28-10.
* CM will offer assistance in this case as long as diangosis indicates no neglect or abuse. This due to 4 days outside warranty when taken into dealership.
*Follow up with DLR# 42081.
DLR# 42081, SM - Dave Webber is not available. SA confirmed that the vehicle has NOT been seen, diagnosed , or open ticket.
5th attempt made to contact customer at 10:18 MST.
Left detailed message for a return call if required. VM left at [redacted] Advised customer to call back when the vehicle is diangosed and the case can be reopened. This CAIR will be closed due to no follow up with dealership.
CLOSED LOOP UPDATE - customer was contacted today at insert timeÙ.
Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team. VM left at 3[redacted]2

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2415	8L6[redacted]	***Open Date***	03/10/2010	***Built Date***	03/12/2008	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	10/02/2008	***Mileage***	40,000	***Dealer Zone***	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	57862	SOUTARS			
Dealer Address	631 WEST MAIN STREET				
Dealer City	BARSTOW	***Dealer State***	CA	***Dealer Zip***	92311

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

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Air Bag Light
Referral - Other - Default - Default - Default	Dealership
Corporate - Warranty Coverage - Default - Default - Default	
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	
Recall - J30: TRANSMISSION FLUID TEMPERATURE WARNING - Advise Owner/Incomplete Recall	
Referral - Service Contracts - Default - Default - Default	

Why is the customer contacting Chrysler? Customer states that he purchased a right hand drive Jeep and he purchase a Lifetime Service Contract, but when he tried to see if it would cover his vehicle they do not cover the right hand drive.
What are the customer s expectations? Customer states that he would like more information in regards to warranty coverage or any service contracts that would be able to cover Right Hand Drive vehicles.
Customer also alleges that the air bag light has turned on.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2411	8L[redacted]	***Open Date***	03/15/2010	***Built Date***	09/14/2007	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	10/04/2007	***Mileage***	37,294	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60068	LAKE NORMAN CHRYSLER JEEP DODGE			
Dealer Address	20700 TORRENCE CHAPEL RD				
Dealer City	CORNELIUS	***Dealer State***	NC	***Dealer Zip***	28031

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	KANNAPOLIS NC 2[redacted]1	***Country***	UNITED STATES

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Open recall.
Recall - J30: TRANSMISSION FLUID TEMPERATURE WARNING - Advise Owner/Incomplete Recall	Open recall.
Product - Brakes - Unknown - Worn - Front	
Product - Electrical - Unknown - Other - Default	

Writer received call from customer seeking goodwill for clockspring and front brakes. Customer states that clockspring was replaced at 20,000 miles. Customer states that rear brakes have been replaced 5 times, this is the first front brake repair, asnd customer states that that is not right. Customer travelling tomorrow, requests that we leave a voicemail if we call tomorrow.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day
Preferred call back number is [redacted]
When is the preferred call back time? Morning or Afternoon
Who has possession of the vehicle? Dealer 60068, customer picking vehicle up today.
Has the vehicle been diagnosed by a CDJ dealer? Yes
Reassigned to 88F
****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Customer having repeat repair to clockspring
What are the customer s expectations?
Goodwill assistance
****End structured narrative T2 - Beginning Narrative
The customer called back to have it noted that 8 months ago they had to replace the front stabilizer bar, and now it is bad again.
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
Customer calls seeking recall information. Advised the customer of incomplete recall #J24 & #J30 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment

to complete recall repair.
Writer called dealer 60068 and spoke with Service Manager (SM) Rob to confirm what is going on with this vehicle. SM stated that the notes on the open RO, the air bag light is on and the repair has been completed. The vehicle is still at the dealership and the two (2) open recalls are listed on the RO and will be done.
Writer reviewed customer household record and found 4 vehicles total on record with 3 purchased used and 1 new. The vehicle is just barely out of warranty by mileage (1,294 miles). Writer recommends assistance with the replacement of the clockspring only because the brake warranty has expired by mileage and time.
CONTACT UPDATE - Customer was contacted today.
Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.
Writer spoke with customer s husband Mike who informed writer that there was several issues of concern with this vehicle. Customer alleges that the brakes (rear) has had to be replaced 6 times now, front brakes this is the first ones, clockspring for the 2nd time, sway bay was replaced in the last year, torque converter due to transmission codes which were evident and transmission problem.
Customer stated that all of the brakes have been changed at the dealership and the dealership was suppose to contact Chrysler Engineering to see what is causing this problem.
Chrysler has extended a goodwill offer to the customer and it consists of clockspring replacement.
Customer neither accepted or declined the offer. Informed the customer the goodwill offer is valid for 30 days from today s date (04/16/2010).
The dealer was
informed of the pending decision by the customer.
The following warranty pricing was provided for the replacement of the clockspring only:
Parts ---- $197.40
Labor ---$ 38.75
Total ------$236.15
SM recommended $50.00 customer co-pay toward this portion of the repair and will use his DSA for the remaining amount but will not participate or cover any portion of the brake repairs due to the mileage.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair (brakes - rear and front).
The vehicle warranty has expired by time and mileage.
Unless the customer offers new information, decision remains unchanged.
* *
Customer was frustrated about the dealership not addressing all of his concerns in one contact from Chrysler so he will call and speak with SM Rob to see why they did not discuss the brake issue and the sway bar replacement.
Writer sent CAR for follow up from Business Center.
As a one-time goodwill gesture, Chrysler/Dealer will cover partial cost to replace clockspring.
Customer will be responsible for a co-pay in the amount of $50.00.
This goodwill is being offered because: loyality and vehicle is not far out of warranty.
############ DIRECT-TO-DEALER ############
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
The CAC is sending this CAIR because of a goodwill policy decision that was made on behalf of this customer. You have indicated you will be using your DSA to assist this customer. The customer HAS been informed of this decision. Update and/or close CAIR when complete.
If you need to speak with the agent about this CAIR, please call 1-800-992-1997, Agent extension is 66056 or you may email us at T2email@chrysler.com
##
#
REASSIGNED TO BC/DLR 66 60068 03/16/10 13:39 O[redacted]
Writer informed customer that follow up call will be placed by BB879

about 3 days after the repair is completed to see how the vehicle is operating and if there are any other issues which need to be addressed.
Customer understands.
Robin, please update.
*Contact Date:03/23/2010
Dealer goodwill repair is documented on Repair Orde[redacted]
Request was reviewed with DM.
CAIR RETURNED FROM DEALER ON 3/23/2010 AT 03:48:881 R[redacted]
Writer contacted dealer 60068.
Service Manager, Josh was not available.
Service Advisor, Terry, confirmed the following repairs, the clock spring/driver s side air bag, recall J30, recall J24 does not apply to this vehicle. Replaced rear brakes, front braks, stearing stabilizer, replaced rear bushing, and the brake flush. Customer paid $500.00 in addition to the deductible.
CLOSED LOOP UPDATE - customer was contacted today at 2:17.
Writer inquired on the repairs performed by the dealership. Customer states he guesses the repairs are satisfactory at the moment.
Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA6411	7L[redacted]	**Open Date**	03/15/2010	**Built Date**	12/01/2006	
Model Year	2007	**Body**	JKJS72	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	12/20/2006	**Mileage**	33,500	**Dealer Zone**	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PJR	RESCUE GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	45465	TACOMA DODGE CHRYSLER JEEP RAM			
Dealer Address	4101 S TACOMA WAY				
Dealer City	TACOMA	**Dealer State**	WA	**Dealer Zip**	98409

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	GRAHAM WA[redacted]	**Country**	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	3 months out of Warranty
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	
Product - Steering - Steering Wheel / Column - High Operating Effort - Default	

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Customer stated that his air bag light is on
What are the customer s expectations?
Customer would like OOW assistance for the repair because he was deployed in the military and didn t have time to fix it sooner
****End structured narrative T2 - Beginning Narrative
Customer called because his air bag light is on and his steering wheel turns harder than usual. Customer is active duty military personnel and was deployed overseas and wasn t able to repair his Jeep sooner because he was out of the Country. Customer is out of Warranty only by a few months and would appreciate OOW assistance for the repairs. Customer has the vehicle at the dealer right now being diagnosed.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]0
Preferred Afternoon/Evening call back number is [redacted]
Who has possession of the vehicle? Dealer
Has the vehicle been diagnosed by a CDJ dealer? Pending diagnosis
If a CDJ dealer has diagnosed, what is the dealer name or code? 45465
Reassigned to 88F
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
CONTACT UPDATE - Customer was contacted today.
Agent called customer and was informed that he traded the vehicle in.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA5414	7L[redacted]	**Open Date**	03/16/2010	**Built Date**	11/14/2006	
Model Year	2007	**Body**	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	12/09/2006	**Mileage**	22,188	**Dealer Zone**	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PGJ	JEEP GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	43582	MOSS BROS DODGE			
Dealer Address	1100 SOUTH E STREET				
Dealer City	SAN BERNARDINO	**Dealer State**	CA	**Dealer Zip**	92408

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
The customer called stating the air bag light is on and beeping.
What are the customer s expectations?
The customer is seeking assistance with the repair.
****End structured narrative T2 - Beginning Narrative
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is[redacted]
Preferred Afternoon/Evening call back number is 9[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
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
CONTACT UPDATE - Customer was contacted today at 1:45PM MST
Writer advised customer that in order for Chrysler to consider out of warranty assistance, a diagnosis by a CDJ dealer must be performed.
Writer advised customer to have the dealer diagnose and ask them to call CAC with results of diagnosis.
Dealer Josh Davis SM called with diagnosis.
Josh states the clock spring needs to be replaced.
Parts-->$197.40
Labor-->$85.80
Dealer stated that he will wait for the decision from case manager.
Customer stated that his vehicle has been at the dealership for an issue getting repaired. Customer stated that he is seeking an update. Customer is seeking a call back today. Customer stated that he is seeking a decision because CAC is closed on the weekend and the dealership is not.
Writer informed customer that writer will update the notes and send an inner office nessage to DA690 for his request for a return call.

Writer informed customer that DA690 stated that he will try to contact customer back today.
SM Josh agrees to assisting with a $100.00 co-pay.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on no abuse or neglect.
According to the dealer, the warranty
costs of the repair are as follows:
Parts = $197.40
Labor = $85.80
With the concurrence of the Service Manager, Josh
the customer will have a co-pay of $100.00
########## DIRECT-TO-DEALER ##############
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Dan at 800-992-1997 extension # 66197. You may also contact us by email at: T2email@chrysler.com. This customer has been informed of this decision. Please update and/or close CAIR when complete.
############################[redacted]
REASSIGNED TO BC/DLR 71 43582 03/19/10 18:26 O 1[redacted]
*Contact Date:03/22/2010
DCX goodwill repair is documented on Repair Order#4[redacted]5
Request was reviewed with DM.
CAIR RETURNED FROM DEALER ON 3/22/2010 AT 04:54:099 R[redacted]
CLOSED LOOP UPDATE - customer was contacted today at 3:05PM MST
Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

Customer Assistance Inquiry Record (CAIR)# 1[redacted]

VIN	1J4FZ2411	8L[redacted]68	***Open Date***	03/18/2010	***Built Date***	11/05/2007	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	11/16/2007	***Mileage***	55,000	***Dealer Zone***	74	DENVER	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PBM	STEEL BLUE METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	43693	JIM RAYSIK, INC.			
Dealer Address	210 SOUTH SECOND STREET				
Dealer City	CLINTON	***Dealer State***	MO	***Dealer Zip***	64735

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	WALNUT GROVE MO [redacted]	***Country***	UNITED STATES

Product - Electrical - Unknown - Other - Default	Customer states clock sping replaced, paid out of pocket.
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	
Recall - J30: TRANSMISSION FLUID TEMPERATURE WARNING - Advise Owner/Incomplete Recall	

Why is the customer contacting Chrysler?
Vehicle owner called, stated air bag light coming on, dealership replaced clock spring, paid out of pocket, customer requested to know if there are any recalls for the clock spring. Writer checked system, informed customer no recalls listed for clock spring but provided incomplete recalls J24 and J30.
What are the customer s expectations?
Customer seeking goodwill assistance for the clock spring replacement even though not a recall.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time.
Preferred any time to call back number is [redacted] Cell: 4[redacted] only phone number.
Who has possession of the vehicle? Customer.
Has the vehicle been diagnosed by a CDJ dealer? Yes.
If a CDJ dealer has diagnosed, what is the dealer name or code? Dealer 43693.
Reassigned to 88F.
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
CONTACT UPDATE - Customer was contacted today at 3:11pm MST 03/19/10
Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.
Customer was advised that case has been received and that more information from the dealership is needed and that a follow up phone call will take place 03/22/10. Customer states that he paid about $256.00 for the repair.

Writer called dealership and left message requesting a return call.
Writer received call from dealer SM, david. SM stated that the customer could not have caused or prevented this. SM stated that this repair was due to defect.
Advised customer to submit original repair order & proof of payment to:
Chrysler Customer Assistance Center
PO Box 21-8004
Auburn Hills, MI 48321
Advised customer to make a copy of these documents for their records.
Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependent upon verification of all documents requested.Writer called customer and advised that Chrysler will reimburse for all repairs but $50.00 or a $50.00 co-pay. Writer thanked the customer and ended call.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2412	8L6[redacted]	***Open Date***	03/23/2010	***Built Date***	03/06/2008	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	04/11/2008	***Mileage***	44,587	***Dealer Zone***	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	64178	RAGLAND CHRYSLER CENTER			
Dealer Address	1212 SOUTH VELASCO				
Dealer City	ANGLETON	***Dealer State***	TX	***Dealer Zip***	77515

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

Corporate - Rental Vehicle - Default - Default - Default	Customer requesting rental vehicle.
Product - Fuel System - Unknown - Other - Default	Gas spewing from fuel tank, when filling.
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Mopar tow bar.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
customer states her airbag light is on and she is very concerned.
Customer states gas is throwing gas back when filling her tank.
What are the customer s expectations?
Seeking assistance.
****End structured narrative T2 - Beginning Narrative
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]7
Preferred Afternoon/Evening call back number is xxx-xxx-xxxx
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?64178
Reassigned to 88F
* * * * * * * * * * CASE MANAGER TEAM * * * * * * * * * *
CONTACT UPDATE - Customer was contacted today at 2:44
Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.
1 new Chrysler vehicle. No Service Contract. 8,587 miles OOW. In by time.
CONTACT UPDATE - Customer was contacted today at 2:55pm.
Customer said the airbag light goes on intermittently. She took vehicle to (64178), and they wanted her to leave the vehicle with them for a couple of days, but wouldn t put her in a loaner. Customer said she wants Chrysler to pay for the repairs and a car rental. Writer told her, cannot consider a rental, or assistance before vehicle is diagnosed, and she is

responsible for diagnosis fee, if any. Customer said she will take vehicle to (64178) for diagnosis.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66103.
Informed customer that before Chrysler considers offering any goodwill assistance outside of warranty, a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time. Customer is seeking out of warranty assistance in the form of repair of airbag light and gas spewing from fuel tank, when filling.
Based on the information at hand, agent is considering the following: $100 co-pay.
CONTACT UPDATE - Customer was contacted today at 6:50am.
Writer spoke with dealer, and she said she has an appointment at 8am on 3/30/10. Writer told her, will contact her back after getting diagnosis information.
Dealer not DSA.
Writer spoke with Mike SM(64178), and he said the airbag it needs a clock spring, in steering column. Fuel issue needs filler tube. Vehicle purchased from this dealer, but not loyal to dealer. Mike said he would be willing to put customer in a loaner for a day, while repair being completed. He said he will need to order the parts. He said parts $358.40, total. Labor $161.46, clock spring $197.40, airbag sensor $160.
Writer and Mike agree for customer to pay $100 co-pay. Mike said he will contact customer with offer, and will accept PA to assist with repair.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer could not have prevented repairs needed. According to the dealer, the warranty costs of the repair are as follows:
Parts = $358
Labor = $197
With the concurrence of the Service Manager, Mike, the customer will have a co-pay of $100.
########## DIRECT-TO-DEALER ##########
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Patti at 800-992-1997 extension # 66103. You may also contact us by email at: T2email@chrysler.com. This customer not been informed of this decision. Please update and/or close CAIR when complete.
##########
REASSIGNED TO BC/DLR 63 64178 03/31/10 13:21 C[redacted]
*Contact Date:03/30/2010
DCX goodwill repair is documented on Repair Orde[redacted]
CAIR RETURNED FROM DEALER ON 3/31/2010 AT 05:51:081 R 1[redacted]
CLOSED LOOP UPDATE - customer was contacted today at 6:51pm.
Writer spoke with customer, and she said vehicle is repaired. She filled the tank twice with gas, and it hasn t spit back at her. She thanked writer for calling.
Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ241X	8L[redacted]	**Open Date**	03/31/2010	**Built Date**	09/14/2007	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	09/26/2007	**Mileage**	44,000	**Dealer Zone**	42	DETROIT	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	44027	SUPERIOR CHRY-PLYM-DODGE-JEEP	EAGLE OF ASHLAND INC
Dealer Address	1041 GREENUP AVENUE		
Dealer City	ASHLAND	**Dealer State** KY	**Dealer Zip** 41101

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	LOUISA KY [redacted]	**Country**	UNITED STATES

Product - Electrical - Electronic Stability Program - Intermittent/Inoperative - Default	air bag light

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Customer would like to know what is on recall and what isn t.
What are the customer s expectations?
Customer would like to know the correct information for when her vehicle will be in the dealership.
****End structured narrative T2 - Beginning Narrative
Writer informed customer of recalls on the vehicle and what she needs to do.
Customer calls seeking recall information. Advised the customer of incomplete recall J24 J30 J34 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

Customer Assistance Inquiry Record (CAIR)# 1[redacted]

VIN	1J4FA2411	7L1[redacted]	***Open Date***	04/07/2010	***Built Date***	02/22/2007	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	03/27/2007	***Mileage***	19,714	***Dealer Zone***	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	67494	NORMAN CHRYSLER JEEP DODGE			
Dealer Address	481 NORTH INTERSTATE DRIVE				
Dealer City	NORMAN	***Dealer State***	OK	***Dealer Zip***	73069

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	NORMAN OK [redacted]5	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	

Customer states that his air bag light has been coming on and off and that the dealership told him he is ten days outside of his warranty.
Customer is seeking goodwill assistance with the repair since he is just outside of the warranty.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred call back number is 2[redacted]6
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 * * * * * * * * * *
CONTACT UPDATE - Customer was contacted today at 3:03.
Customer states the air bag light has came on twice. It came on on the 6th, it went off after he got gas. The light was on and off again on 04/07/10. He advised his concern is intermittent.
Writer informed customer that before Chrysler considers offering any goodwill
assistance outside of warranty, a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time.
Customer is seeking out of warranty assistance with the air bag light.
Based on the information at hand, agent is considering : Assisting the customer with a co-pay.
Customer accepted the information and states he is in a situation with the IRS for $3000.00 and his daughter is getting married soon, he does not have money. That is why he contacted Jeep.

Writer advised the customer his concerns are understood, however customer who pay thousands of dollars for the service contract have a deductible to pay for the repairs. Therefore, the customer will be asked to participate with a co-pay towards the repair. Writer also recommended the customer waits until the light comes on and takes the vehicle to the dealership because if there is not a stored code, he will be responsible for the co-pay and Jeep is unable to participate with a repair that has not been diagnosed or duplicated.
Customer states he is currently on line looking up how to retrieve codes. He states if he sees there is a code, he will take the vehicle to the dealership. He also advised he may also over look the concern with the air bag because with is financial situation, the air bag and the cost to have it diagnosed is his lowest priority right now. He also states he has a 2001 competitor vehicle that has had the air bag light on for years.
Customer agrees to have the case manager, Brian follow up with him on 04/16/10 to see if the customer has decided to have the vehicle diagnosed by the dealership.
Customer advised the J24 recall has been performed.
Writer contacted dealer 67494.
Service Advisor, Joe, states the Service Manager was on a test drive.
Writer advised the SA of the customer s intermittent air bag light concern. And asked that if the vehicle is diagnosed, the SM contacts the case Manager, Brian at 800-992-1997 extension 66146 or to email the diagnosis to the dealer only email address that was provided. SA agreed.
Per notes on line 45 follow up to take place on 4/16
Writer contacted the customer [redacted] at 10:06 to inquire if the customer has decided to take the vehicle to the dealership for a diagnosis.
Customer stated 'Just close it' and added, he is not going to risk having to pay for the diagnosis and a deductible.
Customer advised he has a question after a statement the writer made to him. He asked if a customer that paid for an extended service contract, would they have to follow the same process if there service contract was expired by 10 days. Writer confirmed and advised the customer would also have a co-pay. It was also advised the co-pay provides a warranty on the repair.
Customer was satisfied with the response and stated it is too risky and he will have to pay anyways.
CLOSED LOOP UPDATE
Customer was reminded if he changes his mind, they will need to call the 800 number to have his case reconsidered by a case manager.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA5411	7L[redacted]	**Open Date**	04/12/2010	**Built Date**	01/29/2007	
Model Year	2007	**Body**	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	02/16/2007	**Mileage**	32,000	**Dealer Zone**	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	42317	BEDARD BROS AUTO SLS INC			
Dealer Address	ROUTE 8				
Dealer City	CHESHIRE	**Dealer State**	MA	**Dealer Zip**	01225

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	
	PITTSFIELD MA[redacted]	**Country**	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Customer called in stating that his ETC light and air bag light has came on and is out of warranty by a month.
What are the customer s expectations?
Customer is seeking assistance with this repair because it only has 32000 miles and is out of warranty by a month.
****End structured narrative T2 - Beginning Narrative
Customer states that his vehicle has not been into the dealership because it is a town over but a mechanic has looked at it and says that it needs an air bag light and a etc light. Writer informed customer that Jeep is only obligated to cover while it is under warranty. Writer informed customer that this case will be further looked in to but no promises can be made. Customer understood the information given to him.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]3
Preferred Afternoon/Evening call back number is [redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? No
If a CDJ dealer has diagnosed, what is the dealer name or code? N/a
Reassigned to 88F
********** CASE MANAGER TEAM **********
CONTACT UPDATE - Customer was contacted today at 8:14am.
Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.
Customer has no SC, purchased 1 new and 1 used Chrysler vehicles, OOW by 1 month and still under miles.
Customer states that he has an intermittent issue with the ETC light and the airbag issue is more consistent. Customer states that the ETC light issue has been occurring for about 8 months.

Writer informed customer that a full diagnosis would need to take place before Chrysler can consider possible good will assistance and customer will have a co-pay.
Text-to-Dealer message was sent to the dealer to inform of the referral.
Customer states that the soonest that he will be able to take it to the dealer is 4/19/10 and will call if he can get an appointment or diagnosis sooner.
CONTACT UPDATE - Customer was contacted today at 11:34 AM
Customer States he is going to call the dealer today to make an appointment.
3rd attempt made to contact customer on 4/20/10 at 11:11am.
Left detailed message for a return call if required.
4th attempt made to contact customer on 4/21/10 at 10:30am.
Left detailed message for a return call if required.
Customer states that the vehicle is at the dealer currently getting diagnosed. Customer states that on eof the lights have been on for 6 months and he has never taken the vehicle in prior to this for the issue.
Dan SA at dealer states that on the airbag light it had to be recalibrated, which the dealer covered the cost of. Dealer states that there is no active code for the ETC light, meaning there is nothing that can be done about that. Writer informed customer of the above information and that he is responsible for the cost of the diagnostic.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA5419	7L1[redacted]	***Open Date***	04/19/2010	***Built Date***	05/09/2007	
Model Year	2007	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	06/19/2007	***Mileage***	48,401	***Dealer Zone***	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PBM	STEEL BLUE METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	60313	CRYSTAL CHRYSLER, JEEP, DODGE		CENTER	
Dealer Address	36-444 AUTO PARK DRIVE				
Dealer City	CATHEDRAL CITY	***Dealer State***	CA	***Dealer Zip***	92234

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ROUND LAKE IL [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Front - Driver	Customer alleges that there is a defective part in the air bag.
Dealer - By-Pass - Default - Default - Default	
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Customer stated that there is a defective air bag part in his vehicle.
Customer stated that since the part is defective Jeep should be replacing the part free of charge.
What are the customer s expectations?
Customer is seeking for Chrysler to repair the part in his air bag.
****End structured narrative T2 - Beginning Narrative
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is 2[redacted]9 cell
Preferred Afternoon/Evening call back number is [redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? No
If a CDJ dealer has diagnosed, what is the dealer name or code?
Reassigned to 88F
* * * * * * * * * * CASE MANAGER TEAM * * * * * * * * * *
CONTACT UPDATE - Customer was contacted today at 3:10 pm.
Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.
Writer left message.
Informed customer that before Chrysler considers offering any goodwill assistance outside of warranty, a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill

assistance has been made at this time. Customer is seeking out of warranty assistance in the form of an airbag light/clockspring repair.
Based on the information at hand, agent is considering the following:
Writer will have the repair covered with a minimal co-pay.
Customer called in wanting to speak with his case manager, writer transferred call to their voice mail.
Writer called customer and left message.
Customer calls requesting to speak with ZB37
Customer/Caller transferred to extension # 66017
Writer contacted the customer he states he will work on getting appointment on 5/3/10, customer will supply the dealer with the cair number the dealer is an hour away from the customer and would like to only take one day work, writer informed the customer that the case manager will follow up 5/3/10. Customer will contact the writer with the information, customer will have his cell on Monday.
Writer called dealer SM, SM stated that on 04/29/10. Andrew stated that the customer sent an e-mail stating that he would be in today. SM stated that he would call writer when customer comes in.
Writer gave extension> 66017.
Writer called customer and advised to contact dealership SM. The customer stated that he had trouble getting through and will try again.
Dealer called to inform us of the diagnostic of the vehicle.
Writer transferred dealer over to the case manager.
Case manager #ZB37
Service Advisor Andrew from dealer 60313 called requesting to speak with Case Manager ZB37. Writer placed SA Andrew on hold and found that CM was not available. Writer advised SA Andrew that SA Andrew that I could document the diagnosis details.
SA Andrew states that the customer does need an Airbag Clockspring.
Customer has 48,401 miles on vehicle. SA Andrew states that the customer does not have any history at dealership. SA Andrew states that they are willing to accept a PA to assist customer.
SA Andrew provided warranty cost for repair.
Parts = $197.40
Labor = $41.95
Total = $239.35
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer loyalty.
According to the dealer, the warranty
costs of the repair are as follows:
Parts = $197.40
Labor = $41.95
With the concurrence of the Service Manager, and Andrew,
the customer will have a co-pay of $100.00.
########## DIRECT-TO-DEALER ##############
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Zachary at 800-992-1997 extension # 66017. You may also contact us by email at: T2email@chrysler.com. This customer Zachary been informed of this decision. Please update and/or close CAIR when complete.
##
Writer called customer and stated that the co-pay will $100.00 and Chrysler/dealer will cover the rest.3
The customer stated that he was very happy with this and that he appreciated all the work on Chrysler s behalf.
REASSIGNED TO BC/DLR 71 60313 05/04/10 19:18 O [redacted]
*Contact Date:05/06/2010
DCX goodwill repair is documented on Repair Order#440522
CAIR RETURNED FROM DEALER ON 5/06/2010 AT 10:30:813 R 1[redacted]
**********Dealer email received**********
We took care of Mr. [redacted]. He had a bad clock spring. We did it with a $100.00 co-pay If you have any questions, please call. ([redacted]
Thanks

**********Dealer email ended**********
Called customer on 5/10/10 to conduct survey all questions were answered. Owner happy with clockspring repair but horn still does not work. Writer spoke to Andrew at dealer he will inspect on saturday for owner and try to resolve concern.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2410	8L5[redacted]	**Open Date**	04/20/2010	**Built Date**	10/12/2007	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	10/18/2007	**Mileage**	51,949	**Dealer Zone**	51	CHICAGO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PGJ	JEEP GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	09811	FENZEL MOTOR SALES INC			
Dealer Address	206 SOUTH STATE STREET				
Dealer City	HAMPSHIRE	**Dealer State**	IL	**Dealer Zip**	60140

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	ALGONQUIN IL [redacted]	**Country**	UNITED STATES

Product - Electrical - Unknown - Intermittent or Inoperative - Default
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall
Recall - J30: TRANSMISSION FLUID TEMPERATURE WARNING - Advise Owner/Incomplete Recall
Recall - J34: STEERING DAMPER - Advise Owner/Incomplete Recall

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Customer stated has unresolved electrical hard start concern. Has been to dealers at least 5 times. The vehicle is a right hand vehicle used to deliver mail. Dealerships have been able to duplicated the concern but has been unable to correct the problem. Vehicle is now out of warranty and dealer suggested customer call to request assistance with repair
What are the customer s expectations?
repair assistance and electrical concern resolution
****End structured narrative T2 - Beginning Narrative
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Who has possession of the vehicle? Dealer
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 09811
Reassigned to 88F
********** CASE MANAGER TEAM **********
DEALER - Called and spoke to Jerry, SM, and he states that the vehicle has been worked on extensively for electrical problem at another dealership. SM states his techs have found a short in the ignition switch in the steering column, air bag light on. SM also stated that he will do the 2 recalls that are not completed and the vehicle does not have a Mopar towbar. SM states he would be happy to assist the customer under goodwill. Warranty costs for the parts & labor is $300.
REVIEW: New to this dealer, has purchased 4 vehicles, 3 new and this one used. No service contract, has had a lot of electrical problem with the

vehicle.
CONTACT UPDATE - Called the customer and went over her concerns. Explained that writer has discussed her request with the SM at the dealer and Jeep has decided that they will assist with the repair of the electrical short in the ignition and the air bag sensor with a co-pay of $100 and Jeep will take care of the rest of the charge.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer s loyalty to Chrysler and to assist in building loyalty to the dealership.
According to the dealer, the warranty
costs of the repair are as follows:
Parts & Labor = $300.00
With the concurrence of the Service Manager, Jerry,
the customer will have a co-pay of $100.00.
########## DIRECT-TO-DEALER ##############
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Pat, PR628, at 800-992-1997 extension # 66199. You may also contact us by email at: T2email@chrysler.com. This customer has been informed of this decision. Please update and/or close CAIR when complete.
##################################
REASSIGNED TO BC/DLR 51 09811 04/21/10 10:26 O 1[redacted]
*Contact Date:04/22/2010
DCX goodwill repair is documented on Repair Order#75285
CAIR RETURNED FROM DEALER ON 4/22/2010 AT 11:22:739 R[redacted]
CUSTOMER: Called the customer and she states she got the vehicle back and it is working great. The customer is to send in for a goodwill reimbursment for the Tow in the amount of $99.99.
Advised customer to submit original repair order & proof of payment to:
Chrysler Customer Assistance Center
PO Box 21-8004
Auburn Hills, MI 48321
Advised customer to make a copy of these documents for their records. Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependent upon verification of all documents requested.
CLOSED LOOP UPDATE - customer was contacted today at 4/23/10 at 3:41 Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.
DEALER: Dealer called to up the PA amount and stated that the amount of the repair was $340 instead of the $300.00 and needs the PA increased.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2415	8L[redacted]	**Open Date**	05/19/2010	**Built Date**	12/15/2007	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	10/11/2008	**Mileage**	31,100	**Dealer Zone**	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	23657	CHRIS NIKEL CHRYSLER JEEP DODGE			
Dealer Address	2920 N ASPEN AVE				
Dealer City	BROKEN ARROW	**Dealer State**	OK	**Dealer Zip**	74012

Owner	[redacted]	**Contact Type**	E-MAIL
Address	[redacted]	**Home Phone**	[redacted]
	WAGONER OK[redacted]	**Country**	UNITED STATES

Dealer - Service/Body Shop - Personnel - Other - Unknown	Customer unhappy with dealership service

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Disappointed in product and service
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
I don t know where to start. When I brought it home the first night I had a
oil leak and a power steering fluid leak. Horn worked about 80% of the
time. Took it back and was told oil filter was loose, couldn t find leak
to power steering so nothing was done, same on horn. Then took the jeep on
vacation and it about killed me and my daughter. On several occasions it
shook so violently that if I didn t have a hold of steering wheel as good
as I did it would have flip. Needless to say I haven t taken it out of home
town since then except to Tulsa to get repairs done. Since then the front
end has never felt the same. To make long story shorter, Power steering
leak still leaking, the oil filter still comes loose, theres a shimmy at
fifty miles an hour(took in,service said they fixed it,as soon as I hit 50
going home shimmy was still there). Now the engine light came on for a
day,the air bag light came on, the throttle control light came on for
little while. After spending money on a new vehicle I shouldn t have be
buying power steering fluid, oil, and spending time off from work trying to
get this jeep fixed. And one more thing I almost forgot, when I try to
start it at times it acts as if the battery is dead,but after turning key
several times it finally starts, talk to other jeep owners and they have
same problem. I am taking it into dealer service center yet another time
on 5-19-2010. And I hope things will get fixed this time. Thanks
Wayne Feterly P.S. When it not broke down I really enjoy the jeep.

*****END OF CUSTOMER EMAIL*****
Thank you for contacting the Chrysler Customer Assistance Center with the issues concerning your 2008 Jeep Wrangler.
We have received your email regarding your recent service experience at your dealership.
I regret your dissatisfaction with the service you received and appreciate the time and effort you took to bring this matter to my attention.
We realize our reputation depends in part on the quality of service provided by our dealers. Because dealers are independently owned businesses, they are, however, responsible for addressing concerns directly related to their sales and service activities, as well as their personnel. We do not have the authority to resolve concerns related to dealer workmanship, service scheduling, or repair pricing, so you may want to pursue the matter directly with dealership management for further resolution.
Information received from customers such as yourself enables better evaluation of dealers service activities. Your complaint will be retained in the dealer s file.
We appreciate the time and effort you took to tell us of your dissatisfaction in our product. Comments like yours are one way to learn of problems that develop and the improvements desired. We have documented your comments and provide them to the product development team for review.
Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.
Thanks again for your email.
*****END OF CAC EMAIL*****
Our records indicate that the following recall campaigns have not been performed by an authorized dealer:
J34 STEERING DAMPER WARRANTY 03/31/2010 INCOMPLETE USA
J24 MOPAR TOW BAR SAFETY 11/19/2009 INCOMPLETE USA
We suggest that you contact your local authorized Chrysler, Dodge, Ram, or Jeep dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.
Please take a copy of this message with you at the time of service to aid the process. Please note that your dealership does not require a copy of the recall notice to perform the needed service. If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.
*****END OF CAC NARRATIVE*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2419	8L5[redacted]2	**Open Date**	05/19/2010	**Built Date**	10/12/2007	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	10/30/2007	**Mileage**	38,713	**Dealer Zone**	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PYB	DETONATOR YELLOW CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	44238	DONOVAN & BAUER AUTO GROUP			
Dealer Address	11543 HYDETOWN RD				
Dealer City	TITUSVILLE	**Dealer State**	PA	**Dealer Zip**	16354

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	OIL CITY PA 1[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	
Recall - J34: STEERING DAMPER - Advise Owner/Incomplete Recall	

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Customer states that the air bag light keeps going off and the warning chime keeps dinging. Custoemr states that the dealer says it is a problem with the clock spring.
What are the customer s expectations?
Customer states that the customer is seeking assistance to get this repaired.
****End structured narrative T2 - Beginning Narrative
Customer states that the customer does not even want air bags in the vehicle and would like to get the removed or disconnected, but that the dealer states it would be illegal for the dealership to do so. Customer states that the customer wants to get this fixed to get rid of the noise. Customer states that the customer was quoted about $235 for the part. Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is[redacted]
Preferred Afternoon/Evening call back number is[redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 44238
Reassigned to 88F
Customer calls seeking recall information. Advised the customer of incomplete recall J24 and J34 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
********** CASE MANAGER TEAM **********
DLR# 44238, SM - Greg.
Dealership confirmed the Air bag Light problem and states that the fix

will be to replace the Clockspring.
Warranty for Clockspring is:
Parts: $197.40
Labor: 27.25
Dealership also requesting assistance on behalf of customer for Tie Rod repair:
warranty parts: $245.00
labor: $16.35
Tax: 26.66
Total= $512.66
Writer recommends assistance with a $200.00 co-pay. Original owner, No abuse or neglect. Within warranty by time but outside by 2,713 miles. Dealership concurs with offer for assistance.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on Original owner, No abuse or neglect. Within warranty by time but outside by 2,713 miles. Dealership concurs with offer for assistance. According to the dealer, the warranty costs of the repair are as follows:
Parts = $442.40
Labor and tax= $70.26
With the concurrence of the Service Manager, Greg, chrysler will assist for $312.66,
the customer will have a co-pay of $200.00.
########## DIRECT-TO-DEALER ##############
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact RAY at 800-992-1997 extension # 66061. You may also contact us by email at: T2email@chrysler.com. This customer has been informed of this decision. Please update and/or close CAIR when complete.
##################################
REASSIGNED TO BC/DLR 35 44238 05/20/10 14:27 O 1[redacted]
*Contact Date:05/21/2010
Service Manager at the dealership has updated the Cair# 1[redacted]
Parts have been ordered.
*Contact Date:05/25/2010
Service Manager at the dealership has updated the Cair# 1[redacted]4
An appointment has been set with the customer.
*Contact Date:05/27/2010
After repeated attempts the dealer was unable to contact this customer.CAIR closed pending further contact from the customer.
CAIR RETURNED FROM DEALER ON 5/27/2010 AT 02:17:811 R 1[redacted]
The writer called the customer for the first time.
CONTACT UPDATE - Complied.
The writer called the customer for the second time.
CLOSED LOOP UPDATE - customer was contacted today at 9:22 AM.
Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3918	8L631981	***Open Date***	05/28/2010	***Built Date***	05/09/2008	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	09/13/2008	***Mileage***	27,000	***Dealer Zone***	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PJR	RESCUE GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	45006	ALL STAR DODGE			
Dealer Address	4600 CANYON DRIVE				
Dealer City	AMARILLO	***Dealer State***	TX	***Dealer Zip***	79109

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

Product - Electrical - Unknown - Intermittent or Inoperative - Default	Customer states the vehicle is having electrical problems.
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	

Why is the customer contacting Chrysler?
Customer is contacting Chrysler because his vehicle is having electrical problems.
What are the customer s expectations?
Customer expects for Chrysler to get involved to resolve his concern before it gets worse.
Customer states the dashboard lights on the vehicle would come on and then go off. Customer states the windshield wipers would come on too. Customer states the dealership told him they cannot work on it even though they are getting codes on the modules. Customer states that they told him since they cannot find out what is wrong they cannot fix it. Customer states it makes it sound like they will not fix it until it brakes. Customer alleges the dealership told him they could not order both of the modules from Chrysler. Customer states he wants Chrysler to get his vehicle fixed before his wife and gets get stranded.
Customer calls seeking recall information. Advised the customer of incomplete recall J24 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
Writer informed customer that their situation would be submitted to a case manager from Chrysler to look into the details and to find a resolution as soon as possible.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted] (Home) or [redacted] (Wife s cell)
Preferred Afternoon/Evening call back number is [redacted] Home) or [redacted] (Wife s cell)

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? 45006
Reassigned to 88F
* * * * * * * * * * CASE MANAGER TEAM * * * * * * * * * *
Writer spoke with Robert SA (45006), and he said they have parts ordered. Customer brought vehicle in for windshield wiper and dash lights coming on intermittently. Only light on was ABS, and can t duplicate other problems. Customer said Chrysler told him to go ahead and replace the computers. Robert said the airbag light and ABS were the only codes showing, and dealer ordered a module. Robert told customer, that they can t just start throwing parts at it, they need to know what parts need repaired. He said customer was highly upset.
CONTACT UPDATE - Customer was contacted today at 8:28am. Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.
CONTACT UPDATE - Customer was contacted today at 4:54pm. Writer spoke with customer, and he said he thinks the dealer has got his concerns taken care of. Customer said he will call back if he has any concerns in the future.
CLOSED LOOP UPDATE -
Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2418	7L1[redacted]	***Open Date***	06/04/2010	***Built Date***	04/13/2007	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	05/03/2007	***Mileage***	34,500	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	24028	AUTOPARK CHRYSLER JEEP			
Dealer Address	400 AUTO PARK BLVD				
Dealer City	CARY	***Dealer State***	NC	***Dealer Zip***	27511

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	CARY NC[redacted]	***Country***	UNITED STATES

Product - Fuel System - Fuel Tank - Other - Default	gas sprays out of the tank
Product - Body / Trim / Paint Finish - Conv Top / Sunroof / T-Top - Other - Default	really hard to put on.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	
Product - Body / Trim / Paint Finish - Unknown - Other - Unknown	
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Customer stated that he has some issues with this vehicle. Customer stated that the gas sprays out of the tank, also the air bag light keeps coming on and off, the customer stated that the window crank is too low and it digs into his knees.
What are the customer s expectations?
Customer just wabted Jeep/Chrysler to be aware of these issues with this vehicle.
****End structured narrative T2 - Beginning Narrative
Writer provided the customer with reference number and also documented the complaints for the customer.
Customer calls seeking recall information. Advised the customer of incomplete recall recall #J24Ù for this vehicle. Customer was advised to
contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

Customer Assistance Inquiry Record (CAIR)# [redacted] 2

VIN	1J4GZ3911	9L7[redacted]	***Open Date***	06/09/2010	***Built Date***	11/03/2008	
Model Year	2009	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	12/05/2008	***Mileage***	64,000	***Dealer Zone***	74	DENVER	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60405	CLOQUET CHRYSLER CENTER			
Dealer Address	701 WASHINGTON AVE				
Dealer City	CLOQUET	***Dealer State***	MN	***Dealer Zip***	55720

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CLOQUET MN [redacted]	***Country***	UNITED STATES

Product - Electrical - Unknown - Defective - Default	Clockspring
Corporate - Recall - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	

Customer is calling in because she has recently had an issue with the airbag light coming off and on. Customer has found a recall online about a recall in the steering column. Customer has found the CLOCKSPRING recall online. Advised customer that this recall is not applicable to her vehicle.
Customer feels that this should become a recall. Customer wishes to have this repair paid for by chrysler.
PHONE:
[redacted]
**********END OF narrative**********
This CAIR is being escalated as the customer seeks goodwill
**********end of rational**********
this is the wrong number
[redacted] is listed in coin. The writer called and spoke with thecustomer s husband. The repair was already done at dealer 60405 customer paid $480.00. The best number to reach the customer is [redacted].
CONTACT UPDATE - Customer was contacted today at 12:24 PM MST
Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.
The writer spoke with the service manager Don. clockspring was replaced. Customer pay for this repair 488.66 repair was done in April. There are no signs of abuse or neglect. Chrysler will reimburse $400.00 for this repair as it is a safety concern because it could prevent the air bags from deploying.
Advised customer to submit original repair order & proof of payment to:
Chrysler Customer Assistance Center
PO Box 21-8004

Auburn Hills, MI 48321
Advised customer to make a copy of these documents for their records. Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependent upon verification of all documents requested.
The customer wishes it was reimbursement for the whole repair but is pleased with the reimbursement.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2417	8L[redacted]	**Open Date**	06/11/2010	**Built Date**	10/15/2007	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	10/20/2007	**Mileage**	47,000	**Dealer Zone**			
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Owner	[redacted]Y	**Contact Type**	E-MAIL
Address	[redacted]	**Home Phone**	[redacted]
	JANESVILLE WI[redacted]	**Country**	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	Airbag light will come on
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	
Recall - J34: STEERING DAMPER - Advise Owner/Incomplete Recall	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Starting problem, airbag light
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Currently, many of us rural carriers are experiencing 2 serious problems with the 2008 RHD Jeep Wrangler. 1. Turning the key will result in the solenoid engaging, then nothing happens. Eventually, it may engage the engine. The work around has been to place it in neutral, an accident waiting to happen. No codes occur, thus the dealerships seem unable to figure out why this is happening. 2. The airbag light comes on due to a problem with the clock spring. I was told the airbags aren t functional when this light is on, after I spent $500+ to make the repair. Many people
are unaware they are not protected while that light is on. I want Jeep to
address these issues before myself or my fellow carriers become a statistic.
*****END OF CUSTOMER EMAIL*****
Thank you for contacting the Jeep Customer Assistance Center regarding the Jeep Wrangler RHD.
I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.
Unfortunately, given the many variables involved, we are unable to diagnose your vehicle s problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.
Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Should your dealer require factory assistance, it is available through the regional Business Center.
Our records indicate that the following recall campaigns have not been performed by an authorized dealer:
Recall # Description
J24 MOPAR TOW BAR
J34 STEERING DAMPER

We suggest that you contact your local authorized Chrysler, Dodge, Jeep or Ram dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.
Please take a copy of this message with you at the time of service to aid the process. Please note that your dealership does not require a copy of the recall notice to perform the needed service. If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.
Thank you for taking the time to email us and have a great weekend.
*****END OF CAC EMAIL RESPONSE*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5918	7L2[redacted]	***Open Date***	06/22/2010	***Built Date***	05/21/2007	
Model Year	2007	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	06/18/2007	***Mileage***	31,000	***Dealer Zone***	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PGJ	JEEP GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE 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***	TELEPHONE
Address	[redacted]	***Home Phone***	
	MONTAUK NY [redacted]	***Country***	UNITED STATES

Product - Steering - Power Rack and Pinion / Gear - Leaks - Default	leaked and failed
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	
Product - Electrical - Horn - Intermittent or Inoperative - Default	

Customer is calling due to they are having issues with the electrical on their vehicle and they have had airbag lights come on and the horn is not working. Customer wants to have a DM go check out the vehicle and determine that there should not be a restriction and have thier warranty reinstated due to they have only been in a small fender bender that would not cause the issues in which the customer is having. Customer wants something done now or they will be recontacting the Attorney general as well as a lemon law official and get something done that way. Writer when to come back from hold and the customer was disconnected.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2415	8L[redacted]	***Open Date***	06/24/2010	***Built Date***	08/07/2007	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	09/21/2007	***Mileage***	75,893	***Dealer Zone***	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	24064	YORK MOTORS INC			
Dealer Address	500 PRESCOTT LAKES PARKWAY				
Dealer City	PRESCOTT	***Dealer State***	AZ	***Dealer Zip***	86301

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	DEWEY AZ [redacted]	***Country***	UNITED STATES

Corporate - Lemon Law - Default - Default - Default	
Product - Electrical - Starter - Complete Failure - Default	
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	

Why is the customer contacting Chrysler?
Caller states that she has paper work stating that there is unresolved matter with the no start.
Caller states that sometimes it turns on some times it does not.
Caller states that many attemps have been made OOW and caller has no more money.
Caller states that it started first @ 19,0424 on May 26,2008.
Caller states that her sister has the exact same matter with another CAIR.
What are the customer s expectations?
Caller is seeking Lemon Law.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted] cell)
Preferred Afternoon/Evening call back number is xxx-xxx-xxxx
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?YORK MOTORS INC
this a request for Lemon Law, buy-back or replacement?
Reassigned to 88L
* * * * * * * * * * QUALIFIER TEAM * * * * * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] at 3:30 pm.
Writer called the customer informing her that her case is still under review and she will receive a call back once the research has been done.
* * * * * * * ATTENTION SERVICE DIRECTOR/MANAGER * * * * * * *
This customer has contacted Customer Care seeking lemon law buyback/replacement. Preliminary research has determined this vehicle

doesn t appear to qualify for lemon law/Buyback/Replacement and the customer has been informed of such. They have also been told that we are interested in repairing the vehicle if a repair is required.
Please use all available resources as required (Area Manager, Business Center or STAR) to bring this to a resolution.
RESEARCH RESULTS:
Explain why this vehicle either appears to qualify or not: Does not qualify as there are not four duplicate repairs within the terms of protection.
Number of related repair attempts = 0
Number of days out of service = 0
Writer called the customer and advised her, the vehicle does not qualify for repurchase or replacement per her state laws. Writer advised the case will be sent to the dealership for further handling and documentation.
Writer called the dealership and informed Scott/SM that the case is being sent for further handling and documentation.
The customer s concern is the no start.
Writer will forward this case to 88D for further handling.
********** CASE MANAGER TEAM **********
######### DIRECT-TO-DEALER #########
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.
The unresolved concern is no start.
Agent called dealer and spoke to Scott, informed that CAIR was being sent. Please update this CAIR with resolution.
##################################
REASSIGNED TO BC/DLR 71 24064 06/29/10 08:11 O 1[redacted]
070510, jme2 to f/u w/svcmgr as to status.
Agent spoke to SM Joe. SM states that they are testing the transmission range sensor. They put a battery cord in it, due to the no start. They put in a request for the DM to take a look at the vehicle. They have ordered some parts for the vehicle and waiting on that.
070810, jme2 spoke with service manager, vehicle is scheduled for repair th is week.
Agent spoke with Joe SM. SM states that they put a starter in it, tested it a few times, because customer was waiting. They were going to do a follow up with the customer today. SM was informed that agent will be contacting the customer, and will inform her of the follow up from the dealership.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 9[redacted].
Customer confirms the concern, and she states that the issue is still occurring. Customer states that the starter will be put in today. She is going back to the dealership today. Customer is aware that agent will be following up with her again.
2nd attempt made to contact customer on 07/12/10 at 10:38 am MST on the number[redacted]. Customer states that the repair is completed, and they did put in a new starter, but it didn t start. She states that they informed her to return back on Wednesday to pick up the vehicle. Agent will follow up with customer on Wednesday 07/14/10.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 9[redacted].
Customer was not available.
Left a message indicating another attempt would be made.
Vehicle owner called requesting case manager, transferred.
Customer calls requesting to speak with JR1291
Customer/Caller transferred to extension # 66358
071510, jme2 to f/u s/svcmgr on 071610.
071910, jme2 spoke with service manager on 071610, vehicle is repaired, how ever service manager is waiting a few days to hear from owner. Usually, the vehicle would act up a couple of days later. jme2 to f/u with service mana ger on 072110 to verify.
072010, jme2 spoke with service manager yesterday, he has not heard back fr om owner, vehicle is repaired.
CONTACT UPDATE - 1st Contact attempt, phone number dialed[redacted]

Customer states that she was back in the dealership 2 days ago on Wednesday. She states that they have ordered a new ignition, and an ignition housing. Customer states that she has the vehicle, however, she has an appointment set for next Wednesday to get these parts installed. Customer was informed that agent will follow up next Friday 07/30/10.
2nd attempt made to contact customer on 07/31/10 at 11:58 am MST.
Customer states that they did install the ignition, and it still has the same problem, and now they are going to try changing out the TIPM and changing out the computer module. Customer states that the parts will be in on Monday 08/02/10, but her appointment is on 08/04/2010. Customer requests a follow up call. Agent will follow up on Thursday 08/05/10.
3rd attempt made to contact customer on 08/07/10 at 10:11 am MST.
Customer states that they ordered the part, and called her on Tuesday and cancelled the appointment. They have someone coming in from somewhere else that will be checking out the vehicle. She has an appointment next Tuesday 08/10/10. Customer requesting a follow up next Wednesday 8/11/10.
Agent attempted to contact the dealership. The dealership is closed today, no answer no the other line.
4th attempt made to contact customer on 08/20/10 at 3:52 pm MST.
Customer states that the Jeep is back at the dealership. She states that the DM from Chrysler went down there and told the dealer that is was a range sensor, last Friday. Customer states that the issue is still there. They are waiting for something to work with this concern. Customer states that the dealership has been good about keeping in contact with her.
Agent spoke to Tenisha at the dealership. She states that the vehicle was in there yesterday with a check engine light on. There was a transmission code that came up. They did a PCM flash, and the airbag light was on as well. They ordered a clockspring for the vehicle, and there was a intermediate start and they ordered a PCM. The customer took the vehicle and will return when the parts are in.
Agent spoke to Annette. Agent was referred to speak with Shawna SA. Annette states that there are still parts on order for the customer which is the PCM. Agent left a message for Shawna SA.
5th attempt made to contact customer on 09/09/10 at 10:43 am MST.
Customer states that she is taking it in today and they are going to do the wiring the harness on the battery. The parts did arrive last week, and this still didn t work for the customers vehicle. Customer has been informed that agent will continue to follow up.
Agent spoke to SM Joe. SM states that they put a PCM which did not fix the problem. They also put a battery harness, and they have not heard from her. He heard from other dealers that this was the last resort to fix the problem. He is hoping that the repair worked.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]9. Customer confirms that they did put in the wiring harness for the battery, and the issue is still happening. She states that the dealership is supposed to call her regarding a return appointment. Customer was informed that agent will send out an unresolved concern.
######### DIRECT-TO-DEALER #########
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.
The unresolved concern is no start
Agent called dealer and spoke to Joe SM.
Please update this CAIR with resolution.
##################################
REASSIGNED TO BC/DLR 71 24064 09/13/10 11:12 O 1[redacted]
Customer called wishing to speak to case manager. Agent transferred customer.
The customer stated she spoke to the Service Writer and she did not know what was going on with the situation but told the customer that she would recieve a call back. The customer did not receive a contact back from the Service Writer.
Customer calls requesting to speak with CF303.

Customer/Caller transferred to extension # 66196.
Customer calls seeking recall information. Advised the customer of incomplete recall J24 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
091710, jme2 has message in for service manager as to status.
091710, service manager to call owner and schedule appt.
092310, jme2 to f/u w/svcmgr today as to status.
*Contact Date:09/24/2010
Service / Parts Director at the dealership has updated the Cair# 1[redacted]
An appointment has been set with the customer.
092710, jme2 spoke with the service manager, and he spoke with the customer who stated that the vehicle sometimes will still actup. Service manager att empted to schedule appt. owner stated that she will have to call them to set appt, because she delivers mail and needs a right hand vehicle. jme2 to close cair due scheduling conflicts. Service manager to keep owner on his list to stay in contact with.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2418	8L[redacted]	**Open Date**	06/25/2010	**Built Date**	06/05/2008	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	07/15/2008	**Mileage**	68,206	**Dealer Zone**	74	DENVER	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PYB	DETONATOR YELLOW CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	67370	PLATTE VALLEY AUTO MART INC			
Dealer Address	4TH AND JEFFERSON				
Dealer City	LEXINGTON	**Dealer State**	NE	**Dealer Zip**	68850

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	ELM CREEK NE[redacted]	**Country**	UNITED STATES

Corporate - Excessive Contacts - Default - Default - Default
Product - Transmission / Transaxle - Gear Selector / Linkage - Complete Failure - Default

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Customer is stating that they have had problems with the vehicle,
Customer states that he move the gear shifter and the vehicle started so he took to dealership and they were able to determine that the gear selector had gone out.
What are the customer s expectations?
Customer would like chrysler to help with repair for he feels that it has been reported while under warranty several times and they couldn t fix it.
****End structured narrative T2 - Beginning Narrative
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is 3[redacted]
Preferred Afternoon/Evening call back number is [redacted]
Who has possession of the vehicle? (Dealer
Has the vehicle been diagnosed by a CDJ dealer? (Yes
If a CDJ dealer has diagnosed, what is the dealer name or code?45146
Reassigned to 88F
Customer called stating that the line disconnected when he was speaking with the previous agent. Customer states that he wanted to make sure his case was being taken care of. Writer advised the customer that his case has been sent to our senior resolution team for further handling.
********** CASE MANAGER TEAM **********
Sm Kurt states the customer did come into the dealer and the customer informed the Sm that dealer 67370 has ordered the part. Sm states he is unsure if the customer just wanted a second opinion, however informed the customer that he could contact the Dm to see if assistance was available. Sm states he will wait to hear from the writer with additional information.

Sm Ron at dealer 67370, Sm states the concern has been an ongoing problem. Sm states the Dm should be involved to see if there is assistance available. Writer informed the Sm a unresolved concern will be sent to the dealer.
Writer contacted the Sm Kurt at dealer 45146, writer informed the Sm that Sm Ron will be getting the Dm involved for further assistance.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]32 a.m mst
Writer informed the customer that the unresolved concern will be sent to the dealer. Customer states this has been ongoing and will follow up with the dealer for further assistance.
######### DIRECT-TO-DEALER #########
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.
The unresolved concern is the gear selector, unable to diagnose the concern.
Agent called dealer and spoke to Ron, informed that CAIR was being sent. Please update this CAIR with resolution.
##################################
REASSIGNED TO BC/DLR 74 67370 06/28/10 11:37 O 1[redacted]
DM attempted to contact SM Ron.
DM spoke with SM Ron and customer has not brought vehicle in for diagnosis. SM Ron stated that he will give customer a call and set up an appointment.
DM attempted to contact SM Ron Taylor.
DM spoke with SM Ron Taylor who stated that he has attempted to contact the customer numerous times to come in and get his vehicle diagnosed. Customer has yet to return a phone call to the dealership and schedule an appointment.
DM spoke with SM Ron Taylor and customer has yet to get a hold of the customer.
DM spoke with SM Ron Taylor and customer came in for an oil change. SM informed the customer that the dealership has the part and wanted to know if the customer wanted it replaced. Customer told SM that he just wanted an oil change and not to replace the part, therefore, DM is closing CAIR.
Writer contacted the customer he states he did not inform the customer to not replace the part on the vehicle. Customer states the dealer informed the customer that they would see if Chrysler was able to assist with the repairs, however if not the customer would be responsible. Customer states he will contact the Sm and will follow up with the writer. Writer informed the customer that a follow up will be made 8/5.
Customer calls requesting to speak with CASEY
Customer/Caller transferred to extension # 66305
Writer contacted the customer and left a detailed message regarding the decision made by the Dm. Writer will follow up 8/9
Customer states the vehicle will be at the dealer 8/14 for the repairs to the vehicle, writer informed the customer that a follow up will be made 8/19 regarding the repairs to the vehcile, customer agreed.
Quality Check- customer was contacted, writer determined that the repair has not been completed. Customer stated that the dealer has placed a button on the dash to make sure the correct parts is placed in the vehicle. Customer is working with the dealer on duplicating the issue. AGent will reassign to the dealer. Please do not close until vehicle has been repaired.
REASSIGNED TO BC/DLR 74 67370 08/19/10 10:59 O [redacted]
DM spoke with SM Ron and he will follow up with customer this week.
DM spoke with SM Ron and they are awaiting to see if neutral switch replace fixes same customer concern on a vehicle from last week. SM will contact customer to see if vehicle is fixed and schedule customer to an appointment and repair vehicle. SM Ron will contact DM with update.
DM spoke with SM Ron in regards to customers concern. After speaking with TA there has been a STAR Case posted that involves customers concern. SM Ron spoke with TA for instruction on how to repair vehicle on 9/3/2010.
Referred customer to CZ58 as she was mistransferred.

Customer was advised that due to the nature of their request
a call back is required and will take place within one business day.
Preferred Morning/Midday call back number is 3[redacted]
Preferred Afternoon/Evening call back number is 3[redacted]
Who has possession of the vehicle? Owner
Is this a request for Lemon Law, buy-back or replacement? Buy-Back
Reassigned to 88L
Customer does not want her CM and wants the vehicle bought back in stead.
* * * * * * * * * * QUALIFIER TEAM * * * * * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
3[redacted]
* * * * * * * ATTENTION SERVICE DIRECTOR/MANAGER * * * * * * *
This customer has contacted Customer Care seeking lemon law
buyback/replacement. Preliminary research has determined this vehicle
doesn t appear to qualify for lemon law/Buyback/Replacement and the
customer has been informed of such. They have also been told that
we are interested in repairing the vehicle if a repair is required.
Please use all available resources as required (Area Manager,
Business Center or STAR) to bring this to a resolution.
RESEARCH RESULTS:
Explain why this vehicle either appears to qualify or not: Vehicle does
not appear to qualify, Customer has no repairs in the terms of
protection for their complaint.
Number of related repair attempts = 0.
Number of days out of service = 0.
Writer is calling customer to inform them of the above information.
Customer did not answer so writer left message stating we would follow up
with them tomorrow.
Follow up 09/10/10.
Customer requested to speak with BB878. Writer transferred the customer
to the agents extension.
Writer contacted customer and informed him the vehicle does not appear to
qualify.
Customer is stating the air bag light keeps coming on and the vehicle is
shifting improperly.
Writer informed customer we will make ourselves available for repairs and
we will send over and unresolved concern to his dealership seeking
resolution for these issues.
Writer is calling dealership to inform SM Ron cair is being sent over so
we have documentation showing we made ourselves available for repairs.
Customers issue is the airbag indicator light keeps coming on and feels
the vehicle is not shifting properly.
Writer is sending cair to CZ58 for further handling the concerns are not
resolved.
Customer calls requesting to speak with Agent#CZ58.
Customer/Caller transferred to extension # 66305.
Writer told the customer that he ll get a hand written note over to the
CM for a priority call back as soon as possible before transferring the
call over to there.
Customer states the dealer is in another town and she needs the vehicle
everyday for her job. She states that now the transmission isn t working.
She states they don t know if it will be covered. She states they don t
want to work with this dealer anymore. She states the vehicle has had so
many problems and they don t really want the vehicle anymore.
Customer calls requesting to speak with Casey
Customer/Caller transferred to extension # 66305
Called dealership and spoke with Ron Taylor - SM - States that the
customer was last in 09/03/10 for a no start and transmission problems.
States that they were unable to duplicate the concern, states that they
have another RHD that is having the same no-start issue but they have
been unable to diagnose the issue. States that he has contacted STAR and
has involved the DM in both vehicles but as far as he knows there is
currently not a fix for it. Advised to keep in contact with STAR/DM for
further updates. States that the customer did mention some transmission
issues on the 09/03/10 visit but before the dealership could diagnose the
vehicle the customer came in and picked up the vehicle while the dealer

was closed - has not heard back from the customer since then.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2410	8L6[redacted]	**Open Date**	06/29/2010	**Built Date**	03/08/2008	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	07/04/2008	**Mileage**	43,283	**Dealer Zone**	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45366	ROBERTS DODGE CHRYSLER JEEP			
Dealer Address	5425 S MILL ST				
Dealer City	PRYOR	**Dealer State**	OK	**Dealer Zip**	74361

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	STRANG OK[redacted]	**Country**	UNITED STATES

Corporate - Recall - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer alleges that airbag light has come on and dings every 30 seconds.
Briefly summarize what the customer is expecting:
Customer would like assistance with out of pocket expense for repairs.
****End structured narrative T2 - Beginning Narrative
Customer alleges that she took vehicle to Dealer 45366. Customer alleges that dealership stated to her that the airbags were installed incorrectly upon manufacturing and that the wiring was rubbed causing the airbag light to come on. Customer alleges that Dealership stated to her that the airbags would not deploy if she were to have a collision.
Customer states that this is a concern for her families and her own safety.
Customer states that she loves her Jeeps.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted] Home
Preferred Afternoon/Evening call back number is [redacted] Cell
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 45366
Reassigned to 88F
Advised the customer of incomplete recall J24 for this vehicle.
Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
********** CASE MANAGER TEAM **********
Writer called the dealer and spoke to SA Steve as the SM does not work at their store. SA stated that this is a defect that they see on all Jeeps of this age, the clock spring just goes out on them. SA stated that this

is a loyal customer with several vehicles.
Customer has purchased 2 new and 3 used.
Chrysler will pay for this safety concern as a one time goodwill gesture.
As a one-time goodwill gesture, Chrysler will be making a policy
adjustment for this repair based on customer loyalty.
According to the dealer, the warranty costs of the repair are as follows:
Parts = $197.40.
Labor = $71.40.
With the concurrence of the Service Manager,
the customer will have a co-pay of $0.00.
########## DIRECT-TO-DEALER ##############
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint
goodwill policy decision has been made on behalf of our mutual customer.
A pre-auth has been created within GWA. If you need additional
assistance with this PA, you may contact Connor at 800-992-1997
extension # 66141. You may also contact us by email at:
T2email@chrysler.com. This customer has been informed
of this decision. Please update and/or close CAIR when complete.
##################################
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[redacted] at 1:32PM MST.
REASSIGNED TO BC/DLR 63 45366 06/30/10 16:50 O 1[redacted]
*Contact Date:07/01/2010
Service / Parts Director at the dealership has updated the Cair#[redacted]
The vehicle has been diagnosed.
*Contact Date:07/01/2010
DCX goodwill repair is documented on Repair Order#41051
Request was reviewed with DM.
CAIR RETURNED FROM DEALER ON 7/01/2010 AT 04:05:706 R[redacted]2
Customer states she is surprised how nice everyone was. Customer states
she appreciates the assistance and loves her Jeep. Writer thanked
customer for working with Jeep and informed her that the case will now be
closed.
CLOSED LOOP UPDATE - customer was contacted today at 3:55 PM MT.
Customer was reminded if their concern recurs, they will need to call the
800 number to establish a new file, which will be assigned to the Senior
Resolution Team.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6917	8L[redacted]	**Open Date**	07/01/2010	**Built Date**	05/29/2008	
Model Year	2008	**Body**	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	12/09/2008	**Mileage**	45,433	**Dealer Zone**	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PYB	DETONATOR YELLOW CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	26709	TALLAHASSEE DODGE CHRYSLER JEEP			
Dealer Address	3987 W TENNESSEE ST				
Dealer City	TALLAHASSEE	**Dealer State**	FL	**Dealer Zip**	32304

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

Dealer - Loaner Vehicle - Unknown - Other - Default	Dealer did not offer customer a loaner vehicle.
Dealer - Parts - Transaction - Other - Default	

Briefly summarize why the customer is contacting Chrysler: The customer alleges she took the vehicle to a dealership. The customer order a part for the air bag system and it took a week to arrive at the dealership.
The customer is upset that the dealership did not offer her a rental vehicle. The service advisor Jason Rowland did not advise the customer of the CaC rental assistance program or the goodwill assistance program.
Briefly summarize what the customer is expecting: would like reimbrusement for the repair.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is 7[redacted]
Preferred Afternoon/Evening call back number is xxx-xxx-xxxx
Who has possession of the vehicle? (Owner/Dealer/IRF) Owner
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 26709
Reassigned to 88F
********** CASE MANAGER TEAM **********
Writer contacted dealer 26709 SA Lawrence air bag light was on, clock spring was replaced, paid $442.14 total for parts and labor.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 7[redacted] at 8:46 AM
Customer was not available.
Left a message indicating another attempt would be made.
Original owner, five other vehicles. No service contracts. OOW for 9433 miles.
Customer [redacted] ast name pronounced [redacted] s'-girlfriend to owner, says that someone called her in regards to her case, and she did not have cell service until about 20 minutes ago.
Agent informed customer that case manager was researching into the case, and is still in the process of doing so.

Customer calls requesting to speak with RV600
Customer/Caller transferred to extension # 66049
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] 10:52 AM
Customer was not available.
Left a message indicating another attempt would be made.
Writer contacted customer, her concern that she was never offered a rental vehicle or loaner vehicle, and vehicle was at their dealership for ten days, had to pay for the part but upset that she had to wait so long for the part being in backorder and she could have ordered the part somewhere else and got it same day or next day. Customer states she is not happy at all with the service she was provided by dealership 26709.
Writer advice customer that complaint was submitted .
CLOSED LOOP UPDATE - customer was contacted today at 1:21 AM
Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3911	9L[redacted]	**Open Date**	07/02/2010	**Built Date**	11/03/2008	
Model Year	2009	**Body**	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	12/05/2008	**Mileage**	59,967	**Dealer Zone**	74	DENVER	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60405	CLOQUET CHRYSLER CENTER			
Dealer Address	701 WASHINGTON AVE				
Dealer City	CLOQUET	**Dealer State**	MN	**Dealer Zip**	55720

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	CLOQUET MN[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer said the air bag light was on.
Corporate - Reimbursement - Default - Default - Default	Customer seeking reimburesement for clock spring repair.
Recall - J31: TRANSMISSION FLUID TEMPERATURE WARNING - Advise Owner/Incomplete Recall	Writer called customer and advised fo the open recall.
Dealer - By-Pass - Default - Default - Default	

POSTMARK DATE: 061410; DATE RECEIVED: 061710
Customer said the air bag light was on. Customer seeking reimburesement for clock spring repair. Writer received customer s letter, dealer repair invoice and proof of payment. Customer was promised $400.00 reimbursement by BS653 in linre 23 of cair [redacted] Writer submitted a check for $400.00 for approval.
Writer called customer and advised of the open recall.
****

Process and approved
****

Customer Assistance Inquiry Record (CAIR)# 1[redacted]

VIN	1J4FZ2419	8L[redacted]	***Open Date***	07/22/2010	***Built Date***	01/15/2008	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	02/07/2008	***Mileage***	71,000	***Dealer Zone***	74	DENVER	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PBM	STEEL BLUE METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	67370	PLATTE VALLEY AUTO MART INC			
Dealer Address	4TH AND JEFFERSON				
Dealer City	LEXINGTON	***Dealer State***	NE	***Dealer Zip***	68850

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	COZAD NE [redacted]	***Country***	UNITED STATES

Dealer - By-Pass - Default - Default - Default
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default
Product - Brakes - Unknown - Other - Unknown
Product - Electrical - Ignition System - Intermittent or Inoperative - Default
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default
Product - Electrical - Speedo/Gauges/Ometer/EIC - Intermittent or Inoperative - Default
Product - Electrical - Starter - Intermittent or Inoperative - Default
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall
Recall - J30: TRANSMISSION FLUID TEMPERATURE WARNING - Advise Owner/Incomplete Recall
Recall - J34: STEERING DAMPER - Advise Owner/Incomplete Recall

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer had a previous review for replacement (CAIR #: [redacted]) but customer has new information. He states the previous review indicated no related repair attempts. Customer states there are numerous repair on record. The vehicle has numerous electrical issues (radio working intermittently, the lights go on and off, the air bag light is on, and the vehicle keeps stalling and will not start often)
Briefly summarize what the customer is expecting:
Customer seeking buy back.
****End structured narrative T2 - Beginning Narrative
Customer has also has continued problems with the brakes.
Customer was advised that due to the nature of their request a call back is required and will take place as soon as their case is reviewed. Preferred Morning/Midday call back number is [redacted] cell
Preferred Afternoon/Evening call back [redacted] cell
Who has possession of the vehicle? owner
Is this a request for Lemon Law, buy-back or replacement? buy-back
Reassigned to 88L
Customer calls seeking recall information. Advised the customer of incomplete recall J24,J30,J34 for this vehicle. Customer was advised to

contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
Customer has not yet received a call from anyone about the buy-back request; agent advised customer that his request is still under consideration and he will be contacted as quickly as possible.
* Excerpted from Nebraska Lemon Law
Chapter 60, Sections 2701 - 2709:
60-2704 Attempts to conform motor vehicle to warranties; presumption; term of warranty; how computed.
It shall be presumed that a reasonable number of attempts have been undertaken to conform a motor vehicle to the applicable express warranties, if (1) the same nonconformity has been subject to repair four or more times by the manufacturer, its agents, or authorized dealers within the express warranty term or during the period of one year following the date of original delivery of the motor vehicle to a consumer, whichever is the earlier date, but such nonconformity continues to exist or (2) the vehicle is out of service by reason of repair for a cumulative total of forty or more days during such term or during such period, whichever is the earlier date. The term of an express warranty, such one-year period, and such forty-day period shall be extended by any period of time during which repair services are not available to the consumer because of a war, invasion, or strike, or fire, flood, or other natural disaster. In no event shall the presumption provided in this section apply against a manufacturer unless the manufacturer has received prior written direct notification by certified mail from or on behalf of the consumer and an opportunity to cure the defect alleged.
Laws 1983, LB 155, 4.
* Writer spoke with customer. He said he does not have paperwork that shows 4 repair attempts for the same thing within the first year. He alleges he was in there, but dealer did not give him any paperwork. He did have brake work done. He still does not appear to qualify for lemon law.
* Had a long discussion. He said he is aware that NE Lemon Law has a one year limit. He said he contacted the office of the attorney general. They told him to try to work it out with Chrysler. He said if Chrysler doesn t work it out soon, they would get an attorney and file a suit. He would rather work it out.
* Customer is still experiencing intermittent no-start condition. Sometime the dashlights are all illuminated.
He said the dealer is replacing shifter. Writer told him file would be forwarded for further handling in trying to get vehicle fixed. He stated that dealer said they were told by technical people to try changing shifter. Customer said he needs to get in and get it done.
Customer states they would like to speak to their case manager; writer reviewed notes and transferred customer to case manager s extension.
CONTACT UPDATE - Writer spoke with customer he is experiencing a intermittent, no start condition. Has a electrical issue. Now he is having a issue with his front stabilizer shock. They will be working on that today. They are going to replace the shifter to see if that will work. Customer stated he does not qualify for the lemon law. Customer vehicle is a mail delivery vehicle, right handed. Customer wants his issues resolved. His wife drives this vehicle to deliver mail. She drives it for a few days and then she has issues, where it does not start. Stated to customer I would contact dealership and send over a unresolved concern.
Writer spoke with SM Ron stated I would be sending a unresolved concern over to the dealership for customers concerns. Customer has a no start problem but, they cannot duplicate customers concerns. Customer has a issues with his stabilizer shock. Stated we can do some goodwill assistance for the repair. Left my information to call back once it is diagnosed.
######### DIRECT-TO-DEALER #########
ATTENDING 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 customer has a no start issue and electrical problems. He is having a problem with his stabilizer shock.
Agent called dealer and spoke to Ron, informed that CAIR was being sent. Please update this CAIR with resolution.
##################################
[redacted]
DM spoke with SM Ron and they replaced the neutral safety switch. Dealership tried to tried to duplicate the no start concern but were unable to do so in 100 attempts. Vehicle has been repaired and customer is back in possession of the vehicle, therefore DM is closing CAIR.
Writer advised the cusotmer to contact the dealership for an update.
Customer called in and alleged that he never heard from the district manager and the dealership did not provide contacts for the DM, customer advised to inquire on the case status with the dealership, where he can obtain contact details of the district manager. Customer discussed that he is not getting anywhere with this case, and discussed that he will eventually involve a lawyer in this issue. Customer can be reached at phone: [redacted]0
DM spoke with customer in regards to his concerns. Customer claims that he has brought vehicle in multiple times for no start condition that has been intermittent. Claims that previous SM at dealer never documented any of his complaints. Has had multiple issues regarding rear brakes. Dealer has replaced neutral safety switch which seemed to resolve the concern for a while, but it is still acting up. DM informed customer that he is going to work with TA to add assistance to repair the vehicle. Customer is unwilling to let dealer or TA make another repair attempt. Vehicle will run and start fine for a week and then all of a sudden won t start multiple times. Vehicle may not start for 15 minutes or it won t start for hours. DM is seeking assistance from WAM.
DM unable to reach customer, left call back number.
DM made 2nd attempt to contact customer, left message with call back number. DM spoke with SM Ron Taylor and customer has not returned his phone calls either.
Customer returned phone call to DM. Customer still unwilling to take back to dealer for another repair attempt even though star case [redacted] has not been performed. Customer states that he will pursue other avenues for resolution.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA591X	7L1[redacted]	***Open Date***	07/23/2010	***Built Date***	12/01/2006	
Model Year	2007	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	12/22/2006	***Mileage***	33,400	***Dealer Zone***	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	42885	SECURITY DODGE CHRYSLER			
Dealer Address	345 MERRICK RD				
Dealer City	AMITYVILLE	***Dealer State***	NY	***Dealer Zip***	11701

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

Corporate - Excessive Contacts - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer states the air bag light came on in his vehicle.
Briefly summarize what the customer is expecting:
Customer would like Chrysler to help with the repairs.
****End structured narrative T2 - Beginning Narrative
Owner s husband called.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]1
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? 42885
Reassigned to 88F
* * * * * * * * * * CASE MANAGER TEAM * * * * * * * * * *
Writer attempted to contact the dealer left vm for SM George requesting a return call.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 6[redacted] at 1:09 pm ET.
Customer was not available.
Left a message indicating another attempt would be made.
Writer attempted to contact the dealer left vm for SM George requesting a return call.
Writer received message from SM George on 7/27/10 stating that the clock spring and cruise control start needs to be replaced. SM stated that the total cost is about $620 and the customer was informed this was needed in 4/2010 @ 31,596. SM can be contacted at 631.291.5000 ex 322.
Writer contacted the dealer and spoke with SM George. SM stated that the

customer has not been back and that in 4/2010 they had the air bag light issues, seat will not fold down, oil change, and recall done. Writer will need to inform the customer that a new diagnosis will need to be done.
Writer contacted the customer and went over lines 29-32 and informed him that he will need to get a diagnosis. Customer stated that he will set up an appointment.
Writer contacted the customer and he stated that he will set up an appointment next week.
Writer contacted the dealer and was informed that they did not show an appointment for the customer.
Writer attempted to contact the customer, left vm.
Customer calls requesting to speak with CA648
Customer/Caller transferred to extension # 66011
Customer is calling to speak with his case manager but does not want to be transferred if there is not a guarantee that he can speak with the agent now. Writer advised that we can take a note to the agent. Customer asked that it be done while he is on the line. Writer advised that the agent is on a call and will call back at their earliest convenience.
Writer received message from customer stated that he had an appointment for 8/6/10, writer will follow up at that time.
Customer called to speak with case manager CA648. Writer transferred customer to extension 66011
Writer contacted the dealer and spoke with SM George. SM stated that he did not show an appointment other than one on 8/7/10 but it is only for an oil change.
Writer attempted to contact the customer, left vm.
Writer attempted to contact the dealer, left vm SM George.
Writer contacted the customer and he stated that he wil set up an appointment with the dealer.
Dealer calls back with information previously requested.
Dealer transferred to original agent working CAIR
Writer attempted to contact the customer, left vm.
Writer contacted the customer and he stated that he has an appointment for 8/13/10 at the dealer. Writer will follow up once the diagnosis is done.
Writer contacted the dealer and spoke with SA John. SA stated that they are still doing the diagnosis and that it would be completed in about 40 minutes. SA stated that his x336.
Writer attempted to contact the SA John and he was not available, left vm requesting a return call with warranty prices.
Writer attempted to contact the dealer, left vm requesting a return call.
Writer contacted the dealer and spoke with SA John. SA stated that EGR valve, clock spring and cruise control stock need to be replaced. SA stated that he spoke with SM George and that they are willing to work with the customer. SA stated that he will gather warranty prices and get back to CA648.
Writer received message from SA John stating that he had warranty prices.
Writer contacted the dealer and spoke with SA John. SA stated that the total cost of the repair is $572.93 (parts:388.93, labor:184). SA stated that he will check with his SM to see if he will accept a pa from Chrysler with the customer paying a $150 deductible. SA stated that he will contact CA648 when SM is off the phone.
Writer received message from SA John stating that the SM has approved deductible plus tax.
Writer contacted the customer and informed him of the goodwill offer. Customer stated that he already paid $110 for the diagnosis fee and he was told that would be towards the total cost. Writer informed him that SA John would be contacted. Customer is very satisfied with the offer.
Writer contacted the dealer and left vm for Sa John requesting a return call.
Writer received message from SA John stating that the customer will have to pay the $150 plus tax.
Chrysler will reimburse the customer the diagnosis fee.
Advised customer to submit original repair order & proof of payment to:
Writer contacted the customer and informed him that he will have to pay the $150 plus tax up front. Writer informed the customer that since he

already paid $110 for the diagnosis that Chrysler will reimburse that cost. Customer is very satisfied and stated that he would set up an appointment.
Chrysler Customer Assistance Center
PO Box 21-8004
Auburn Hills, MI 48321
Advised customer to make a copy of these documents for their records. Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number 19754391. Advised customer the goodwill offer is dependent upon verification of all documents requested.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer satisfaction.
According to the dealer, the warranty
costs of the repair are as follows:
Parts =388.93
Labor =184
With the concurrence of the Service Manager, George,
the customer will have a co-pay of $150.
########## DIRECT-TO-DEALER ##############
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Camila at 800-992-1997 extension # 66011. You may also contact us by email at: T2email@chrysler.com. This customer has been informed of this decision. Please update and/or close CAIR when complete.
##############################[redacted]
[redacted]
*Contact Date:08/18/2010
Service Manager at the dealership has updated the Cair#[redacted]
An appointment has been set with the customer.
8/18 Reviewed w/smgr. amgr not involved. RGR1, AM
*Contact Date:08/31/2010
DCX operational issue has been addressed and customer has been provided with explanation.
Request was reviewed with DM.
CAIR RETURNED FROM DEALER ON 8/31/2010 AT 07:15:545 R 1[redacted]
Owner asked to speak to Camila Case manager.
Writer transferred the call to 66011.
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
6[redacted] at 9:25 AM MDT.
Customer was not available.
Left a message indicating another attempt would be made.
Writer attempted to contact the dealer and left vm for SD Steve stating that customer is still planning on repairing the vehicle.
Writer attempted to contact the customer, left vm stating that he is still within the 30 days and to contact the dealer to get it repaired.
Per lines 141-144 customer has not had the repair completed yet, but is still wanting the repair completed.
Writer is reassigning case BR317 for follow up with the case manager.
Please contact the dealership about repair not being complete.
Writer attempted to contact the dealer, left vm for SM George.
George from dealership states the customer made another appointment for next Wednesday. George from dealership states the car is not repaired at this time.
Writer informed the customer that this information will be documented for the case manger.
Customer was wondering when his 30 days started to accept the goodwill offer. He is doing the repair next wednesday.
Writer attempted to contact the customer, left vm for customer stated that the 30 days is up on 9/17.
Writer reassigning cair to 88a as repairs will be done 9/8/10.
88A QUALITY CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[redacted]1 at 11:43AM.

Customer states the vehicle has not been picked up, but should be done today.
Agent will follow up on 09/13/2010.
CLOSED LOOP UPDATE - customer was contacted today at 8:43 AM MDT. Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3918	9L[redacted]	**Open Date**	07/26/2010	**Built Date**	12/17/2008	
Model Year	2009	**Body**	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	01/02/2009	**Mileage**	56,543	**Dealer Zone**	42	DETROIT	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PGJ	JEEP GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	05037	TUBBS BROTHERS INC			
Dealer Address	959 W SANILAC				
Dealer City	SANDUSKY	**Dealer State**	MI	**Dealer Zip**	48471

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

Dealer - By-Pass - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
The customer stated that lights would come on in the dash and the air bag lights are coming on.
Briefly summarize what the customer is expecting:
The customer is seeking assistance on the repair of the air bags.
****End structured narrative T2 - Beginning Narrative
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted] Cell
Preferred Afternoon/Evening call back number is 8[redacted] Cell
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? 05037
Reassigned to 88F
********** CASE MANAGER TEAM **********
Contacted service manager 7:03am MST MIKE was not available. Left a detailed message including the information about the case. Case manager name, number, reference number, text number.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] at 7:13am MST.
Customer states that she is concerned that there is several lights that have been on, and have had several issues. This is a mail carrier vehicle, and a right hand drive vehicle. Customer was advised that Mike the service manager and case manager will keep in contact with the customer.
Dealer calls/emails back with information previously requested.
Warranty parts $197.40
Warranty labor $108.78

Other Information -SM Mike stated that the total for the repair is going to be $306.18
No service contract, Original Owner, 3 other used in household,
Contacted customer [redacted]
Offered the customer a co-pay $150.00. Customer was happy with this and has an appointment on Friday 7/30/2010.
Contacted service manager Mike states that now she has an EGR Valve that has gone out, which warranty cost on that is $231.15.
Since the offer was already offered to the customer, without knowing of the EGR Valve issue, Chryseler will assist and take care of the $231.15.
REASSIGNED TO BC/DLR 42 05037 07/28/10 12:56 O [redacted]
SM will update today.kma
*Contact Date:08/02/2010
Service Manager at the dealership has closed the Cair# [redacted]
Customer request has been fulfilled.
CAIR RETURNED FROM DEALER ON 8/02/2010 AT 11:57:920 R 19763542

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8FA541X	7L[redacted]	***Open Date***	07/27/2010	***Built Date***	04/01/2007	
Model Year	2007	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	04/16/2007	***Mileage***	75,634	***Dealer Zone***	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	JEFFERSONTON VA 2[redacted]	***Country***	UNITED STATES

Product - Electrical - Navigation System - Unknown - Default
Product - Steering - Unknown - Misaligned - Default
Product - Wheels and Tires - Tires - Defective - Unknown
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall
Recall - J30: TRANSMISSION FLUID TEMPERATURE WARNING - Advise Owner/Incomplete Recall

Briefly summarize why the customer is contacting Chrysler:
Customer stated that when coming down the mountain the tires literally wobbles back and forth. Major problems with the vehicle, taken in numerous time to the dealer for the past 2 years, nobody seems to be able to find the problem. Went online and find out it was the death wobble. Customer stated that the dealer replaced tire, front end alignment. Customer stated she paid for towing, time off work. Customer stated that there is a major chip replaced, navigation system out. Customer stated at this point she will get an attorney, spend a lot of money on this vehicle, had to change my job because of this vehicle, wheels out of control. Customer stated that when she brake it feels like the tires were going to come off.
Briefly summarize what the customer is expecting: Customer is requesting the vehicle to fix. Customer is requesting the tires back and all the money she spend on repairing this vehicle. Customer stated that she don't trust her vehicle and she is afraid of her vehicle.
Writer advised customer that the case will be escalated to the case management department for further research then will call back within one business day.
Customer calls seeking recall information. Advised the customer of incomplete recall recall #J24, J30, for this vehicle. Customer was advised to
contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is[redacted]
Preferred Afternoon/Evening call back number [redacted]
Who has possession of the vehicle? Dealer
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code?
Reassigned to 88F
The customer states she spoke with someone yesterday and she was advised

she would receive a callback. Writer advised customer of timeframe for callback. Customer insisted on speaking with the CM. Writer transferred customer to extension # 66011
* * * * * * * * * * * CASE MANAGER TEAM * * * * * * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] at 6:31 pm ET.
Customer stated that she has been having this issue for over a year. Customer is very upset and stated that she does not feel in her vehicle because it will shake so bad. Customer stated that she went to dealer 23301, 67463, 60330 and that they all told her that they did not know what she was talking about. Customer stated that finally she went to dealer 44574 and that SM Martha knew what she was talking about and that they replaced the steering dampener. Customer stated that the issue is not resolved and that the vehicle is still shaking. Customer stated that she also has an issue with her air bag light. Customer stated that she loves her Jeep and that her whole family has Jeep but that she does not feel safe. Customer stated that her vehicle is will only shake when she is going down Warm Spring Mountain coming back from her farm. Customer stated that it will shake at certain angels are going a certain speed. Customer stated that she has witnesses and that a man once her that her sway bar or stabilizer bar was shaking. Customer stated that she gets so scared and that she has replaced her tires, brakes and has gotten a front end alignment. Writer informed her that this would be escalated through Jeep and that maybe a test drive can be arranged with dealer 60330 as they are the closest dealer towards the mountain. Writer informed her that she will be contact on 7/30/10.
****** Below Corporate Resources Contacted ******
STAR
on 2010-07-28 @ 19:07
****** START OF SUPPORT ESCALATION FROM STAR USA by T5070RB******
I called and talked to the Service Directors of two Dealerships that worked on this vehicle, in the past year and a half, for concerns that were possibly related to the concern that she is now talking about. The first Dealer I talked to worked on the vehicle when it had thirty-nine thousand miles on it, March of 2009, they worked on the brakes for a pulsation when brakes were applied. The only shake or pulsation that they could duplicate. Then in the first part of this year the second Dealer worked on it with seventy-three thousand miles on the vehicle, for a steering shake. And a Steering dampener was installed. Shaking or pulsating brakes along with suspension or steering shake is caused by the vehicle being out of alignment or having damaged or worn parts on the vehicle. These concerns get worse with added mileage. It is possible that with the vehicle now having seventy-five thousand miles on it that they may be able to duplicate the concern or that the Customer can show them what they need to do to duplicate the concern. Either Dealer 60330 & Dealer 44574 said that they would be happy to help diagnose this vehicle. And I have left my phone number at both locations so they may call me with any questions or needed help if and when the vehicle comes in.
****** END OF SUPPORT ESCALATION FROM STAR USA******
Writer attempted to contact the customer, left vm.
Writer attempted to contact the customer, left vm with text number.
Customer calls requesting to speak with CA648
Customer/Caller transferred to extension # 66011
Customer calling stating that he wants to speak with case holder writer transferred customer.
Customer would like to be emailed linda [redacted] or to text them at [redacted]. Customer wants the vehicel repaired due to they have the issue for so long. Customer feels that this is unfair and rediculous and wants somthing done. customer states that the best time to contact them from 12-2 and off work and will have signal from 6-6:30. Customer would like to get a call back within these times.
Customer calling to speak to CM. Caller sent to CA648.
Customer calls requesting to speak with CA648
Customer/Caller transferred to extension # 66011
Customer calls requesting to speak with CA648
Customer/Caller transferred to extension # 66011

Writer contacted the customer at [redacted]0 (work number) writer informed the customer that 2 dealer are willing to work with her to find a solution to her issue. Customer stated that she does not want to work with the dealership because she has been working with them for the last 2 years. Writer informed the customer that writer understand but because dealer 44574 did not completely fix the problem that she would have to go to the dealer. Customer stated that this was a safety concern and that she wanted to work with someone else. Writer informed her that this is the next step and went over star case with customer. Customer is still not satisfied and writer informed her that until she agrees to go to a dealer that writer can not assist.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# 1[redacted]

VIN	1J4FA5418	7L[redacted]5	**Open Date**	08/03/2010	**Built Date**	04/26/2007	
Model Year	2007	**Body**	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	05/11/2007	**Mileage**	28,000	**Dealer Zone**	74	DENVER	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	26185	LUNDE JEEP			
Dealer Address	140 40TH ST SW				
Dealer City	FARGO	**Dealer State**	ND	**Dealer Zip**	58109

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	FARGO ND [redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Customer is calling to find out what can be done due to the airbag light came on and they took the vehicle to the dealer and the dealer wants to charge them for diagnostics and repair due to they are out of warranty by time but not by mileage. Customer states that they should not be charged due to it is such a needed componant for the saftey of the vehicle.
customer can also be contacted at email address m[redacted]
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is[redacted]
Preferred Afternoon/Evening call back numbe[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? 08704
Reassigned to 88F
* * * * * * * * * * * CASE MANAGER TEAM * * * * * * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] 10:38 AM.
Writer contacted customer to see if he has had his vehicle diagnosed.
Customer is stating he thinks it not right that he will have to pay a hundred dollars for a diagnostic.
Writer informed customer before Chrysler could consider assistance he would need to have diagnostic done and we will not be able to waive the diagnostic fee.
Customer stated he is not suprised and he will have repairs done at Midas.
Writer was willing to assist customer but he declined.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
Customer is not willing to have diagnostic done.
Unless the customer offers new information, decision remains unchanged.
* * * * * * * * * * *

CLOSED LOOP UPDATE - customer was contacted today at 10:46 AM. Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2412 7[redacted]	***Open Date***	08/04/2010	***Built Date***	04/30/2007		
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	05/19/2007	***Mileage***	42,100	***Dealer Zone***	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68689	HEALEY CHRYSLER DODGE JEEP LLC			
Dealer Address	557 ROUTE 52				
Dealer City	BEACON	***Dealer State***	NY	***Dealer Zip***	12508

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	NEWBURGH NY 1[redacted]2	***Country***	UNITED STATES

Dealer - Sales - Personnel - Other - Salesperson	
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	
Product - Drivability - Unknown - No Start - Default	

Customer states that he has had issues since he bought the car. He bought an extended warranty. He was told that he had a month warranty on the vehicle from the dealer. Customer states the vehicle won t start. It leaks. There is a clicking in the steering wheel and gas pedal. The transmission makes a clicking when its put in drive before it engages. The power steering is starting to wine. The head lights didn t want to turn. The air bag light came on. The idle dropped to 500 RPMs and it seemed like the car was going to stall. There is also a vibration when overdrive kicks in. He states that they told him to wait a week for his service contract to kick in so he could get rental under it while the vehicle is in. Customer is upset that they don t offer a loaner vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2412	8L[redacted]	***Open Date***	08/06/2010	***Built Date***	08/13/2007	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	09/10/2007	***Mileage***	44,200	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	65074	HAYES CHRY-DODGE-JEEP INC			
Dealer Address	719 W PIKE STREET				
Dealer City	LAWRENCEVILLE	***Dealer State***	GA	***Dealer Zip***	30045

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	AVERA GA [redacted]6	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default

Customer calling to find out if any recalls for the airbag light - Csr advised that there is no recall for the issue - advised customer to go to the jeep dlrshp and have it diagnosed - verified address and phone # - closing cair

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA6415	7L1[redacted]	***Open Date***	08/06/2010	***Built Date***	03/01/2007	
Model Year	2007	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	04/14/2007	***Mileage***	51,469	***Dealer Zone***	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	67086	CHASE CHRYSLER JEEP			
Dealer Address	2979 AUTO CENTER CIRCLE				
Dealer City	STOCKTON	***Dealer State***	CA	***Dealer Zip***	95212

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

Dealer - Service/Body Shop - Personnel - Discourteous/ Rude - Service Advisor	
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	

Briefly summarize why the customer is contacting Chrysler:Customer dissatisfied with Chase Dealership, both with quality of service and personnel.
Briefly summarize what the customer is expecting:Customer states that dealership is not forthcoming with problems of car, the service cashier was rude and uninformed and the service technicians did not give her a stick shows when next oil change should be performed. Customer tried to contact dealer to express her dissatisfaction but no one has call back.
Customer has spoken to Steve and Bill
Customer states she had an air bag light on, when she took it to dealership the diagnosis was an air bag coil on steering column needed to be replaced. After repairing vehicle now the horn does not work
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]7
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?67086
Reassigned to 88F
* * * * * * * * * * CASE MANAGER TEAM * * * * * * * * * *
Writer contacted the dealer and spoke with SA Bill. SA stated that the clockspring was replaced and that the customer does all the services at the dealer. SA stated that the customer called stating that she was having issues with the horn and that he was going to pick up her vehicle tomorrow morning.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] at 1:34 pm ET.
Customer was not available.

Left a message indicating another attempt would be made.
Customer called to speak to a manager above the case manager. Writer informed customer she would need to speak to the case manager. Writer transferred customer to extension 66011
Writer contacted the customer and she stated that she was upset with the dealer because they told her that they were going to pick up her vehicle by 9 am. Customer stated that they called her at 8:45 am and asked for her address and directions. Customer stated that she was very upset because they caused this problem and she thought that they would be more willing to assist her. Writer apologized for the experience and informed her that writer can contact the dealer to make sure that this gets resolved. Writer informed the customer that her complaint was documented. Customer stated that she wanted to escalate her complaint. Writer tried to provide the customer with the email address and customer was not happy because it was not a direct email. Customer wanted agent to sent email and writer informed the customer that agent does not have access to email. Customer did not believe agent and wanted to speak to a supervisor. Writer informed the customer that agent is trying to assist the customer and that this is the best way to form a complaint. Customer demanded a supervisor and writer informed the customer and she would have to wait and that a supervisor would be in contact with her within an hour. Customer was not satisfied and stated that she was going to hold. Writer informed the customer that she would be placed on hold but will not grantee that someone will get to her soon. Customer understood.
SUPERVISOR
Writer called customer who stated that dealership was inconsistent after creating an issue with her steering wheel and not knowing her address.
Writer expressed empathy and apologized for any inconvenience.
Writer advised that dealerships are seperate entities form Chrysler/Jeep.
Writer advised that the customer should write to the address for written correspondence and contact dealer principal.
Writer stated that Jeep appreciates her business very much and will be happy to also document the concern.
The customer understood.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2416 8[redacted]	**Open Date**	08/13/2010	**Built Date**	09/07/2007		
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	09/19/2007	**Mileage**	65,000	**Dealer Zone**	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PBM	STEEL BLUE METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	64053	ADIRONDACK AUTO SERV INC			
Dealer Address	ROUTE 9				
Dealer City	ELIZABETHTOWN	**Dealer State**	NY	**Dealer Zip**	12932

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	TICONDEROGA NY 12883-3936	**Country**	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default

Customer would like to file complaint on vehicle - has many recalls, you have to wiggle the shifter to start, radio wont start and was told short circuit, the washer fluid squirt from the inside and currently the airbag light came on. Vehicle is a mail carrier and has heard same vehicle having same issue. Customer would also like mailing address for complaint. Writer file complaint and gave address:
Chrysler group LLC
P.O. Box 24-8004
Auburn Hills, MI 48321

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2413	8L[redacted]6	***Open Date***	08/16/2010	***Built Date***	05/30/2008	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	08/19/2008	***Mileage***	42,000	***Dealer Zone***	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68490	MACK GRUBBS MOTORS INC			
Dealer Address	1470 HWY 98 E				
Dealer City	COLUMBIA	***Dealer State***	MS	***Dealer Zip***	39429

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted] L[redacted]	***Home Phone***	[redacted]
	SUMRALL MS 3[redacted]	***Country***	UNITED STATES

Product - Electrical - Unknown - Defective - Default
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall
Recall - J30: TRANSMISSION FLUID TEMPERATURE WARNING - Advise Owner/Incomplete Recall
Recall - J34: STEERING DAMPER - Advise Owner/Incomplete Recall

Customer called in inquiring about recalls for there vehicle. I provided customer with the incomplete recall #J24+J30+J34 . I advised customer that they would need to contact there Chrysler, Jeep, Dodge dealership to schedule an appointment for repair.
Customer stated that the air bag light on the vehicle stays on. Customer stated that once and a while the vehicle will not start. Customer stated that he is looking for assistance with repairs needed. Customer is bringing the vehicle to the dealership for a diagnosis today while it is in getting recalls performed.
Dealer Name: MACK GRUBBS MOTORS INC
Dealer Phone: 601-736-3432
Dealer Code: 68490
Customer would like to be contacted at 6[redacted]
****END OF NARRATIVE****
Escalating as customer is seeking assistance with the repairs
* * * * * * * * * * * CASE MANAGER TEAM * * * * * * * * * * *
Original owner, only vehicle, no csc, oow 3/36 by 6000 miles.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] at 1:15 PM.
Customer states he had a clock spring issue go wrong in air bag. Customer would like assistance with repair. Writer will call dealer.
Writer called dealer to speak on customers issue. SA Jackee states that vehicle needs clock spring.
He will call back with parts and labor totals.
Ask for Mike Anderson for pricing on monday because Jackee gave him the information. Writer called customer to speak on issue, customer advised of follow up 8/30/10.
Writer called dealer for information on prices. Mike will call writer

back with pricing.
Writer called Mike A. but he was not available so writer left a message indicating a follow up is required.
Writer called customer to advise of follow up 9/3/10 or 9/7/10.
Writer called dealer to speak with Mike as to pricing. He states he had left it on machine, writer advised that machine is not working and no notes were saved. Writer will call Mike in the morning for pricing.
Writer called customer to speak on situation but customer was not available so a message was left indicating a follow up would be made.
Write called dealer to speak with Mike. Mike was at wrong store location so he requested a call back on his cell at 985-807-5226 around 12 pm.
Writer called Mike to speak on issue.
Parts $197.40
Labor $52.60
Customer will have a $125.00 copay. SM Mike states that he agrees with copay.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customers loyalty.
According to the dealer, the warranty
costs of the repair are as follows:
Parts $197.40
Labor $52.60
With the concurrence of the Service Manager, Mike,
the customer will have a co-pay of $125.00.
########## DIRECT-TO-DEALER ##############
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Brianna at 800-992-1997 extension # 66377. You may also contact us by email at: T2email@chrysler.com. This customer has been informed
of this decision. Please update and/or close CAIR when complete.
##################################
REASSIGNED TO BC/DLR 63 68490 09/09/10 13:47 O 1[redacted]
*Contact Date:09/20/2010
Service Director at the dealership has updated the Cair# 1[redacted]
An appointment has been set with the customer.
88W CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] at 10:01 am MDT. Customer was not available. Left a message indicating a[redacted] other attempt would be made.
NEXT AGENT: If customer calls back please ask if vehicle has been repaired.
Writer contacted dealership and spoke with Mike who stated vehicle has been repaired on 9/22. Writer will followup with another courtesy call.
2nd attempt made to contact customer on 10/21/2010 at 8:36 AM MDT.
Left a voice mail.
Customer was provided with agent s name and Brand number.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BZ3H17	AL[redacted]	**Open Date**	08/19/2010	**Built Date**	09/25/2009	
Model Year	2010	**Body**	JKUM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	11/18/2009	**Mileage**	38,000	**Dealer Zone**	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	26791	GILBERT CHRYSLER JEEP DODGE OF			
Dealer Address	2240 SE COURT AVE				
Dealer City	PENDLETON	**Dealer State**	OR	**Dealer Zip**	97801

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	([redacted]
	SUNNYSIDE WA[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer states the air bag light is on and he want to know if its covered under the warranty.
Briefly summarize what the customer is expecting:
Customer is seeking warranty information.
****End structured narrative T2 - Beginning Narrative
Writer advised customer the 3/36 warranty has expired by mileage.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3913	9L7[redacted]	**Open Date**	08/19/2010	**Built Date**	11/03/2008	
Model Year	2009	**Body**	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	02/09/2009	**Mileage**	65,411	**Dealer Zone**	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	43281	VERGER CHRYSLER JEEP DODGE			
Dealer Address	1400 OCEAN BOULEVARD				
Dealer City	COOS BAY	**Dealer State**	OR	**Dealer Zip**	97420

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	
	BROADBENT OR 9[redacted]	**Country**	UNITED STATES

Dealer - Service/Body Shop - Transaction - Refused Goodwill Service - District Manager Decision	DM and SM declined assistance.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Driver side air bag light is on.
Recall - J31: TRANSMISSION FLUID TEMPERATURE WARNING - Advise Owner/Incomplete Recall	Open recall.

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Air bag light.
Briefly summarize what the customer is expecting:
DM and SM declined.
****End structured narrative T2 - Beginning Narrative
**********Dealer email received**********
We had his vehicle in the shop with loose wiper linkage and an Air Bag light going on and off. We have diagnosed the vehicle, finding that the wiper linkage is loose and needs replaced, also the drivers Air Bag unit has an intermittent short. This vehicle is a Mail vehicle, right hand drive, In-Service of 02/09/09, with 65,411 miles. I had placed a call to my District Manager, Rob Forsgren, to see what type of assistance we can offer. Shortly after I had left for lunch he did call back, and after talking with our Service Manager, Mark Denson, had denied assistance based on the fact that the vehicle is a Mail vehicle, however he did advise us to offer an In-House 10% discount to the customer.
Please document this in the data base for future reference.
Thank you,
Erik Bjornerud
Asst. Service Manager/W.A.
Verger CJD
Dlr:43281
**********Dealer email ended**********
Customer calls seeking recall information. Advised the customer of

incomplete recall #J31 for this vehicle. Customer was advised to
contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment
to complete recall repair.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the air bag
light.
The goodwill assistance was declined because vehicle is a postal vehicle.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2418	8L[redacted]	***Open Date***	08/26/2010	***Built Date***	06/13/2008	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	07/10/2008	***Mileage***	37,514	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	59150	CULLMAN DODGE CHRYSLER PLYMOUTH IN			
Dealer Address	1302 2ND AVENUE SW				
Dealer City	CULLMAN	***Dealer State***	AL	***Dealer Zip***	35056

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	CULLMAN AL [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag inquiry
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Customer was advised about the recall J24
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Improper Shift - Default	Improper shifting inquiry
Corporate - Excessive Contacts - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler:Because her air bag light comes on and off and also the gear shifter does not function properly and willing to work with the dealer 59150 for the repair.
Briefly summarize what the customer is expecting:Asking Chrysler to help with the repair.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is xxx-xxx-xxxx
Preferred Afternoon/Evening call back number is [redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code?59150
Reassigned to 88F
* * * * * * * * * * * CASE MANAGER TEAM * * * * * * * * * * *
Writer contacted dealer 59150 to obtain the diagnosis. Service Manager is on a road test. Service Advisor, Elizabeth, states the clock spring failed, the customer could not have caused or prevented the concern. There is nothing documented regarding the gear shifter not working. Customer has the oil changes performed at the dealership.
Agent attempted to contact dealer Service Manager (SM) Tommy, however, SM not available. Left message for a return call to Connor at extension 66141 or email T2email@chrysler.com. Writer advised based on the information received the writer would like to assist the customer if the SM agrees.
The customer is the original owner, warranty expired by approximately

1,514 miles, and has oil changes performed at the dealership.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] at 3:53 to advise the customer information has been requested from the dealership.
Customer states the concern started before the vehicle was taken to the dealership. She advised the vehicle was close to 36,000 miles. She asks if this will be covered at warranty or not.
She states the air bag is the safety concern. She feels this should be a recall.
Writer explained to the customer although the concern started while under the warranty, the warranty expired. Jeep is going to review the possibility to assist with a one time policy adjustment that will include a co-pay similar to the deductible/co-pay customer s with a service contract have to pay.
Customer states she feels very strongly about the air bags. She advised her husband if she is an accident where the air bag does not deploy and she is killed, he needs to sue Jeep for every penny he can get. Customer asked what she can do to get this recalled. Writer advised the customer that information is unknown to the writer, however every reason a customer calls is documented and helps to track concerns with certain components and products. Customer has accepted the information.
Customer asked if she will be contacted on Monday. Writer advised she will be contacted as soon as information is received from the dealership.
Customer states the dealership closes at 5:00, they are open on Saturday. However CAC is closed on Saturday. She will be going to dealership on Monday. She will speak with the SM and request to call Connor.
Dealer Tommy SM calls back with information previously requested.
Dealer transferred to original agent working CAIR
Customer called to speak to case manager MM1448. Writer transferred customer to extension 66091
Writer contacted dealer 59150. Service Manager, Tommy, states he is willing to assist the loyal customer using SUDSA.
As a one-time goodwill gesture, Chrysler/Dealer will cover the clock spring and trans range sensor.
Customer will be responsible for a co-pay in the amount of $100.00.
This goodwill is being offered because:Customer is loyal and out of warranty by 1,514 miles.
########## DIRECT-TO-DEALER ##########
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
The CAC is sending this CAIR because of a goodwill policy decision that was made on behalf of this customer. You have indicated you will be using your DSA to assist this customer. The customer has not been informed of this decision. Update and/or close CAIR when complete.
If you need to speak with the agent about this CAIR, please call 1-800-992-1997, Agent extension is 66091 or you may email us at T2email@chrysler.com
##
#
SM advised the customer is currently at the dealership. He will advise the customer of the offer.
REASSIGNED TO BC/DLR 66 59150 08/30/10 11:10 O [redacted]
*Contact Date:08/31/2010
DCX goodwill repair is documented on [redacted]
CAIR RETURNED FROM DEALER ON 8/31/2010 AT 07:18:736 [redacted]
CLOSED LOOP UPDATE - customer was contacted today at 1:28 AM MDT. Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2411	8L5[redacted]	***Open Date***	09/01/2010	***Built Date***	09/26/2007	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	10/09/2007	***Mileage***	56,610	***Dealer Zone***	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	23246	JACK GIAMBALVO JEEP			
Dealer Address	1793 WHITEFORD ROAD				
Dealer City	YORK	***Dealer State***	PA	***Dealer Zip***	17402

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

Product - Fuel System - Unknown - Leaks - Default	Fuel vapor
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	
Product - Drivability - Unknown - No Start - Default	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer states there is a problem in the steering column causing the air bag lamp to flash.
Customer states the repair is about $500.00
Briefly summarize what the customer is expecting:
Customer is seeking assistance with repair.
****End structured narrative T2 - Beginning Narrative
Customer states she is constantly having to replace bulbs and has hat to replace ECM because of static electricity.
Customer states the headlamp alarm is intermittent operation.
Customer states sometimes vehicle won t start unless she wiggles the shifter.
****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer states when she is on her rural mail route, sometimes she can smell fuel fumes.
Briefly summarize what the customer is expecting:
Customer states the dealer is unable to determine cause.
Customer states this happens around 1.5 hours in to her route on 90 degree days.
****End structured narrative T2 - Beginning Narrative
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]6 Home after 5:00 PM EST
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? Stetler CDJ 23246
Reassigned to 88F
* * * * * * * * * * CASE MANAGER TEAM * * * * * * * * * *
Original owner.
No Service contracts.
OOW by 17026
Writer contacted dealer 23246, spoke with SA Rich, clock spring is bad this needs to be replaced, the other thing about the transmission leak and we look at vehicle and they had the transmission serviced at IRF, concern with vehicle not starting or fume smell customer did not bring this to our attention. SA Rich states customer was in June for recalls, some how regular customer to dealership, but she has not done the latest service needed on vehicle. SA Rich states what they did yesterday was general maintenance, heater hose was replaced this was some part of odor the customer was complaining about.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 7[redacted] at 8:50 AM
Writer contacted customer, states she was told that, with starting vehicle she is not sure if she told them about this, writer advice customer that SA did not have information about this concern or the fumes on vehicle; customer states she has complaint about this in the past and was told they can not duplicate the concern, customer asked them if there was other people with the same with concern, writer advice customer that next time he takes vehicle to dealership she would have to bring them to their attention, customer states she does not want to go back to dealer 23246 because the way they treat me.
Customer states she did not have the transmission service done there because she found a place where she got it for less; writer advice customer that for the transmission she has to take vehicle back to where she had transmission serviced. Writer also information customer that her vehicle is out of warranty by mileage.
Writer advice customer that we have to contact dealership back and get pricing for clock spring and Chrysler is willing to assist but she would have co-pay, writer is going to call back and follow up with customer.
Writer contacted dealer 23246, spoke with SA John, writer was transferred to SM Rocky states vehicle has 55600,s he has come in many times complaining about this vehicle about the fumes, one time 062810 saying she had a smell before in 12/10, never been able duplicate the concern with the smell. SM Rocky as long as we can remember the customer is been complaining about vehicle and dealership and SM believes that assisting customer with the repair would not do any good; writer advice SM Rocky that Chrysler is willing to assist customer, not 100% but before Chrysler can make a final decision we would need to get warranty pricing for clocks ping, writer was asked to call back and speak with SA Rick .
Writer contacted dealer 23246, spoke with Cheryl, was transferred to SA Travis for warranty pricing, states he can not find SA Rick information with warranty pricing for customer repair, writer was transferred to SA Rick voicemail. Left message including brand name, phone number and ext 66049
Writer contacted dealer 23246, spoke with SA Rick, $208.60 parts $31.45 labor; writer was transferred to SM Rocky and agreed $150.00 co-pay
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 7[redacted] at 7:05 AM
Writer contacted customer, advice her of Chrysler s final decision and she would need to pay $150 co-pay and to contact dealership and set up appointment.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on clockspring. According to the dealer, the warranty
costs of the repair are as follows:
Parts = $208.60
Labor = $31.45
With the concurrence of the Service Manager, Rocky
the customer will have a co-pay of $150.00

########## DIRECT-TO-DEALER ##########
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Rossy at 800-992-1997 extension # 66049. You may also contact us by email at: T2email@chrysler.com. This customerhas been informed of this decision. Please update and/or close CAIR when complete.
##########
REASSIGNED TO BC/DLR 35 23246 09/07/10 09:10 O 1[redacted]4
The SM contacted the customer, waiting for approval from customer of goodwill decision.
Am will follow up with customer s concern
The SM is waiting for approval from customer, advised SM the offer is valid for 30 days. AM closing CAIR until customer makes a decision.
REASSIGNED TO BC/DLR 35 23246 09/17/10 11:33 O 1[redacted]
*Contact Date:09/17/2010
DCX goodwill repair is documented on Repair Orde[redacted]
Request was reviewed with DM.
CAIR RETURNED FROM DEALER ON 9/17/2010 AT 01:21:741 R 1[redacted]
Rocky, SM called to verify customer co pay amount. writer confirmed per line 94 co pay is $ 150
CLOSED LOOP UPDATE - customer was contacted today at 11:54 AM MDT. Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3914	9L7[redacted]	***Open Date***	09/03/2010	***Built Date***	12/04/2008	
Model Year	2009	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	03/27/2009	***Mileage***	49,802	***Dealer Zone***	42	DETROIT	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	57926	GERDON AUTO SALES INC			
Dealer Address	701 E CHESTNUT ST				
Dealer City	CORYDON	***Dealer State***	IN	***Dealer Zip***	47112

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	STEPHENSPORT KY [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler: Her air Bag lights are on.
Briefly summarize what the customer is expecting: Goodwill for the repair.
****End structured narrative T2 - Beginning Narrative
Caller was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred call back number is: 2[redacted]
The Owner has possession of the vehicle.
The vehicle has not been diagnosed by a CDJ dealer.
Writer gave no promises or quotes.
No Goodwill requested or offered.
Gave CAIR Number
Reassigned to 88F
* * * * * * * * * * CASE MANAGER TEAM * * * * * * * * * *
Customer is the original owner, no other vehicles, oow by 12,000 miles and under by time, no CSC.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] at 1:18 PM EST. Customer states that her horn and airbag light are not working.
Informed customer that before Chrysler considers offering any goodwill assistance outside of warranty, a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time. Customer states that she will take the vehicle into the dealer on 09/13/10.
Customer called and states she has had the diagnosis done at Gerdon Auto Sales. CS1123 was not available. Customer is requesting a return call.
DEALER CONTACT- SM Larry Wild states that the clock spring needs to be

replaced. SM will call me back on 09/15/10 with warranty pricing.
DEALER CONTACT- SM Larry states that warranty pricing is as follows;
As a one-time goodwill gesture, Chrysler will be making a policy
adjustment for this repair based on customer satisfaction. According to
the dealer, the warranty
costs of the repair are as follows:
Parts = $208.60
Labor = $31.50
Total = $ 240.10
With the concurrence of the Service Manager, Larry Wilde,
the customer will have a co-pay of $ 120.00 plus tax
########## DIRECT-TO-DEALER ##############
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint
goodwill policy decision has been made on behalf of our mutual customer.
A pre-auth has been created within GWA. If you need additional
assistance with this PA, you may contact Chelsey at 800-992-1997
extension # 66348. You may also contact us by email at:
T2email@chrysler.com. This customer has been informed
of this decision. Please update and/or close CAIR when complete.
##################################
Dealer would like to inform customer.
REASSIGNED TO BC/DLR 42 57926 09/15/10 15:57 O 1[redacted]
9-17-10 Customer will be in Monday for repairs.RM1280
9-21-10 Customer rescheduled for this afternoon.RM1280
9-21-10 Customer brought veh. in for repairs, veh. has been returned to cus
tomer. RM1280
CLOSED LOOP UPDATE - customer was contacted today at 9:14 AM MDT.
Customer was reminded if their concern recurs, they will need to call the
800 number to establish a new file, which will be assigned to the Senior
Resolution Team.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2418	7L1[redacted]	***Open Date***	09/07/2010	***Built Date***	04/28/2007	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	06/18/2007	***Mileage***	1	***Dealer Zone***	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PBM	STEEL BLUE METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	59799	BREEDEN DODGE INC			
Dealer Address	5900 HIGHWAY 71 SOUTH				
Dealer City	FORT SMITH	***Dealer State***	AR	***Dealer Zip***	72908

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	FORT SMITH AR [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default
Recall - J30: TRANSMISSION FLUID TEMPERATURE WARNING - Advise Owner/Incomplete Recall

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer states the air bag light came on and she wants Chrysler to
assist with the repair.
Briefly summarize what the customer is expecting:
Customer wants the vehicle repaired at no cost to her.
****End structured narrative T2 - Beginning Narrative
Customer was advised that due to the nature of their contact a call back
is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]8
Preferred Afternoon/Evening call back number is [redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? No Customer states she is
taking the vehicle to the dealer on 09/08/10.
If a CDJ dealer has diagnosed, what is the dealer name or code?
Reassigned to 88F
Customer calls seeking recall information. Advised the customer of
incomplete recall recall #J30Ù for this vehicle. Customer was advised
to
contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment
to complete recall repair.
* * * * * * * * * * CASE MANAGER TEAM * * * * * * * * * *
WRITER FINDS: Original owner, no other CJD vehicle(s) on record for this
customer.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]8.
Customer states she understands she should have bought the SC and didn t.
States she doesn t want the dealer to be out anything for her mistake in
not getting a SC. Customer states writer can close the case and to,
'never mind, I will just pay for it.'

Writer is closing the case.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2414	8L[redacted]	***Open Date***	09/13/2010	***Built Date***	05/31/2008	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	06/12/2008	***Mileage***	52,040	***Dealer Zone***			
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	[redacted]
	TRONA CA 9[redacted]	***Country***	UNITED STATES

Corporate - Maintenence Requirements - Default - Default - Default
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall
Recall - J30: TRANSMISSION FLUID TEMPERATURE WARNING - Advise Owner/Incomplete Recall

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Air bag light is comming on while driving
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
when i turn the key to on, and hold down the odometer button this code shows
up h65535.
*****END OF CUSTOMER EMAIL*****
Dear E[redacted]:
Thank you for contacting the Jeep Customer Assistance Center, your emails are important to us!
I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.
Unfortunately, given the many variables involved, we are unable to diagnose your vehicle s problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.
Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Should your dealer require factory assistance, it is available through the regional Business Center.
If you have been working with an authorized dealership but the problem is not yet resolved, seeking a second opinion from a different dealer may be a viable option.
As well, the following unfinished recall information is available for your vehicle:
Recall # Description
J24 MOPAR TOW BAR
J30 TRANSMISSION FLUID TEMPERATURE WARNING
We suggest that you contact your local authorized Jeep dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.
Please take a copy of this message with you at the time of service to aid the process. Although not required, it is recommended to bring a copy of the recall notification with you to your dealer when you bring your

vehicle in for this service.
If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.
Thanks again for your email and have a wonderful day!
Sincerely,
Matt
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****

Customer Assistance Inquiry Record (CAIR)# [redacted]1

VIN	1J4AA2D17	AL1[redacted]	**Open Date**	09/13/2010	**Built Date**	08/31/2009	
Model Year	2010	**Body**	JKJL72	JEEP WRANGLER SPORT 4X4			
In Service Dt	03/31/2010	**Mileage**	2,300	**Dealer Zone**	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PBS	DEEP WATER BLUE PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60227	GARDEN CITY JEEP CHRYSLER DODGE,		LLC	
Dealer Address	283 N FRANKLIN ST				
Dealer City	HEMPSTEAD		**Dealer State**	NY	**Dealer Zip**	11550

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	GARDEN CITY NY 1[redacted]	**Country**	UNITED STATES

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default
Product - Electrical - Speedo/Gauges/Ometer/EIC - Intermittent or Inoperative - Default

Briefly summarize why the customer is contacting Chrysler: Customer has been having electrical issues with his 2011 Jeep. Dash lights come on like check engine light and airbag light. Driver states he has to pull over, turn off the vehicle and hope it starts again. He does not want to take the vehicle anywhere because he feels it is not reliable.
Briefly summarize what the customer is expecting: He wants to register a complaint and also he would like the vehicle properly fixed.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is 5[redacted]8
Preferred Afternoon/Evening call back number is [redacted]
Who has possession of the vehicle?Owner
Has the vehicle been diagnosed by a CDJ dealer? yes
If a CDJ dealer has diagnosed, what is the dealer name or code?60227
Reassigned to 88F
********** CASE MANAGER TEAM **********
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 5[redacted] 3:48
the phone is not accepting calls at this time.
Customer states the correct contact number is [redacted]. Customer states dealer is not able to diagnose codes from vehicle.
SA Jimmy states the dealer did tear down the engine harness to evaluate the concern, SA states the engine harness was put together and the vehicle has not had a concern since. SA states he has driven the vehicle for a couple days and the lights have not came on. SA states the vehicle is still at the dealer at this time.
Writer contacted the customer and informed the information received by the dealer. Customer states he is concerned since this is a new vehicle and has been to the dealer three times for the concern. Writer informed the customer that a follow up will be made 9/27, to assure the vehicles

concern has been resolved, customer agreed.
Writer contacted the number provided, customer is not accepting calls at this time per message.
Writer contacted the customer and left a detailed message regarding the repairs to the vehicle. Writer will attempt to follow up.
Writer contacted the customer to follow up on repairs, writer left a detailed message.
CLOSED LOOP UPDATE - customer was contacted today at 1:05
Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2412	7L[redacted]	***Open Date***	09/17/2010	***Built Date***	01/27/2007	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	05/04/2007	***Mileage***	34,500	***Dealer Zone***	42	DETROIT	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PJR	RESCUE GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68341	NORTHGATE CHRYSLER DODGE JEEP,		INC.	
Dealer Address	8536 COLERAIN AVE				
Dealer City	CINCINNATI	***Dealer State***	OH	***Dealer Zip***	45251

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

Product - Electrical - Lamps and Switches - Other - Default	Airbag light
Product - Exhaust - Unknown - Noisy - Default	rattle
Product - Electrical - Radio/Spkrs/Clock/Antenna - Intermittent or Inoperative - Default	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer states that he is having all these issues shortly after the
Warranty expiring.
Briefly summarize what the customer is expecting:
Customer is expecting Chrysler to assist with the repairs of his noisy
exhaust, airbag light and radio.
****End structured narrative T2 - Beginning Narrative
Customer was advised that due to the nature of their contact a call back
is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Who has possession of the vehicle? Dealer
Has the vehicle been diagnosed by a CDJ dealer? No
If a CDJ dealer has diagnosed, what is the dealer name or code?68341
Reassigned to 88F
In reference to the previous request in Cair 1[redacted]2 (Customer
understands the situation and states he would just really like some
assistance with these other repairs.)
* * * * * * * * * * CASE MANAGER TEAM * * * * * * * * * *
CONTACT UPDATE - Writer spoke with customer he has a issue with his
radio. It does not change channels. He has Sirius. Customer stated he had
a issue with his exhaust it has a rattle. He also has a issue with his
airbag light. Customer stated since he has picked up his vehicle the
airbag light does not come back on. The rattle in his exhaust is not
there. Customer is saying he would like to have his radio repaired.
Stated I would contact dealership and leave my information to call once
it is diagnosed. No promises made. Customer has a third party service

contract that covered his previous repairs with a deductible.
Writer spoke with SM Steve stated customer is 2nd owner bought aftermarket service contract, he contacted his factory rep about customers issue with his radio. Factory rep has declined any assistance with the radio.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Assistance has been declined due to factory rep was contacted and has declined any assistance for the radio repair.
Unless the customer offers new information, decision remains unchanged.
* *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 5[redacted] at 3:18.
Customer was not available.
Left a message indicating another attempt would be made.
Writer left message with customer stating SM contacted his factory rep assistance has been declined. Lines 34-40.
2nd attempt made to contact customer on 10/04/10 at 5:34.
Left message indicating another attempt will be made.
Customer was provided with agent s name and Brand number.
Writer left message with customer stating SM contacted his factory rep, assistance has been declined. Lines 34-40.
3rd attempt made to contact customer on 10/07/10 at 5:48.
Left detailed message for a return call if required.
4th attempt made to contact customer on 10/11/10 at 5:18.
Left detailed message for a return call if required.
Writer left message with customer stating SM contacted his factory rep, assistance has been declined. Lines 34-40.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2416	8L5[redacted]	**Open Date**	09/20/2010	**Built Date**	03/12/2008	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	04/05/2008	**Mileage**	78,000	**Dealer Zone**	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45380	BROWN CHRYSLER, DODGE, JEEP,	L.L.C.
Dealer Address	1226 HOMER RD		
Dealer City	MINDEN	**Dealer State**	LA **Dealer Zip** 71055

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

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Air bag light on.
Corporate - Excessive Contacts - Default - Default - Default	
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	
Recall - J34: STEERING DAMPER - Advise Owner/Incomplete Recall	

Briefly summarize why the customer is contacting Chrysler:
Customer is calling because the air bag light started flashing periodically. Customer stated that the owner s manual stated that it suppose to be fixed free of charge. Customer stated that the dealer is charging her $175.00.
Briefly summarize what the customer is expecting:
Customer is requesting to fix the vehicle free of charge.
Writer advised customer that the case will be escalated to the case management department for further research then will call back within one business day.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is 3[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?45380
Reassigned to 88F
********** CASE MANAGER TEAM **********
OOW by miles, still in for perforation
No SC
1st owner, previous 4, current 1
Agent spoke to SM Chris. SM confirms the repair for the clockspring on the vehicle. SM states that customer bought the vehicle from them.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Agent spoke with Mr. [redacted], who states to call back in an hour.
Customer was not available.

Left a message indicating another attempt would be made.
42000 miles out of 336
2nd attempt made to contact customer on 09/22/10 at 2:21 pm
Left message indicating another attempt will be made.
Customer was provided with agent s name and Brand number.
Customer was returning call back.
Customer calls requesting to speak with MH1129Ù
Customer/Caller transferred to extension # 66170
Customer state she keeps getting transferred to MH1129 s voicemail, but wants a response today.
Customer states she prefers to be contacted on her cell, 3[redacted]
Writer also found that customer owns/owned more vehicles than the case manager has noted.
Customer has purchased 8 vehicles, 6 of them new and currently owns 2 (both new)
Customer ID 7[redacted], 3 vehicles (1 new), current 1 (new)
Customer ID [redacted] 1 vehicle (new), current 0
Customer ID 1[redacted], 4 vehicles (4 new), current 1.
Customer states her entire family purchases CJD vehicles, they also live on Holmes Ln
Writer advised her case manager is unavailable but the case will be noted and the case manager will be informed that customer has called. Customer states she would appreciate a decision by today because her vehicle is scheduled to go in to the dealership on Monday. Writer advised the case manager will be notified of customer s request however no call back time frame can be promised.
Customer called in requesting to speak with the case manager.
Writer informed the customer that the case manager is not available at the moment, but it will be noted in the case that the customer is trying to touch base with the case manger.
Customer is requesting a call back as soon as possible from the case manager.
Customer is requesting a call back within the next 30 min.
Customer called in requesting to speak with MH1129. Writer informed customer that MH1129 is currently unavailable but will be made aware of her phone call.
Customer calls requesting to speak with CM. Agent not available. Customer expected a call on 9/22/10. They are looking for follow up information on their case. Message was sent to CM.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on describe the reason why this goodwill is being offeredÙ. According to the dealer, the warranty costs of the repair are as follows:
Total= $90
Odometer= 78,716 Miles
With the concurrence of the Service Manager, Chris,
the customer will have a co-pay of $85
########## DIRECT-TO-DEALER ##########
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact at 800-992-1997 extension # 66358. You may also contact us by email at: T2email@chrysler.com. This customer has not been informed of this decision. Please update and/or close CAIR when complete.
##########
CONTACT UPDATE[redacted]
[redacted] at 4:53 PM EST.
Customer was not available.
Left a message indicating another attempt would be made.
Writer contacted other number and provided offer. Customer states she will try and set up an appointment for when she is available.
REASSIGNED TO BC/DLR 63 45380 09/29/10 16:57 C[redacted]
Reassigning to dealer, please document if repair was completed.
REASSIGNED TO BC/DLR 63 45380 10/06/10 08:44 C[redacted]

CONTACT UPDATE - 1st Contact attempt, phone number dialed,
3[redacted] at 10:29 AM EST.
Customer was not available.
Left a message indicating another attempt would be made.
Unable to reach customer by telephone, left message with text back number so customer can return text indicating their availability.
Customer states that her husband is taking it in this afternoon. Writer informed customer that I will follow up with them when the repair is completed.
CLOSED LOOP UPDATE - customer was contacted today at 10:30 AM EST.
Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3913	7L2[redacted]	**Open Date**	09/24/2010	**Built Date**	06/12/2007	
Model Year	2007	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	07/11/2007	**Mileage**	57,144	**Dealer Zone**	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PGJ	JEEP GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45182	SUPERIOR DODGE CHRYSLER JEEP			
Dealer Address	1201 EXCHANGE				
Dealer City	CONWAY	**Dealer State**	AR	**Dealer Zip**	72032

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	GREENBRIER AR 7[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Promise to pay on line 23. Pay $288.85
Corporate - Reimbursement - Default - Default - Default	
Product - Steering - Steering Wheel / Column - Worn - Default	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Calling to seek assistance on the clock spring repair, because his air bag light is on, and his warranty is expired. He stated this is the third time the vehicle has been into the dealer for this issue, and he wants assistance. He purchased the vehicle new, and this his is second Chrysler group vehicle.
Briefly summarize what the customer is expecting:
For Chrysler to assist him with the repair.
****End structured narrative T2 - Beginning Narrative
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is 5[redacted]
Preferred Afternoon/Evening call back number is [redacted]5
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? 45182
Reassigned to 88F
********** CASE MANAGER TEAM **********
Writer called the dealer and spoke to SM Shawn. SM stated that the customer has already had the repair completed. SM stated that the customer s cost was $388.85.
CM has made a decision to reimburse the customer for the cost $288.85.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 5[redacted] at 9:50.
Writer advised the customer that Jeep will reimburse for $288.85.
Advised customer to submit original repair order & proof of payment to:

Chrysler Customer Assistance Center
PO Box 21-8004
Auburn Hills, MI 48321
Advised customer to make a copy of these documents for their records.
Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependent upon verification of all documents requested.
Agent reviewed this CAIR and is noting that on line 23 promise to pay $288.85.
Agent reviewed this CAIR and is closing this case pending document submission from this customer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2410	8L5[redacted]	***Open Date***	09/29/2010	***Built Date***	01/15/2008	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	11/03/2008	***Mileage***	45,816	***Dealer Zone***	51	CHICAGO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PBM	STEEL BLUE METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	44908	DALE HOWARD INC			
Dealer Address	600 BROOKS ROAD				
Dealer City	IOWA FALLS	***Dealer State***	IA	***Dealer Zip***	50126

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	IOWA FALLS IA [redacted]2	***Country***	UNITED STATES

Product - Air Conditioning / Heater - Blower Motor - Defective - Default	
Product - Body / Trim / Paint Finish - Air Bag - Broken, Cracked - Unknown	
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	

Customer calls seeking recall information. Advised the customer of incomplete recall recall J24Ù for this vehicle. Customer advised agent that they have already had the mopar tow bar repaired.
Customer states they are having problems with the blower motor. Customer states the blower motor has stopped four times well the air condition pressure is working. Customer states they are also having problems with the air bag light. Customer states the light will go on and off. Customer is seeking goodwill assistance and can be contacted back at 6[redacted]1.
Customer would like a message left if she is unable to answer.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] at 11:54 am.
Customer was not available.
Left a message indicating another attempt would be made.
2nd attempt made to contact customer at 2:15pm
Customer is wife [redacted] states the problem is with the blower motor.
During this past summer it has stopped working 4 times.
States her husband uses the vehicle for mail delivery. It will stop running after 1 hour. After 3 hours, he then shuts it off and delivers for 5-10 minutes, then it starts working again for the rest of the day.
He has taken this to the took this to the dealership when is was not working and no one could figure out what the problem.
The mechanic they use, an IRF, states he is concerned that if the blower is not working in the winter this can be a safety factor as the defrost would not work.
States the mechanic has told him that there have been several complaints about the problem with this Jeep and she wanted to make sure it was not a recall, as they don t want to pay out of pocket and then find out it was recalled.
Also states the air bag light is coming on at different intervals and

they would like to see about getting that fixed also.
Customer states that they take the recalls to the dealership, however for out of pocket work they are not known to have the best prices so they would prefer to take it to their own mechanic.
Writer contacted dealer, Spoke with SM, Gary Roll
States they are not able to diagnosis the problem and the customer has been told to bring it in when the problem happens.
SM states he is willing to help the customer with some type of assistance if they can get it diagnosed.
Will send this to the dealer as an unresolved concern.
Customer was informed that this is being sent to the dealer and I will follow up with her next week on 10/7/2010.
######### 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 blower motor and air bag sensor light is intermittent.
Agent called dealer and spoke to Gary Roll, SM, informed that CAIR was being sent. Please update this CAIR with resolution.
##################################
REASSIGNED TO BC/DLR 51 44908 09/30/10 17:02 O [redacted]
*Contact Date:10/06/2010
Dealer goodwill repair is documented on Repair Order#1[redacted]
CAIR RETURNED FROM DEALER ON 10/06/2010 AT 04:09:040 R 1[redacted]
Attempted to contact customer at [redacted] 1:05 pm. Customer was not available.
Left a message indicating another attempt would be made.
Attempted to contact customer at [redacted]1; 2:31 pm.
Wife states the vehicle is back, but he has not had a chance to use it yet. States the dealer told her this should be fixed now.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2419	8L[redacted]	**Open Date**	10/01/2010	**Built Date**	08/01/2007	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	08/04/2007	**Mileage**	62,700	**Dealer Zone**	51	CHICAGO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	58370	VIGO DODGE INCORPORATED			
Dealer Address	4120 SOUTH US HWY 41				
Dealer City	TERRE HAUTE	**Dealer State**	IN	**Dealer Zip**	47801

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	
	CENTERPOINT IN[redacted]	**Country**	UNITED STATES

Product - Steering - Unknown - Other - Default	Clockspring
Corporate - Reimbursement - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Clockspring needs to be replaced
Briefly summarize what the customer is expecting:
Chrysler to cover it
****End structured narrative T2 - Beginning Narrative
Customer called in stating that the clockspring has gone out again for the third time. Customer states she had it done twice under warranty already. Customer seeking OOW assistance
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]0
Preferred Afternoon/Evening call back number is [redacted]
Who has possession of the vehicle? (Owner)
Has the vehicle been diagnosed by a CDJ dealer? (Yes)
If a CDJ dealer has diagnosed, what is the dealer name or code? 58370
Reassigned to 88F
********** CASE MANAGER TEAM **********
The SM was not in today because he was on vacation. SA Eric stated he could help the writer with goodwill decisions.
Clockspring was found to be bad. He stated it had caused the airbag light to come on because of a short in the clockspring wire. The customer only comes in for warranty work to the dealership and they are not wanting to help. The customer is being charged 313.50.
The vehicle was purchased used 3 days after the in service date with 500 miles on it per cair 1[redacted]8. The writer finds another clockspring repair in the warranty history and as issue was related to the airbag the writer will offer reimbursement of $150.00 id the customer has the repair done at the dealership.
CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[redacted] 10:05
Customer was not available.
Left a message indicating another attempt would be made.
2nd attempt made to contact customer on 10/5 at 11:08
Left message indicating another attempt will be made.
Customer was provided with agent s name and Brand number.
3rd attempt made to contact customer on 10/6 at 11:57
Left detailed message for a return call if required.
4th attempt made to contact customer on 10/7/2010 at 12:02
Left detailed message for a return call if required.
Customer calls requesting to speak with BS653
Customer requesting information on the status of this case
Customer has no new information to provide at this
Customer/Caller transferred to extension # 66146
Writer advised customer that if the CM voicemail is reached, to leave a detailed message for the CM, and they re call will be returned promptly
The customer has informed writer that the best time to reach her would be around 3pm central time
The writer spoke with the customer. She stated the cost would be 3$15 plus an hour and a half of labor. The writer infomred her that if she has the repair done at the dealership Jeep will reimburse all but $100 of the repair that she has to pay. The decision was made because this is the third clockspring in the vehicle but it is out of a 12/12 warranty.
Advised customer to submit original repair order & proof of payment to:
Chrysler Customer Assistance Center
PO Box 21-8004
Auburn Hills, MI 48321
Advised customer to make a copy of these documents for their records.
Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependent upon verification of all documents requested.
Waiting for documentation.
Dealership calling verifying what was done in relation to the clockspring reimbursement. Dealership was informed customer hasn t sent in documentation.
Scott SA states he would like to know what the customer has to pay, he just got the part in so the repair can be made.
Writer states the customer pays for the whole cost and then sends in her paperwork for the consideration of reimbursement, and that is for all of the cost expect for $100, that is all the customer has to pay.
POSTMARK DATE: 031711; DATE RECEIVED: 032111
Previous Agent Promise
****

Customer submitted documents for request for reimbursement for repair to the clock spring on their vehicle, on line 50-52 in CAIR 2[redacted] reimbursement in the amount of $272.80 -$100.00 co pay.
Coin is up to date: yes
Customer s proof of payment is: see below
Date of repair: 03/04/2011
Labor $49.60
Parts $208.60
Tax $14.60
Misc. Charges $0.00
Total $272.80
Writer is submitting check for approval in the amount of $172.80 as a PaP.
Writer did not see PoP for line 79
Customer s proof of payment is: Visa, auth #[redacted]
The number the CSR [redacted]0
CSR Spoke to and their Title: Customers daughter
Writer/Customer/ Dealer States: Writer gave daughter my phone number and EXT, hours of operation and case number. Daughter would not confirm address, she wanted us to speak to her mother.
Dealer Code/or name of IRF: n/a
The number the CSR called[redacted]

CSR Spoke to and their Title: Vm leaving my phone number and EXT and for Cindy to call back to confirm the mailing address.
Customer/ Dealer States: n/a
Dealer Code/or name of IRF:n/a
March 28, 2010
Cindy Koehler
P.O Box 156
Centerpoint, IN 47840
Reference #[redacted]
Dear [redacted]:
Thank you for your recent letter to regarding your 2008 JEEP WRANGLER X 4X4 RHD SPORT UTILITY 2-DOOR.
I have attempted to contact you by phone but have been unable to do so. Please contact me at
1-877-656-4311, extension 4718197, to discuss your letter. Please refer to the reference number
above or have your Vehicle Identification Number (VIN) available when you call.
Sincerely,
Customer Service Representative
**IF CUSTOMER CALLS IN WE NEED TO KNOW WHAT ADDRESS TO SEND THE CHECK TO. THE ONE IN COIN OR THE PO.BOX ON THE LETTER AND ENVELOPE. ALSO LET CUSTOMER KNOW THE REIMBURSEMENT AMOUNT OF $172.80 AS PREVIOUS AGENT PROMISE.
Customer wants the check to be sent to her post office box number from the line 103-104.
approved

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3914	7L1[redacted]	**Open Date**	10/06/2010	**Built Date**	12/22/2006	
Model Year	2007	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	01/11/2007	**Mileage**	99,814	**Dealer Zone**	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	63570	M & L MOTOR CO INC			
Dealer Address	406 PIEDMONT DRIVE				
Dealer City	LEXINGTON	**Dealer State**	NC	**Dealer Zip**	27295

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	LEXINGTON NC 2[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Install Air Bag On/Off Switch - Both Air Bags	Customer states airbag light is on. Customer not specific on which airbag
Product - Electrical - Horn - Intermittent or Inoperative - Default	Customer states horn not working after dealer worked on vehicle.
Product - Exhaust - Catalytic Converter - Noisy - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states the exhast is noisey, she had the calibrator exchanged out by the Dealer but the noise is still there, and she took it back to the Dealer who informed her the bolts were loose. Customer states after the dealer looked at the vehicle there was a leak on the right manifold, which the Dealer fixed, but afterwards she opened her hood becasue the noise was still there and around the manifold she could see flames, the airbag, and engine lights both came on, plus the horn no longer worked. Customer states the vehicle is at the Dealer now for all these issues.
Briefly summarize what the customer is expecting: Customer expecting to have assistance for these issues.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is 3[redacted]1
Preferred Afternoon/Evening call back number is 3[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? M & L Motor
Reassigned to 88F
********** CASE MANAGER TEAM **********
CONTACT UPDATE - Writer spoke with customer stated she had a exhaust noise. She was told her bolts were loose. She has a problem with her airbag light, Her horn does not work. Customers engine light came on. Stated here vehicle is at the dealership now. Customer asking for assistance with the right. Stated I would contact dealership for

information.
Writer spoke with Linda at dealership 63570 stated SM Miles is out to lunch. Left my information for him to call me back.
Writer spoke with SM Miles stated his concern is customers check engine light and evaporate leak. He is still diagnosing customers issues with her vehicle. He is really working to get this taken care of for the customer. She has some other issues. Will call back with warranty information.
Writer spoke with SM Miles stated canister and seal parts 52.78, labor 106.08, exhaust manifold part 111.14, labor 37.44, horn part 46.90, labor 18.72 = 373.36. Offer customer pay 100.00, Chrysler pay the remaining. Customer has had a issue with her canister and exhaust manifold for a long time. Customer does go to this dealership.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on will assist in the repair of the canister and seal, exhaust manifold, horn. According to the dealer, the warranty
costs of the repair are as follows:
Parts = 52.78, 111.44, 46.90
Labor = 106.08, 37.44, 18.72
With the concurrence of the Service Manager, Miles,
the customer will have a co-pay of 100.00.
########## DIRECT-TO-DEALER ##############
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Judy at 800-992-1997 extension # 66092. You may also contact us by email at: T2email@chrysler.com. This customer has been informed of this decision. Please update and/or close CAIR when complete.
##################################
REASSIGNED TO BC/DLR 66 63570 10/08/10 15:21 O [redacted]
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] at 1:24.
Customer was not available.
Left a message indicating another attempt would be made.
Writer contacted customer and left message. Chrysler will assist in the repair. Customer co-pay is 100.00. Stated to contact dealership to arrange to get this done.
*Contact Date:10/11/2010
Service Manager at the dealership has updated the Cair# [redacted]
Parts have been ordered.
*Contact Date:10/12/2010
DCX goodwill repair is documented on Repair Orde[redacted]
CAIR RETURNED FROM DEALER ON 10/12/2010 AT 05:15:355 R[redacted]
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 3[redacted] at 5:46.
Customer was not available.
Left a message indicating another attempt would be made.
Writer contacted customer as to status of the repair.
Writer spoke with customer stated her vehicle is repaired. Everything is fine.
CLOSED LOOP UPDATE - customer was contacted today at 5:12.
Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3912	9L[redacted]	**Open Date**	10/07/2010	**Built Date**	10/02/2008	
Model Year	2009	**Body**	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	05/30/2009	**Mileage**	54,000	**Dealer Zone**	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	44582	HOYTE DODGE CHRYSLER JEEP			
Dealer Address	2300 HIGHWAY 75 NORTH				
Dealer City	SHERMAN	**Dealer State**	TX	**Dealer Zip**	75090

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	ATOKA OK 7[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer is seeking Goodwill.
Corporate - Excessive Contacts - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Vehicle is having a problem with the air bag.
Briefly summarize what the customer is expecting:
Customer is seeking Goodwill Assistance in having this issue repaired.
****End structured narrative T2 - Beginning Narrative
Customer called concerned due to a problem with her vehicle. Customer states that when she would turn the vehicle the airbag light would come on and beep. Customer states that now the light stays on. Customer informed writer that she took the vehicle to the dealership, and they informed her that something in the steering needs to be replaced. Customer states that she has been a good customer and has owned Jeep products for several years. Customer is seeking Goodwill assistance in having this issue repaired. Customer does not believe her vehicle should be having this problem.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted] or [redacted]
Preferred Afternoon/Evening call back number is [redacted]
7031
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?Hoyt
Reassigned to 88F
********** CASE MANAGER TEAM **********
Original Owner
1 New
2 Used
OOW by 18,000 miles

No CSC
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[redacted] at 10:25
Customer was not available.
Left a message indicating another attempt would be made.
Unable to reach customer by telephone, left message with text back number
so customer can return text indicating their availability.
---NEXT AGENT---
Please get correct dealer.
Dealership is HOYTE DODGE CHRYSLER JEEP 44582. Has been updated.
Customer calls requesting to speak with TP344
Customer/Caller transferred to extension # 66397
Transfer to leave a voicemail.
Writer spoke with the SM who states the vehicle came in on Oct 1st but he
doesn t see any notes. He will find out and writer will call back.
Writer spoke with SM, Charlie who states the vehicle needs clock spring
but the customer declined the repairs. Charlie states the customer has
been in a total of six times. Charlie will take a PA.
Customer alleges she is going out of town but asked writer to follow up
in two weeks.
Charlie SM from the dealership wanting to know what is going on with the
customer. Charlie SM states that he is under the impression that the
customer thinks Chrysler is paying for everything. Writer informed
Charlie SM that is something to discuss with TP344.
Dealer calls/emails back with information previously requested.
Warranty parts $208.60
Warranty labor $86.70
Other Information - SM Charlie stated that the gas cap also needs to be
replaced which will cost $83.09 but is not included in the warranty
pricing above. Charlie stated that he feels the customer should pay for
the gas cap.
Writer spoke with SM, Charlie who was informed customer is out of town.
Customer is to pay for gas cap only.
As a one-time goodwill gesture, Chrysler will be making a policy
adjustment for this repair based on customer satisfaction.
According to the dealer, the warranty
costs of the repair are as follows:
Parts = $291.69
Labor = 86.70
With the concurrence of the Service Manager, Charlie,
the customer will have a co-pay of $83.09.
########## DIRECT-TO-DEALER ##############
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint
goodwill policy decision has been made on behalf of our mutual customer.
A pre-auth has been created within GWA. If you need additional
assistance with this PA, you may contact Tiffany at 800-992-1997
extension # 66397. You may also contact us by email at:
T2email@chrysler.com. This customer has not been informed
of this decision. Please update and/or close CAIR when complete.
##################################
REASSIGNED TO BC/DLR 63 44582 10/27/10 17:06 O 2[redacted]
*Contact Date:10/29/2010
DCX goodwill repair is documented on Repair Order#999999
CAIR RETURNED FROM DEALER ON 10/29/2010 AT 07:20:331 R 2[redacted]
Customer called for quality check, customer happy with repairs.
CLOSED LOOP UPDATE - customer was contacted today at 11:41
Customer was reminded if their concern recurs, they will need to call the
800 number to establish a new file, which will be assigned to the Senior
Resolution Team.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ391X	9L[redacted]	***Open Date***	10/11/2010	***Built Date***	09/03/2008	
Model Year	2009	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	09/26/2008	***Mileage***	73,850	***Dealer Zone***	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	42297	MCCORD BROTHERS DODGE			
Dealer Address	990 TENNANT WAY				
Dealer City	LONGVIEW	***Dealer State***	WA	***Dealer Zip***	98632

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SKAMOKAWA WA [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	clockspring
Corporate - Rental Vehicle - Default - Default - Default	customer seeking reimbursement for rental vehicle back in March.
Product - Transmission / Transaxle - Unknown - Other - Default	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
customer seeking goodwill for transmission repair
Briefly summarize what the customer is expecting:
customer seeking goodwill for transmission repair
****End structured narrative T2 - Beginning Narrative
Writer received call from customer seeking goodwill for transmission repair. Customer was previously goodwilled for brake line repair. Customer states she doesn t think she will ever buy another jeep if her vehicle continues to have problems.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is after 2 PM 3[redacted]
Preferred Afternoon/Evening call back number is none
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
Customer states IRF diagnosed transmission
* * * * * * * * * * * CASE MANAGER TEAM * * * * * * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] at 4:11 PM MST
Writer contacted customer. Customer stated that the issue with her transmission was diagnosed at an IRF. Writer stated that before we could even look at if Chrysler can assist then a diagnosis would need to be

done at a CDJ dealership. Customer understood. Customer stated that the issue with the transmission is not what her main concern is at this time. Customer stated that she took her vehicle to dealership 42297 on 10-11-10 because her air bag light was on. Customer stated that the dealership told her that she needs to replace the clockspring for the air bags. Customer stated that she has an appointment on Friday 10-15-10 to have that repair done. Customer is seeking assistance with this repair. Customer also stated that back in March she had repairs done to her brake lines, which Chrysler assisted with, and she had to rent a vehicle for five days while her vehicle was at the dealership for that repair. Customer stated that the dealership advised her to not take her vehicle and to leave it and they had to order and wait for parts to come in. Customer is seeking reimbursement for 5 days of rental. Customer stated that she paid $176.83 for the rental. Writer stated that a call would need to be made to the dealership to gather further information about both issues that the customer is requesting.
Original owner OOW by 36000 miles there is not a service contract. There are not any other vehicles in history there are 2 in household 1 new 1 used.
Chrysler will not offer reimbursement for rental.
SM Bryan 42297 indicates that the recommended repair was for clock spring and that has only seen vehicle for warranty and recall. SA Bryan 42297 indicates that did perform repair to drive line. SM Bryan 42297 indicates that will accept a PA and give warranty prices. Writer will follow up later today for prices.
Dealer 42297 not available writer will try back later.
SM Bryan 42297
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer satisfaction.
According to the dealer, the warranty
costs of the repair are as follows:
Parts = $ 208.60
Labor = $ 80.40
Total = $ 289.40
With the concurrence of the Service Manager, SM s Bryan,
the customer will have a co-pay of $ 200.00.
########## DIRECT-TO-DEALER ##############
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Alicia at 800-992-1997 extension # 66127. You may also contact us by email at: T2email@chrysler.com. This customer has been informed of this decision. Please update and/or close CAIR when complete.
##################################
Contact attempt, phone number dialed,
[redacted] at 3:54.
Customer was not available.
Left a message indicating Chrysler offer and advised to contact dealer if would like to accept. Writer also left call back number if customer had any questions.
Contact attempt, phone number dialed, _
[redacted] at 8:48.
Customer was not available.
Left message indicating Chrysler offer and advised to contact dealer _ if would like to accept. Writer also left call back number if customer has any questions.
Writer is reassigning to dealer 42297. _
REASSIGNED TO BC/DLR 71 42297 10/18/10 10:55 O [redacted]
*Contact Date:10/18/2010
Warranty repair has been documented on Repair Order#8[redacted]
CAIR RETURNED FROM DEALER ON 10/18/2010 AT 06:01:488 R 2[redacted]
SA Bryan 42297 indicates that the repairs have been completed.
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
3[redacted] at 3:38.

Customer was not available.
Left a message indicating another attempt would be made.
Unable to reach customer by telephone, left message with text back number
so customer can return text indicating their availability.
Writer will follow up 10/20/10 for repairs.
2nd attempt to contact customer, customer was not available. _
Writer left message indicating following for repairs. Writer left brand _
number for customer to contact back if had any additional questions.
CLOSE LOOP - no need for additional follow up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2414	8L[redacted]	***Open Date***	10/11/2010	***Built Date***	03/07/2008	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	04/05/2008	***Mileage***	37,884	***Dealer Zone***	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	43554	YUCCA VALLEY CHRYSLER CENTER			
Dealer Address	55288 TWENTYNINE PALMS				
Dealer City	YUCCA VALLEY	***Dealer State***	CA	***Dealer Zip***	92284

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	YUCCA VALLEY CA [redacted]7	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Airbag light came on just at end of warranty
Corporate - Reimbursement - Default - Default - Default	

Airbag light started coming on just as the warranty expired. Vehicle has passed warranty by roughly 1000 miles and repair estimate is for $500. Forwarding to case management for goodwill consideration.
Best contact: 7[redacted]
reassigned to 88F
REASSIGNED TO BC/DLR 71 43554 10/12/10 14:11 C[redacted]
* * * * * * * * * * CASE MANAGER TEAM * * * * * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] at 11:57am.
Informed customer that before Chrysler considers offering any goodwill assistance outside of warranty, a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time. Customer is seeking out of warranty assistance in the form of closkspring repair.
Based on the information at hand, agent is considering the following: possible good will assistance with a customer co-pay.
Customer has no service contract, purchased 1 new Chrysler vehicle, out of warranty by 1,351 miles.
Customer states that the dealer diagnosed the vehicle as needing a clockspring and is barely OOW.
Customer is seeking good will assistance on the cost of the repairs.
Neal Black SM at dealer states that the customer paid $93.70 just for diagnosis to replace the clockspring, this is a defect, therefore good will is merited. Dealer stated that the part should be avaialble by10/14/10.
Dealer will contact customer and inform of the decision.
As a one-time goodwill gesture, Chrysler will be making a policy

adjustment for this repair based on customer retention. According to the dealer, the warranty costs of the repair are as follows:
Parts = $208.60
Labor = $38.35
Total = $246.95
With the concurrence of the Service Manager Neal Black the customer will have a co-pay of $93.70 which customer has already paid.
########## DIRECT-TO-DEALER ##########
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Keala at 800-992-1997 extension # 66310. You may also contact us by email at: T2email@chrysler.com. This customer has not been informed of this decision. Please update and/or close CAIR when complete.
##########
DGE 10/14 Emailed SM to resolve, update and close if ready
*Contact Date:10/15/2010
Service Manager at the dealership has updated the Cair# 2[redacted]
An appointment has been set with the customer.
DGE 10/19 Advising SM to repair, update cair and close
DGE 10/22 Reviewing with SM for proper closure. Also emailing SM to review & update
dge 10/25 Reviewing with SM and email update
*Contact Date:10/26/2010
DCX goodwill repair is documented on Repair Orde[redacted]
CAIR RETURNED FROM DEALER ON 10/26/2010 AT 07:53:761 R 2[redacted]
CONTACT UPDATE - Customer states that the repair is completed, customer satisfied, no further follow up needed.
CLOSED LOOP UPDATE - customer was contacted today at 8:40am. Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2418	8L[redacted]	**Open Date**	10/12/2010	**Built Date**	06/05/2008	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	07/15/2008	**Mileage**	78,165	**Dealer Zone**	74	DENVER	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PYB	DETONATOR YELLOW CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45146	MIDWAY CHRYSLER DODGE JEEP, INC.			
Dealer Address	219 SECOND AVE EAST				
Dealer City	KEARNEY	**Dealer State**	NE	**Dealer Zip**	68848

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	ELM CREEK NE[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Briefly summarize why the customer is contacting Chrysler: Customer states he is having issue with air bag, lamp continually stayed on. Customer states he took vehicle to Midway Chrysler Dodge Jeep in Carney NE. Customer states the dealership has diagnosed issue and advised customer it will cost over 500.00 to repair.
Briefly summarize what the customer is expecting:Customer requesting finacial assistance to pay for cost of repairs.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number [redacted]
Preferred Afternoon/Evening call back numbe[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?MIDWAY CHRYSLER DODGE JEEP, INC Dealer code:45146
Reassigned to 88F
********** CASE MANAGER TEAM **********
OOW 40800 miles
Service contract
3 vehicles, 1 original owner and 2 purchased used
customer is original owner of this vehicle
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
Customer alleges that his vehicle has had an on going issue with airbag light, since purchasing vehicle. Customer alleges that each time vehicle has being diagnosed, the dealership has turned off airbag light only to have it come back on shortly after repair. Customer alleges that he had vehicle diagnosed at a different dealership, 45146, where they had advised him a chord has broken in the steering wheel that is connected to airbag. Customer alleges that he s expecting financial assistance for cost of repairs because issue has been on going, since vehicle was in warranty.

No commitment for goodwill
assistance has been made at this time. Customer is seeking out of warranty assistance in the form of financial assistance.
Based on the information at hand, agent is considering the following: financial assistance with co-pay pending diagnosis.
Writer advised customer that any out of warranty assistance may include customer participation. Writer advised customer, writer will follow up with dealership to obtain diagnosis. Writer advised will follow up with customer after obtaining diagnosis.
Dealer Contact- 45146.
Spoke to Service Manager (SM) , Curt, who stated that customer was in for diagnosis on October ninth and that the clock spring in the steering of his vehicle has gone out. SM states that vehicle is a mail vehicle and is probably making a lot of turns. SM suggested a 50/50 split for cost to customer, but will need to call back with warranty pricing.
NEXT AGENT: Please obtain warranty pricing for parts and labor.
Thank-you.
SM Curt calling back to speak with CM and provide warranty prices for repair.
$32.90- labor
$$186.25- parts
$219.15- total
Agent advised that the prices have been documented and that the CM will be able to call back to discuss goodwill.
2nd attempt made to contact customer on [redacted]0 at 7:31PM.
Left message indicating offer for assistance with repairs and customer participation of 110 dollars.
Writer advised customer that offer is good for thirty days and if would like vehicle repaired to contact dealer 45146 to schedule repairs.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer satisfaction. According to the dealer, the warranty
costs of the repair are as follows:
Parts = 186.25
Labor = 32.90
With the concurrence of the Service Manager, Curt,
the customer will have a co-pay of 110 dollars.
########## DIRECT-TO-DEALER ##############
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Nic at 800-992-1997 extension # 66381. You may also contact us by email at: T2email@chrysler.com. This customer has been informed of this decision via answering machine at [redacted]
Please update and/or close CAIR when complete.
##################################
REASSIGNED TO BC/DLR 74 45146 10/14/10 19:41 O [redacted]
AM requested SM Kurt to update. _
*Contact Date:10/22/2010
Service / Parts Director at the dealership has updated the [redacted]
An appointment has been set with the customer.
Kurts.m called in stating they fixed the vehicle Saturday 10/23/2010. and the cusotmer did pay the $110.00 co-pay.
*Contact Date:10/25/2010
Warranty repair has been documented on Repair Orde[redacted]
CAIR RETURNED FROM DEALER ON 10/25/2010 AT 02:21:182 R 2[redacted]
3rd attempt made to contact customer on 3[redacted].
Customer alleges that his issue has been resolved and no follow up is necessary.
CLOSED LOOP UPDATE -
Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2412	8L[redacted]	***Open Date***	10/21/2010	***Built Date***	12/12/2007	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	03/07/2008	***Mileage***	51,300	***Dealer Zone***			
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PYB	DETONATOR YELLOW CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	
	CARMICHAELS PA[redacted]	***Country***	UNITED STATES

Dealer - By-Pass - Default - Default - Default	
Product - Body / Trim / Paint Finish - Glass - Other - Windshield	
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
I AM A FAITHFUL CHRYSLER OWNER HAVE 1995 CHEROKEE 2008 DODGE RAM 2008 WRANGL
ER WIRE ON REAR WINDOW CAME OFF FOR DEFROSTER DEALER CANT FIX HAVE GOOD DEAL
ER ALWAYS SATISFIED SENT ME TO WINDSHIELD REPAIR PLACE THEY COULDNT FIX EIT
HER I CONSIDER IT A DEFECT
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
I THINK WE DESERVE A NEW BACK WINDOW EVEN THOUGH THE WARRANTY HAS RUN OUT
WENT TO DEALER IN SPRING NOW WE NEED IT FOR WINTER WE HAVE TO GO MONDAY
AIRBAG LIGHT KEEPS COMING ON I LIKE CHRYSLER PRODUCTS BUT I REALLY THINK
THIS WINDOW SHOULD BE PAID FOR I HAVE BEEN A GOOD CUSTOMER GET ALL
SERVICE
DONE AT DEALER DEALER IS GOOD PLEASE MAKE THIS RIGHT LOYAL CUSTOMER B
CONEYBEER THANK YOU
*****END OF CUSTOMER EMAIL*****
Dear E[redacted]:
Thank you for contacting the Jeep Customer Assistance Center, your emails
are important to us!
We are very sorry to learn of the issues you have had with your vehicle.
Your email was reviewed by Customer Care for Jeep vehicles and has been
forwarded to a more appropriate area for their attention and response.
This referral action will provide the best opportunity for your request.
As well, the following unfinished recall information is available for
your vehicle:
Recall # Description
J24 MOPAR TOW BAR
We suggest that you contact your local authorized Jeep dealer to make
arrangements for an inspection and, if necessary, corrective action at no
charge to you.
Please take a copy of this message with you at the time of service to aid
the process. Although not required, it is recommended to bring a copy of
the recall notification with you to your dealer when you bring your
vehicle in for this service.
If you wish to obtain further information, please contact the Chrysler
Group Recall Assistance Center at 1-800-853-1403.
Thanks again for your email and have a wonderful day!
Sincerely,

Matt
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
*****FORWARDING TO 86H DUE TO GOODWILL REQUEST*****
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] not available. Left message with writer s name, phone number as well as extension. If customer does not contact writer another attempt will be made.
customer called in and wanted to speak with BM542, advised customer that he is unavailable customer is going to call back tomorrow morning.
Customer called seeking to speak with BM542. Agent transferred to ext.8008146.
Customer called in stating that the vehicle that was damaged was the 2008 jeep wrangler.
Customer stated the metal object that powers the defroster for the vehicle fell off the rear window.
Dealership the customer is using is stating that they are not able to repair the issue on the window.
Advised customer agent will contact dealership to learn more about the issue and see if something can be resolved.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]0 at 9:21am. SM was not available. Left message with writer s name, phone number as well as extension. If SM does not contact writer another attempt will be made.
SM Tony called back stating that the parts have been ordered and the repair will be made at a $100 co-pay from the customer.
Please reference CAIR [redacted].
Authorization has already been made by a previous agent.
Agent will be closing CAIR. Issue has been resolved.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2418	8L[redacted]	**Open Date**	10/22/2010	**Built Date**	08/01/2007	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	08/10/2007	**Mileage**	70,000	**Dealer Zone**	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PBM	STEEL BLUE METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60379	LANDERS MCLARTY CHRYSLER DODGE			
Dealer Address	6533 UNIVERSITY DR NW				
Dealer City	HUNTSVILLE	**Dealer State**	AL	**Dealer Zip**	35806

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	COURTLAND AL [redacted]	**Country**	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	Air bag light.
Corporate - Reimbursement - Default - Default - Default	customer seeking cost of repairs
Corporate - Excessive Contacts - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer has had alot of issues with the vehicle.
Briefly summarize what the customer is expecting:
Wants vehicle repaired, if not he wants to proceed with Lemon Law.
****End structured narrative T2 - Beginning Narrative
Customer states he has been to two dealer s for the many problems including the a issue with the starter that he had to pay for twice.
Customer states now he is having an issue with the airbag light coming on. Customer states he has two Jeep mail delivery vehicles and he states they are supposed to be heavy duty but they are not.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Who has possession of the vehicle? (Owner/Dealer/IRF)
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No)
If a CDJ dealer has diagnosed, what is the dealer name or code?
Reassigned to 88F
********** CASE MANAGER TEAM **********
Original owner, 1 other new, no csc, oow 3/36 by 34000 miles and 2 months.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] at 11:52 AM.
Customers wife states that customer is not available so writer left a message indicating that she will call back.
2nd attempt made to contact customer on 10/28/10 at 12:41 PM.
Customers wife provided cel[redacted]
Customer was not available so a message was left indicating a follow up

would be made.
3rd attempt made to contact customer on 11/01/10 at 2:42 PM.
Writer contacted customer to speak about vehicles situation but customer was not available so a message was left indicating a follow up would be made.
[redacted]8 is a wrong number.
Writer called customer to speak about vehicles situation but customer was not available so a message was left indicating a follow up would be made.
Customer states that he feels Jeep should cover repairs for vehicle.
Customer has an appointment at dealer 11/09/10.
Writer will look into assistance as to the vehicles air bag issue as well as others.
Devin SA requested to speak with BE115.
Writer informed the SA that the agent
is not available but a note will be left for the agent
to contact them back.
SA stated that the vehicle needs clock spring 462.89 and tail light bulb.
Total parts and labor 502.84 before tax.
Writer asked the SA twice for a break down of parts and labor but the dealer only provided a total cost before taxes.
Customer looking to speak with case manager. Transferred customer through for further assistance.
Customer called to speak with case manager, writer transferred him.
Customer states his dealership is an hour away and would need to get the vehicle soon. Customer stated the dealership has told him the vehicle is ready to pick up. Customer was informed that BE115 would need to call and get the estimate to be able to determine what Jeep would cover.
Customer gave a few phone numbers to call [redacted].
Customer paid for clock spring which was the air bag issue. Customer paid $512.33.
Writer called customer to speak about customers vehicle but customer was not available so a message was left indicating that a follow up would be made.
Writer called customer to discuss reimbursement but customer was not available so a message was left indicating a follow up will be made.
Customer paid out $512.33. Writer would like to reimburse customer $312.33 per satisfaction. Customer is sending papers in for two vehicles which both require reimbursement so if needed refer to case number [redacted]
Advised customer to submit original repair order & proof of payment to:
Chrysler Customer Care
P. O. Box 21-8004
Auburn Hills, MI 48321-8004
Advised customer to make a copy of these documents for their records.
Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the reimbursement is dependent upon verification of all documents requested.
Tier 2 Agent
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] at 1:15 pm EST. Customer answered. Customer stated that reimbursement documents have been sent in. Writer advised customer that reimbursement process will be completed after documentation is attached to CAIR.
Customer verified mailing address as that in COIN
Documents received. Writer assinging back to case manager awaiting documents.
POSTMARK DATE: 111810; DATE RECEIVED: 112310
Tier 2 Agent
Previous Agent Promise
****
Customer submitted documents for request for reimbursement for repair to the clock spring on their vehicle, on line 66 and 67 of this CAIR reimbursement in the amount of $312.33.
Customer s proof of payment is: Agent called the dealership Lander McLarty and spoke to SM Brian who did confirm payment of both invoices

Date of repair: 11/09/2010
Labor $ 180.00
Parts $ 282.89
Tax $ 22.64
Misc. Charges $ 26.80
Total $ 512.33
Writer is submitting check for approval in the amount of $312.33.
>
Tier 2 Agent
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
at 6:15 pm EST. Customer answered. Customer was informed of the
reimbursement amount. The customer did verify that the name and mailing
address are as that in COIN. Agent is submitting and approving the check.

Customer Assistance Inquiry Record (CAIR)# 2[redacted]

VIN	1J4FZ2412	8L[redacted]	**Open Date**	10/25/2010	**Built Date**	12/12/2007	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	03/07/2008	**Mileage**	51,000	**Dealer Zone**	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PYB	DETONATOR YELLOW CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68485	SOLOMON CHRYSLER JEEP DODGE	CARMICHAELS
Dealer Address	2605 E ROY FURMAN HWY		
Dealer City	CARMICHAELS	**Dealer State**	PA

Dealer Zip	15320		

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

Corporate - Excessive Contacts - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	
Product - Electrical - Rear Window Defroster - Defective - Default	
Recall - J24: MOPAR TOW BAR - Other	

Customer is having trouble with two issues. Last spring rear window defroster contact fell off rear window. Solomon CDJ is unable to fix contact and advised customer a new window will have to be installed. Customer brought vehicle to IRF as advised by dealership but IRF is unable to repair contact and advised customer a new window will have to be installed. Customer is also experiencing an airbag light being lit. Customer is advised by Solomon CDJ a new clockspring will be needed at a cost of $410. Customer is upset at both these issues and is seeking assistance from Chrysler. Customer stated he is a good customer, has owned multiple Chrysler vehicles and brings vehicles to dealership for service. Customer sent an e-mail in previous CAIR 20064815 regarding these issues but has not heard back from Chrysler.
*****END OF CUSTOMER CONTACT*****
Customer was advised due to the nature of their contact a call back is required and will take place within 1-2 business days.
Preferred morning/midday call back number is 7[redacted] (home); [redacted] (cell)
Who has possession of vehicle? Customer
Has the vehicle been diagnosed by a CDJ? Solomon CDJ
If a CDJ has diagnosed, what is the dealer name or code? 68485
Reassigned to 88f
******END OF RATIONALE FOR ESCALATION*****
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] 11:53
Customer states the vehicle has been diagnosed for the concerns. Customer states he will be going into the dealer next Monday for some other repairs to the airbag. Customer states the window defroster is not working and the dealer informed the customer that the vehicle can not be

repaired. Writer informed the customer that the dealer will be contacted and a follow up will be made.
Customer states he could not have caused the concerns with the vehicle and is seeking assistance with the repairs to the vehicle. Customer has three new vehicles and has 2 new still in the household.
Writer will follow up 10/28, customer agreed.
Customer requesting to speak with their Case Manager was not able to get a hold of the CM explained to customer that will leave note for the CM to callback.
Mr. B[redacted] calling for CZ58 - 66305 and that attempted transfer went to VM. Preferred is [redacted]6 (home) cell is secondary. Call-back note completed and delivered to floor support for distribution to Case Manager.
Customer calling to speak with cm CZ58, writer tried ext. no answer. A PRIORITY call-back note has been completed and delivered to floor support for distribution to Case Manager. Customer states he can be reached at Home[redacted]6 or
Cell-[redacted]
Customer calls requesting to speak with PW243. Writer attempted to get the case manager on the line, however, CM is not available. Writer advised customer that the case will be updated of customer s request to be contacted for the case manager. Writer also informed the customer that a written note will be given to the case manager. Customer complied.
Dealership is closed. Writer is thinking of assisting the customer with goodwill for the rear glass replacement and the clock spring for the airbag sensor.
Customer requesting to speak with their Case Manager. Call-back note completed and delivered to floor support for distribution to Case Manager.
Customer states that he has been waiting since Thursday for a final decision and would like to speak with his case manager. Writer informed customer that case manager is not in today but another case manager will be following up with the dealer. Customer states he will check in with the dealer at 3:45 PM EST to see what the offer is.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on due to customer loyalty and customer satisfaction.
According to the dealer, the warranty
costs of the repair are as follows:
Parts = $663.60 for Rear Glass - Clock Spring $208.60 - Total $872.20
Labor = $33.00 - $32.55 - Total Labor $65.55
Total repair cost = $937.30
With the concurrence of the Service Manager, Tony
the customer will have a co-pay of $100.00
########## DIRECT-TO-DEALER ##############
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Paul at 800-992-1997 extension # 66010. You may also contact us by email at: T2email@chrysler.com. This customer has been informed of this decision. Please update and/or close CAIR when complete.
##################################
REASSIGNED TO BC/DLR 35 68485 11/01/10 15:30 C[redacted]
*Contact Date:11/02/2010
Service Manager at the dealership has updated the Cair# 2[redacted]
Parts have been ordered.
*Contact Date:11/09/2010
DCX goodwill repair is documented on Repair Order#4[redacted]
CAIR RETURNED FROM DEALER ON 11/09/2010 AT 10:32:330 R[redacted]
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ391X	9L7[redacted]	***Open Date***	11/01/2010	***Built Date***	09/16/2008	
Model Year	2009	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	12/31/2008	***Mileage***	40,536	***Dealer Zone***	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	43860	CHAPRELL CHRY-DODGE-JEEP INC			
Dealer Address	1109 NORTH BROADWAY				
Dealer City	ADA	***Dealer State***	OK	***Dealer Zip***	74820

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	STRATFORD OK [redacted] 33	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Customer s wife called in about the airbag light stays on. Customer s wife brought the vehicle to the dealership and the dealership said the issue is a clock spring that needs to be replaced. Customer s wife stated that the cost of the repair was approximately $350.00
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Who has possession of the vehicle?Dealer
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code?43860
Reassigned to 88F
* * * * * * * * * * CASE MANAGER TEAM * * * * * * * * * *
Customer is the original owner, 2 new 1 used currently owns 2, oow by 4,000 miles and no CSC.
DEALER CONTACT 43860 -- Cliff SA states that the clock spring needs to be replaced. Writer was transferred to SM. David Busch states that he will accept a PA. Writer will call the SM back for warranty pricing. SM and agent agreed upon a $100 co-pay plus tax.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 5[redacted] at 10:28 AM EST.
Customer was not available.
Left a message indicating another attempt would be made to inform of the decision.
Customer requesting to speak with their Case Manager. Call-back note completed and delivered to floor support for distribution to Case Manager.
Customer wife calling in wanting to verify the information she was provided with by the dealer customer stated dealer told her she would have $100.00 copay. Writer verified the information provided by the dealer. Customer asked about a CGSC, writer advised customer to contact

dealer. Customer alleges that dealer advised her that Chrysler does not offer them. Writer referred customer to Chrysler Group Service Contracts Direct Mail Sales: (800) 442-2666. Customer thankful.
DEALER CONTACT 43860 -- Cliff SA transferred agent to SM
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer being the original owner and owning two new vehicles. According to the dealer, the warranty costs of the repair are as follows:
Parts = $ 208.60
Labor = $ 75.70
Total = $ 284.30
With the concurrence of the Service Manager, David Busch, the customer will have a co-pay of $100.00 plus
########## DIRECT-TO-DEALER ##############
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Chelsey at 800-992-1997 extension # 66348. You may also contact us by email at: T2email@chrysler.com. This customer has been informed of this decision. Please update and/or close CAIR when complete.
##################################
REASSIGNED TO BC/DLR 63 43860 11/03/10 14:05 O [redacted]
*Contact Date:11/03/2010
Service Manager at the dealership has updated the Cair# 2[redacted]
Parts have been ordered.
*Contact Date:11/08/2010
DCX goodwill repair is documented on Repair Orde[redacted]
CAIR RETURNED FROM DEALER ON 11/08/2010 AT 11:02:160 R[redacted]
CLOSED LOOP UPDATE - customer was contacted today at 3:09 PM EST. Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2418	8L[redacted]	***Open Date***	11/03/2010	***Built Date***	10/03/2007	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	10/29/2007	***Mileage***	70,000	***Dealer Zone***	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	44966	GULF COAST AUTOPLEX LLC			
Dealer Address	407 SHANKLAND AVE				
Dealer City	JENNINGS	***Dealer State***	LA	***Dealer Zip***	70546

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Clock spring
Corporate - Excessive Contacts - Default - Default - Default	
Product - Brakes - Disc Brake Assy/Calipers - Defective - Rear	
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Hard Shifting - Default	
Recall - J34: STEERING DAMPER - Parts Delay	

Customer called in because she knows that she has 2 recalls on her vehicle and she normally brings her vehicle in GULF COAST AUTOPLEX but customer does not really them and wants to know if there is anything else they can do. Writer provided her with a new dealer Acadiana Dodge Chrysler but they are about 40 miles away so customer doesn t know if she wants to drive that far or not. Writer apologized to the customer and advised her it is up to her but writer advised her to try the new dealer and build repore with this dealer so she can build trust with this dealer. Customer said she will go to the new dealer.
Customer is also stating that she is having so many problems with this vehicle. Her transmission is leaking and her vehicle is having a hard start. Sometimes it will start and sometimes it won t. Customer is very frustrated by this and really wants help with finding out what is wrong with her vehicle. Writer apologized to the customer and advised her will escalate her file to a Case Manager who will be in contact in the next 24-48 business hours. The best phone number to reach the customer is 3[redacted] and can call anytime.
********** CASE MANAGER TEAM **********
1 vehicle,new, OOW by time/34000, no SC
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]6
Customer was not available.
Left a message explaining vehicle is OOW but requested details of concerns and which dealer customer will be working with. Writer gave name,CAIR and brand number.
****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:

Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
customer called and stated that she had received letter for the recall
J34 steering damper.
Customer states she had been drving last week and the vehicle
started shaking and felt like she had a flat. Customer took to the dealer
and they confirmed
issue was related to the recall. They have ordered the parts. Parts
are on back order. Customer states she is also having issues with her
transmission. customer states that her airbag sensor light came on
vehicle has not been involved in an accident. Customer is stating that
she has been told that it is the clock spring. Part to repair is $300.
Customer stated that she is also having issues with the back brakes and
that she has already had to have both calipers and rotors replaced.
Customer is seeking assistance with cost of repairs and parts expediting.
Writer needs to find out which dealer customer is working with on
diagnosis of air bag sensor and verify recall related issues. Brakes are
a 12/12 item so current issue may not be covered. Writer willing to
assist in expediting parts after discussing with dealer.
2nd attempt made to contact customer [redacted]
Left message indicating another attempt will be made,requesting details
of diagnosis and which dealer customer is working with.
Customer was provided with agent s name and Brand number.
####NEXT AGENT, IF CUSTOMER CALLS BACK, PLEASE ASK WHAT DEALER AND IF
THEY HAVE DIAGNOSED VEHICLE##
Customer calls requesting to speak with GB412. The Customer stated she
does not know what dealership she is going to take the vehicle. The
Customer is inquiring about rental assistance. The customer would like a
call back as soon as possible.
Writer informed the Customer/Caller that the Case Manager is unavailable.
3rd attempt made to contact customer [redacted]
Left detailed message explaining customer may choose a dealer that is
convient for her and there is no SC that would cover rental. Writer
requested call back concerning dealer.
Customer is upset because the part is on backorder and the vehicle is
dangerous to drive. Customer is seeking rental until the part that is
needed is available to fix her vehicle. Customer states that she verified
the recall concern with Gulf Coast Autoplex.
Customer was advised that due to the nature of their rental request
a call back is required and will take place by close of business today.
Preferred Morning/Midday call back number i[redacted]
Preferred Afternoon/Evening call back number is [redacted]
Reassigned to 88R
* * * * * * * * * * CASE MANAGER TEAM * * * * * * * * * *
No Service Contract.
Outside of basic 3/36 warranty by time and mileage.
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[redacted] at 12:36pm MST.
Customer was not available.
Left a message on VM.
* * * * RENTAL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in rental
assistance.
The vehicle warranty has expired by time and/or mileage. Rental is not
covered under recall repair.
Unless the customer offers new information, decision remains unchanged.
* *
Vehicle has no warranty or rental coverage, Rental is not covered under
recall repair.
Customer wants to speak to LC752 , transfered.
Customer called in requesting to speak with LC752. Writer informed
customer that LC752 is currently unavailable but will be made aware of
her phone call.
Customer states that she has been driving a vehicle that she condisers
dangerous for 3 weeks, and has been trying to contact CM for 3 days.
Writer asked if 3[redacted] is the best number where Customer can be

reached. Customer stated that it is. Writer advised Customer that agent would send hand written note to CM
Writer contacted dealership 44966. Writer spoke with SA Brian. SA states the part has come in for the recall. SA states they have set up an appointment for the customer on Tuesday 11/23/10. SA states the repair is about 30 minutes.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] at 3:40pm MST.
Writer advised customer writer had got her case yesterday 11/16/10, writer advised customer the information listed per lines 74-83. Writer advised customer rental is not covered under recall repair. Writer advised customer Chrysler will not be providing rental assistance. Customer states she doesn t agree that rental is not covered under recall repair. Customer understands rental will not be provided. Customer states she is now seeking goodwill assistance with repair for her electrical issues for when she brings the vehicle into appointment 11/23/10. Writer advised customer writer will advise the original 88F Case Manager GB412 of the customer s goodwill request. Customer understood.
* * * * RENTAL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in rental assistance,
The vehicle warranty has expired by time and/or mileage. rental is not covered under recall repair.
Unless the customer offers new information, decision remains unchanged.
* *
Customer has been advised of the rental decline, recall part is in, rental is not covered under recall repair.
Case is being sent back to 88F Case Manager GB412 for customer s request for goodwill assistance with her electrical issues. Customer has appointment set for 11/23/10 at dealership 44966.
Customer would like to find out before dealer appointment what Chrysler would look at, writer advised customer we would look at goodwill assistance per customer request, she inquired about rental assistance for the day of the repair. Writer advised that case manager would need to get back to customer in regards to request.
3rd attempt made to contact customer [redacted]. ***THIS IS A RIGHT HAND DRIVE MAIL DELIVERY VEHICLE***
Writer confirmed customer has an appointment on 11/23. Writer explained recall will be repaired at no cost but other diagnostic fees would be at customer authorization and expense. Customer states that because of steering recall the vehicle needs new tires and front end alignment. Writer explained that issue may be determined after diagnosis. Customer also requested rental during repair, writer will reassign to 88R for determination.
This Customer was already decline on 11/17/10 by LC752. per narrative, rental is not covered under recall.
Customer called in regarding getting a rental for tomorrow when her vehicle is at the dealership. Writer transferred customer to GB412.
Writer received call from customer requesting update on rental request. Writer explained there is no SC covering rental, customer may contact dealership to see if there is a loaner vehicle available through the dealership.
Customer wanted to know if problems with transmission and air bag light would be covered since it has been going on when vehicle was still in warranty. Customer would also like to know if front alignment would be covered since it is needed due to recall issue.
***Writer contacted dealer for further information about customer s concerns. Writer spoke to Brian who states tire rebalance and front end alignment are not covered from recall. Any other problems with vehicle are not covered, warranty has expired. (previous coverage request for transmission, warranty had expired, customer states she cannot pay). Dealer states vehicle was brought in 3/2010, customer states poor transmission shift, dealer explained to customer vehicle is OOW,customer did not want to pay for repair.
6th attempt made to contact customer [redacted] - left message. Also called [redacted] 46 and left message explaining again that only

components directly related to recall will be covered. Any other repairs would be at customer authorization and expense.
CLOSED LOOP UPDATE -
Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3915	9L7[redacted]5	**Open Date**	11/03/2010	**Built Date**	10/16/2008	
Model Year	2009	**Body**	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	07/18/2009	**Mileage**	12,427	**Dealer Zone**	42	DETROIT	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68334	COUNTRY CHRYSLER DODGE JEEP			
Dealer Address	2705 N MICHIGAN				
Dealer City	PLYMOUTH	**Dealer State**	IN	**Dealer Zip**	46563

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	WALKERTON IN [redacted]	**Country**	UNITED STATES

Corporate - Excessive Contacts - Default - Default - Default	Caller states she hasn't heard back on the status of her case.
Product - Brakes - Unknown - Other - Rear	shaking and rotors
Product - Brakes - Pads/Shoes - Worn - Rear	

Briefly summarize why the customer is contacting Chrysler: Customer called stating that she has shaking on the vehicle. Customer states that the shaking when you go past 30mph. Customet states this causes the brake to become bad and has to replace them and the rotors.Customer states that she has a leak and not sure of what the leak is. Customer states service has not been locate the problem.
Briefly summarize what the customer is expecting: Customer is requesting good will.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is 5[redacted]0
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? 68334
Reassigned to 88F
********** CASE MANAGER TEAM **********
Agent spoke with Pat SM of dealer 68334.
Pat states the customer uses the vehicle as a mail delivery and she will be contacting her DM on brakes. Pat also states the customer may have gone to an IRF for brakes. Pat states the front axle seal is leaking, the part is in and appointment is 11/11 for the leak to be resolved.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] at 12:34 PM MST.
Customer states her husband fixes her brakes and he says there is something affecting them and heating them (like the calipers). Customer states she has taken it to the CDJ dealer twice for the shudder and was

told the first time to do an allignment which was done and then was told it was the brakes which are also done and the vibration is still there. Agent explained Chrysler DM will be involved and with the appointment 11/11, agent will make another contact after speaking with the SM about the diagnosis.
REASSIGNED TO BC/DLR 42 68334 11/12/10 18:26 [redacted]
####### ATTENTION SERVICE MANAGER/DIRECTOR #######
Please make sure that the owner has been informed of the final resolution.
Also, please update and close CAIR.
##################################
The customer called about her CAIR. The customer had the vehicle in for service on 11/11/2010. The was a leak in the axle. Put new tires on it, has put new brakes on it, still having issues, still has vibration and shake when accelerating. Over 40 mph shakes big time. Got it back on the 11/12/2010. Called 11/16/2010 and they do not get it. There is a new leak on the front axle. The car has been in and out of the shop and would like the car fixed or a new one. The vehicle is a work car if she can t drive it she can t work. Has dumped over $300.00 for the repair. The customer is wanting a resolution on this immediately. The writer found another dealership close to her. The dealership has stated that they want another appointment to get to it when they can. They had it for 2 days before and didn t fix it and they want it again for more playing around. The dealership had driven the vehicle and did not feel the vibration and has no idea what the customer was talking about and cannot find anything wrong with it. Due to the nature of the call the writer is escalating to 88F for follow up. The customer needs to know how she is going to get the vehicle fixed, and possibly receive a rental for the times that she is in need of to work while being fixed. The preferred contact number is 5[redacted]. The customer does not want to go to code 66834, as they are not doing anything about the problems. The writer advised that the customer a call back will be received within 1-2 business days. The writer gave the number to the other dealership, La Porte CDJ, code 65505.
Original Owner
no csc
vehicle used for mail delivery
CONTACT with the customer at 2:18 PM MST. Customer states 11/12 she drove it home and on 11/15 she called to let them know the vibration was not fixed and 11/19 the dealer drove it but did not duplicate it as a concern. Customer states her husband does brakes but it is still terrible but she keeps driving it because she can t take off work again (and has missed 6 days this year). Customer states she will take it in again to dealer 68334 because it is leaking fluid in the front end.
Agent spoke with Pat SM of dealer 68334. Pat states Chrysler paid for 4 new tires. Pat states she does not think the vibration can be corrected any further unless it has changed since they test drove it last time.
Pat states they will take care of the leak under warranty. Agent will track this until customer is satisfied per repairs that can be made.
REASSIGNED TO BC/DLR 42 68334 11/29/10 16:36 O[redacted]
REASSIGNED TO BC/DLR 42 68334 12/03/10 11:32 O[redacted]
*Contact Date:12/09/2010
Warranty repair has been documented on Repair Order[redacted]
CAIR RETURNED FROM DEALER ON 12/09/2010 AT 11:25:832 R[redacted]
CONTACT attempt for satisfaction at 11:30 AM MST.
Customer was not available.
Left a message indicating another attempt would be made.
CONTACT with the customer at 12:56 PM MST. Customer states she wants a replacement vehicle because the dealer said they do not know what to do about the vibration at 30 mph and they can t fix it.
Customer was advised that due to the nature of their request a call back is required and will take place within one business day.
Preferred Morning/Midday call back number is 5[redacted]0
Preferred Afternoon/Evening call back number is [redacted]
Who has possession of the vehicle? Owner
Is this a request for Lemon Law, buy-back or replacement? Replacement
Reassigned to 88L

* * * * * * * * * * QUALIFIER TEAM * * * * * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
* * * * * * * ATTENTION SERVICE DIRECTOR/MANAGER * * * * * * *
This customer has contacted Customer Care seeking lemon law buyback/replacement. Preliminary research has determined this vehicle doesn t appear to qualify for lemon law/Buyback/Replacement and the customer has been informed of such. They have also been told that we are interested in repairing the vehicle if a repair is required.
Please use all available resources as required (Area Manager, Business Center or STAR) to bring this to a resolution.
RESEARCH RESULTS:
Explain why this vehicle either appears to qualify or not: Vehicle does not appear to qualify at this time.
Number of related repair attempts = 3 for the vibration concern, 1 for the leaking concern no brake concerns documented by dealer.
Number of days out of service = 5 total days.
Writer called the customer and informed of the information above.
Pat SM is the one working with the customer, Victoria states that they cannot find the anything wrong with the vehicle writer sees no contact with STAR. Writer contacted the dealership to let Pat know that the case would be sent as a unresolved concern as a attempt to get STAR involved to get this vehicle fixed. EB401 call the customer let them know you have sent the case to the dealership as an attempt to get STAR involved.
Writer called the dealership and they are aware of Chrysler s expectations.
Writer sending for documentation to the case as needed showing Chrysler has made necessary repair attempts.
REASSIGNED TO BC/DLR 42 68334 12/15/10 16:50 [redacted]
ATTENTION SERVICE MANAGER/DIRECTOR # # # # # #
Please arrange an inspection of customer s vehicle and review with your District Manager to bring customer s concern to a final resolution.
Please make sure that the owner has been informed of the final resolution.
Also, please update and close CAIR.
# #
Customer calling stating she is very upset because her vehicle is back at the dealership today because the airbag light keeps flashing on and off.
Customer states it is yet another repair on this vehicle that she is stuck with. Customer states she wants it bought back or replaced.
Customer states she wants a call back today, writer tried case manager EB401 at ext. 66125, but no answer. A message has been delivered to case manager requesting a call back. Customer states she can be reached at: [redacted]
vehicle does not qualify for lemon law, service manager claims they cannot duplicate.
Pat Snodgrass at dealership has driven vehicle and it does not have any issue.jad
Agent spoke with Pat SM of dealer 68334. Pat states the air bag light issue was not complete because the part is on national back order. Agent spoke with Julie PM of dealer 68334.
Dealer#68334
Order# 1[redacted]
Part# cabck136aa
Part# cabck138aa
****** Below Corporate Resources Contacted ******
PARTS EXPEDITING
on 2011-01-10 @ 12:49
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Customer states she has talked about trading the vehicle and they offered her very little for the vehicle which she would not accept. Customer states her friend suggested a lawyer and this is where she is working.
Agent offered 8 oil changes in 2 years.
Customer states she will take the vehicle in again and call Chrysler again if she is working on a problem which she feels is still not

resolved.
CM notes the recall K13 INNER FENDER LINERS issued 12/03/2010 has not been addressed. Agent will be calling the customer about parts expediting search and will address the recall issue.
CONTACT with the customer at [redacted] to let her know the 8 oil changes are in place. Agent will check every day for any assistance with the parts.
****** START OF SUPPORT ESCALATION FROM PARTS EXPEDITING by T8430MH******
CABCK136AA and CABCK138AA - Forced order to PDC 9301. ETA week of 1/17
****** END OF SUPPORT ESCALATION FROM PARTS EXPEDITING******
Agent spoke with Julie SM of dealer 68334. Julie will let SM also know of forced order ETA week of 1/17.
CONTACT attempt at [redacted]. Left message.
Agent spoke with Julie Parts Manager of dealer 68334. Julie states the part came in and the service department was notified and they called the customer because they are in a hurry to get her in.
CONTACT with the customer at 5[redacted] Customer states the dealer called yesterday morning and they wanted the vehicle that afternoon but she works as a mail carrier and is very busy. Customer will need to make her appointment and agent will follow up.
Agent contacted the customer [redacted]
CLOSED LOOP UPDATE - customer contacted today to confirm repairs. Customer is satisfied but states that in a month she wants them to look at her horn because sometimes it stops working and then will start working. Agent explained that in a month we will open the case as needed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2411 8[redacted]2	**Open Date**	11/04/2010	**Built Date**	04/29/2008		
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	05/23/2008	**Mileage**	64,082	**Dealer Zone**	42	DETROIT	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68867	BELMONT DODGE-CHRY-PLYM-JEEP INC			
Dealer Address	780 EAST MAIN STREET				
Dealer City	BARNESVILLE	**Dealer State**	OH	**Dealer Zip**	43713

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	BARNESVILLE OH [redacted]	**Country**	UNITED STATES

Product - Electrical - Speedo/Gauges/Ometer/EIC - Intermittent or Inoperative - Default	lights stay on, no fix from dealer
Corporate - Excessive Contacts - Default - Default - Default	

POSTMARK DATE: 101210; DATE RECEIVED: 101410
Customer writing to notify us that her Jeep has lights on dash. Customer states that she has been to dealer, and they told her there is nothing wrong. She now has another light illuminated, this one for which they told her they could repair, but would be a few hundred dollars. Customer states that her vehicle is constantly needing oil added to it. Customer states that she has been in dealer numerous times, but they tell her it is normal, or cannot find anything wrong.
Writer reassigning to 88F for further assistance.
********** CASE MANAGER TEAM **********
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]4 at 9:04am MST. Customer did not answer.There was not an option to leave a message, as it states answer option off.
CUSTOMER CONTACT-
2nd attempt made to contact customer on 1:49pm MST at 11/09/10.
Left message indicating another attempt will be made.
Customer was provided with agent s name and Brand number.
3rd attempt made to contact customer on 2:02pm MST at 11/15/10.
Left detailed message for a return call if required. Customer did not answer. Left a voice message including case manager name, number, reference number, and that a call will be made the next business day if possible, or customer can return call to case manager with the Brand Phone Number. Unable to reach customer by telephone, left message with text back number
so customer can return text indicating their availability.
Customer called to speak to CM. Customer transferred to CM s ext# 66334.
Customer called and left a voice message and can be reached at [redacted]
CUSTOMER CONTACT-[redacted] Customer did not answer. A message was

left with information on case manager and case information, including
name, phone, text, case number. A call will be attemted at another time.
CUSTOMER CONTACT- [redacted] did not answer. A message was
left with information on case manager and case information, including
name, phone, text, case number. A call will be attemted at another time.
Customer calls requesting to speak with ST756
Customer/Caller transferred to extension #66334
Customer called in seeking for the status of the case.
Customer did not have any information to present at this time.
CUSTOMER CONTACT[redacted] The check engine light has stayed on since
about 2 months after she purchased the vehicle. The dealer could not
find out why the check engine light came on, and now that the air bag
light came on, the dealer told her that they could fix it, but it would
cost a couple hundred dollars. Belmont Dodge in Barnsville. DL 68867.
Customer does not want to pay the dealer for the repair of the air bag
light, since they were not able to diagnose and repair the check engine
light that has been on for so long.
Contacted Paul, the service manager who states that the cusotmer has an
appointment on 11/18/10 and he will diagnose the check engine light
issues, and she does need a clock spring. The check engine light is
probably 02 sensors, but he will need to recheck that while the vehicle
is there. Paul states that he will leave a message on case manager voice
message with diagnosis. Case manager informed Paul that case manager
will be out of the office until 11/23/11.
CUSTOMER CONTACT- informed customer that case manager will be out of the
office until 11/23/10 but by then should have the information from the
dealership about the diagnosis, and will get back with the customer on
what we are able to assist with.
Contacted service manager - Paul states that the parts are ordered, and
that he will call case manager as soon as the parts come in.
Contacted customer to inform that when the parts come in, either the
service manager, or case manager will contact customer to have them go
back in to the dealer.
DEALER CONTACT- Spoke with Paul who states that the parts are in, and the
customer will be in next week for the repairs to be made. Paul states
that he will call case manager back next week with the warranty costs, so
that a PA can be sent over.
Spoke with Paul who states that the customer is coming in today, and he
will call case manager with information on the PA.
Customer Contact[redacted] Customer did not answer. A message was left
for the customer that case manager will contact Paul at the dealer to
find out if the repairs were made.
DEALER CONTACT- Spoke with Paul who states that the customer will be
coming in for repairs on 12/11/10. Case manager will call back 12/15/10
DEALER CONTACT- Spoke with Paul states that the repair is not done yet.
Case mangager will contact Paul on 12/17 to update case.
DEALER CONTACT- Spoke with Paul who states that customer will be in for
repairs on 12/18/10
Cell phone [redacted] 7[redacted] A message was left for customer
about this case, and that a call will be made back to the customer
12/21/10
CUSTOMER CONTACT-[redacted] Customer did not answer. A message was
left with information on case manager and case information, including
name, phone, text, case number. A call will be attempted at another time.
CUSTOMER CONTACT- Spoke with customer who states that dealer had to order
a computer for the repairs. Case manager will follow up with customer
the week of 01/03/10
Pual s.m. calls requesting to speak with ST756
Pual s.m. /Caller transferred to extension # 66334
Pual s.m. called in seeking for an update on their case.
CUSTOMER CONTACT- Customer states that the repairs were made, but this
morning the check engine light came on, and the problem is still there.
The dealer has the vehicle now.
DEALER CONTACT- Paul states that their are 3 different codes in the
vehicle, egr code, vacuum leak, and something else. Paul will call case
manager when the diagnosis is done.

DEALER CONTACT- Spoke with Paul who states that EGR Valve will need to be replaced, and this is covered under the extended emissions warranty. Paul states that this will be covered under warranty. Case manager will call customer 1/7/11 to verify repairs have been made, and close the case.
Customer contact- Customer states that she got about 5 miles from the dealership, and the light came back on. Customer has contacted the dealership and has an appointment to go back in after she gets off of work. Case manager explained that a call will be made 1/11/11
Called BELMONT DODGE-CHRY-PLYM. Who ever answered the phone states service went home already.
Called customer, She states she took the vehicle back and the dealer check and cleared codes. Customer states the dealer reconnected an O2 sensor and it has been 2 whole days and no check engine light.
Writer is closing this CAIR.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ241X	8L6[redacted]	***Open Date***	11/04/2010	***Built Date***	03/12/2008	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	08/05/2008	***Mileage***	42,930	***Dealer Zone***	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	64979	BLACKWELL CHRYSLER JEEP DODGE			
Dealer Address	4874 RIVERSIDE DR				
Dealer City	DANVILLE	***Dealer State***	VA	***Dealer Zip***	24541

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ROXBORO NC [redacted]	***Country***	UNITED STATES

Product - Electrical - Unknown - Defective - Default	Airbag Sensor Switch needs to be replaced
Corporate - Excessive Contacts - Default - Default - Default	Over 5 NICs
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	
Recall - J30: TRANSMISSION FLUID TEMPERATURE WARNING - Advise Owner/Incomplete Recall	
Recall - J34: STEERING DAMPER - Advise Owner/Incomplete Recall	

Customer stated that the airbag light turns on and off while he is driving. Customer is seeking repair assistance for the cost to repair a airbag sensor switch in his vehicle. The customer is expecting a call back from a CM within 24 business hours.
****

Customer stated that he had the vehicle diagnosed at the following CJD dealership:
Blackwell Chrysler Jeep Dodge
4874 riverside dr
danville, VA 24541-5530
434-792-8853
****

Customer calls seeking recall information. Advised the customer of incomplete recall J24 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
****

Customer calls seeking recall information. Advised the customer of incomplete recall J30 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
****

Customer calls seeking recall information. Advised the customer of incomplete recall J34 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment

to complete recall repair.
* * * * * * * * * * CASE MANAGER TEAM * * * * * * * * * *
Agent attempted to contact dealer and spoke with SA Tracy who could not find an open RO# for the customer. ASM Jerry came on the line and looked for customer in the system and found last time at the dealer was 9/7/2010 at 38300 miles for a rear window washer.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] at 2:12 pm.
Customer was not available.
Left a message indicating another attempt would be made.
2nd attempt made to contact customer on 11/11/2010 at 7:31 pm.
Agent called customer and got busy signal.
Agent will try again tomorrow.
Customer Theresa Warren states she is checking status of case. Customer states she has been working to come up with the money to pay for repair. Customer states she needs to know what to do now. Customer states she will take vehicle to dealership tomorrow for diagnosis then will call back after this is done.
Writer informed the customer the case manager spoke with the dealership and they have not seen her vehicle since 9/7/10. Writer informed the customer the case manager needs a current diagnosis of issue. Writer informed customer case manager advises her to take vehicle to dealership, have the diagnosis completed and then have the SM call JW870 to confirm the diagnosis. Writer informed the customer to give the SM the case number. Writer informed the customer that once the diagnosis is complete a decision will be made and the customer will receive a call back as soon as possible.
Dealer calls back with information
Warranty parts $249.00
Warranty labor $35.70
Total $284.70
Jerry (SA) dealer code 64979 1-800-995-4203 ext 4127
DEALER CONTACT- Writer contacted dealer 64979 and spoke with assistant service manager (ASM) Jerry who confirmed the warranty prices.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer loyalty. According to the dealer, the warranty
costs of the repair are as follows:
Parts = $249.00
Labor =$35.70
With the concurrence of the Service Manager,
the customer will have a co-pay of $50.00.
########## DIRECT-TO-DEALER ##############
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact William at 800-992-1997 extension # 66088. You may also contact us by email at: T2email@chrysler.com. This customer has not been informed of this decision. Please update and/or close CAIR when complete.
##################################
The dealership will give the customer the great news.
REASSIGNED TO BC/DLR 35 64979 11/30/10 15:37 O [redacted]
*Contact Date:12/02/2010
Service Manager at the dealership has updated the Cair# [redacted]
Dealer attempting to contact customer.
12/9- Svc mgr advised to update CAIR and Customer/tfg4 _
*Contact Date:12/13/2010
Warranty repair has been documented on Repair Orde[redacted]7
CAIR RETURNED FROM DEALER ON 12/13/2010 AT 10:31:060 R[redacted]
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
Writer left message for customer to check on the status of the most recent repair on this vehicle. Writer will make last follow up call on Thursday, Dec. 16th, 2010. Writer left callback number -- 1-800-763-8422

with CAIR number for reference.
2nd attempt made to contact customer on 12/16/2010 at 9:12 am MST.
Writer left message for customer to inform that this is the final follow
up call on the most recent repair. Writer provided callback number -
Jeep Brand -- 1-877-426-5337 and informed customer to contact CAC if any
other issues arise.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8FA5410	9L[redacted]	***Open Date***	11/08/2010	***Built Date***	09/17/2008	
Model Year	2009	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	01/13/2009	***Mileage***	20,600	***Dealer Zone***	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68349	LA BREA CHRYSLER JEEP			
Dealer Address	401 SOUTH LA BREA AVE				
Dealer City	LOS ANGELES	***Dealer State***	CA	***Dealer Zip***	90036

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	
	LOS ANGELES CA[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer complaint that air bag light is on

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Airbag warning problems
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Since buying my jeep in Jan 2009. I have had an issue with the airbag warning light on the dashboard. It flashes and chimes intermittently. The dealership only shrugs their shoulders when I talk to them about this. What can I do?
*****END OF CUSTOMER EMAIL*****
Dear [redacted]
Thank you for contacting the Chrysler Customer Assistance Center about the problem you are experiencing with your 2009 Jeep Wrangler.
We regret that you are still experiencing problems with your vehicle. It is our suggestion that you continue to work with your servicing dealer.
If the dealer has been unable to determine or resolve your concerns, you may want to seek a second opinion from another authorized dealership.
If your concerns are still not resolved after consulting another dealer, please contact our office at the following phone number: 1-877-IAM-JEEP (426-5337) 8 a.m. - 8 p.m. (Eastern Time), Monday through Friday, and 9 a.m. - 5 p.m. (ET) on Saturday. to speak with one of our Customer Service Representatives.
Thanks for driving Jeep, have a great day!
*****END OF CAC EMAIL*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3913	9L[redacted]	***Open Date***	11/10/2010	***Built Date***	11/03/2008	
Model Year	2009	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	02/09/2009	***Mileage***	74,000	***Dealer Zone***			
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	
	BROADBENT OR [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	
Product - Electrical - Wipers / Washers - Worn - Unknown	
Product - Unknown - Unknown - No Start - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
multiple problems with 2009 jeep wrangler RHD
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
This jeep has had multiple recalls and the rearend was put together with wrong shims and had to be rebuilt twice. Now the airbag light is on and dinging intermittently, the dealership says the winshield wipers are wore
out and they cannot even get the parts. I see online that this jeep model
built in Ohio is being recalled for the airbag safety malfunction, but the
dealership says no recall yet. also will not start intermittently . Is Jeep
going to stand behind their product or not?
*****END OF CUSTOMER EMAIL*****
Dear [redacted]l:
Thank you for contacting the Chrysler Customer Assistance Center.
I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.
Unfortunately, given the many variables involved, we are unable to diagnose your vehicle s problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.
Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Should your dealer require factory assistance, it is available through the regional Business Center.
If you have been working with an authorized dealership but the problem is not yet resolved, seeking a second opinion from a different dealer may be a viable option.
Your recent email does not contain any information that would cause a change in the previous decision. Therefore, your request must again be respectfully declined.

Any future communication related to this issue will be retained in corporate records.
If, at some future date, we can be of assistance to you in some other area, please let us know.
*****END OF CAC EMAIL*****
The Safety issues with the airbag system is to be fixed tomorrow 11-11-10 ,
but the issue: is Jeep going to pay for the fix? as this 2009 Jeep Wrangler
4dr. has been recalled for this same issue but i have not recieved a recall
notice for this issue. Also the dealeship says the winshield wiper system
is prematurly wore out, but they cannot get the parts as the supplier has
went out of business and no parts are available. What am i supposed to do
just not drive my $25,000 vehicle when it rains? If they quit working while
driving it could be a real safety and liability issue if an accident
occurs. Let me know if Jeep is going to take care of these issues. The
dealership IS: VERGER JEEP PHONE; 541-888-5594 fAX 541- 888-4943 REF NO: [redacted] EMAIL CASE NO [redacted]
*****END OF CUSTOMER EMAIL*****
No response to email, customer has been denied goodwill and informed several times

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3913	7L[redacted]	**Open Date**	11/09/2010	**Built Date**	12/01/2006	
Model Year	2007	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	01/18/2007	**Mileage**	62,808	**Dealer Zone**	42	DETROIT	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	25055	LOCHMANDY MOTOR SLS INC			
Dealer Address	920 NORTH NAPPANEE ST.				
Dealer City	ELKHART	**Dealer State**	IN	**Dealer Zip**	46515

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	EDWARDSBURG MI [redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	

********* MJF5 forwarded Email to MFY on Nov 9 *********
Contacted the Customer and left voice mail with my direct line today.
Contacted the Customer and left voice mail with my direct line today.
Noted the following in household:
LE034705
7L120760
SS298236
11/10, Spoke with Service Advisor Ariel,who advised Dealer was not able to find any problem on visit to service (Oct. 12th). Ariel mentions that Air bag lamp was on for owner, tech did one half hour of diagnosis and was not to find anything wrong after reset Air Bag Module.
Code B1B06 was what tech mentioned on the paperwork SA said. SA stated the owner has not returned since. SA was able to provide an additional phone number 574 320 2674 (writer called that [redacted]so on 11/10)
Left message on this phone also. Spoke with Mr[redacted]who called back. Air bag Lamp is ON now. Owner will bring concern back to dealer attention. File # provided. To Review Out of Warrt. Request request 11/11 or perhaps 11/12, I referred owner back to dealer to review the clockspring replacement request which owner says was the original est. from dealer I advised owner either way will require a visit back to dealer as last time inspected was Oct. 12 2010
POSTMARK DATE: 111010; DATE RECEIVED: 111110
11/11
Contacted dealer to see if owner followed up with today for possible appointment. Pending no damage, if clockspring condition willingness to Goodwill offer repair as safety item.
SA stated that Owner rescheduled for Nov 15 at 730am. Awaiting dealer f/u
Contacted Dealer and verified no damage related. Clock Spring replaced

Total warranty cost will be derived from WAM Jake at ex1139 Will assign PA upon call back. Vehicle repaired and released.
*****Auth# [redacted] *****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2418 7[redacted]	**Open Date**	11/10/2010	**Built Date**	03/08/2007		
Model Year	2007	**Body**	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	03/21/2007	**Mileage**	45,000	**Dealer Zone**	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PDA	LIGHT GRAYSTONE PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	59725	SUNDANCE DODGE INC			
Dealer Address	222 AUTO DRIVE				
Dealer City	BOISE	**Dealer State**	ID	**Dealer Zip**	83709

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	BOISE ID [redacted]	**Country**	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	
Product - Body / Trim / Paint Finish - Seat Belts - Defective - Default	

Customer states she called about six month ago and Chrysler was going to assist with repairing the seat belt and she wants to know if they will assist now.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is 2[redacted]
Preferred Afternoon/Evening call back number is [redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? Larry Miller
Reassigned to 88F
Writer could not access dealer search to get the dealer code. Writer did not inform customer of opened recalls.
********** CASE MANAGER TEAM **********
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] at 11:11.
Customer was not available.
Left a message indicating another attempt would be made.
Writer spoke with customer stated she has a seat belt and ESP light and airbag light. Customer took it in to dealership 2-3 times. Customer paid last week to have the ESP light and airbag light repaired. She paid 490.00. Customer stated if the previous dealership would have done it. It would have been under warranty. Customer asking for reimbursement. Stated to customer Chrysler will reimburse her 250.00 of the repair.
Advised customer to submit original repair order & proof of payment to:
Chrysler Customer Assistance Center
PO Box 21-8004

Auburn Hills, MI 48321
Advised customer to make a copy of these documents for their records.
Asked the customer to include a brief letter of explanation & request,
including their name, address, phone number, VIN, & reference number
(CAIR). Advised customer the goodwill offer is dependent upon
verification of all documents requested.
Writer stated to customer to contact dealership and make an appointment
to bring in her vehicle so they can look at her seat belt. Stated I would
contact dealership and leave my information to call once it is diagnosed.
Agent attempted to contact dealer Service Manager Ken, however,
SM not available. Left message for a return call at extension 66092.
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[redacted]
Customer was not available.
Left a message indicating another attempt would be made.
2nd attempt made to contact customer on 11/22/10 at 4:43.
Left message indicating another attempt will be made.
Customer was provided with agent s name and Brand number.
Writer left message with customer asking if she had made an appointment
to get her vehicle in diagnose.
Agent attempted to contact dealer Service Manager Ken, however,
SM not available. Left message for a return call at extension 66092.
3rd attempt made to contact customer on 11/23/10 at 12:41.
Left detailed message for a return call if required.
Writer contacted customer [redacted] wrong number given. Writer
will be closing the case, no other phone number listed.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
Customer answered and then proceeded to hang up on writer. Writer will
follow up in 5 days to verify that documents have been mailed in to
Chrysler.
2nd attempt made to contact customer.
Writer left message for customer to call back and verify that documents
have been sent in to Chrysler.
Documentation for reimbursement has been sent in by customer. Documents
have not yet been attached to CAIR. Writer will be closing CAIR until
documentation has been attached. Once attached, CAIR will be reopened and
writer will process reimbursement.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5919	8L[redacted]	***Open Date***	11/11/2010	***Built Date***	03/05/2008	
Model Year	2008	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	09/10/2008	***Mileage***	43,947	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60053	WAYCROSS CHRYSLER JEEP DODGE			
Dealer Address	2100 BRUNSWICK HWY				
Dealer City	WAYCROSS	***Dealer State***	GA	***Dealer Zip***	31501

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	WAYCROSS GA [redacted]	***Country***	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall
Recall - J30: TRANSMISSION FLUID TEMPERATURE WARNING - Advise Owner/Incomplete Recall

Customer states to have an air bag light on advised to take vehicle to a CJD dealership to take care of the recalls and at the same time they can daignose the airbag light advised warranty opn the vehicle.
Advised of the open recalls.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA5917	9L[redacted]	***Open Date***	11/13/2010	***Built Date***	03/13/2009	
Model Year	2009	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	04/30/2009	***Mileage***	37,000	***Dealer Zone***	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PBS	DEEP WATER BLUE PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	66932	FULLERTON CHRYSLER JEEP DODGE CORP			
Dealer Address	1050 ROUTE 22				
Dealer City	SOMERVILLE	***Dealer State***	NJ	***Dealer Zip***	08876

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

Dealer - Service/Body Shop - Personnel - Discourteous/ Rude - Service Management	Customer is not happy with dealer.
Product - Transmission / Transaxle - Gear Selector / Linkage - Improper Shift - Default	Pops out of first gear.
Corporate - Excessive Contacts - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer is having problems with the transmission in his vehicle.
Briefly summarize what the customer is expecting:
Customer wants a new transmission.
****End structured narrative T2 - Beginning Narrative
Customer alleges he has had the vehicle in over ten times. Customer alleges that dealers are lying to him and are extremely rude, and Chrysler agents are saying all of these vehicles have defective transmissions. Customer alleges that the people at the dealer are nasty to him and he isn t comfortable dealing with them. Customer alleges that the dealer told him about a service bulletin concerning the problem he is having with the vehicle popping out of first gear. Customer alleges the air bag censors come on and off but that the dealer won t look at it because the light isn t on when he goes to the dealer. Customer alleges he is not comfortable driving his car. He has had the clutch replaced and is still having problems with first gear. Customer alleges he put a new lift kit on the vehicle. Customer alleges he has been without his vehicle for two weeks. Customer wants us to call the dealership and work something worked out before he has to file for lemon law. Customer also needs a rental and would like the vehicle worked on at Fullerton CDJ dealer code 66932.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 68950
Reassigned to 88F
Customer is original owner and there are 8 other newly purchased CDJ vehicles in the household. Customer does have an active service contract.
* * * * * * * * * * CASE MANAGER TEAM * * * * * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] at 10:19
Customer was not available.
Left a message indicating another attempt would be made.
Mr. [redacted] calling for BS653 and he is not available.
Preferred is 732 789 5330
Call-back note completed and delivered to floor support for distribution to Case Manager.
The writer spoke with the cusotmer. He stated he was told that this dealer doesn t really fix the problem. He is requesting Lemon law and he will have roadside assistance tow the vehicle to the dealership.
Customer was advised that due to the nature of their request a call back is required and will take place within one business day.
Preferred Morning/Midday call back number [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Who has possession of the vehicle? Owner)
Is this a request for Lemon Law, buy-back or replacement? Lemon Law
Reassigned to 88L
* * * * * * * * * * QUALIFIER TEAM * * * * * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] at 9:19 AM.
* * * * * * * ATTENTION SERVICE DIRECTOR/MANAGER * * * * * * *
This customer has contacted Customer Care seeking lemon law buyback/replacement. Preliminary research has determined this vehicle doesn t appear to qualify for lemon law/Buyback/Replacement and the customer has been informed of such. They have also been told that we are interested in repairing the vehicle if a repair is required.
Please use all available resources as required (Area Manager, Business Center or STAR) to bring this to a resolution.
RESEARCH RESULTS:
Explain why this vehicle either appears to qualify or not: Vehicle does not appear to qualify, Customer does not have the needed repairs in the terms of protection.
Number of related repair attempts = 1.
Number of days out of service = 2.
Writer is calling customer to inform them of the above information.
Customer is stating he wants his vehicle repaired and just wants what he paid for.
Writer informed customer Chrysler wants his vehicle repaired and we will get his case back over to his case manager to continue working with him and the dealership.
Writer called dealership to inform SM Jeff cair is being sent over so we have documentation showing we made ourselves available for repairs.
Customers concern is transmission is popping out of first gear also the air bag light and roof still leaks.
Writer is sending cair to previous case manager to send over the unresolved concern.
Assigning cair to BS653 for further handling.
REASSIGNED TO BC/DLR 32 68950 11/16/10 14:14 C[redacted]
Dealer calling to speak with case manager. Transferred through for further assistance.
Jeff SM stated he would like to close the CAIR because the customers transmission was repaired by dealership 39075. Jeff SM was informed a hand written note would be delivered to BB878.
SM Jeff stated the customer had gone to dealer 39075 as of 11/30 SM Tom at dealer 39075. They solved the problem with the transmission

popping out of gear and they fixed a water leak on 11/30
The writer spoke with the customer. He stated he was working with another case manager
[redacted] is being handled as an executive referral. The vehicle is going to dealer 66932. As customer s concern are being handled the writer is closing this cair.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA5917	9L[redacted]	**Open Date**	11/18/2010	**Built Date**	03/13/2009	
Model Year	2009	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	04/30/2009	**Mileage**	35,000	**Dealer Zone**	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PBS	DEEP WATER BLUE PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	66932	FULLERTON CHRYSLER JEEP DODGE CORP			
Dealer Address	1050 ROUTE 22				
Dealer City	SOMERVILLE	**Dealer State**	NJ	**Dealer Zip**	08876

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	NORTH BRUNSWICK NJ 0[redacted]	**Country**	UNITED STATES

Product - Transmission / Transaxle - Automatic Trans / Transaxle - Noisy - Default	whine in first gear
Dealer - By-Pass - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	
Product - Body / Trim / Paint Finish - Conv Top / Sunroof / T-Top - Leaks - Default	
Referral - Executive Referrals - Other - Default - Default	

POSTMARK DATE: 111810; DATE RECEIVED: 111810
******EXECUTIVE REFERRAL STAFF******
Contacted customer and stated that we have received his email and that we will review it and get back to him in the next 2-3 business days to go over it with him.
Agent contacted owner, left message with direct line for follow up.
****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Agent contacted owner who is concerned with water leak from roof, exhaust leak, air bag sensor (air bag light) and transmission while and pull in 1st gear. Owner would like to take vehicle to dealer 66932. Agent contacted dealer, left message with service manager with direct line.
####### ATTENTION SERVICE MANAGER/DIRECTOR #######
Please arrange an inspection of customer s vehicle and review with your District Manager to bring customer s concern to a final resolution.
Please make sure that the owner has been informed of the final resolution.
Also, please update and close CAIR.
##
REASSIGNED TO BC/DLR 32 66932 11/30/10 13:51 C[redacted]
*Contact Date:12/01/2010
Service Manager at the dealership has updated the Cair#[redacted]
An appointment has been set with the customer.
*Contact Date:12/03/2010
Service Manager at the dealership has updated the Cair#[redacted]

Dealer attempting to contact customer.
Agent contacted dealer, left message with service manager, Colin.
Agent contacted owner, left message with direct line.
Agent contacted owner, appt is set fot tomorrow.
Agent contacted owner for appt update, left message with direct line.
Agent contacted owner for appt update, left message with direct line
Owner has been unreachable at this time.
Agent contacted dealer, spoke with service manager, Rich. Rich states that owner did not bring vehicle into dealer on 12/7 for above noted issues. Dealer has no appt and customer has not been reachable. Cair being closed.
Agent dictated 'Please contact ' letter.
Owner contacted agent who advised that vehicle no longer has 4x4 and is at dealer, but will not be diagnosed until tomorrow. Owner feels that due to lack of or poor workmanship, vehicle does not have 4x4 as a result. Owner to contact GM at dealer for assistance.
CUSTOMER EMAIL:
Dear Ms. [redacted]
As you may be aware. Skolsky has made every good faith attempt to follow protocol in getting his vehicle serviced and repaired by the right people, the people qualified and certified to work on his 2009 Chrysler Jeep.
Before I go any further I want to inform you of our current climate conditions here, in northeast New Jersey. The weather in this region has been more volatile than usual. We are about to get our fourth snow storm since the beginning of winter. Winter hasn t even been here a month, yet. SUV s and Off Road Vehicles are an important asset, especially at this time of the year for anyone driving in this area. With the impending snow storm, due to hit tomorrow, Mr [redacted] needs his vehicle available and so the repairs have been delayed once more. Mr [redacted] was told he didn t qualify for a loner vehicle equivalent to what he is leaving behind nor has he been offered any other option, a paid or discounted rental perhaps.
Mr [redacted]y has been unable to reach a level of satisfaction from the service company he is working with.The repairs and answers to his questions have been eccessively slow in coming. In fact, his customer care point of contact, as stated to me, has actually discouraged Mr. [redacted] from having the issues of his vehicle diagnosed and investigated. This discouragement was offered under the guise telling him that he could burdened with the sole financial resposibility of any action performed to his vehicle. He is already under a great deal of stress no knowing each day if his vehicle will be available to operate whether he will be able to travel to his commitments. The undertone of that statement by the customer care representative has undermined and actually diminished the value of any customer care the representative is insinuating he can or is willing to offer. Why would Mr. [redacted]y risk getting any service with that kind of seed of doubt having been planted in his thoughts. The diagnostic service is absolutely necessary which will expedite identifying the real cause of the issue behind the vehicle s unsatisfactory operation. It was wrong for Mr. [redacted]y s confidence in the customer service of Chrysler to be corrupted by such a statement. I believe the Chrysler corporation has the wherewith to get a vehicle properly diagnosed and repaired without the bank of the corporation being negatively, especially in this case.
To be quite honest, I am unsure of all the details, as I am not directly involved in the repair ,service issues of this vehicle. I will say that Mr [redacted] s story has been corroborated by more than one person not having a vested interest in its repair.
The level of frustrationMr. [redacted] is experiencing is taking its toll upon him. :et me explain without violating a condfidence, Mr. [redacted] retains the professional responsibility of a highly visable position, a front office type of job and must deal with people, directly, in person, from the time he arrives until the time he leaves for the day, The understanding of this fact is, even more important due to the nature of the business that he is in. In the leadership role he retains, he must have an be acutely aware of the operation of the facility that he is

reponsible for, the transactions that are being performed and the staff that operates under his direction. An individual s safety could be affected, if his attention is distracted and be prepared for any sudden changes of the dynamics or condition of the facilty it sounds crazy. But looking at my very priviliged perspective I both as participant of the amenities of the facilities and a service provider to the facility in my professional employ, I have a very real concern. I would hate for anything negative to come from such a small thing because a minute amount of dollars and cents was a bigger concern that the satisfaction of normal everyday guy, who reprentative of the majority of owners of the Jeep product.

Just today, he had to negotiate his vehicle back due to the impending storm. This evening he got into his car and this is the text, I recieved relative to the operating condition of the vehicle.

[redacted]The airbag light is still on. Exhaust leak form the engine.Roof still leaking upfront. And tansmission still sounds horrible!..' That s not a good message.

I know there has been contact between a Chrysler representative and Mr [redacted] The person and point of contact, as I understand it, has discouraged Mr. [redacted] from advocating service at another facility more equipped to handle his inquiry. The message, as Mr. [redacted] recieved it and as I am understanding it, has been interpreted as follows. ...if the dealer made a mistake on the service of his vehicle and it was damaged as a result or the orginal complaint made worse, that any further attempt to correct that orginal mistake, relative to, the time of trying to get the issue resolved, the financing of further repair, and a procurement of alternative transportation, equal to that which he been intermittently without during this whole ordeal, is his to bear and the other being without liability or have such disposed to them as the original party. That original party is defined as, the orginal certified service providing dealership, where the actions taken there may or may not have exacerbated the original problem reported.

The level of frustration that this situation would cause me personally, if I were in Mr [redacted] shoes, would most likely result in me having a meltdown,

It is my greatest concern, however, that Mr. [redacted]y has been told that much of the information he has recieved is due to the fact the vehicle now has over 36K miles, which voids the warrantee. As I understand it, the clock stops as soon as a concern is raised and a repair has been attempted until acknowledge concern resulting in the repair along with consequential issues created as a result of the initial repair are resolved to the customer s satisfaction as is possible and reasonable if not in it entirety. From what I am understanding this vehicle was brought in by the current and original owner [redacted], as a recently purchase vehicle with under 36K or 3 years of ownership thereby leaving me to think the message Mr. [redacted] is getting may not be the entirely correct one.

I realize you are very busy and since I don t have a record of the person who should be contacted, I would really appreciate this being forwarded to that party and it is my hope that Mr. [redacted] privy to ultimately seeing the resolution of his concern(s) once and for all. So that we can all move on from this with a sincere feeling of satisfaction.

Thank you for you time.

I sincerely appreciate the efforts you have already put forth in this matter and for taking the time to revisit Mr [redacted] s issues regarding the operation, repair, or thereby the lack of such, depending on wich participant in this matter that you are speaking with, as such matters go.

I really wish this gentleman, Mr[redacted]y would be helped and his fustrations eased.

Regards,

Barbara Woods

Agent contacted dealer 66932 for update, SA Erin declined to provide any information on vehicle currently, declined to look up VIN for an update or who the SA for the vehicle is (so that agent may speak with him/her) Erin stated that agent had to leave a message for the service manager.

Agent did so, leaving direct line.
REASSIGNED TO BC/DLR 32 66932 01/11/11 13:29 R[redacted]
Customer called in to talk to the cm and writer was going over the case and when writer got back customer was gone
Agent contacted dealer, left additional message for service manager, Rich
Rich advised agent that owner has yet to bring vehicle back into dealer to have 4x4 drive system inspected. Customer has been unreachable.
Spoke to SM Rich, this vehicle has been repaired.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2413	8L[redacted]	***Open Date***	11/29/2010	***Built Date***	10/23/2007	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	10/31/2007	***Mileage***	61,716	***Dealer Zone***			
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	[redacted]
	SHERIDAN IL[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default | Customer request for goodwill

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Air bag warning light just came on last week.
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Dealer repaired it on 11/26/10. Cost of the repair was $442.28 for replacement of the 'clockspring'. Is this repair covered by any warranties
for the safety equipment on my vehicle? Thanks, Howard Wesley
*****END OF CUSTOMER EMAIL*****
Dear [redacted]:
Thank you for contacting the Jeep Customer Assistance Center regarding the Airbag Warning light on your 2008 Jeep Wrangler.
Your email was reviewed by Customer Care for Chrysler, Dodge, Jeep and Ram vehicles and has been forwarded to the appropriate area for their attention and response.
This referral action will provide the best opportunity for your request.
Thanks for driving Jeep.
*****END OF CAC RESPONSE*****
EMAIL REPLY:
Comments:
REFERENCE NUMBER: 20181462 EMAIL CASE NUMBER[redacted]
What is the status of this case? Thanks
Reopened CAIR and assigned back to SL518. Appears that file has never been referred anywhere as noted in lines 13-14. Recall K13 INNER FENDER LINERS was not coded or disclosed to owner via KANA email. Please handle using appropriate guidelines###

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BZ3H12	BL[redacted]	***Open Date***	01/03/2011	***Built Date***	11/17/2010	
Model Year	2011	***Body***	JKUM74	JEEP WRANGLER UNLIMITED SPORT (RHD) SPORT UTILITY			
In Service Dt	12/09/2010	***Mileage***	500	***Dealer Zone***			
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PFD	SAHARA TAN CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	
	PENOBSCOT ME[redacted]	***Country***	UNITED STATES

Corporate - Technical Assistance - Default - Default - Default	Modification inquiry

***** EMAIL BRIEF DESCRIPTION CONTENT *****
I took delivery of a 2011 right hand drive Jeep Unlimited today. I am removi
ng the passenger seat and installing a mail tray. I would like to turn off t
he aqir bag warning light and make sure that the air bag system is still fun
ctional for the drivers sid
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
*****CLOSING CAIR. THIS CAIR WENT UNANSWERED. RESPONSE IN
CAIR#[redacted]7*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3912	9L[redacted]	**Open Date**	12/10/2010	**Built Date**	08/12/2008	
Model Year	2009	**Body**	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	09/10/2008	**Mileage**	62,000	**Dealer Zone**	74	DENVER	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PBS	DEEP WATER BLUE PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	62063	LAUKEMPER MOTOR INC			
Dealer Address	1011 STATE STREET				
Dealer City	MOUND CITY	**Dealer State**	MO	**Dealer Zip**	64470

Owner	[redacted]	**Contact Type**	E-MAIL
Address	[redacted]	**Home Phone**	
	MOUND CITY MO[redacted]	**Country**	UNITED STATES

Product - Emissions - Unknown - Defective - Default	Customer disappointed with multiple repairs conducted to part.
Product - Drivability - Unknown - No Start - Default	Starter has gone out 3 times
Corporate - Excessive Contacts - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
I have had problems with my emissions system since somewhere around 25000 mi
les.
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
My vehicle is a 2009 Wrangler X RHD. I have a gascap warning light and check engine light that has been on since about 25000 miles while still under your warranty. I drive this vehicle daily and currently have 61555 miles on it. My local dealer has tried everything to try to fix the problem
with no success. They are currently waiting on a product that has been back
ordered for over 2 months to run yet another test. Now I am having trouble
with the gas filler tube not venting properly and it takes over 5 minutes to fill with less than ten gallons of gas. This issue has started about 2 months ago. I am not the only person having these issues with this jeep model in this area. I know of 3 others having the same gascap warning issue. My vehicle was the first one sold in this area and seems to be the first one to have issues followed by the others. I use this vehicle daily on my mail route. It is getting very frustrating to put up with these issue
this long. I am not upset with my dealer because they are always willing to work it in and around my schedule. It just seems that they are not

getting the technical support from higher up. I would like to get some support coming down instead of my dealer always going up with no success. If this happens to be a nation wide issue with all your right hand drive Wranglers I am sure the National Association of Rural Letter Carriers would
like to know. Since we are the buyers of your right hand drive vehicles...
Please let me know if you can be of any assistance. Thank you [redacted]
Miller Rural Letter Carrier Mound City MO
*****END OF CUSTOMER EMAIL*****
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center in regards to your 2009 Wrangler.
Your email was reviewed by Customer Care for Jeep vehicles and has been forwarded to a more appropriate area for their attention and response.
This referral action will provide the best opportunity for your request.
Thanks again for your email.
Sincerely,
Jeff
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
Forwarding to 88F due to unresolved Customer concern
Inserted additional lines at line 40
Our records indicate that the following recall campaign(s) have not been performed by an authorized dealer:
Recall # Description
K13 INNER FENDER LINERS
We suggest that you contact your local authorized Jeep dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.
Please take a copy of this message with you at the time of service to aid the process. Although not required, it is recommended to bring a copy of the recall notification with you to your dealer when you bring your vehicle in for this service.
If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.
END OF ADDITIONAL LINES
*****END OF CAC EMAIL RESPONSE*****
Forwarding to 88F due to unresolved Customer concern
* * * * * CASE MANAGER TEAM - District 88N * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] at 2:41 PM EST
Customer was not available.
Left a message indicating another attempt would be made.
Unable to reach customer by telephone, left message with text back number so customer can return text indicating their availability.
2nd attempt made to contact customer on 12/15/10 at 12:43 PM EST.
Left message indicating another attempt will be made.
Customer was provided with agent s name and Brand number.
3rd attempt made to contact customer on 12/15/10 at 12:46 PM EST.
Left detailed message for a return call if required.
Customer calls requesting to speak with MD1046. The Customer/Caller would like a call back as soon as possible. The Customer stated that he works through the day and the best time to contact him is between 3:30-4pm [redacted]
Writer informed the Caller that the CM is unavailable.
DEALER CONTACT - at 4:27 PM EST.
Writer spoke with SA (Jennifer) and left a message for SM (Shane) to call back writer at extension: 66319 at his earliest convenience.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] at 5:11 PM EST.
Writer spoke with customer who reiterated his concerns. Customer states that the dealership re adjusted the solenoid in the fuel tank vertically instead of horizontally and it seems to have fixed the problem with the check engine light so far. Customer states the dealership has finally

gotten in stock a special fuel additive they use to detect any leaks and he will have his vehicle in the shop early next week to have that taken care of. Customer states he uses his vehicle for his mail job, and several other mail workers have been experiencing similar issues with these right hand side vehicles. Customer states the other 2 concerns are that he has had the clock spring replaced on the vehicle 2 times now and it s having issues again, which is causing warning lights to come on all the time including the airbag light. Customer states it s now happening again. Customer stated that he has also had the starter replaced 2 times and it s now going out again. Based off of the information customer provided it appears to be happening about every 20,000 miles. Writer informed customer I will work with the dealership and will make sure that all of his concerns are documented as well.
DEALER CONTACT - at 2:45 PM EST.
Writer spoke with SM (Shane) who states that he believes that the reason the clock spring keeps failing is likely due to the part not holding up. This customer is a mail carrier, and makes turns all day every day more than most vehicles. SM states it s likely the same for the starter as well, though he stated he has not seen that as much. SM stated that this customer will be bringing his vehicle in to do a fuel dye test to check for leaks tomorrow. SM stated that this is a valued and loyal customer and he believes that Chrysler should help to assist this customer. Writer discussed sending CAIR to dealership for updates, SM stated that would be fine. SM advised he will follow up with writer with results of the test.
######### 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 that this customer has continued concerns with the fuel
system, and multiple check engine lights coming on intermittently.
Agent called dealer and spoke to Shane, informed that CAIR was being sent. Please update this CAIR with resolution.
##
REASSIGNED TO BC/DLR 74 62063 12/21/10 14:58 O [redacted]
*Contact Date:12/30/2010
Service Manager at the dealership has updated the Cair# [redacted]
An appointment has been set with the customer.
AM spoke with SM Sam. Sam states customer is taking care of and repairs are complete.
DEALER CONTACT - at 10:34 AM EST.
Writer had a conversation with SM (Shane) who advised that this customer had an airbag light that was on, and they had to replace the clock spring for the 3rd time now. SM advised that so far the starter has been doing okay. SM says that it looks like the problem with the fuel cap light coming on is finally solved. SM advised that he had an EGR valve code light came on, and the EGR valve was replaced again for the 2nd time. SM states that this time the EGR had a performance failure, and last time it was a circuit failure. SM advised that the horn also stopped working, and a horn switch was put in the vehicle.
Total Parts: $325.71
Total Labor: $95.57
Total:$421.28
Customer will have a $100.00
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer satisfaction.
According to the dealer, the warranty
costs of the repair are as follows:
Parts = $325.71
Labor = $95.57
With the concurrence of the Service Manager, Shane,
the customer will have a co-pay of $100.00.
############ DIRECT-TO-DEALER ##############
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Mike at 800-992-1997 extension # 66319. You may also contact us by email at: T2email@chrysler.com. This customer has been informed of this decision. Please update and/or close CAIR when complete.
# #
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
Writer spoke with customer who states that so far the vehicle is fixed. Customer stated that he really hopes that the engineers and designers for Jeep will see these problems and implement new things to fix them based off of everything they have learned from his vehicle. Writer advised customer that all of this information has been documented and will be sent to the correct people and locations within Jeep to be implemented. Customer thanked writer for the help. Writer informed customer that should he have any further questions or concerns to please call back at our 800 number for further assistance.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2411	8L[redacted]	***Open Date***	12/16/2010	***Built Date***	11/16/2007	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	12/14/2007	***Mileage***	43,000	***Dealer Zone***	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PJR	RESCUE GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45505	DONOVAN CHRYSLER DODGE JEEP RAM			
Dealer Address	1901 S HIGHWAY 92				
Dealer City	SIERRA VISTA	***Dealer State***	AZ	***Dealer Zip***	85635

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	SIERRA VISTA AZ [redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	clockspring - reimbursement
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	

Customer states the air bag sensor light is on and the dealership advised
it is the clock spring, the cost for repair will be about $500.00.
Customer is seeking cost assistance. Customer can be reached at
[redacted]
* * * * * CASE MANAGER TEAM - District Q Ù * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[redacted] at 11:55 AM.
Customer stated that DONOVAN CHRYSLER DODGE JEEP RAM has already repaired
the vehicle and it is operating well now, customer is seeking
reimbursement.
Writer contacted dealership at 11:59 AM.
Writer spoke with SM Steve, who stated that the customer paid $507.00 for
the clockspring repair, and the recalls were taken care of.
Writer called customer back at 12:07 PM.
****Writer will reimburse the customer $407.00.****
Advised customer to submit original repair order & proof of payment to:
Chrysler Customer Assistance Center
PO Box 21-8004
Auburn Hills, MI 48321
Advised customer to make a copy of these documents for their records.
Asked the customer to include a brief letter of explanation & request,
including their name, address, phone number, VIN, & reference number
(CAIR). Advised customer the goodwill offer is dependent upon
verification of all documents requested.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
at 12:50 pm EST. Customer was not available. Left message with writer s
name, phone number as well as extension. If customer does not contact
writer another attempt will be made.
Customer called back and said he mailed his documents on 12/18/10.
POSTMARK DATE: 121310; DATE RECEIVED: 122210

Writer paperclipped image to Cair. Writer to notify agent NN530 of documents received.
Previous Agent Promise
****
Customer submitted documents for reimbursement for repair to the clockspring on their vehicle, as told by previous agent (on line 15 in CAIR[redacted]) reimbursement in the amount of $407.00.
Customer s proof of payment is:spoke to Melissa at dealership to confirm payment was received
Date of repair:12/16/10
Labor $184.00
Parts $286.35
Tax $26.23
Misc. Charges $10.00
Total $506.58
Total Reimbursement $407.00
Writer is submitting check for approval in the amount of $407.00.
12/30/10 4:13 pm Writer called customer at[redacted] to confirm address and advise payment but there was no answer.
12/31/10 11:19 am Writer called customer again at[redacted] but there was still no answer.
Writer will use address on envelope reimbursement documents were sent in which matches the address in COIN.
Approved

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2416	8L[redacted]	***Open Date***	12/16/2010	***Built Date***	04/23/2008	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	06/18/2008	***Mileage***	72,869	***Dealer Zone***	74	DENVER	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PJR	RESCUE GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	42439	FUGATE MOTORS INC			
Dealer Address	220 HIGHWAY 54 WEST				
Dealer City	EL DORADO SPRNGS	***Dealer State***	MO	***Dealer Zip***	64744

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	STOCKTON MO[redacted]	***Country***	UNITED STATES

Product - Electrical - Speedo/Gauges/Ometer/EIC - Other - Default	Needs to replace clockspring for second time
Corporate - Excessive Contacts - Default - Default - Default	
Corporate - Recall - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	

Customer stated that he needs to replace the clockspring in his vehicle for the second time. Customer stated that the first clockspring repair occurred at approximately 42000 Miles. Customer is seeking repair assistance. Customer is expecting a call back from a CM within 24 business hours.
****

Customer information updated in COIN.
****

Customer calls seeking recall information. Advised the customer of incomplete recall K13 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
* * * * * CASE MANAGER TEAM - District 88N Ù * * * * * *
4 New
3 Used
No SC
OOW
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] at 2:02 PM
Customer was not available.
Left a message indicating another attempt would be made 12/20.
Customer called wishing to speak to CM. Agent transferred customer.
Customer is calling in to talk to case manager regarding their case.
Writer dialed ext 66324
and case manager was not available. Customer wants to be called back on

his cell [redacted]
Writer documented customers information.
Customer states he had the clock spring replaced at 42,000 miles.
Customer states he is having to have the clock spring replaced again at 70,000. Customer states his airbag indicator light is on.
Writer informed the customer that in order to provide any goodwill assistance we would need a diagnosis to determine the clock spring needs to be repaired.
Customer states he will try to get the vehicle in tomorrow, if not it will be after the holidays.
Writer informed the customer that we will follow up with him again 12/21 in the afternoon to see if he made it to the dealership. Writer informed the customer that if he can t make the dealership tomorrow we will put this case on hold until after the holidays.
Customer requests not to be put on hold and is frustrated.
Customer states that the clockspring in his vehicle needs to be replaced. Customer states that the dealer advised him that it would cost $263.00 not including labor.
Customer calling to speak with their Case Manager
Customer requests a call back at [redacted])
Writer sent a note via floor walker
Dealer calls/emails back with information previously requested.
Warranty parts $208.60
Warranty labor $ 57.00
Other Information - SM Dan states the clock spring needs to be replaced. SM Dan states the customer had him order the part. SM states he will accept a PA.
Writer informed SM that we would like to help with oow assistance. Writer informed SM Dan the customer will have co-pay of $150.00
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on describe the reason why this goodwill is being offeredÙ. According to the dealer, the warranty costs of the repair are as follows:
Parts = $208.60
Labor = $57.00
With the concurrence of the Service Manager, Dan the customer will have a co-pay of $150.00
########## DIRECT-TO-DEALER ##############
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Kris at 800-992-1997 extension # 66324. You may also contact us by email at: T2email@chrysler.com. This customer has been informed of this decision. Please update and/or close CAIR when complete.
##################################
REASSIGNED TO BC/DLR 74 42439 12/22/10 15:43 C[redacted]
Customer requested to speak with Cm. Agent transferred customer to CM.
Customer requested to speak with CM writer transferred
Writer informed the customer that as a one time goodwill offer Chrysler would like to assist the customer with the repair of his vehicle. Writer informed the customer that he will have a co-pay of $150.00 and will be payable at the time he picks up vehicle.
Customer understood and was very appreciative.
*Contact Date:12/28/2010
Service Manager at the dealership has closed the Cair# [redacted] 7
DCX goodwill repair is documented on Repair Order#21540
CAIR RETURNED FROM DEALER ON 12/28/2010 AT 08:49:187 R [redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3912 7[redacted]	***Open Date***	12/17/2010	***Built Date***	03/09/2007	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY		
In Service Dt	04/21/2007	***Mileage***	35,382	***Dealer Zone***	63	DALLAS
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGT	3.8L V6 SMPI ENGINE				
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION				

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ALBUQUERQUE NM[redacted]	***Country***	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	Customer seeking warranty coverage information.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states air bag light on
Product - Electrical - Wipers / Washers - Intermittent or Inoperative - Front	Customer states wipers won't turn off.
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Writer informed customer of recall J24.
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	Writer informed customer of recall K13.
Referral - Service Contracts - Default - Default - Default	Writer referred customer to Service Contracts.

[redacted] called states Electric air bag light on and windshield wiper will not turn off when using, requesting to know if she has an extended warranty and coverage information. Writer referred to Service Contracts.
Writer advised the customer of incomplete recalls J24 and K13 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA5916	7L[redacted]	**Open Date**	12/23/2010	**Built Date**	12/09/2006	
Model Year	2007	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	12/20/2006	**Mileage**	31,983	**Dealer Zone**	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	**Market**	U	US		
Color	PGJ	JEEP GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	56371	IVERSEN MOTOR CO INC			
Dealer Address	1918 S BROADWAY				
Dealer City	SANTA MARIA	**Dealer State**	CA	**Dealer Zip**	93454

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

Recall - G40: REPROGRAM EBC MODULE - Advise Owner/Incomplete Recall	Advise customer of recall
Recall - J30: TRANSMISSION FLUID TEMPERATURE WARNING - Advise Owner/Incomplete Recall	Advise customer of recall
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	Advise customer of recall
Corporate - Recall - Default - Default - Default	

Customer states that about a month or so ago the air bag light comes on.
Customer to it to the local dealership. Customer states that the
clockspring is what is wrong with it. Dealership stated that it would
cost over 300 dollars. Customer is concerned because she has children and
it could potentially make the air bags not deploy.
Customer was advised that due to the nature of their rental request
a call back is required and will take place by close of business today.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Reassigned to 88R
Correction line 6. Customer is requesting potential reimbursement or
assistance with cost of clock spring repair up front.
Correction line 10. Reassigned to 88F.
* * * * * CASE MANAGER TEAM - District T * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[redacted] Customer states that she has good friends that are
mechanics and that is who diagnosis it. She has had it at an authorized
dealer to get a estimate but not a diagnosis. She will call them on
Monday and make an appointment to get the diagnosis at dealership 56371.
DEALER CONTACT******
Contacted dealership 56371 and the customer has not taken her vehicle in
for the diagnosis yet. The cell phone number [redacted]5 this number is
not in service at this time. I did call them at they have sick kids and
cannot get it in until tomorrow. I will follow up with the dealership on

Wed. 12/29/10.
DEALER CONTACT******
I called the dealership and they are not quite through with diagnosis yet. They will call me back when they are done.
Dealer called in seeking the case manager. Dealer was transferred over to our case manager line
Michael called requesting to speak with the Case Manager (CM). Writer was able to reach the CM and transferred to ext: 66252.
DEALER CONTACT
Mike the SA called back with the warranty prices.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer loyalty and hardships they went through.
goodwill is being offeredÙ. According to the dealer, the warranty costs of the repair are as follows:
Parts =$226.86
Labor = $39.90
With the concurrence of the Service Manager,Mike
the customer will have a co-pay of $0
########## DIRECT-TO-DEALER ##############
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Annette at 800-992-1997 extension # 66252. You may also contact us by email at: T2email@chrysler.com. This customer has / has notÙ been informed of this decision. Please update and/or close CAIR when complete.
##################################
REASSIGNED TO BC/DLR 71 56371 12/30/10 15:18 O [redacted]
*Contact Date:12/30/2010
DCX goodwill repair is documented on Repair Order#2[redacted]
CAIR RETURNED FROM DEALER ON 12/30/2010 AT 06:00:337 R[redacted]
CUSTOMER CONTACT
CM spoke to Terri and she couldn t be happier with the service she received from us and the dealership. I did advise her that I would be closing the case and she is fine with that.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2411	8L[redacted]	**Open Date**	01/03/2011	**Built Date**	08/08/2007	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	08/22/2007	**Mileage**	66,528	**Dealer Zone**	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PYB	DETONATOR YELLOW CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	41939	THORNTON C-D INC			
Dealer Address	2354 FLORENCE BV				
Dealer City	FLORENCE	**Dealer State**	AL	**Dealer Zip**	35630

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	COURTLAND AL[redacted]	**Country**	UNITED STATES

Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	Customer advised
Product - Electrical - Horn - Intermittent or Inoperative - Default	Sometimes the horn works
Recall - J34: STEERING DAMPER - Advise Owner/Incomplete Recall	customer advised
Product - Electrical - Power/Engine Control Module - Intermittent or Inoperative - Default	possibly issue

Customer is seeking assistance for above issues.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code?41939
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District 88N * * * * * *
1 New
1 Used
No SC
OOW
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] 1. Left message for a call back at 800-763-8422.
2nd attempt made to contact customer. Customer stated she has possession of vehicle. Internet states some sort of module, Dealer told customer they are not aware of information. Dealer has told customer because mechanical no start concern is intermittent the vehicle will have to display concern prior to being able to diagnose. Writer advised customer dealer would be contacted for additional information and next follow with customer will be 1/6/10.
Spoke to Jeff, SM for dealer 41939. Having computer issues and was unable to access vehicle information. SM will call writer back.
Agent attempted to contact dealer Service Manager Jeff, however,

SM not available. Left message for a return call at extension 66385.
Jeff, SM left CM voice mail message requesting call back on 1/6/11.
Spoke to Jeff, SM for dealer 41939. Requested repair history and current diagnostic information. Last time vehicle seen at dealership was March 2010. Two outstanding recalls have been issued since then. Writer will advise customer to make appointment for recalls. Dealer stated would advise service advisers of appointment
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Left message stating to make appointment with dealer for recalls and other mechanical concerns. Explained to customer diagnostic fee would be customer expense.
Informed customer that before Chrysler considers offering any goodwill assistance outside of warranty, a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time. Customer is seeking out of warranty assistance in the form of financial payment for repairs.
Based on the information at hand, agent is considering the following: consideration can not be determined until results of full diagnostic has been completed by dealer.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 2[redacted] Customer states she has not taken the vehicle to dealership for diagnosis. Customer states she should not have to pay for when she was having this problem while the vehicle was under the warranty. Customer states she has taken to dealership and they can t find anything wrong with the vehicle. Customer states she has 3rd party extended warranty.
Writer informed the customer that in order to provide her with out of warranty assistance and to find the point of failure we need to have the vehicle diagnosed. Writer informed the customer that should we assist with the repair then the diagnosis fee will be included in the cost.
Writer informed the customer that she can have the incomplete recalls done at the same time.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Customer states that she has not taken vehicle to dealership yet Customer states that she will call tomorrow to set up appoint for next week as she will need to take day off work.
Writer informed the customer that we will contact her back on Tuesday 1/18 to see if she was able to get an appointment for the diagnosis.
2nd attempt made to contact customer. Left message for call back to see if an appointment had been made to have the diagnosis done. Writer informed the customer that agent KS793 will be out of the office from 1/19-1/24, however an other case manager will be following up on this case.
2nd attempt made to contact customer[redacted]. Customer states she took vehicle to dealership. Customer states the dealer could not duplicate the issue of the no start. Customer states they did find some moisture around the ignition. Customer states the air bag was fixed under the extended warranty and maybe that will fix the issue.
Writer verified the dealership with the customer. Writer informed the customer that we will contact the dealership to gather further information.
Writer attempted to contact the service department at dealership, however the dealership was closed. Writer will make another attempt 1/26.
Service Advisor Sandra states that the recalls J34 and K13 were taken care of and J24 does not apply to the customer as they do not have the tow package. SA Sandra states that the air bag light was fixed under the aftermarket service contract. SA Sandra states they did an oil change. SA Sandra states they did find dampness around the ignition and ignition switch needs to be replaced which was quoted out at $74.20. SA Sandra states they did 24 point inspection and found that 2 u-joints need to be replaced. SA Sandra states that the left front caliper piston is cracked and the front rotors are under specs. SA Sandra states the customer declined repairs on ignition switch, u-joints, caliper piston, and rotors. SA Sandra states the customer paid $212.94 for the repairs done.

SA Sandra states the current mileage on the vehicle is 66,528.
Writer attempted to contact customer at [redacted]. Writer left message for call back.
Writer is providing information from the service advisor that was left out from previous documentation and that is the after market service contract declined to cover the ignition switch, u-joints, front caliper piston and the brakes. Writer is considering reimbursement for the $212.94.
Customer states that he can take care of the brakes. Customer states his wife has email and scanner, however she won t be home for 30 minutes and can we call back.
Writer attempted to contact customer [redacted] left message for call back. Writer contacted Mr. [redacted]. Writer informed the customer that we did speak with service advisor Sandra at the dealership and that we were given the diagnosis. Writer informed the customer that we will be happy to reimburse the customer for the $212.94 that was incurred yesterday, however we will not be able to assist with the current repairs still needing to be done. Writer informed the customer that we will call back in about 45 minutes.
Customer states that his wife is not at home and to contact her back tomorrow about 3:30. Customer verified the amount to be reimbursed.
Writer informed the customer that we will contact her back tomorrow about 3:30. Writer informed the customer that we will reimburse for $212.94.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2011-01-28 @ 18:17
Customer states she is still having the issue with the car not starting.
Customer states she has not called the dealer back yet to tell them.
Customer states that if the car does not do that at the dealership then they can not duplicate the issue.
Writer informed the customer Mrs [redacted] that we will reimburse her for the $212.94 for the repair done on 1/26, however we can not assist with the current issue still needing to be repaired such as the brakes. Writer informed the customer she is welcome to take vehicle to another dealership to get a second opinion. Writer informed the customer that the link for is good for 7 days and once we have her documents and they are reviewed that she should receive a check in 7 days. Writer informed the customer if she has any trouble with the link to please let us know and we can send it again.
Customer calls to speak with their Case Manager.
Customer s scanner isn t recognized by computer so she is taking to brothers house next door to have them scan and email documents to her so she can get them sent in before the link expires.
Writer informed customer that it would be ok and will inform case manager of the delay.
Owner s wife called and states her brother s scanner is not working either. Caller requested a mailing address.
Advised customer to submit original repair order & proof of payment to:
Chrysler Customer Assistance Center
PO Box 21-8004
Auburn Hills, MI 48321
Advised customer to make a copy of these documents for their records.
Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependent upon verification of all documents requested.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] at 2:42pm EST.
Customer answered. Customer stated that reimbursement documents have been sent in.
Writer advised customer that reimbursement process will be completed after documentation is attached to CAIR.
Agent checked for documentation. No documents attached yet. Agent will continue to follow up with CAIR.
POSTMARK DATE: 013111; DATE RECEIVED: 020311
Previous Agent Promise
****

Customer submitted documents for request for reimbursement for repair to
the air bag on their vehicle, (on line 115 in CAIR[redacted]
reimbursement in the amount of $212.94.
Customer s proof of payment is: VISA Auth #[redacted]
Date of repair:01/21/11
Labor $368.90
Parts $454.44
Tax $36.08
Misc. Charges $15.00
Less Ins. -$661.48
Total $212.94
Writer is submitting check for approval in the amount of $212.94.
Address in COIN matches address on customer s documents.
Writer called customer at[redacted]. Customer was not available.
Writer left detailed VM indicating that reimbursement will be sent to
mailing address in COIN.
Approved

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2410	7L[redacted]	***Open Date***	01/06/2011	***Built Date***	12/21/2006	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	01/09/2007	***Mileage***	51,225	***Dealer Zone***	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	24169	BARTON JEEP			
Dealer Address	EAST 10819 SPRAGUE AVE				
Dealer City	SPOKANE	***Dealer State***	WA	***Dealer Zip***	99206

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SPOKANE WA[redacted]	***Country***	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	
Corporate - Excessive Contacts - Default - Default - Default	
Corporate - Reimbursement - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	

Customer called stating that she had to have the passenger air bag sensor replaced and thought the her service contract was for 5 years and did not realize that it was 50,000 miles. Customer states that three years ago she wanted to return the vehicle to Jeep and the agent told her that in order for her to keep her as a customer , Chrysler would give her an extended warranty for 5 years. Customer is upset because she thought that she was covered until 2012. Customer would like to be covered for 5 years without mileage limitation. Agent informed customer of incomplete recall, however customer states it has been completed at her dealership.
Best number to contact the customer at [redacted] anytime PT.
****END OF NARRATIVE****
Due to customer seeking goodwill, will reassign 88F
----END OF RATIONALE FOR ESCALATION----
* * * * * CASE MANAGER TEAM - District V Ù * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Left message.
2nd attempt made to contact customer. Left message.
Customer calls to speak with their Case Manager. Caller transferred to her CM for an update on the status of the CAIR.
CONTACT UPDATE - Contacted by the customer and discussed the issue. Customer is having repeated problems with the vehicle. Customer will be reimbursed for the airbag repair but now the ETC light has come on and customer will take the vehicle into the dealership to have it looked at.
CM will follow up.
2nd attempt made to contact customer. Left message.

Customer returned case managers call. Case manager not available, customer will leave a voice message.
Customer requested to speak with CM. Agent transferred.
Customer is calling to speak to case manager. Writer dialed ext. 66180 and case manager was not available. Customer stated she took the vehicle to the dealer for a diagnosis. Customer stated that dealer just reset the check engine light and couldn t figure out why it came on. Customer stated that the next light is the traction control light came on and customer stated that the dealer informed her that it was probably because customer was on snow. Customer stated that the third light was the electrical light according to the dealer. Customer stated that the dealer said it didn t even show that light came on when they did the diagnosis and so the dealer didn t do anything about it. Customer stated that the dealer charged her $29.00 and some odd change to tell her the above information. Customer stated that she is now calling back to get a hold of case manager to talk to him about it. Customer stated that the dealer gave him the print out of all the recalls and repair under warranty that was done to the vehicle and it is disturbing. Customer stated that it s a matter of her purchasing this vehicle new because she want to avoid the fact of spending so much time with the dealer. Customer is requesting some kind of extended warranty for the vehicle. Customer stated that this vehicle is not a dependable vehicle. Customer stated that she has to take time off work or on her day off at the dealer in trying to fix this vehicle. Customer is requesting a little bit of compensation would be nice.
2nd attempt made to contact customer. Left message.
Customer called wishing to speak to CM. Agent transferred customer to CM Team.
Customer calls to speak with their Case Manager. Unavailable. Left note to try to call at 3:45 our time when she is on her break. Gave her CM number.
2nd attempt made to contact customer. Left message.
Customer calls to speak with their Case Manager. Writer transferred customer to voice mail.
2nd attempt made to contact customer. Left message.
3rd attempt made to contact customer. Contacted the customer and correct dealership. customer is very happy with the dealership. The light has gone off and come back on intermitenly and customer believes that is due to the gas cap. Once the gas cap comes on the check engine light comes on. Customer would like to have a SC and pay half if needed. Case manager will work with the dealership to see if the issue can be resolved.
Agent attempted to contact dealer Service Manager, however, SM not available. Left message for a return call at extension 66180
Customer calls to speak with their Case Manager. Writer sent a message asking CM to call customer.
Writer tried voice mail and it only rang no answer.
Contacted the customer and all the lights are off now, but they come on and go off intermitenly. Case manager hasn t heard back from the service manager yet. Customer is still willing to work with Jeep and pay for half of the service contract. Informed the customer that she would be called on friday.
4th attempt made to contact customer. Left message [redacted]
Writer spoke with customer to discuss the situation with obtaining SC for this vehicle. Writer explained that CM PS602 has been out of the office and will be returning on Wednesday, Feb. 9th, 2011 so follow up call will be placed with new or updated information. Customer appreciates the call and will look forward to receiving his call. Writer confirmed customer has the callback number.
Contacted Tony at the dealership. The only service contract that would work for the customer would be the Max care contract at 3 yr/unlimited miles, and customer would receive a discount from 3010 to 2700.
Contacted the customer to inform her of the progress on her case at [redacted] Left a message.
Customer calls requesting to speak with PS602
Customer/Caller transferred to extension # 66180

Customer called in to speak with PS602. Writer transferred customer through to PS602.
Contacted by the customer and she is very satisified with the SC offer. customer will contact Tony and purchase the service contact and submit for the 50% reimbursement for the contract. customer email is [redacted].org. informed the customer that the link will only last 7 days and she will need to call back for a new link if it expires.
Received a voicemail that the customer was wondering if that SC would be available on a new car. This would not be possible and contacted the customer to inform her of such. Customer has decided to keep their jeep and will do the SC but does not have the money to do so right now. CM informed the customer that the offer is valid 30 days from today and she states she feels that she can get it done within 30 days. Case manager is closing the case, if the customer calls back reopen and send back to PS602.
CLOSED LOOP UPDATE - no need for additional follow-up.
Customer is requesting to speak with PS602, writer transferred call.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GB5918	7L1[redacted]	**Open Date**	01/07/2011	**Built Date**	01/29/2007	
Model Year	2007	**Body**	JKTP74	JEEP WRANGLER UNLIMITED SAHARA 4X2 SPORT UTILITY			
In Service Dt	06/07/2007	**Mileage**	41,700	**Dealer Zone**	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PJR	RESCUE GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	43939	RAY BRANDT DODGE CHRYSLER JEEP			
Dealer Address	1660 WESTBANK EXPY				
Dealer City	HARVEY	**Dealer State**	LA	**Dealer Zip**	70058

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer inquired about air bag.
Corporate - Warranty Coverage - Default - Default - Default	Customer inquired about extended warranty.

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer inquired about airbag censor.
Briefly summarize what the customer is expecting:
Customer states that this is his second time repairing clock spring censor for airbag. The first time was in septemeber of 2007. The cost is around 400 dollars. Customer diagnosed the vehicle for 114.19. The dealer said they will deduct that cost with the repair.
****End structured narrative T2 - Beginning Narrative
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]0
Preferred Afternoon/Evening call back number [redacted]0
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? 43939
Reassigned to 88F
Writer customer inquired about extended warranty. Writed transfered customer to the service contract line.
Writer advised customer of the recall as well, customer states that he just got recall completed.
* * * * * CASE MANAGER TEAM - District 88OÙ * * * * * *
Per vehicle history, customer is the original owner, with no other vehicles in the household. Customer has a New Added Care Plus CSC with an expired Essential Care oil change CSC. Vehicle is OOW by 5,000 miles and 7 months.
Agent notes that the clockspring was replaced/repaired on 10/11/2007

while the vehicle was still under warranty.
Dealer contact - Contacted dealer 43939 to speak with SM, Chuck. SM states that the vehicle was brought in last week with the air bag light on and they diagnosed it as the clockspring needing to be replaced. SM states that this repair may be covered under the customer s SC. SM states that he is going to pull the part number and contact agent back.
Agent located LOP# [redacted] for the clocksping replacement and found that this LOP is not covered under the customer s CSC. However, agent will wait for further clarification from SM regarding repair coverage.
Received call from SM, Chuck. SM confirmed that this repair is not covered under the customer s SC. SM states that he has no problem assisting the customer with the repair with a $100.00 co-pay. SM states that he will gather warranty prices and contact agent back.
CONTACT UPDATE - 1st Contact attempt, phone number [redacted] 0.
Spoke with customer and advised of the offer. Customer states that he appreciates that, however, states that he has already paid $114 for a diagnostic and was told that this would be applied to the repair. Customer asked that agent follow up on this to ensure that this is the case.
Agent advised that we will speak with the SM, as the diagnostic fee is rolled into the co-pay for the customer and would contact customer back with this information. Customer understands.
Received message from SA, Will with warranty prices on the repair.
Parts - $208.60
Labor - $40.40
Total - $249.00
Contacted dealer 43939 to speak with SM, Chuck. SM not available. Spoke with SA, Will. Verified warranty prices. Also, spoke with SA regarding the $114 that the customer has already paid. SA and agent agreed that this would count as the customer s co-pay. Agent will contact the customer and advise.
Contact attempt, phone number [redacted]. Advised customer that his responsibility for the repair has already been met by paying the $114. Customer appreciates the information.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer satisfaction. According to the dealer, the warranty costs of the repair are as follows:
Parts = $208.60
Labor = $40.40
Total = $249.00
Co-pay = $114.00
Amount Pre-authorized (PA) = $249.00
########## DIRECT-TO-DEALER ##############
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Stephanie at 800-763-8422. You may also contact us by email at: T2email@chrysler.com. This customer has been informed of this decision. Please update and/or close CAIR when complete.
##################################
REASSIGNED TO BC/DLR 63 43939 01/10/11 14:33 O [redacted]
*Contact Date:01/13/2011
Customer request has been fulfilled.
CAIR RETURNED FROM DEALER ON 1/13/2011 AT 03:20:715 R 2[redacted]
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 5[redacted]
Left message.
Customer calls requesting to speak with SH854
Customer/Caller transferred to extension # 66083 voice mail
Received message from customer indicating that the repair has been completed to his satisfaction.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2414	8L[redacted]	**Open Date**	01/07/2011	**Built Date**	07/31/2007	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	08/16/2007	**Mileage**	43,000	**Dealer Zone**	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60406	RED BLUFF CHRYSLER DODGE JEEP RAM			
Dealer Address	545 ADOBE RD				
Dealer City	RED BLUFF	**Dealer State**	CA	**Dealer Zip**	96080

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	
	RED BLUFF CA[redacted]	**Country**	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	

Customer called in inquiring about a lifetime powertrain warranty on their vehicle. The agent advised customer that his warranty is 3years / 36,000 miles, whichever comes first. Informed customer that warranty department could answer any other questions.
Customer calling in because of concern with warranty. Customer bought vehicle under the thought that it was supposed to have lifetime warranty. Verified that customer is the original owner and vehicle was purchased after 7/26/2007 and therefore should have that lifetime powertrain warranty.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is[redacted]
Preferred Afternoon/Evening call back number is[redacted]
Who has possession of the vehicle? (Owner/Dealer/IRF)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?24197
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District O * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] at 11:30 AM. Agent spoke to Mr [redacted]. He stated that the dealer 21497 that sold him his right hand drive 2008 Jeep Wrangler had advised the this vehicle has a lifetime powertrain warranty as long as he does not use this vehicle as a mail truck. Agent advised him of his 3/36 powertrain warranty. Customer stated that the dealer that he bought this vehicle from is now closed, and he did not buy a SC from the dealer. Agent stated that if he does not have a letter from the dealer stating the lifetime warranty that there is nothing that agent can do for him. Customer stated that he would like Chrysler to buy back the vehicle. Customer informed a call back is required and will take place within one business day.

Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Who has possession of the vehicle?Owner
Is this a request for Lemon Law, buy-back or replacement? Buyback
Reassigned to 88L
Please evaluate and close this case. Please do not send back to the case manager as this is only a warranty issue.
* * * * * * * * * * QUALIFIER TEAM * * * * * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted].
Owner is seeking relief under the California state lemon law.
1. What does the customer allege is wrong with the vehicle? Customer states that he has purchased a right hand drive vehicle. he was informed of a life time warranty. Customer demands a buy-back.
2. Was the vehicle purchased new or used? New.
3. If used, what number owner is the customer and what was the mileage? N/A.
4. Is customer claiming # of repair attempts or # of days out of service? N/A
5. Does the condition described by the customer still exist? Yes.
The only thing the customer has been told is their file will be reviewed and/or handled by the local Business Center and Dealer, and if the condition still exists, to take their vehicle to the dealer regardless
of this request. Reassigned to the West Business Center (TMT).
011111 Dispute of warranty coverage no a legitimate 'lemon law ' claim forwarded to MDM5 to review for proper warranty coverage tmt _
Shelly, Vehicle does not appear to qualify for repurchase, but we should take a look at the sales contract to see what warranty was discussed with the customer. Please update the Cair with your findings. Thanks mdm
Customer called in for an update on his request. Agent advised a CM is investigating the issue and will be in contact once a decision has been made. Agent confirmed the best number to call is [redacted] (cell).
Customer states he is aware of new vehicles being sold with a right hand drive that come with the factory lifetime warranty so he is not alone in being told right hand drive vehicles come with a lifetime warranty.
Agent advised customer his concern is noted on the file.
AM is not able to review because sale contract, Miller Jeep is out of business.
AM is not able to get sale contract dealer is closed.
Customer called regarding this case. Transferred to case manager s line for further assistance.
Customer calling to get an update on what is going on. Customer states that he has not heard anything and would really appreciate a call back.
Writer informed customer that the case was being handled by the business center, but that a message would be delivered to case manager DH672 to request a call back so customer can ask a couple of questions. Customer states he can be reached at: 5[redacted]4.
customer calling for goodwill assistance to repair the air bag light issue. was reapired at 20,000m call back [redacted] advised no promises.
AM has confirmed veh does not have lifetme warranty per Warranty Manager at BC.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3914	9L7[redacted]	**Open Date**	01/12/2011	**Built Date**	12/17/2008	
Model Year	2009	**Body**	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	03/31/2009	**Mileage**	59,500	**Dealer Zone**	42	DETROIT	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	05037	TUBBS BROTHERS INC			
Dealer Address	959 W SANILAC				
Dealer City	SANDUSKY	**Dealer State**	MI	**Dealer Zip**	48471

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	APPLEGATE M[redacted]	**Country**	UNITED STATES

Corporate - Excessive Contacts - Default - Default - Default	7
Product - Body / Trim / Paint Finish - External Ornamentation - Other - Trunk/Deck Lid/Hatch	Hatch is leaking
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Leaks - Default	Transmission line is leaking
Product - Engine - Unknown - Oil Consumption - Default	Uses a quart of oil every 1000 miles

Customer called seeking assistance for the above issue. Customer stated the connection from the plastic line to the metal line is leaking.
Customer stated that repair was done previously at 21000 miles. Customer also stated that the vehicle is burning a quart of oil every 1000 miles.
Customer also stated that the rear hatch is leaking, the customer stated that the dealership has replaced the seal around the hatch and it still leaks. Customer stated that the carpet on the inside is damaged but the dealership will be replacing that once they can stop the leaking.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is[redacted]
Preferred Afternoon/Evening call back number is[redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code?05037
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District 88 U * * * * * *
Original owner, only vehicle, No CSC, out of basic warranty by 18,000 miles but still in by time.
CONTACT UPDATE - 1st Contact attempt, phone number dialed [redacted]
Customer states that at 20,000 miles the transmission line was leaking and replaced in Dec 09. Customer was quoted that the repair will be $185 for parts and labor + tax. Writer informed customer that she will need to contact the dealership and find out if they are able to assist with this.

Customer also mentioned that when it rains and snows the vehicle leaks and the carpet gets all wet. Writer offered the customer the option to go to another dealer. Customer states that she may be able to go Monday.
Customer calls requesting to speak with SA720
Customer/Caller transferred to extension # 66000
DEALER CONTACT-- Spoke with Mike, SM who states that they weren t aware of the vehicle leaking water again but did diagnose the transmission line leaking. Mike states that he will email the warranty prices from the parts and labor and writer will get back in contact with him on Monday.
CONTACT UPDATE - 1st Contact attempt, phone number dialed [redacted]
Customer states that she is at the dealership right now and will have the dealer look at the leak again. Customer also states that she may file for lemon law.
**********SM email received**********
REPAIR TRANSMISSION LEAK 62.33PARTS + 77.70=143.77 WARRANTY RATES
THANKS MIKE
**********SM email ended**********
DEALER CONTACT-- Spoke with Mike, SM who states that the vehicle is in the body shop right now being looked at. Mike states that he will call the writer back as soon as he knows whats going on with the leak.
CONTACT UPDATE - 1st Contact attempt, phone number dialed [redacted].
Customer states that they are trying to locate the leak but isn t to positi ve that they will find it. Writer informed the customer that if they can t find out or can t fix it she would recommend another dealership. Customer u nderstood.
DEALER CONTACT-- Spoke with Mike, SM states that he is wanting to replace all the seals and reposition the glass. Mike states that this has been an issue since day 1 and that the customer has a couple of friends with the same exact vehicle that are experiencing the same issues. Mike states he will email the pricing for the repair to the writer today.
CONTACT UPDATE - 1st Contact attempt, phone number dialed [redacted].
Left message.
Customer called to speak with case manager SA720. Writer transferred to case manager.
CONTACT UPDATE-- Customer states that neither of the repairs have been completed yet. Customer thinks that she will have the repairs done to the seals next month due to President s Day and having the day off so she doesn t have to miss a work day. Customer is going to call the dealership today to see if they have the part for the transmission line to try and get that fixed today.
Customer is calling in to speak to case manager. Writer dialed ext. 66000 and case manager was not available. Customer stated that she have been having a lot of problems and they keep on coming back. Customer stated that the air bag light keeps coming on intermittently. Customer stated that it happened before and they change the clock spring in the steering wheel last time while it was under warranty. Customer stated that it is coming back. Customer is requesting case manager to please call her back asap if all possible today at this number [redacted]
Writer informed customer that the case will be updated and forward to case manager for a call back.
MRS [redacted] calling to speak with their Case Manager. Air Bag light is now on and the bell dings constantly. Agent not available. Caller chose to leave a VM. Call transferred.
Owner is aware of recall. K13 INNER FENDER LINERS
Writer dialed [redacted] 6.
2nd attempt made to contact customer. Left message.
Customer called in to advise CM the dealer had said the clock spring was bad. Dealer has the part waiting for approval. Customer wanted to speak with CM, however not available and transferred to voicemail.
Writer contacted dealer 05037. Writer spoke with Nick, Service Advisor who states that customer needs a new clockspring. Writer and SA agree that Chrysler will cover the clockspring completely.
Writer dialed 8[redacted]
2nd attempt made to contact customer. Left message.
Writer contacted dealer 05037. Writer spoke with Nick who states that Mike, Service manager is not in the shop at the moment but will give him

a message to call the writer back.
Writer dialed [redacted].
Customer states that she has an appointment on Feb. 21 to have the seals replaced. Customer would also like to know when the first 4-door Wrangler was released. Writer informed customer she will have to research that.
Mike, SM from # 05037 called and noted K13 as an incomplete recall. SM called for CM, writer transferred to x66000. As writer found CM ext.#, SM asked person next to him and found that recall parts are on back order.
Writer contacted dealer 05037. Writer spoke with Service who states that the parts for the recall K13 have come in. Writer also spoke with the collision center who states that the wrong parts were ordered and are trying to get the correct parts.
Writer dialed [redacted]. Customer states that now her vehicle is consuming more than a quart of oil per 1,000 miles. Customer states that she has the oil checked every 1,000 miles and has oil added if needed.
Writer will contact dealer on Friday.
Writer contacted dealer. Writer spoke with Mike, Service Manager who states that 750 miles per quart of oil is average consumption per Chrysler guidelines. Mike also states that he will call the writer back with details on the orders for the customer. Mike also states that he would possibly like to see an engineer to come out and look at the leak because his body shop cannot fix it.
Writer dialed [redacted].
2nd attempt made to contact customer. Left message.
Customer called in to speak with their case manager. Writer attempted to reach case manager, the case manager was not available. Writer sent a priority note to case manager through floor support to inform case manager that the customer would like a call back as soon as possible.
Customer states that the repair has not been able to be completed as the wrong part was ordered.
Writer contacted dealer and spoke with Nick, Service Advisor who states that the service manager is out on a test drive but his email is mikel@tubbsbrothers.com.
Writer dialed [redacted] Customer states that she will be going back into the dealership on the 21st. Writer will follow-up then. Writer also informed the customer of the dealership trying to get a field engineer to come take a look at the vehicle.
* * * * *District 88W * * * * * *
Per 88W guidelines, CAIR is being reassigned back to original case manager to have the dealership open a STAR case.
Writer contacted dealer 05037. Writer spoke with Mike, Service Manager, who states that a field technician with be out on April 4 at 9:00 AM. The technician s name is Randy Malone for the water leak. Mike states that the transmission repair prices for labor is $77.70 and the parts are $78.26. Writer is creating PA to send to the dealer for that amount.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on describe the reason why this goodwill is being offeredÙ. According to the dealer, the warranty costs of the repair are as follows:
Parts = $78.26
Labor = $77.70
Total = $155.96
Co-pay = $0.00
Amount Pre-authorized (PA) = $155.96
########## DIRECT-TO-DEALER ##############
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Stefanie at 800-763-8422
You may also contact us by email at:
T2email@chrysler.com. This customer hasÙ been informed of this decision. Please update and/or close CAIR when complete.
############################[redacted]
REASSIGNED TO BC/DLR 42 05037 03/23/11 09:25 O[redacted]
The customer was calling to speak with her CM. The agent transferred the

customer to ext. 66000.
AM will contact dealer on monday to find out if vehicle has been repaired a nd returned to the owner...rrb30
*Contact Date:03/29/2011
Service / Parts Director at the dealership has updated the Cair# [redacted]
An appointment has been set with the customer.
vehicle has been returned to the owner. Randy Malone was involved in the leak. please close the cair....rrb30
Service Manager (SM) Mike Louwsma from dealer 05037 is seeking PA information. Agent informed customer that the CAIR number should auto-populate the PA.
SM stated that the customer had the check engine light come on after receiving the vehicle back and asked if a new case should be opened or if he should contact his representative.
Agent informed SM that agent can open a new case for consideration, or that the SM could contact his representative. Agent informed SM that we would stand by the business center.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3911	8L[redacted]	***Open Date***	01/13/2011	***Built Date***	05/02/2008	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	07/30/2008	***Mileage***	39,305	***Dealer Zone***	74	DENVER	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45467	STEPHEN WADE AUTO CENTER			
Dealer Address	1724 HILTON DR				
Dealer City	ST GEORGE	***Dealer State***	UT	***Dealer Zip***	84770

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	ST GEORGE UT [redacted]	***Country***	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	airbag light keeps coming on
Product - Steering - Steering Wheel / Column - Noisy - Default	clockspring may need repair

Agent spoke with [redacted]
VIN 8[redacted]
Out of warranty
38000
Airbag light keeps coming on and chiming.
Customer was advised the clockspring is bad.
Customer states he is Barely out of warranty and looking for assistance with $400.00 repair.
CAC advised customer that there are no outstanding recalls that need to be completed on their vehicle. CAC verified name, address and phone number.
CAC updated COIN information.
*****END OF CUSTOMER CONTACT*****
Customer was advised due to the nature of their contact a call back is required and will take place within 1 business days.
Preferred call back [redacted]
Who has possession of vehicle?owner
Has the vehicle been diagnosed by a CDJ? STEPHEN WADE AUTO CENTER
If a CDJ has diagnosed, what is the dealer name or code? 45467
Reassigned to 88f
******END OF RATIONALE FOR ESCALATION*****
* * * * * CASE MANAGER TEAM - District 88U Ù * * * * * *
Original owner
only vehicle owned.
Writer spoke with customer who stated that he had just called the dealership and they told him it sounds like the issue is with the clock spring. Writer informed the customer that the vehicle will need to be diagnosed completely to verify the issue is in fact the clock spring. Customer stated he understands. Writer is considering assisting with $100.00 co-pay.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
CUSTOMER CONTACT - Customer states that the dealership states that the clockspring needs to be replaced and he has an appointment in 2 weeks for the repairs.
DEALER CONTACT - Agent attempted to contact dealer Service Manager Kenny, however, SM not available. Left message for a return call at extension 66346.
Writer spoke with (SM) Kenny who stated that he left writer a VM message in regards to this customer. Writer apologized for the delay in the call back. (SM) stated the vehicle definately needs a clock spring.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer satisfaction. According to the dealer, the warranty
costs of the repair are as follows:
Parts = $208.60
Labor = $41.95
Total = $250.55
Co-pay = $100.00
Amount Pre-authorized (PA) = 170.00.
########## DIRECT-TO-DEALER ##############
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Laurie at 800-763-8422
You may also contact us by email at:
T2email@chrysler.com. This customer has been informed
of this decision. Please update and/or close CAIR when complete.
##################################
REASSIGNED TO BC/DLR 74 45467 01/18/11 19:24 O [redacted]
*Contact Date:01/20/2011
Service Manager at the dealership has updated the [redacted]
An appointment has been set with the customer.
Waiting on the customer to return
*Contact Date:02/02/2011
Customer request has been fulfilled.
CAIR RETURNED FROM DEALER ON 2/02/2011 AT 04:17:173 R [redacted]
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Left message.
Customer stated that he had run into some money problems and was planning on getting it fixed after he gets his next paycheck, likely on the 11th.
Writer informed customer that if no news from him or the dealership by the 13th he would receive a call back.
2nd attempt made to contact customer [redacted]8. Left message.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2416	8L5[redacted]	***Open Date***	01/17/2011	***Built Date***	11/21/2007	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	12/17/2007	***Mileage***	30,000	***Dealer Zone***	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60315	RAIRDON'S DODGE CHRYSLER OF	BELLINGHAM		
Dealer Address	1615 IOWA ST				
Dealer City	BELLINGHAM	***Dealer State***	WA	***Dealer Zip***	98229

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BLAINE WA [redacted]2	***Country***	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	Complaint

Customer states airbag light is on and customer is out of warranty by a couple of weeks. Customer is seeking cost assistance for the repair to her 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]
Who has possession of the vehicle? (Owner/Dealer/IRF) Dealer
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) Not yet
If a CDJ dealer has diagnosed, what is the dealer name or code? 60315
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District VÙ * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 3[redacted] Left message.
Customer calls to speak with their Case Manager.
Customer states she is 1 month oow and her airbag light has come on.
Customer stated the dealership is wanting to charge her a $80.00 diagnosis fee.
Customer calls requesting to speak with JH1337.
Customer/Caller transferred to extension # 66220.
CM spoke with customer. Customer states that she is only one month out of warranty. CM informed customer that she will be responsible for the diagnoses fee. Customer states that that is a crumy way to run a business and disconnected the call. CM will call customer on thursday and get her decision from her.
Writer called the customer to varify her decline for a diagnoses.
Customer was not available agent proceeded to leave a message.
Customer has declined to get vehicle diagnosed. Writer is closing case per customer s decline.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2410 8[redacted]		***Open Date***	01/22/2011	***Built Date***	03/08/2008	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	07/16/2008	***Mileage***	55,000	***Dealer Zone***			
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	
	ERIN TN[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer upset recall not issued for problems on vehicle.
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Improper Shift - Default	
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
transmission trouble in a 2008 jeep wrangler that no longer under warranty? why
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
I want to know for myself and other coworkers if there is going to be a recall for the transnmission trouble,hot light comes son clutch spring, shifter trouble won t start unless you push hard on shifter and airbag lights on and other prblems. We pay good money for these vehicles to have all this truoble and noone wants to step up and admit that there are a lot
of flaws in these vehicles. 2 yrs old or not.....my transmission won t go into to drive if I have to stop or put in reverse and back to drive
*****E[redacted]:
Thank you for contacting the Jeep Customer Assistance Center in regards to your 2008 Wrangler X.
I am sorry to learn of the transmission problems you have been experiencing with your vehicle.
We suggest that you give your local dealer the opportunity to assist you. Their service personnel have the factory training, equipment and information available to diagnose and correct concerns with our vehicles. Furthermore, your dealer is empowered to determine the merits of any goodwill policy consideration for repairs beyond the coverage of your manufacturer s warranty.
Our records indicate that the following recall campaign has not been performed by an authorized dealer:
Recall # Description
J24 MOPAR TOW BAR
We suggest that you contact your local authorized Jeep dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.
Please take a copy of this message with you at the time of service to aid the process. Although not required, it is recommended to bring a copy of the recall notification with you to your dealer when you bring your

vehicle in for this service.
If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.
Thanks again for your email, Rhonda.
Sincerely,
*****END OF CAC EMAIL RESPONSE*****
No the dealer I purchased it from said there is no warranty and wanted 487.00 just to lokk at it. I worked the next day and now am having to pay to put a transmission in a 2 yr old vehicle. So I am going to file a complaint with the safety commision, bbb, nhsta and whoever else because everyone is passing the buck. I will not buy another chrysler product.the media wants to give other auto makers a bad rap but nothing is ever said that I have heard about all these recalls on the jeeps. Now I am out of work and losing more than just my pay. I just thought the maker would step
up.. Sincerely, Rhonda Pride
*****END OF CUSTOMER EMAIL*****
Dear [redacted]:
Thank you for your reply.
Your email was reviewed and has been forwarded to a more appropriate area for their attention and response.
This referral action will provide the best opportunity for your request.
Thanks again for your email.
Sincerely,
*****END OF CAC EMAIL RESPONSE*****
Forwarding to 88F Customer seeking outside warranty assistance
* * * * * * * * * * CASE MANAGER TEAM - District 88U * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Left message.
Unable to reach customer by telephone, left message with text information.
Customer has no service contract, purchased 1 new and 2 used Chrysler vehicles, out of warranty by 19,000 miles, original owner.
* *
Customer called in to speak to case manager KL330 . Writer tried to get a hold of case manager at extension 66310 but was unsuccessful, customer requested to leave a voice mail so writer transferred customer over to case managers extension to do so.
2nd attempt made to contact customer. Left message.
Unable to reach customer by telephone, left message with text information.
Customer called and asked to speak to her case manager. Writer transfered customer to case management team 800-763-8422.
Customer states that she did not have the dealership repair it because the tear down that would have cost her $500 to start and she can not afford there prices. She states that the IRF will have it done tomorrow and she can be reached at her home # [redacted]. Writer advised that the case manager is unavailable and her case will be updated.
3rd attempt made to contact customer. Left message.
Unable to reach customer by telephone, left message with text information.
Caller called in to talk to the case manager.
Agent transferred the caller to the CM department.
Vehicle owner called requesting KL330, not available and does not request to be transferred to case manager s voicemail but to document that she called and expects a call back from case manager.
Customer calls requesting to speak with KL330
Customer/Caller transferred to extension # 66310 as customer requested to leave message. Customer will be available at [redacted] today.
Customer calls requesting to speak with ZA23
Customer/Caller transferred to extension # 66041
CUSTOMER CONTACT - Customer states that she paid $2,847.00 for the repairs on the transmission at an IRF. Customer states that she could not afford to get the repairs completed at the dealership. Customer states that vehicle would not go into drive. Customer states that she tried to get the vehicle diagnosed at 2 dealerships and they could not diagnose

the problems. Customer states that 1 time when she brought it to the dealership to get it diagnosed, the vehicle was under warranty and the second time it was OOW. Customer states that the dealerships she brought the vehicle to were Gary Matthews and Pepper Automotive. Customer states that Peppers Automotive reset the sensors on the transmission and 2 weeks later, the transmission failed. Customer states that the IRF put in a Jasper transmission in the vehicle. Customer states that she would like any type of reimbursement for the repairs. Writer advised customer that the case would be reviewed by the CM and a call back will be made with the decision no later than Monday 1/31.
2nd attempt made to contact customer. Writer informed customer that due to the fact that the repairs were completed at an IRF and were after market parts, no reimbursement is merited.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer states that she will never purchase another CDRJ vehicle because the dealer was unable to diagnose the vehicle. Customer states that she has emptied her bank account to get this repair completed. Customer states that she uses the vehicle for mail delivery and does not feel like this is a quality vehicle.
Customer states that she was not informed that she could contact Chrysler for possible good will assistance.
Customer states that she will look into the transmission and determine if it is a Mopar rebuilt transmission and call back if so. CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA5H11	AL[redacted]	**Open Date**	01/24/2011	**Built Date**	12/02/2009	
Model Year	2010	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	08/02/2010	**Mileage**	4,558	**Dealer Zone**	74	DENVER	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PBS	DEEP WATER BLUE PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60383	COON RAPIDS CHRYSLER JEEP DODGE			
Dealer Address	10541 WOODCREST DR NW				
Dealer City	COON RAPIDS	**Dealer State**	MN	**Dealer Zip**	55433

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	ISANTI MN[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light comes on/ off
Corporate - Outbound - Survey Follow-Up - CPS - Customer Contact Complete	CRS spoke with customer on 2/4/11
Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default	Customer has needed to make multipel trips due to parts being ordered
Product - Body / Trim / Paint Finish - Seat Upholstery - Other - Rear	Rear seat is collapsing in the middle.
Product - Body / Trim / Paint Finish - Conv Top / Sunroof / T-Top - Misaligned / Poor Fit - Default	hard top does not fit properly causing air leak over driver side
Corporate - Outbound - Survey Follow-Up - CPS - Default	

CPS Survey Record Received Date: 01/24/2011
Survey Number [redacted]
Quality Survey ID Number: [redacted]
Survey Date : 01/19/2011
VIN Number : 1J4BA5H11AL1[redacted]
Mapping Class : Dealer
Event Type : 1st Service customer pay
CPS Score : 7
********CPS OUTBOUND CUSTOMER CONTACT**********
1st attempt to contact [redacted] 11:16 am ET.
CRS advised calling to follow up on the survey completed.
Customer states they have had a number of vehicle issues.
Rear seat is collapsing in the center. Parts have arrived but the customer has not made an appointment yet for repairs. Customer has also has a air leak in the roof on the driver side. This has been into the dealer twice. They need to take it into the body shop for repairs. This will be done when the appointment is booked for a seat repair. Customer also has an issue with the air bag light going on /off. Module has been ordered.
Customer does not know when she expects to get into the dealer as they are 50 miles away. CRS provided customer direct contact information and

advised she is welcome to call if there is any further assistance we can offer. CRS thanked the customer for her feed back.
*********END OF NARRATIVE **********

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3910	9L7[redacted]	**Open Date**	01/31/2011	**Built Date**	09/29/2008	
Model Year	2009	**Body**	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	06/04/2009	**Mileage**	54,812	**Dealer Zone**	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45366	ROBERTS DODGE CHRYSLER JEEP			
Dealer Address	5425 S MILL ST				
Dealer City	PRYOR	**Dealer State**	OK	**Dealer Zip**	74361

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	
	LOCUST GROVE OK[redacted]	**Country**	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	Air Bag - Reimbursement
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light flashing
Dealer - By-Pass - Default - Default - Default	
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Dissatisfied with replacement part
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
The airbag light is coming on & going off repeatedly. I had this fixed once
already & assume it s the same thing causing it again.The clockspring.I was
wondering if there should be a recall on the part as is does not seem to work for very long. I am a loyal Jeep customer but I cannot afford to have
this part replaced frequently. I can take it to my dealer again but,of course,it s rather expensive,since it s not under warrany now. Can you split the cost with me?This is my 2nd new Jeep I ve purchased. These electrical problems are making me think about trying a different vehicle...too expensive to keep all the warning lights in working order.Please RSVP
*****END OF CUSTOMER EMAIL*****
Dear [redacted]:
Thank you for contacting the Jeep Customer Assistance Center, your emails are important to us!
Please accept our sincere apologies for the delayed response to your email.
We are very sorry to learn of the issues you have had with your vehicle.
Your email was reviewed and has been forwarded to a more appropriate area for their attention and response.
This referral action will provide the best opportunity for your request.
As well, the following unfinished recall information is available for

your vehicle:
Recall #
Description
K13 INNER
FENDER LINERS
We suggest that you contact your local authorized Jeep dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.
Please take a copy of this message with you at the time of service to aid the process. Although not required, it is recommended to bring a copy of the recall notification with you to your dealer when you bring your vehicle in for this service.
If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.
Thanks again for your email and have a wonderful day!
Sincerely,
Matt
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
*****FORWARDING TO 88F DUE TO CUSTOMER REQUESTING ASSISTANCE FROM CHRYSLER*****
* * * * * CASE MANAGER TEAM - District M * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
Customer states that she has had this repair done already and the air bag light is on again.
Case Manager states its possible its still under the 12/12.
Informed customer that before Chrysler considers offering any goodwill assistance outside of warranty, a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time. Customer is seeking out of warranty assistance in the form of Air bag light
Based on the information at hand, agent is considering the following:
Assistance base on diagnose.
* * * * * Attention Service Director/Service Manager * * * * *
This CAIR is being sent to your dealership as a courtesy notification because this customer has contacted Customer Care seeking dealer and/or repair procedure information. Based on the customer s input, your dealership was either preferred and/or convenient. The customer s contact with Customer Care was in regards to air bag light.There were no commitments made to the customer other than informing them an electronic file will be sent on their behalf providing you with prior notification.
There is no action required on this CAIR other than reading / closing it.
REASSIGNED TO BC/DLR 63 45366 02/01/11 20:11 O 2[redacted]
*Contact Date:02/03/2011
Administrative Assistant at the dealership has closed the Cair#[redacted]
After repeated attempts the dealer was unable to contact this customer.CAIR closed pending further contact from the customer.
CAIR RETURNED FROM DEALER ON 2/03/2011 AT 03:09:312 R[redacted]
customer called and contacted us still seeking a possible goodwill decision. The dealer had closed the care without a decision being made on the goodwill. Writer re-opened the case and reassigned 88f.
Customer would still like assistance with the cost of repairs that she has had to have done.
****** Below Customer Contacted for Documentation Request ******
r[redacted] on 2011-02-14 @ 11:55
Writer sent the e-reimbursement link to the customer so the CM can have it all ready if goodwill as approved.
Customer can not scan documents.
Agent will reimburse customer $200 for recurring matters.
Advised customer to submit original repair order & proof of payment to:
Chrysler Customer Assistance Center
PO Box 21-8004

Auburn Hills, MI 48321
Advised customer to make a copy of these documents for their records.
Asked the customer to include a brief letter of explanation & request,
including their name, address, phone number, VIN, & reference number
(CAIR). Advised customer the goodwill offer is dependent upon
verification of all documents requested.
####################TIER 2 AGENT##########################
Previous Agent Promise Line 90, $200.00
Customer was contacted on 02/23/11 and was advised to
send in documentation for reimbursement.
1st Attempt: If documentation is not received by 03/02/11
writer will follow up with customer.
2nd Attempt: If documentation is not received by 03/09/11
Writer will follow up with customer.
3rd Attempt: If the documents are not received by 03/16/11
notify customer and close Cair.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 9[redacted]
at 12:30 pm EST.
Customer answered. Customer stated that reimbursement documents have been
sent in.
Writer advised customer that reimbursement process will be completed
after documentation is attached to CAIR.
WRITER VERIFIED ADDRESS WITH CUSTOMER.
03/08/11 2nd Contact Writer checked and documents have not been received.
Writer will follow up again next week.
POSTMARK DATE: 022611; DATE RECEIVED: 030111
****T2 AGENT****
Writer has paperclipped image. Writer emailed CM with notification of
documents received.
Previous Agent Promise
****
Customer submitted documents for reimbursement for repair to the air bag
light on their vehicle, as told by previous agent (on line 90 in CAIR
20368216) reimbursement in the amount of $200.00.
Customer s proof of payment is: copy of check - front and back
Date of repair:02/07/11
Deductible Paid $200.00
Total $200.00
Writer is submitting check for approval in the amount of $200.00.
03/08/11 12:48 pm Writer called customer at [redacted] and verified
address and advised reimbursement amount. Customer said she was also
waiting for her part to complete her recall but that the dealership was
working on it.
Approved

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2415	8L5[redacted]	***Open Date***	02/09/2011	***Built Date***	10/15/2007	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	10/25/2007	***Mileage***	50,000	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	62869	BENSON CHRY-DODGE-JEEP			
Dealer Address	400 W WADE HAMPTON BLVD				
Dealer City	GREER	***Dealer State***	SC	***Dealer Zip***	29650

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	INMAN SC [redacted]	***Country***	UNITED STATES

Product - Electrical - Body Wiring - Other - Default	air bag sencer light on

Briefly summarize why the customer is contacting Chrysler: customer states that the seencer lights are coming on, she has taken it to a dealership and the dealership is unable to look at the problem.
Briefly summarize what the customer is expecting: Caller is seeking case manager call-back for further assistance
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by a Case Manager.
Contact information:
Primary call back number is [redacted]
Who has possession of the vehicle? OWNER
Has the vehicle been diagnosed by a CDJ dealer? NO
If a CDJ dealer has diagnosed, what is the dealer name or code? 62869
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District V * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Airbag light is coming on. The customer was told that she would be resonsable for the co-pay or diagnostic fee.
Agent attempted to contact dealer Service Manager Jarius, however, SM not available. Left message with SA for a return call at extension 66016
Agent talked to dealer Service Manager Jarius. Jarius is willing to do the diagnostic.
2nd attempt made to contact customer. [redacted]. Customer has the vehicle in the shop for a transmission problem. Follow up on 2/18
2nd attempt made to contact customer. [redacted]. Customer still has her vehicle at the IRF. Follow up on 2/24
2nd attempt made to contact customer. [redacted] Customer is still not able to get vehicle to the dealer, Vehicle is still having transmission worked on at IRF. Told customer that case will be closed and to call when she is able to get vehicle to dealer.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3910	8L[redacted]	***Open Date***	02/12/2011	***Built Date***	01/15/2008	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	04/23/2008	***Mileage***	61,978	***Dealer Zone***	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PBM	STEEL BLUE METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	23171	HUNTINGTON JEEP CHRYSLER INC			
Dealer Address	1220 EAST JERICHO TURNPIKE				
Dealer City	HUNTINGTON	***Dealer State***	NY	***Dealer Zip***	11743

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	FORT SALONGA NY 1[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer alleges the air bag light is flashing on and off.
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	
Recall - J30: TRANSMISSION FLUID TEMPERATURE WARNING - Advise Owner/Incomplete Recall	
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer stated that he is having an issue with the air bags. Customer alleges the air bag light will turn on and off along with a chime.
Briefly summarize what the customer is expecting:
Customer is seeking for a temporarily fix since the dealership is closed.
****End structured narrative T2 - Beginning Narrative
Writer reviewed the owner s manual and it does not indicate a temporary repair for the air bag. Customer stated that he will just wait until Monday to take the vehicle in to the dealership.
Customer calls seeking recall information. Advised the customer of incomplete recall J24, J30, & K13 for this vehicle. Customer was advised to
contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3917	9L[redacted]	***Open Date***	02/16/2011	***Built Date***	08/25/2008	
Model Year	2009	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	12/23/2008	***Mileage***	37,000	***Dealer Zone***	74	DENVER	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	66856	CAR CITY CHRYSLER			
Dealer Address	3100 S 169 HIGHWAY				
Dealer City	ST JOSEPH	***Dealer State***	MO	***Dealer Zip***	64503

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	SAINT JOSEPH MO[redacted]	***Country***	UNITED STATES

Product - Electrical - Unknown - Complete Failure - Default	clock spring needs to be replaced
Product - Electrical - Lamps and Switches - Complete Failure - Default	headlight assembly

Briefly summarize why the customer is contacting Chrysler: Caller stated the air bag light is on. Caller stated she had the headlights replaced and the lights are out again. Caller stated the headlights will need a new ass y and the clock spring replaced. Caller stated the cost is too high for the repairs and the caller is seeking assistance.
Briefly summarize what the customer is expecting: Caller is seeking possible assistance/goodwill for the repairs.
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](cell)
Preferred Afternoon/Evening call back number is [redacted]
Who has possession of the vehicle? (Owner/Dealer/IRF) OWNER
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) YES
If a CDJ dealer has diagnosed, what is the dealer name or code? 66856
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District T * * * * * *
Original owner, 3 new, 1 used in household, 1,000 miles OOW under by time.
Writer called the dealership. AI is the Service manager but is unavailable. Writer left him a message requesting the diagnosis, warranty pricing on parts and labor as well as customer loyalty and if a PA can be taken.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 8[redacted] Writer left a message indicating that a call back would occur 2/21.
AI SM from dealer 66856 took care of the customer out of warranty assistance.
Writer called the dealership. AI states that they have already taken care of it.

Writer called [redacted], writer left a message requesting to know if everything had been taken care of.
Writer called the customer and verified that everything is well.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3915	9L[redacted]	**Open Date**	02/22/2011	**Built Date**	08/26/2008	
Model Year	2009	**Body**	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	09/04/2008	**Mileage**	37,000	**Dealer Zone**	42	DETROIT	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	52672	SCHAEFER & BIERLEIN INC			
Dealer Address	1015 WEISS ST				
Dealer City	FRANKENMUTH	**Dealer State**	MI	**Dealer Zip**	48734

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	([redacted]25
	BIRCH RUN M[redacted]	**Country**	UNITED STATES

Product - Electrical - Unknown - Other - Default

AM was contacted by the dealer to talk about continues problems the owner i s having with her jeep. The owner is a mail carrier, and needs her vehicle to do her job and it is alway s breaking down. The AM, dealer, and owner sat down and spoke about the concerns that she is having. Owner states that she keeps having problems with her horn not working, air bag light coming on, repeat brake concerns, instrument panel, instrument cluster, clocksprin g, WCM module, tipm, steering damper, tie rod ends, u-joints, exhaust, abs, esp, and many other repairs. Dealer has currently addressed all the issues and currently the vehicle is working as designed. Owner is very unhappy w ith her vehicle and has spoken to many other mail carriers and all are havi ng major problems with there jeeps. AM reviewed the history of the vehicle and confirmed that she has had a extensive repair history. AM, and dealer agreed that a good will offer will be provided to keep her as a happy chry sler owner. AM feels that the best protection for the owner would be a CSC except that CSC does not offer a contract for mail vehicles. Owner had the dealer look into an aftermarket contract so that the owner can feel more confident with her vehicle. Dealer was able to find an after market contra ct that would except mail vehicles. The contract will cost $1250. AM expr essed the offer to the owner who did except. AM explained that Chrysler wi ll reimburse her a few month s payments so that the owner can purchase the service contract. AM is reimbursing the owner the amount of $1275, or 3 p ayments. owner s monthly payment is $425 per month. AM is sending the che ck now....rrb30
POSTMARK DATE: 022011; DATE RECEIVED: 022411

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2418	8L5[redacted]	***Open Date***	02/24/2011	***Built Date***	08/23/2007	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	03/25/2008	***Mileage***	75,800	***Dealer Zone***	42	DETROIT	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45192	DOWNIE CHRYSLER JEEP DODGE			
Dealer Address	2450 N MAIN ST				
Dealer City	NAPPANEE	***Dealer State***	IN	***Dealer Zip***	46550

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	
	SYRACUSE IN[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Air Bag Sensor Issues
Product - Fuel System - Fuel Tank - Leaks - Default	Gas tank overflow
Dealer - By-Pass - Default - Default - Default	
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
When filling with gas, it over flows every time. Dealer says a sensor insid
e gas tank is bad and tank needs to be replaced and is NOT under warranty an
d is a safety hazard. Also, airbag sensor is malfunctioning...also a safety
hazard also not under warra
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
My jeep, which I love, has been plagued with multiple recalls and other
issues which the dealer has resolved to my satisfaction. I am not happy
that two new safety related issues are not covered under warranty.
Please
help.
*****END OF CUSTOMER EMAIL*****
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center, your emails
are important to us!
We are very sorry to learn of the issues you have had with your vehicle.
Your email was reviewed and has been forwarded to a more appropriate area
for their attention and response.
This referral action will provide the best opportunity for your request.
As well, the following unfinished recall information is available for
your vehicle:
Recall #
Description
J24 MOPAR TOW
BAR
We suggest that you contact your local authorized Jeep dealer to make
arrangements for an inspection and, if necessary, corrective action at no
charge to you.

Please take a copy of this message with you at the time of service to aid the process. Although not required, it is recommended to bring a copy of the recall notification with you to your dealer s service department when you bring your vehicle in for this service.
If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.
Thanks again for your email and have a wonderful day!
Sincerely,
Matt
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
*****FORWARDING TO 88F DUE TO CUSTOMER REQUESTING ASSISTANCE FROM CHRYSLER*****
* * * * * CASE MANAGER TEAM - District 88V * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
Customer states the issue started happening about a month and a half ago. Customer stated he received a letter from Chrysler informing him of the extended recall on the inlet check valve. Writer advised customer to contact dealer and writer will contact dealer as well to see about assisting customer with issue.
Writer attempted to contact Service Manager (SM) Don informing him of customer s concern. SM Don stated he has a fuel tank for customer and has been trying to contact customer. Writer inquired if repair is related to extended warranty. SM Don stated the extended warranty will cover the entire cost of repair for customer. Writer informed SM Don about the air bag light being on and would like to assist with the repair on that. SM Don stated he will contact writer after diagnosis has been completed.
Writer contacted SM Don who stated he has left a message with customer s secretary. SM Don stated the customer is going to check his schedule and set an appointment with dealer for repair and dealer will also diagnose air bag light issue.
Writer contacted SM Don who stated he has left a message with customer s secretary. SM Don stated the customer is going to check his schedule and set an appointment with dealer for repair and dealer will also diagnose air bag light issue.
Writer contacted SM Don who stated the customer brought vehicle in and diagnosis has been completed. SM Don stated the tank was covered under warranty and the vehicle needed to have the seat track position sensor.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer retention.
According to the dealer, the warranty
costs of the repair are as follows:
Parts = $7.84
Labor = $42.20
Total = $50.04
Co-pay = $0
Amount Pre-authorized (PA) = $50.04
########## DIRECT-TO-DEALER ##########
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Tony at 800-763-8422
You may also contact us by email at:
T2email@chrysler.com. This customer has not been informed of this decision. Please update and/or close CAIR when complete.
##########
REASSIGNED TO BC/DLR 42 45192 03/10/11 13:44 O [redacted]
2nd attempt made to contact customer.
[redacted]
Customer states the vehicle has been repaired and is working well. Writer informed customer the case will be closed and advised customer to call back with future issues.
CLOSED LOOP UPDATE - no need for additional follow-up.

3/28/2011 As per above CRM closing cair gpj

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2419	8L[redacted]	***Open Date***	02/23/2011	***Built Date***	09/21/2007	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	10/03/2007	***Mileage***	55,000	***Dealer Zone***	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	43380	LANDERS DODGE			
Dealer Address	315 EAST GOODMAN RD				
Dealer City	SOUTHAVEN	***Dealer State***	MS	***Dealer Zip***	38671

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BYHALIA MS[redacted]	***Country***	UNITED STATES

Product - Electrical - Body Wiring - Other - Default	Air bag light keeps turning on
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Caller stated his air bag light keeps turning on and this was taken care of before and now it is back on and the caller stated he has to keep paying for the diagnostics fees. Caller stated he is trying to know why he has to pay for this fee every time.
Briefly summarize what the customer is expecting:
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Who has possession of the vehicle? (Owner/Dealer/IRF) OWNER
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) NO
If a CDJ dealer has diagnosed, what is the dealer name or code? 43380
Reassigned to 88F
OOW by 4 Months & 19000 Miles
1 Vehicle
Original Owner
1 New
No SC
* * * * * CASE MANAGER TEAM - District M * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Writer spoke to customer who stated that he had issues with the air bag light coming on on over a year ago. Customer stated that the issue has happened again and the air bag light is on again and dealership advised his Warranty has expired and he would have to pay for repair. Customer stated he has not taken vehicle in for diagnosis because he feels he should not have to pay for diagnosis if it is the same issue and pay for repair. Writer advised customer that before Jeep can get involved to determine any form of good will assistance a diagnosis does need to be completed. Customer stated that he will make an appointment

for diagnosis but not until the 3/7/11. Writer advised customer that case will be put on hold until diagnosis is completed and that dealership and customer would need to contact after diagnosis is completed.
Case being put on hold until after diagnosis is completed

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D11	BL[redacted]	**Open Date**	02/24/2011	**Built Date**	10/12/2010	
Model Year	2011	**Body**	JKJL72	JEEP WRANGLER SPORT 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	10/12/2010	**Mileage**	11,808	**Dealer Zone**	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	59150	CULLMAN DODGE CHRYSLER PLYMOUTH IN			
Dealer Address	1302 2ND AVENUE SW				
Dealer City	CULLMAN	**Dealer State**	AL	**Dealer Zip**	35056

Owner	RAC , ENTERPRISE	**Contact Type**	TELEPHONE
Address	600 CORPORATE PARK DRIVE	**Home Phone**	
	ST. LOUIS MO 63105-	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Front Drivers	Air Bag Deployment - Special Investigation Inspection Request

Dealership (59150) rented vehicle from Enterprise RAC for an employee to travel around trip from Cullman Al. to Atlanta, GA. (approximately 470 miles). The employee noticed that the Air Bag System warning light was on when he departed from the dealership. After returning to Cullman, the Air Bag deployed while making a slow turn into a driveway. The drive, Bill Esch (256) 734-0721, was not injured.
DM requests Special Investigations vehicle inspection.
The vehicle is located at:
Cullman DCJ - 59150
1302 2nd. Ave SW
Cullman, AL. 35055
(256) 734-0721
Contact: Tommy Moyer
****

PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A, B, C, D, & J, PHOTOS, DRB CODES, POLICE REPORT (if available), AND ANY OTHER PERTINENT INFORMATION. THANKS. JSS15.
CAIR NUMBER[redacted] REQUEST EAA INSPECTION 02-24-2011 11:17
CAIR NUMBER[redacted] E-MAIL SENT TO EAA 02-24-2011 11:17
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/09/11 AT 18:04:46 [redacted]
Reviewed with DM. Vehicle was rented out by Enterprise with airbag warning light on and clock spring ribbon dislodged. Called dealer and spoke to SM Tommy Moyer, and advised that we will accept responsiblity for the initial problem, (wiring/clockspring, etc.) And Enterprise will be responsible for the damage caused by the deployment. DM concurs with this handling.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA6915	7L[redacted]9	**Open Date**	03/07/2011	**Built Date**	11/11/2006	
Model Year	2007	**Body**	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	12/07/2006	**Mileage**	42,883	**Dealer Zone**	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68429	SCAP CHRYSLER PLYMOUTH JEEP EAGLE			
Dealer Address	360 TUNXIS HILL RD				
Dealer City	FAIRFIELD	**Dealer State**	CT	**Dealer Zip**	06825

Owner	[redacted]	**Contact Type**	E-MAIL
Address	[redacted]	**Home Phone**	
	GLENS FALLS NY[redacted]	**Country**	UNITED STATES

Dealer - Service/Body Shop - Transaction - Excessive Service Costs - Default | Dealership service charges inquiry

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Air Bag Dash Light On
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
I purchased this 2007 Jeep Rubicon Unlimited on July 4th, 2010. It had roughly 38,000 miles on it. i now have roughly 43,000 miles on it. The Air Bag dash light is now on. I was told that I sounds like it is a Checkspring. Cost to have it replaced is around $500.00. I am hesistant on spending the money to have it hooked up to the diagnostic computer and
then paying that much for a part when I have only had the vehicle since july 4th. What is the warranty on Air Bag systems and components? I would
like to get this fixed, but I feel for only having the Jeep for this short
of time and paying that much is not right. Thank You[redacted]
*****END OF CUSTOMER EMAIL*****
Thank you for contacting the Jeep Customer Assistance Center in regards to your 2007 Wrangler.
Dealer labor rates vary based on the location of the dealership. The rates are predicated on an average of the labor rates in that retail area. A high cost-of-living area would probably have a higher labor rate than a low cost-of-living area.
Warranty labor rates are based on the dealer s labor rates. Parts prices are determined by each dealer. We offer MRSPs (Manufacturer s Suggested Retail Prices).
Sometimes it is necessary for the dealership s technicians to run one or more diagnostic tests. This is often the only way the dealer can properly diagnose and repair your vehicle.
When an adjustment or repair is not made most dealerships require the customer pay for any diagnostic charges since the dealership still must pay its staff for the time they spent inspecting the vehicle.
Our records indicate that the following recall campaign(s) have not been performed by an authorized dealer:

J24 MOPAR TOW BAR SAFETY 11/19/2009 INCOMPLETE USA
K13 INNER FENDER LINERS SAFETY 12/03/2010 INCOMPLETE USA
We suggest that you contact your local authorized Chrysler, Dodge, Jeep or Ram dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.
Please take a copy of this message with you at the time of service to aid the process. Although not required, it is recommended to bring a copy of the recall notification with you to your dealer s service department when you bring your vehicle in for this service.
If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.
Thank you for giving us the opportunity to review this with you.
*****END OF CAC EMAIL*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2417	8L[redacted]	***Open Date***	03/09/2011	***Built Date***	05/16/2008	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	11/15/2008	***Mileage***	79,500	***Dealer Zone***	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	66802	ADVANTAGE DODGE-CHRY-JEEP			
Dealer Address	3200 EAST MAIN STREET				
Dealer City	FARMINGTON	***Dealer State***	NM	***Dealer Zip***	87402

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

Product - Electrical - Unknown - Defective - Default	Air bag sensor light is illuminated
Corporate - Recall - Default - Default - Default	Seeking recall information about air bag sensor

Customer wanted to know if there were any recalls related to the air bags. Customer stated that there is a recall for the 2009 model year for this issue. Writer informed customer there were no recalls relating to the airbags for this vehicle. Writer recommended customer get a diagnosis completed at a CDJ dealership. Writer to close Cair.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2411 8[redacted]		**Open Date**	03/10/2011	**Built Date**	01/28/2008	
Model Year	2008	**Body**	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	04/25/2008	**Mileage**	29,000	**Dealer Zone**	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PGJ	JEEP GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	56733	HILL-KELLY DODGE JEEP			
Dealer Address	6171 PENSACOLA BLVD				
Dealer City	PENSACOLA	**Dealer State**	FL	**Dealer Zip**	32505

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	PANAMA CITY FL [redacted]4	**Country**	UNITED STATES

Product - Electrical - Unknown - Intermittent or Inoperative - Default	Air bag light issue
Corporate - Complaint Contact - Default - Default - Default	Customer asks for new fenders
Recall - K13: INNER FENDER LINERS - Information Request	Repairs Unacceptable
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Tow Bar Recall

Customer called and stated he took his vehicle to dealership 42698 on 03/10/2011.
Customer stated he had recall K13 performed and the dealership did an unsatisfactory job.
Customer stated it is visible where they cut the inner fenders and it looks terrible.
Customer wants to know if he can get new fenders on his vehicle to complete this recall.
Customer stated the fenders apperance is unacceptable and his vehicle should look just as good as when he purchased it.
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] Cell
Preferred Afternoon/Evening call back number is same as above
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?42698
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District 88N Ù * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Agent is unable to leave message as no option for voice mail comes [redacted] is stating a invalid phone number.
If Customer calls back in please verify the phone number is correct and if not please get the correct phone number or alternative phone number.
2nd attempt made to contact customer. Left message.
3rd attempt made to contact customer. Not working number either. Agent also contacted number [redacted] is not an option to leave a voice mail
CLOSED LOOP UPDATE - no need for additional follow-up.

Agent is closing case as no number that is working is on file.
Customer called in and wondering why someone has not called him back yet, agent advised customer of the 3 attempts, Customer is still looking for a call back to the phone number that we have on file. Agent advised customer that someone should be calling him back within the next 24 business hours.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] number invalid and [redacted]0 not able to ask for customer s name or be able to push zero for an operator.
Agent spoke to SM Bill and he states that he would need something in writing stating who is requesting the contact information for the customer. Agent inform the Service manager that Chrysler will look at different resources.
KF249 please get a valid phone# so that we can contact the customer. [redacted] Cell is not a valid #
NEXT AGENT: Please get a VALID working#
CLOSED LOOP UPDATE - no need for additional follow-up
CAIR showing up in 86, but unable to reassign to close
Closed case till customer calls back in
Customer called back in to speak with CM. Transferred to Cm line for further assistance.
Customer states that he is not happy with the recall repair that was done to his fender liner. Customer says it looks like somone did a hack job with a saw on the liners. Customer states that he wants to have new fender liners be placed on the vehicle. Correct phone number for customer is [redacted]. Customer also states that his air bag light will go on and off throughout the day and he has no idea what is going on with it. Customer states that the dealership cannot figure out what is causeing it to go wrong.
* * * * * CASE MANAGER TEAM - District M * * * * * *
Customer history- NO SVC- original owner.
1 current in brand, new.
1 previous in brand, new-2002 Dodge Ram (12/01 to 05/2003)
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Left message.
Customer advised that this is a dealer ship issue, writer advised can contact Service manager and general manager of dealer ship. Customer spent 20 minutes explaining that he should not have to go back to dealer ship - that he did not cause issue. Writer explained that if customer feels repairs were done incorrectly he will have to return to the dealer ship. Advised whom all he can contact in this regards. Writer advised can contact dealer ship and advise of customers concern. Customer stated no happy with the procedures in place and still would rather some one come to his house. Writer advised that the procedures are as explained, that Writer will contact dealer ship and inform of his concerns. Could not guarantee that dealer would call customer, but hoped they would . Writer advised if air bag light still issue to c go to dealer. Writer ask if customer would like call back after contact with dealer ship. Customer said he did not care.
Spoke to general manager Lonnie- informed of customers concerns, provided customer name and last 8 of vin. General manager indicated he would look into issue. Service manager Rich Lewis is out of town.
Contacted customer advised to contact general manager Lonnie.
Customer advised had to go to Idaho, will not return till after 05/10.
Writer advised case will be put on hold till he returns and contacts dealer ship and CAC. Customer was agreeable.
[redacted] 2nd attempt made to contact customer. Left message.
this is a dealer concern, dealer has been notified and the customer is aware. CAC does not need to be involved.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2410	8L[redacted]	***Open Date***	03/10/2011	***Built Date***	12/15/2007	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	02/02/2008	***Mileage***	117,912	***Dealer Zone***	51	CHICAGO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45203	KEN WISE-CHRYSLER-DODGE-JEEP, INC.			
Dealer Address	908 NORTH THIRD AVE.				
Dealer City	MARSHALLTOWN	***Dealer State***	IA	***Dealer Zip***	50158

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

Product - Electrical - Lamps and Switches - Defective - Default	air bag light - clockspring

Customer called because at 53000, 90600 and now again at 117912 he has needed a clockspring. Customer is seeking assistance with this repair. Advised customer that he will need to have it diagnosed at his expense before any assistance will be provided. Customer is making appointment for monday. Advised he will get a call back today/tomorrow.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is xxx-xxx-xxxx
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 P * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted].
Writer spoke to customer who stated that he has an appointment with dealer 45203 on 3/14. Writer informed customer that dealer would be contacted after diagnoses to determine goodwill.
Writer contacted dealer 45203 and spoke to SA Norm who stated that the clockspring needs to be replaced again. Norm states that SM Mike will return on 3/16. Writer left contact information for a return call.
Writer contacted customer [redacted] and spoke to Mr. [redacted] who stated that he really needs his vehicle repaired today and asked that writer speak with owner of dealer Tom wise. Writer spoke to Tom wise to inform that Chrysler would like to assist with a $100 co-pay and will gather warranty cost from SM Mike on 3/16.
Writer contacted customer back at [redacted] to inform of goodwill offer.
Writer contacted dealer 45203 and spoke to SM Mike who stated that warranty cost is Part: $208 Labor: $104.10 Total: $312.10.
-

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer satisfaction. According to the dealer, the warranty
costs of the repair are as follows:
Parts = $208
Labor = $104.10
Total = $312.10
Co-pay = $100
Amount Pre-authorized (PA) = $220
########## DIRECT-TO-DEALER ##############
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Ricci at 800-763-8422
You may also contact us by email at:
T2email@chrysler.com. This customer has been informed
of this decision. Please update and/or close CAIR when complete.
##################################
REASSIGNED TO BC/DLR 51 45203 03/16/11 11:43 O 2[redacted]
*Contact Date:03/18/2011
Dealer 45203 has updated the mileage to 117888.
Customer request has been fulfilled.
CAIR RETURNED FROM DEALER ON 3/18/2011 AT 01:42:705 R[redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA5912	8L[redacted]	**Open Date**	03/14/2011	**Built Date**	12/12/2007	
Model Year	2008	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	01/27/2008	**Mileage**	36,211	**Dealer Zone**	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	59577	LARSON DODGE			
Dealer Address	300 RIVER ROAD				
Dealer City	PUYALLUP	**Dealer State**	WA	**Dealer Zip**	98371

Owner	RECEIVED , DEALER EMAIL	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	EATONVILLE WA[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light
Product - Body / Trim / Paint Finish - Unknown - Other - Unknown	Water leak

**********Dealer email received**********
2008 Wrangler
36,211 miles
Insv date: 01/27/08
2 issues
Water leak freedom top 847.00
Airbag light repair 279.47
My suggestion is goodwill with a 200.00 co-pay
Thoughts?
Dale Reeves - Service Manager
Larson Chrysler-Jeep-Dodge-Ram
dalereeves@looklarson.com
**********Dealer email ended**********
****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Customer 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: Unknown
Who has possession of the vehicle? (Owner/Dealer/IRF) Dealer
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) 59577
If a CDJ dealer has diagnosed, what is the dealer name or code? 59577
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District O * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed [redacted]
Writer called dealer and spoke with Dale and have agreed to assist with
the repairs and customer will have a copay of $200

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer loyalty. According to the dealer, the warranty
costs of the repair are as follows:
Parts = $886.90
Labor = $246.12
Total = $1133.02
Co-pay = $200.00
Amount Pre-authorized (PA) = $
########## DIRECT-TO-DEALER ##############
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Charles at 800-763-8422
You may also contact us by email at:
CS1192@chrysler.com. This customer has been informed
of this decision. Please update and/or close CAIR when complete.
##################################
REASSIGNED TO BC/DLR 71 59577 03/14/11 12:25 O[redacted]6
3/14 was at dealer today and insured SM is involved. Customer is _
satisfied with dealer handling from this point. psh _
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5915	7L[redacted]7	***Open Date***	03/14/2011	***Built Date***	06/29/2007	
Model Year	2007	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	07/20/2007	***Mileage***	46,000	***Dealer Zone***	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68836	CARMAX CHRYSLER JEEP DODGE			
Dealer Address	8611 LA CIENEGA BLVD				
Dealer City	INGLEWOOD	***Dealer State***	CA	***Dealer Zip***	90301

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

Corporate - Complaint Contact - Default - Default - Default	complaint

Mr [redacted] friend called in and states that the airbag light on the vehicle is on and that he doesnt feel that there should be a diagonosis fee to have the airbag looked at. Writer advised the customer that they do nered to get the vehicle diagnosed before Chrsler will consider any goodwill assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2413	8L[redacted]	**Open Date**	03/15/2011	**Built Date**	10/23/2007	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	10/31/2007	**Mileage**	61,716	**Dealer Zone**	51	CHICAGO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68428	DEMPSEY DODGE CHRYSLER JEEP II INC			
Dealer Address	1000 E ROUTE 34				
Dealer City	PLANO	**Dealer State**	IL	**Dealer Zip**	60545

Owner	[redacted]	**Contact Type**	E-MAIL
Address	[redacted]	**Home Phone**	[redacted]
	SHERIDAN IL[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer request for goodwill
Corporate - Complaint Contact - Default - Default - Default	clockspring repair
Corporate - Product Information - Default - Default - Default	warranty coverage inquiry
Dealer - By-Pass - Default - Default - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Air bag warning light just came on
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Dealer repaired it on 11/26/10. Cost of the repair was $442.28 for replacement of the 'clockspring'. Is this repair covered by any warranties for the safety equipment on my vehicle? Thanks, Howard Wesley
*****END OF CUSTOMER EMAIL*****
Dear [redacted]:
Thank you for contacting the Jeep Customer Assistance Center.
Please accept our sincere apologies for the delayed response to your email. Because of the public s current interest in Chrysler Group and our products, we are unable to respond as promptly as we would like.
In response to your email, your vehicle has exceeded the time or mileage limitations of the manufacturer s warranty at the time the expense was incurred.
Thank you for being a part of Jeep, have a nice day!
Sincerely,
Alyssa
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
Alyssa
Customer Service Representative Jeep Customer Assistance Center I do believe that the manufacturer is responsible for all safety problems in their vehicle, and they are not limited by mileage and published warrantees. If my airbag doesn t deploy because of a defective clock spring who really cares about the consumer?
*****END OF CUSTOMER EMAIL*****

Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center.
In response to your email, if you are experiencing any problems with an issue you feel deserves attention, we certainly recommend that you contact your local dealer to arrange an appointment so that they can inspect the vehicle and determine an appropriate course of action.
Thank you for taking the time to communicate with us.
Sincerely,
Alyssa
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
Alyssa, That s what I have done, and the dealer had to replace the clock spring in order to extinguish the warning for the front airbags. Since there was no recall, I had to pay $442.28 for the dealer to repair it on November 26, 2010.
*****END OF CUSTOMER EMAIL*****
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center.
Your email was reviewed by Customer Care for Chrysler, Dodge, Jeep and Ram vehicles and has been forwarded to a more appropriate area for their attention and response.
This referral action will provide the best opportunity for your request.
A representative will be in contact with you within one (1) business day.
Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problem you have experienced.
Thank you for taking the time to communicate with us.
Sincerely,
Alyssa
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
*****FORWARDING TO 88F FOR FURTHER ASSISTANCE*****
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2011-03-21 @ 16:50
* * * * * CASE MANAGER TEAM - District P * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted], customer stated that the airbag light came on and the dealer informed him that the issue is with the clockspring.
Called Dealer Code: 68428 at:630-552-7688, service dept stated that the clockspring had malfunction, it made an internal clicking when the turning the wheel.
Writer is considering reimbursement with a 50/50 costs split, vehicle OOW.
REFERENCE NUMBER: [redacted] EMAIL CASE [redacted] I was contacted by telephone from a Jeep case manager, who was looking into this problem.
She was supposed to email me a form that would describe how I was to send
her copies of the service record and payment receipt. I never received her
email, that was about a week ago.
*****END OF CUSTOMER EMAIL*****
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center.
I am assuming your case manager was referring to a document link to be sent for you to scan and submit the documents required by the case manager. I will send the link following this email. Please see the information below.
To submit requests for reimbursement consideration on service repair costs or service performed.
Your letter should include the following items (where applicable) in order for us to resolve your issue as soon as possible:
Your name

Your address
Vehicle owner name (if different)
Vehicle owner address (if different)
Day and evening phone numbers (we call you to confirm receipt of your information)
Vehicle Identification Number (VIN)
Name of dealership where vehicle was purchased
Date of purchase
Description of the problem
The vehicle mileage at the time the problem began
The action you re requesting
NOTE: We need original receipts from the company that provided the service, and proof of payment, in order to reimburse. If you do not have the original, contact the service provider for a duplicate.
Thanks again for your email.
*****END OF CAC EMAIL*****
88F AGENT: Please see notes in CAIR [redacted] Document link was sent to customer. Writer is reassiging this CAIR to TM1028 for completion of customer request.
Called customer, he stated that he did not get the email sent to him preiously, he verified his email address and will send the documents for reimbursement processing.
Called customer at [redacted] left a message.
Duplicate CAIR, Check has been created and sent to customer in CAIR 20626865 as of 4/4/2011.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2411	8L[redacted]	**Open Date**	03/18/2011	**Built Date**	10/26/2007	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	12/06/2007	**Mileage**	42,900	**Dealer Zone**	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60433	CRISWELL CHRYSLER JEEP DODGE			
Dealer Address	84 BUREAU DR				
Dealer City	GAITHERSBURG	**Dealer State**	MD	**Dealer Zip**	20878

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	HIGHLAND MD 2[redacted]	**Country**	UNITED STATES

Product - Electrical - Unknown - Intermittent or Inoperative - Default	Customer is seeking goodwill assistance

Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is: [redacted]
Preferred Afternoon/Evening call back number is: 3[redacted]
Customer s email address for case updates: [redacted]
Who has possession of the vehicle? dealership
Has the vehicle been diagnosed by a CDJ dealer? yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 68833
Reassigned to 88F
Customer is having repeated issues with her electrical system. Customer has been in and out of Ourisman dealership to have these intermittent issues resolved. The anti-theft system light continues to turn on and customer was told the battery needed to be reset. The dealership took off the cables for 24 hours. This still did not fix the issue. Customer has been returning for this same issues numerous times.
Customer also brought the vehicle in for recall repairs. The dealership stated this repairs were completed.
Customer is finding that much of the work done on the vehicle was not recorded on file. Customer has all receipts of the work.
Customer finally was tired of dealing with Ourisman and went to another Chrysler Jeep Dodge dealership, who states the recall work has not been done and they will service the vehicle for her.
Customer is seeking assistance in getting her vehicle fixed as well as possible reimbursement for the work she has paid to have done with no result.
* * * * * * CASE MANAGER TEAM - DISTRICT P Ù * * * * * *
-Is the Original Owner
-Has 1 NEW CDJR vehicles
-Has 1 USED CDJR vehicles
-Has 0 active service contract
-Has 0 expired service contact
-Has 0 cancelled service contract

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted].
Writer contacted the customer and customer stated that for a couple of years the vehicle has been having a problem with the electrical system. Customer stated that the vehicle is also having a transmission issue.
Writer contacted Dealer 60433, spoke with the Service Manager Shawn (SM) and SM stated that the vehicle is having a internal transmission issue and the airbag light is on also. SM stated that transmission fluid is burnt really bad.
Writer contacted the customer and writer explained that the customer needs to authorize a tear down of the transmission. Customer understood and stated that the customer will contact the dealership to get the tear down started.
Status update provided via email to the following email address: [redacted]m
Hello Mrs. [redacted]
This is Breeyanna, I am your case manager for your 08 Jeep Wrangler. If you need to contact me, you may reach me at (800)763-8422 Ext 66217 and case number is [redacted]. Thanks and have a great day.
End of Status Update
AM spoke with SM Shawn on customer s concern. Vehicle needs a new transmission. Area Manager will provide goodwill. Customer will pay a $500 deductible towards transmission and AM will pay the remainder.
REASSIGNED TO BC/DLR 35 60433 03/24/11 15:25 C[redacted]
Area Manager has provided goodwill for the customer. AM is closing CAIR.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6417	8L[redacted]	**Open Date**	03/23/2011	**Built Date**	07/24/2007	
Model Year	2008	**Body**	JKJS72	JEEP WRANGLER RUBICON 4X4			
In Service Dt	08/13/2007	**Mileage**	51,000	**Dealer Zone**	74	DENVER	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PGJ	JEEP GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	42957	FLOWER MOTOR CO INC			
Dealer Address	2580 N TOWNSEND				
Dealer City	MONTROSE	**Dealer State**	CO	**Dealer Zip**	81402

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	CRESTED BUTTE CO 8[redacted]	**Country**	UNITED STATES

Product - Electrical - Unknown - Complete Failure - Default	Callers states his electrical system is going haywire
Corporate - E-Reimbursement - Default - Default - Default	reimbursment for the problems
Product - Suspension - Unknown - Poor Ride - Front	vehicle had a very bad wobble

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
The caller states that he found that bushing coming through the firewall that wasn t installed in the steering column properly. The caller states that the problem started with the alarm system going haywire at two months old. The caller states that he was driving it home and the front end began to wobble and found that the steering stabilizer was shot. The caller states that the vehicle died in his garage and the heater switch quite working. The got a recall about the brake line and when the recall work was done, the air bag warning light came on and it was found to be the clock spring. The caller states that last night the vehicle s alarm system started going off. Caller tried to get it to stop and the wipers started and the washer fluid was spraying and the engine fan was running. The caller states that the BAS/ESP light was on during the time he was driving it home.
Briefly summarize what the customer is expecting:
The caller is requesting reimbursement for the repairs that he has to do to the vehicle s electrical issues.
****End structured narrative T2 - Beginning Narrative
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is[redacted]
Preferred Afternoon/Evening call back number is[redacted]
Customer email address for case updates:
Who has possession of the vehicle? (Owner/Dealer/IRF) Owner
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) No
If a CDJ dealer has diagnosed, what is the dealer name or code? 42597
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District ***N * * * * * *

CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[redacted] customer stated that he ordered the jeep special order.
Customer stated that the bushing and the firewall was not installed correctly.
Customer stated that the bushings were not painted,.He went to the bank and the alarm was going on, Customer had to have the alarm unplugged.
Customer stated that the vehicle is a lemon and he also has a death wobble. He stated that he was driving down the main highway and he was able to control it.
Customer had the battery replaced,
the heater switch had to be replaced,
the battery worked for a while, statbilizer shocks had to be replaced.
brake lines repaired for the recall.
Customer stated that the clockspring then needed to be replaced. This was right after the vehicle left the dealership.
The heater switch is still interminnit
Customer stated that last night the alarm and horn and everything started to go off, front wipers were going and back wipers were going crazy.
Customer was advised to take the vehicle to the dealership for a diagnosis, he will do this in a few days.
Customer was provided with the case number and the contact information.
Customer supplied his e-mail address [redacted] he is seeking some reimbursement for the repairs that have been completed.
****** Below Customer Contacted for Documentation Request ******
[redacted]on 2011-03-23 @ 15:17
Caller called in to talk to the case manager.
Agent transferred the caller to the CM department.
Caller requesting to speak with Case Manager.
caller requesting case manager transferred
Customer calls to speak with their Case Manager.
****** Below Customer Contacted for Documentation Request ******
[redacted]t on 2011-04-06 @ 13:21
***** Customer Document Received *****
Customer Document Reviewed.
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
customer is requesting assistance with the repairs that have been completed
If this is a Recall or Extended Warranty, enter the campaign number.
NA
If this is for a previously made goodwill decision, what is that CAIR #?
NA
Enter the Mileage at the time of the repair.
48,980 and 49,439
Enter the Date when the repairs were completed.
01/28/2011
What is the total cost of the Parts to be reimbursed?
462.59
What is the total cost of the Labor to be reimbursed?
122.07
What is the total Tax to be reimbursed?
0.
What is the total amount being reimbursed?
$584.66As
****End structured narrative T2 - eReimbursement
As a one time goodwill we will assist the customer, We will cover the entire repair of the clockspring. We will not be covering the battery and we will only cover 50% of the repair that was made for the shimmy.
Approved

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2419	8L[redacted]	**Open Date**	03/25/2011	**Built Date**	10/12/2007	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	10/30/2007	**Mileage**	60,183	**Dealer Zone**	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PYB	DETONATOR YELLOW CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	44238	DONOVAN & BAUER AUTO GROUP			
Dealer Address	11543 HYDETOWN RD				
Dealer City	TITUSVILLE	**Dealer State**	PA	**Dealer Zip**	16354

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Clock spring needs to be replaced again
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	Informed customer of recall K13:INNER FENDER LINERS

Customer called because last year in June she brought her vehicle into the dealership because the airbag light came on
Customer says the dealership diagnosed the vehicle and determined it was the clock spring, is was replaced
Customer states that 2 months ago the clock spring broke again, customer was busy working and had to wait for a day off to bring it into the dealership (Donovan & Bauer Auto Group) which she did do recently and they diagnosed the vehicle and informed her that the clock spring needs to be replaced again
Customer believes this part should not have broken within a year so she is seeking Chrysler s assistance for the cost of the repairs. Parts: $249.00 Labor: at least $100.00
Agent made customer aware of the open recall that is pending on the vehicle, recall code:K13
'**No commitment for goodwill assistance has been made at this time*
Agent verified customer information and updated COIN
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is 8[redacted]
Preferred Afternoon/Evening call back number is 8[redacted]
Customer email address for case updates: No
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code?44238
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District Q Ù * * * * * *
1 new vehicle
No SC

Writer spoke to Service Manage Greg who states customer is over the Mopar warranty by miles and he informed the customer they were OOW of the Mopar warranty by miles and we assisted the customer last time but he is willing to assist again.
Parts: $208.60
Labor: $27.55
Total: $236.15
Customer co-pay $150.00
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]. Customer state the dealership did tell them they are OOW o[redacted] the Mopar warranty by miles. Writer advised customer of goodwill offer; customer accepts.
Writer spoke to SM Greg to let him know customer has accepted the goodwill offer.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on describe the reason why this goodwill is being offeredÙ. According to the dealer, the warranty costs of the repair are as follows:
Parts = $208.60
Labor = $27.55
Total = $236.15
Co-pay = $150.0
Amount Pre-authorized (PA) = $86.15
########## DIRECT-TO-DEALER ##############
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Kim at 800-763-8422
You may also contact us by email at:
T2email@chrysler.com. This customer has been informed of this decision. Please update and/or close CAIR when complete.
##################################
REASSIGNED TO BC/DLR 35 44238 03/28/11 09:52 O[redacted]
*Contact Date:03/28/2011
Service Manager at the dealership has updated the [redacted]
An appointment has been set with the customer.
*Contact Date:04/01/2011
DCX goodwill repair is documented on Repair Order#35348
CAIR RETURNED FROM DEALER ON 4/01/2011 AT 11:54:977 R[redacted]
1st attempt at repair follow up. Left VM message.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.
Caller requesting to speak with Case Manager. Writer transferred the caller to voice mail ext 66380.
Writer returned customer call and left a message.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5913	9L[redacted]	***Open Date***	03/29/2011	***Built Date***	03/16/2009	
Model Year	2009	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	07/21/2009	***Mileage***	15,718	***Dealer Zone***	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PBS	DEEP WATER BLUE PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	68707	MICHAEL STEAD'S HILLTOP CHRYSLER	JEEP DODGE		
Dealer Address	3291 AUTO PLAZA DR				
Dealer City	RICHMOND	***Dealer State***	CA	***Dealer Zip***	94806

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	MILL VALLEY CA [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Bulb is seized.
Corporate - Rental Vehicle - Default - Default - Default	Request for rental vehicle for 3-4 days.

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Dealer Melinda SA called and states that the customer brought the vehicle into the dealership for an air bag light. Dealer states that the customer has been in a rental since March 24th.
Briefly summarize what the customer is expecting:
Dealer states that she would like to see if Chrysler can pay for a rental for about 3-4 days.
****End structured narrative T2 - Beginning Narrative
Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today.
Preferred Morning/Midday call back number is [redacted] ext 134 (Malinda) SA
Preferred Afternoon/Evening call back number is [redacted] ext 134 (Malinda) SA
Customer email address for case updates: N/A
Reassigned to 88R
* * * * * CASE MANAGER TEAM - District 88W rental * * * * * *
CONTACT UPDATE - 1st Contact attempt,
DEALER CONTACT: phone number dialed [redacted] ext 134 writer spoke to SA Melinda. SA has stated that the customer is very loyal to the dealership and with the issue being a safety concern they had put the customer into a rental vehicle on 3/24/11 the repairs will be completed on 3/30/11 the SA has verified the SM William has advised the SA to contact Chrysler to see if we can offer some assistance with the rental. The writer will create a PA in the amount of $ 245.00 for 7 days at $ 35.00 per day.

Customer seeking rental assistance because of a safety concern with the air bag sensor. Contacted Service Manager, Melinda at 68707 to discuss the customer s request for rental assistance. Confirmed customer s concern and with Service Manager concurrence, authorized 4 days at $35.00 per day per guidelines in Warranty Bulletin D-04-26.
REASSIGNED TO BC/DLR 71 68707 03/29/11 14:02 C[redacted]
DEALER CONTACT: Agent attempted to contact the Service Manager Melinda, the writer has verified the repairs are completed and the customer is returning the rental vehicle. The writer will close the CAIR at this time.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2413	8L[redacted]	***Open Date***	03/30/2011	***Built Date***	10/23/2007	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	10/31/2007	***Mileage***	61,716	***Dealer Zone***			
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	[redacted]
	SHERIDAN IL[redacted]	***Country***	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	clockspring repair reimbursment request
Corporate - E-Reimbursement - Default - Default - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Air bag warning light just came on
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
REFERENCE NUMBER: 2[redacted] EMAIL CASE NUMBER: [redacted] I was contacted by telephone from a Jeep case manager, who was looking into this problem.
She was supposed to email me a form that would describe how I was to send
her copies of the service record and payment receipt. I never received her
email, that was about a week ago.
*****END OF CUSTOMER EMAIL*****
REFERENCE NUMBER[redacted] EMAIL CASE NUMBER: [redacted]6 I was contacted by telephone from a Jeep case manager, who was looking into this problem.
She was supposed to email me a form that would describe how I was to send
her copies of the service record and payment receipt. I never received her
email, that was about a week ago.
*****END OF CUSTOMER EMAIL*****
Dear[redacted]:
Thank you for contacting the Jeep Customer Assistance Center.
I am assuming your case manager was referring to a document link to be sent for you to scan and submit the documents required by the case manager. I will send the link following this email. Please see the information below.
To submit requests for reimbursement consideration on service repair costs or service performed.
Your letter should include the following items (where applicable) in order for us to resolve your issue as soon as possible:
Your name
Your address
Vehicle owner name (if different)
Vehicle owner address (if different)
Day and evening phone numbers (we call you to confirm receipt of your information)

Vehicle Identification Number (VIN)
Name of dealership where vehicle was purchased
Date of purchase
Description of the problem
The vehicle mileage at the time the problem began
The action you re requesting
NOTE: We need original receipts from the company that provided the service, and proof of payment, in order to reimburse. If you do not have the original, contact the service provider for a duplicate.
Thanks again for your email.
*****END OF CAC EMAIL*****
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2011-03-30 @ 13:50
This CAIR linked with CAIR#[redacted]
***** Customer Document Received *****
CONTACT UPDATE - 1st Contact attempt, phone number dialed, xxx-xxx-xxxx... customer has already been contacted, this is a duplicate CAIR, see CAIR#2[redacted].
Called customer at [redacted] to review the information submitted, left a message
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
reimbursement
If this is a Recall or Extended Warranty, enter the campaign number.
no
If this is for a previously made goodwill decision, what is that CAIR #?
no
Enter the Mileage at the time of the repair.
61716
Enter the Date when the repairs were completed.
11/26/2010
What is the total cost of the Parts to be reimbursed?
What is the total cost of the Labor to be reimbursed?
What is the total Tax to be reimbursed?
What is the total amount being reimbursed?
$317.28
****End structured narrative T2 - eReimbursement
Writer contacted customer and reviewed the ifnromation submitted requesting reimbursement. Customer stated that this issue should be covered in total because it is a safety issue. He stated that this issue is direclty related to the recall.
4 CDJR vehicles, all purchased new, 0 CSC, vehicle OOW. Based on this information and customer satisfaction, as a one time goodwill offer, Chrysler will reimburse customer $317.27 for the clockspring repairs.
Customer co-pay is $125.00
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3911	9L[redacted]4	**Open Date**	04/06/2011	**Built Date**	02/13/2009	
Model Year	2009	**Body**	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	09/04/2009	**Mileage**	56,000	**Dealer Zone**	51	CHICAGO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	43192	VAUGHN CHRYSLER-JEEP-DODGE, INC			
Dealer Address	1317 VAUGHN DRIVE				
Dealer City	OTTUMWA	**Dealer State**	IA	**Dealer Zip**	52501

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	([redacted]9-2[redacted]
	FAIRFIELD IA 5[redacted]	**Country**	UNITED STATES

Corporate - E-Reimbursement - Default - Default - Default	Goodwill
Corporate - Recall - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	

Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Who has possession of the vehicle? (Owner)
Has the vehicle been diagnosed by a CDJ dealer? (Yes)
If a CDJ dealer has diagnosed, what is the dealer name or code? Vaughn Automotive
Customer called in stating that they have been having problems with the air bag light coming on and took to the dealership to have repair work completed. Customer states that they paid $412.39 for the work that was completed on the vehicle and was looking to see if any type of assistance can be provided.
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District P * * * * * *
**** OWNERSHIP INFORMATION ****
DCC VIN S OWNED: 1
CURRENTLY OWNS: 1
PURCHASED NEW STILL OWNS
PURCHASED: 09/04/09 FROM: 23732 LITTLE JESS MOTOR
OOW-20,000 MILES
SERVICE CONTRACT-NONE
CONTACT UPDATE - 1st Contact attempt, phone number dialed [redacted]
Writer verified address, customer had a problem with airbag and saw online that other cars of this year are included and not hers. Writer tried to tell customer that recalls are VIN and build date specific and that recalls also come from info compiled with notices sent out, extended warranty letters when they apply, claim forms when applicable and this

may happen in the future for current cars. Customer then said that she did not hear writer, so I said I would research this and call her back.
Writer called dealer #43192 Vaughn for service manager 641-682-4574 for Doug R. VIN# given, car in Jan 17, 2011 replaced clock spring on 3/1/11 goes bad from either wiring or there was an open in the wiring in the clock spring. Would not complete the circuit. Internal damage, cannot take it apart, it is sealed. Done under different service manager, cannot do more than reading notes.
Writer called customer for email address, can she scan. [redacted] tell her this then $150 co-pay, but got machine. Left message with case, phone, ext. 66264.
****** Below Customer Contacted for Documentation Request ******
[redacted]m on 2011-04-07 @ 12:05
Customer called writer and gave me her email address of [redacted] and sent link for repair order and proof of payment for further review and to see if docs coordinate with info in narrative.
***** Customer Document Received *****
2nd attempt made to contact customer, 6[redacted]. Writer advised customer a check would be issued for all less $150.00 and to allow 7-10 business days.
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
Reimbursement for clockspring repair.
If this is a Recall or Extended Warranty, enter the campaign number.
No
If this is for a previously made goodwill decision, what is that CAIR #?
No
Enter the Mileage at the time of the repair.
54747
Enter the Date when the repairs were completed.
9/4/09
What is the total cost of the Parts to be reimbursed?
$273.29
What is the total cost of the Labor to be reimbursed?
$112.12
What is the total Tax to be reimbursed?
$26.98
What is the total amount being reimbursed?
$262.39
****End structured narrative T2 - eReimbursement
CLOSED LOOP UPDATE - no need for additional follow-up.
RECEIVED REQUEST TO FIND OUT IF CHECK HAS BEEN CASHED. I WILL FAX REQUEST TO ACCOUNTS PAYABLE AND LET JSS15 KNOW WHEN I HEAR BACK.
RECEIVED PHOTO COPY OF CASHED CHECK FROM ACCOUNTS PAYABLE. THE CHECK WAS CASHED ON 4/19/11, ENDORSED DRLENE LMKE. I WILL SCAN THE COPY TO THE CAIR AND THEN ADVISE JSS15.
POSTMARK DATE: 121611; DATE RECEIVED: 121611

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2412	8L[redacted]	***Open Date***	04/07/2011	***Built Date***	11/02/2007	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	02/22/2008	***Mileage***	50,000	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	42681	SHARP MOTOR COMPANY INC			
Dealer Address	216 N SECOND STREET				
Dealer City	PULASKI	***Dealer State***	TN	***Dealer Zip***	38478

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	ARDMORE TN 3[redacted]	***Country***	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Airbag light on.

Briefly summarize why the customer is contacting Chrysler:Customer would like assistance with repair of clock spring.
Briefly summarize what the customer is expecting:Assistance with the repair.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is xxx-xxx-xxxx
Customer email address for case updates: XXXXX@XXXXX.com
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code?42681 customer stated he went to the dealership because his airbag light was on and had been on for a long time. He stated the dealership advised him he would need a new clock spring. Parts$268.92 Labor$144.00 Total cost$$421.92. Customer also stated the reason he did not go to the dealership sooner is because he has been ill and in and out of the hospital. He also stated the reason he hasn t been to the dealership for oil changes is because of the same reason and his family took his vehicle to shops for oil changes while he was ill. Customer would like assistance with this repair.
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District 88N * * * * * *
Original Owner, 3 CJD Vehicles, 2 New, 1 Used.
Vehicle Oow: By 2 months, and 14,000 miles
No Chrysler SC on file
Vehicle ISD:02/22/08
Contacted dealer 42681 and spoke with Service Manager (Bill) who confirmed that this customer is a loyal customer, and has purchased all of his vehicles from this dealership. SM stated that he would be willing to participate with some warranty prices, however he is short staffed today, so he will need to call back with some warranty pricing

information. Writer provided SM with customers information, as well as writers name, contact information, and case number. SM stated he will call back later with pricing.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
Message states the person you are trying to reach is not accepting calls at this time, please try your call again later.
Spoke with Service Manager (Bill) who provided the following warranty pricing information:
Warranty Parts:208.60
Warranty Labor: 31.50
Total: $240.10
SM states the the part is on Back order. Writer pulled part location information in GPOP and found several dealerships in the central region that show the part is available. SM states he will have his parts manager purchase the part from another dealership.
Part: 5156106AA
$0.00 Co-Pay approved by DA690.
Writer spoke with customer and informed him of the joint goodwill decision. Customer was very pleased and stated he is going to give this vehicle to his grand daughter and will go purchase himself a new Dodge. Writer informed customer that he will be followed up with when the repairs have been completed.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer satisfaction and loyalty.
According to the dealer, the warranty
costs of the repair are as follows:
Parts = $208.60
Labor = $31.50
Total = $240.10
Co-pay = $0.00 (Approved by DA690)
Amount Pre-authorized (PA) = $250.00
########## DIRECT-TO-DEALER ##########
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Mike at 800-763-8422
You may also contact us by email at:
T2email@chrysler.com. This customer has been informed
of this decision. Please update and/or close CAIR when complete.
##########[redacted]
REASSIGNED TO BC/DLR 66 42681 04/11/11 17:00 O[redacted]3
Spoke with Service Manager (Bill) and informed him customer has accepted offer.
Vehicle has been repaired and returned to owner. Customer is happy, file good to close.
2nd attempt made to contact customer. Left message.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2415	8L[redacted]	**Open Date**	04/13/2011	**Built Date**	10/18/2007	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	10/30/2007	**Mileage**	60,993	**Dealer Zone**	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	43338	WHITSON-MORGAN MTR CO INC			
Dealer Address	HWY 103 S & I-40				
Dealer City	CLARKSVILLE	**Dealer State**	AR	**Dealer Zip**	72830

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	LAMAR AR[redacted]	**Country**	UNITED STATES

Product - Steering - Unknown - Other - Default	Customer seeking assistance

Briefly summarize why the customer is contacting Chrysler:
Customer contacting Chrysler because the vehicle needs the clock spring replaced, dealership advised that it would cost around $400.00, customer states that she had this part replaced once before but the vehicle was still under warranty. Customer states that the horn and the air bag do not work, customer states that she has a mail route and needs the horn other wise it a safety hazard.
Briefly summarize what the customer is expecting:
Customers expecting Chrysler to financially assist with the vehicle, either meet half way or Chrysler cover the whole repair.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Who has possession of the vehicle? Dealership
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 43338
Reassigned to 88F
OTS PG 680
* * * * * CASE MANAGER TEAM - District Y * * * * * *
New 4
Used 0
Oow 2010 exp by miles. customer is now over by 22,000 miles
Sc no
DEALER CONTACT- 479-754-3020 Writer spoke with SM Chris the customer was in recently for the clock spring. Chris stated the air bag light was and a code for the clock spring failing, Chris states the customer is loyal. Chris states that he does not know why the clock springs are failing. Chris states the clock spring has a new part number now. so there is possibly an update with it.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer loyalty.According to the

dealer, the warranty
costs of the repair are as follows:
Parts = $208.60
Labor = $33.70
Total = $242.30
Co-pay = $50.00
Amount Pre-authorized (PA) = $200.00
########## DIRECT-TO-DEALER ##############
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Kristin at 800-763-8422 ext 66275
You may also contact us by email at:
KT281email@chrysler.com. This customer has been informed of this decision. Please update and/or close CAIR when complete.
##################################
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Writer spoke with [redacted] customers wife, she states that her air bag and horns do not work. Writer offered $50 dollar copay customer accepted. Customer asked if we could give the same offer on her other jeep they have writer informed customer everything is done on a case by case basis and she would need to call back in with the other jeeps information and see what we could do. Customer stated she would make an appointment with the dealership.
Auth# [redacted]
REASSIGNED TO BC/DLR 63 43338 04/14/11 12:54 O 2[redacted]
*Contact Date:04/18/2011
Service Director at the dealership has updated the Cair# [redacted]
An appointment has been set with the customer.
*Contact Date:05/02/2011
DCX goodwill repair is documented on Repair Orde[redacted]
Request was reviewed with DM.
CAIR RETURNED FROM DEALER ON 5/02/2011 AT 01:52:697 R[redacted]
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2417	7L[redacted]	**Open Date**	04/18/2011	**Built Date**	02/28/2007	
Model Year	2007	**Body**	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	05/15/2007	**Mileage**	39,770	**Dealer Zone**	74	DENVER	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	45471	LARRY H MILLER CHRYSLER JEEP			
Dealer Address	1481 W RIVERDALE RD				
Dealer City	RIVERDALE	**Dealer State**	UT	**Dealer Zip**	84405

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	
	EDEN UT [redacted]	**Country**	UNITED STATES

Product - Steering - Unknown - Other - Default	the clock spring that has to be replaced.
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	the warning light comes on
Corporate - Excessive Contacts - Default - Default - Default	

**********88F**********

Caller name: [redacted]
Caller s Number: [redacted]
Dealership s name: Larry H. Miller Chrysler Jeep Dodge Riverdale
Dealership s Number: 801-728-2154 Larry H. Miller Chrysler Jeep Dodge Riverdale ask for Zach
Dealer code:
What is wrong with the Vehicle? The vehicle has a warning light about the air bag light that comes on and there is an alarm type sound that also comes on when the air bag light comes. Caller is saying the dealership told him that it is a clock spring that is grounding out in the steering column. Caller said the dealership told him this is a well known issue with some of these vehicles. Dealership told the caller that Chrysler is aware of this issue. Caller was told it would cost about $400.00 and was told by the dealership to give Chrysler a call to see if they would help with the repairs. Caller is concern that this could caused the air bags not to deploy if there is an accident.
What does the caller seek by calling Chrysler? Caller is seeking help with the repairs because the dealership gave the caller the number and was told to contact Chrysler with this issue.
Where is the vehicle? The vehicle is with the caller at the moment.
Does the vehicle still have a warranty? The vehicle only has the emission warranty.
Does the vehicle have a Service Contract? The vehicle does not have a service contract.
Are they the original owner? The caller is not the original owner of vehicle.
Has the vehicle been at a dealership for diagnostics? Yes the vehicle

was looked at by the dealership.
Caller would like a CM to contact them on this matter. Agent informed the caller it would be 1 business day before a CM contacts them on this matter.
**********88F**********
Agent attempted to contact dealer Service Manager Darrin Erwin however, SM not available. Left message for a return call at extension 66006, and e-mail MP977@Chrysler.com
* * * * * CASE MANAGER TEAM - District N * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed [redacted]
Left message.
Caller requesting to speak with Case Manager.
Caller requesting to speak with Case Manager.
Customer stated that he was hoping for assistance with the repair of the clockspring.
Agent attempted to contact dealer Service Manager Darrin , however, SM not available. Left message for a return call at extension 66006
Customer calls to speak with their Case Manager.
Agent called and left a message for the service manager Darrin and asked that he return agent s call.
Agent spoke with Darrin SM and he stated that we should assist the customer with the repair and the customer should have a co-pay of $100.
Customer will need to schedule with Zach to have the repair completed.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on low miles and customer new to this dealership. Dealership trying to retain a customer. . According to the dealer, the warranty
costs of the repair are as follows:
Parts = 250.00 and labor
Total = 250.00
Co-pay = 100.00
Amount Pre-authorized (PA) = 150.00
########## DIRECT-TO-DEALER ##########
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Maria at 800-763-8422
You may also contact us by email at:
T2email@chrysler.com. This customer has been informed
of this decision. Please update and/or close CAIR when complete.
##########
2nd attempt made to contact customer. Left a message on machine for the customer.
Agent let the customer know that the offer is valid for 30 days.
REASSIGNED TO BC/DLR 74 45471 04/21/11 14:57 C[redacted]
Customer calls to speak with their Case Manager. Customer is transferred to CM.
Caller requesting to speak with Case Manager.
*Contact Date:04/22/2011
Customer request has been fulfilled.
CAIR RETURNED FROM DEALER ON 4/22/2011 AT 10:34:482[redacted]
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA6416	9L[redacted]3	**Open Date**	04/21/2011	**Built Date**	08/05/2008	
Model Year	2009	**Body**	JKJS72	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	03/19/2009	**Mileage**	36,502	**Dealer Zone**	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PYB	DETONATOR YELLOW CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	06333	MCCUNE CHRYSLER PLYMOUTH JEEP	EAGLE		
Dealer Address	2340 NATIONAL CITY BLVD				
Dealer City	NATIONAL CITY	**Dealer State**	CA	**Dealer Zip**	91950

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

Corporate - Warranty Coverage - Default - Default - Default	airbag light on

Customer called in today seeking if chrysler would cover the issues with the airbag light that is on the vehicle. Customer states it comes on and off and now its on all the time. Customer states when it started it was under the 36000 miles. Customer would like to know if chrysler would cover it this time as he isonly over by max 400 miles.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]
Who has possession of the vehicle? (Owner/Dealer/IRF) Owner
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) no
If a CDJ dealer has diagnosed, what is the dealer name or code?
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District OÙ * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]6.
Customer states the airbag light came on before the warranty was up.
Customer states for quite awhile now about every 2 months the clutch will be all the way in, he ll turn the key and the vehicle won t turn on.
Customer states he ll turn the ignition a few more times and the vehicle turns on, but it is very intermittent and the radio clock will reset.
Writer informed the customer to please set up an appointment with dealership 06333. Writer informed the customer depending the diagnosis Chrysler may provide outside of warranty assistance. Customer understood.
Kent from the dealership called to say he has diagnosed the airbag light problem but has not been able to duplicate the starting problem. Asked to speak with case manager. Transferred to case management line.
Service Advisor Kent calls to speak with their Case Manager. RC931 not currently available, no alternate Case Managers available at this time.

Caller agreed to leave a voicemail and was connected to extension 66040
Caller requesting to speak with Case Manager.
Dealer 06333 contact-
Service Advisor (SA) Kent states the thorax harness under the right front seat failed at no customer
thorax harness under the right front seat, no fault to the customer.
Writer requested to speak with the Service Manager (SM) Phill. SM Phill states the customer is very loyal and he would like to see Chrysler assist. SA Kent states the customer called CCAC before the vehicle was outside of the warranty. CCAC will be covering the repair at a 100%, $0.00 deductible to the customer.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on describe the reason why this goodwill is being offeredÙ. According to the dealer, the warranty costs of the repair are as follows:
Parts = 50.33
Labor = 77.50
Total = 127.83
Co-pay = 0.00
Amount Pre-authorized (PA) = 130.00
########## DIRECT-TO-DEALER ##############
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Ricky at 800-763-8422
You may also contact us by email at:
T2email@chrysler.com. This customer has been informed
of this decision. Please update and/or close CAIR when complete.
##################################
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
Customer states he takes the vehicle in or every oil change and more often or not he ll have SA Kent as his advisor. Customer states when SA Kent explained the problem with the thorax harness the customer didn t understand and SA Kent wouldn t give him a clearer understanding of what the repair is that s needed. Customer states though when he just talked to SA Kent that he was very accommodating to answering his questions and was nice. Writer informed the customer CCAC is assisting based of dealer loyalty, suggestion of the SM and SA, 3 New vehicles, 2 used, and a SC. Customer thanked the writer for the assistance. Writer informed the customer the case will be closed and to contact CCAC if there are any further concerns. Customer requested for Service Contract information. Writer provided the customer with SC tel: 1-800-521-9922.
REASSIGNED TO BC/DLR 71 06333 04/26/11 11:32 O[redacted]
REASSIGNED TO BC/DLR 71 06333 04/29/11 15:59 O[redacted]
*Contact Date:04/30/2011
DCX goodwill repair is documented on Repair Order#416249
CAIR RETURNED FROM DEALER ON 4/30/2011 AT 03:58:754 R[redacted]
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Left message regarding the repairs.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA5912	7L[redacted]	**Open Date**	04/22/2011	**Built Date**	06/15/2007	
Model Year	2007	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	07/30/2007	**Mileage**	92,000	**Dealer Zone**	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	**Market**	U	US		
Color	PGJ	JEEP GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	43320	CHRYSLER JEEP DODGE BELLEVUE			
Dealer Address	316 116TH AVENUE N E				
Dealer City	BELLEVUE	**Dealer State**	WA	**Dealer Zip**	98004

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	RENTON WA [redacted]	**Country**	UNITED STATES

Product - Electrical - Unknown - Complete Failure - Default	EBC Module failed
Corporate - Excessive Contacts - Default - Default - Default	
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
The caller states that the EBC Module had a problem and the vehicle was repaired under recall. The caller states that the vehicle stopped running on the highway during a rain storm. The caller states that the vehicle was diagnosed by an IRF and it was found that the EBC Module has failed again. The caller states that the vehicle is being repaired at the IRF.
Briefly summarize what the customer is expecting:
The caller states that she would like to be reimbursed for the repairs to the EBC Module.
****End structured narrative T2 - Beginning Narrative
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 4[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) IRF
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) No
If a CDJ dealer has diagnosed, what is the dealer name or code?
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District O * * * * * *
Customer loyalty:
2 non-original owner vehicles total in household history, Service Contract (Owner Care).
CONTACT UPDATE[redacted]
Customer stated that it is not the EBC that was needing to be replaced,

but the TIPM. Customer stated that when her husband was driving to work while it was raining and the windshield wipers stopped working and then the engine stopped and would not start again and most lights and bulbs did not work either. Customer stated that the after they had looked for any possible issues they could see and then took it into an Independent Repair Facility (IRF) and was then told that she needed to replace the TIPM module. Customer stated that afterwards her husband found on line that there was a recall that with the same issue and repair. Customer also stated that since then the airbag light has come on and that they had the vehicle in for an airbag issue in 11/2010 and wants to know if the 2 are related.
Writer informed customer that the TIPM recall is not on her vehicle, but would look into the issue and research if the airbag light coming on is related or not.
Customer stated that she was aware of the 2 recalls (J240, K130) that are listed as incomplete.
Writer found that the build date for the vehicle is July 15 2007, so the recall (G25), that the customer had referred to above does not apply since it states that it can apply to vehicles biult through January 22 2007.
Customer calls to speak with their Case Manager. Customer is transferred to Case Management Team/Case Manager Extension 66329.
CUSTOMER CONTACT [redacted]2 Writer informed the customer that we are not technical support and any questions that are technical should be answered by the dealership. Customer states that nothing is working on the vehicle they did everything they could to get the vehicle going. They find out that they will have to replace the PCM and as they are looking around they see that there was a recall on the vehicle there is not a recall on her vehicle. Customer requested to speak to supervisor but customer wants to know what the identification number for the TIMPs power module. Customer would like the case manager to give her a call back as soon as possible.
*****Supervisor*****
The writer called the customer for the first time regarding the supervisor call request. The customer is extremely upset that her TIPM failed. The writer informed the customer that her vehicle did not have an infected part in it and that we were not responsible because it was not recalled on this.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA3916	7L[redacted]	**Open Date**	04/25/2011	**Built Date**	02/26/2007	
Model Year	2007	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	12/31/2007	**Mileage**	21,300	**Dealer Zone**	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	42604	DAVE SMITH MOTORS			
Dealer Address	210 NORTH DIVISION				
Dealer City	KELLOGG	**Dealer State**	ID	**Dealer Zip**	83837

Owner	[redacted]	**Contact Type**	E-MAIL
Address	[redacted]	**Home Phone**	[redacted]
	ANCHORAGE AK[redacted]	**Country**	UNITED STATES

Corporate - Technical Assistance - Default - Default - Default	2007 Wrangler technical inquiry

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Pass. Air bag alarm & lite ennunciate.
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Pass. air bag / alarm intermit. ennunciate. Lithia says cannot fix as not a
constant alarm. How about removing the alarm system and start over? Or, turn the alarm on - mite be a simple fix. How about if you insert this in my file for the service appointment and to have the actual Service Manager get involved. Thanks!Marc
*****END OF CUSTOMER EMAIL*****
Thank you for contacting the Jeep Customer Assistance Center in regards to your 2007 Wrangler.
Unfortunately, we are unable to diagnose the situation you have outlined in your email.
There are too many variables involved and a detailed inspection of your vehicle is required for proper diagnosis.
Intermittent problems are very difficult for the dealer to duplicate and may cause delay in diagnosis and repair. Often, the malfunction of many different components could produce the same symptoms. Unless the dealer is able to duplicate the problem, they cannot properly diagnose the concern and properly repair your vehicle.
We recommend that you contact your authorized Chrysler Group dealership for an appointment for thorough testing, diagnosis and repair.
If you have been working with an authorized dealership but the problem is not yet resolved, seeking a second opinion from a different dealer may be a viable option.
We have found that if the customer keeps a log or notes on when the problem does occur, this can assist the dealer in diagnosing the problem. The more detailed information given to the dealer regarding the nature of the problem, the more it will assist them in performing prompt and accurate diagnosis and repair.

We appreciate the time and effort you took to tell us of your dissatisfaction in our product. Comments like yours are one way to learn of problems that develop and the improvements desired. We have documented your comments and provide them to the product development team for review.
Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.
Thanks again for your email.
*****END OF CAC EMAIL*****
Our records indicate that the following recall campaign had not been performed by an authorized dealer:
J24 MOPAR TOW BAR SAFETY 11/19/2009 INCOMPLETE USA
We suggest that you contact your local authorized Chrysler, Dodge, Jeep or Ram dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.
Please take a copy of this message with you at the time of service to aid the process. Although not required, it is recommended to bring a copy of the recall notification with you to your dealer s service department when you bring your vehicle in for this service.
If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.
(Included in above email).
*****END OF CAC NARRATIVE*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2411	8L[redacted]	**Open Date**	04/26/2011	**Built Date**	12/12/2007	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	05/28/2008	**Mileage**	43,375	**Dealer Zone**	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PBM	STEEL BLUE METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	44888	RUSSELL BARNETT CHRY-DODGE-JEEP		INC	
Dealer Address	2756 DECHERD BLVD.				
Dealer City	WINCHESTER	**Dealer State**	TN	**Dealer Zip**	37398

Owner	[redacted]	**Contact Type**	E-MAIL
Address	[redacted]	**Home Phone**	[redacted]
	FAYETTEVILLE TN 3[redacted]	**Country**	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	2008 Wrangler ongoing issues not resolved
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Problems with 2008 Jeep Wrangler
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
In June of 2008 I purchased a new Right Hand Drive Jeep Wrangler to use on
my mail route.My husband(who is also my mechanic)was diagnosed with congestive heart failure,and I thought by buying a new vehicle I would have
four or five years without any major vehicle repairs.Boy was I mistaken.
In the almost three years I ve owned this jeep I ve had: 3 water pumps,a leaky rear seal,most of the paint has peeled off my rims,3 batteries,a starting problem that the dealership can t seem to diagnose,and now my airbag light won t go out. This is ridiculous for a three year old vehicle that cost almost twenty-five thousand dollars.I ve had two thousand
dollar used cars that gave me better service and fewer problems. My biggest concern now is the airbag light being on.It is my understanding,when the light is on the airbags are not functional.This is a
potentially dangerous situation.I ve been told this problem is caused by a
defective clockspring,the repair of which will set me back about $500.This
seems to be a very commen problem with this year model Wrangler.I know of
at least 12 other mailcarriers who are having or have had the same problem.I believe this is an important enough issue to warrant a recall.I
have never had this problem with any other vehicle. This was my third new Jeep and will probably be my last.Chrysler does not seem to stand

behind their products anymore.Dealing with our local dealer s service department has been a nightmare.They recently closed their doors-two days
after promising to order parts to fix the spewing gas problem.
*****END OF CUSTOMER EMAIL*****
Thank you for contacting the jeep Customer Assistance Center in regards to your 2008 Wrangler.
Your email was reviewed by Customer Care for Chrysler, Dodge, Jeep and Ram vehicles and has been forwarded to a more appropriate area for their attention and response.
This referral action will provide the best opportunity for your request.
Due to the nature of your email, your concerns have been escalated. A representative will be in contact with you.
We appreciate the time and effort you took to tell us of your dissatisfaction in our product. Comments like yours are one way to learn of problems that develop and the improvements desired. We have documented your comments and provide them to the product development team for review.
Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.
Thanks again for your email.
*****END OF CAC EMAIL*****
Our records indicate that the following recall campaign have not been performed by an authorized dealer:
J24 MOPAR TOW BAR SAFETY 11/19/2009 INCOMPLETE USA
We suggest that you contact your local authorized Chrysler, Dodge, Jeep or Ram dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.
Please take a copy of this message with you at the time of service to aid the process. Although not required, it is recommended to bring a copy of the recall notification with you to your dealer s service department when you bring your vehicle in for this service.
If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.
(Included in above email).
*****END OF CAC NARRATIVE*****
Reassigned to 88F with recurring issues not resolved.
Customer is loyal with 5 vehicles.
*****END OF CAC RATIONALE*****
* * * * * CASE MANAGER TEAM - District M * * * * * *
Customer history- NO SVC- original owner.
2 current in brand, new.
3 previous in brand, 1 new 2 used.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]. Unavailable- left detailed message.
2nd attempt made to contact customer. Left message.
3rd attempt made to contact customer. Left message.
Message with contact # [redacted].
4th attempt made to contact customer. Left message.
5th attempt made to contact customer. Customer verified had call back and case #. Indicated going to dealer on 05/17. Writer advised follow up call after dealer contact in regards to appointment. Customer was agreeable.
The writer spoke with the service manager Michael at dealer 44888. He stated that the cusotmer came in today but could not leave the vehicle there long enough for them to diagnose the problems.
The writer called the customer at phone number [redacted] The writer left a message. This is the 1st Contact Attempt with no contact with the customer.
2nd attempt made to contact customer. Husband indicated wife at work-will need to speak to her. Writer will attempt to contact at [redacted]1. Customer unavailable, left detailed message. Advised if unable to get to dealer in immediate future can place case on hold till able to make appointment.
4th attempt made to contact customer. Left message, advised 1 more

attempt-can put case on hold.
5th attempt made to contact customer. Left message, indicated excessive attempts to contact for appointment. Advised case closed, can re-open if before 30 days, if after 30 days would need new case.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3914	9L[redacted]	**Open Date**	04/26/2011	**Built Date**	10/08/2008	
Model Year	2009	**Body**	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	04/27/2009	**Mileage**	42,000	**Dealer Zone**	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PBS	DEEP WATER BLUE PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45030	SIMMONS ROCKWELL DODGE-CHRY-JEEP		INC	
Dealer Address	7329 HAMMONSPORT ROAD				
Dealer City	BATH	**Dealer State**	NY	**Dealer Zip**	14810

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light on vehicle just OOW
Product - Transmission / Transaxle - Unknown - Leaks - Default	also transmission case leaked

Customer stated air bag light on OOW, transmission fluid under vehicle transmission panel replaced. Seeking assistance due to the age of the vehicle.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is 6[redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates [redacted]
Has the vehicle been diagnosed by a CDJ dealer? (No)
If a CDJ dealer has diagnosed, what is the dealer name or code?# 45030, SIMMONS ROCKWELL CDJ, 607-776-8100
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District 88 T * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]3. Left message. Follow up 04/29/11.
Status update provided via email to the following email address:
[redacted]
Hello Mr. and Mrs. E[redacted]
We have been trying to reach you in regards to your case [redacted] I apologize that we have missed you. Please feel free to call us at 1-800-763-8422. Your case manager is Debbie and her direct extension is 66248. We look forward to speaking with you. Thank you again for being part of the Jeep family.
End of Status Update
follow up 05/03/11.
Caller requesting to speak with Case Manager. Call disconnected, not by writer, while attempting to reach DF347.

Writer called dealer service manager Dave, he stated that its a mail
[redacted]
1st attempt made to contact customer. Left message. Follow up 05/04/11.
Customer requesting to speak with case manager. Agent transferred call to case management.
Caller requesting to speak with Case Manager.
Writer accidently disconnected call while trying to transfer to YH66.
Customer calls to speak with their Case Manager. Please call the customer he said you have his phone numbers and he left a message
Writer called dealer service manager Jodi, repair for brakes,doesn t show for transmission concern,
2nd attempt made to contact customer [redacted]
Left message. follow up 05/06/11.
Customer stated that he repaired the transmission panel himself and is asking for assistance, writer stated that due to OOW we would be unable to assist with the repair,writer offered oil changes. plan owner care premium, code poc12n, cost $ 125.00.
CLOSED LOOP UPDATE - no need for additional follow-up.
Service Contract Added to Vehicle as requested.

Customer Assistance Inquiry Record (CAIR)# 2[redacted]

VIN	1J4GZ3915	9L[redacted]	***Open Date***	04/29/2011	***Built Date***	08/13/2008	
Model Year	2009	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	07/20/2009	***Mileage***	59,009	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45488	LANDERS MCLARTY DODGE CHRYSLER			
Dealer Address	5080 ACADEMY LN				
Dealer City	BESSEMER	***Dealer State***	AL	***Dealer Zip***	35022

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MC CALLA AL[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air Bag Lamp is on.
Product - Transmission / Transaxle - Transfer Case - Leaks - Default	Customer states transfer case is leaking
Product - Transmission / Transaxle - Gear Selector / Linkage - Improper Shift - Default	Customer states transmission slips
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Left front turn signal does not work.
Dealer - By-Pass - Default - Default - Default	Vibration
Product - Drivability - Unknown - Other - Default	Vibration
Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Fire - Underbody Fire	
Product - Unknown - Unknown - Fire - Unknown	

Briefly summarize why the customer is contacting Chrysler: Customer states he has had a recall performed on the vehicle four times and the concern is still happening. Customer states there is a vibration on the front end, the air bag light and air bag warning light comes on, as well as the left front turn signal will not work. Customer states he has taken the vehicle to an IRF and they advised that the front end concern caused the problems with the transmission. Customer states he has spoken with his attorney and was advised to call customer assistance before seeking legal action.
Briefly summarize what the customer is expecting: Vehicle to be repaired.
How far out of warranty is the vehicle/repair by time and/or mileage?
Service contract (Chrysler or 3rd party) that would cover the repair? N
Original owner? Y If no, purchased when?
Have the repairs been completed? Y
Is there any repair history related to the current concern? Y, Recall performed, low tire sensor.
If 'Yes' - when were the repairs completed? February At what mileage?
Who paid for the repairs? Chrysler

Service manager name? N/A
Who are you dealing with at the dealership? Chris
How many Chrysler vehicles has the customer owned including this vehicle?
3
Where does customer go for regular maintenance? IRF
Have the customer received any prior goodwill? N
Customer advised a call back is required and will take place within one
business day by COB their time
Preferred Morning/Midday call back number is [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? Y
If a CDJ dealer has diagnosed, what is the dealer name or code? 45488
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District 88N * * * * * *
Original Owner, 3 CJD Vehicles, all new.
Vehicle Oow: By 15,000 miles
No Chrysler SC on file
Vehicle ISD:07/20/09
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[redacted]. Left message indicating writer name, contact informatin,
and case number.
Caller requesting to speak with Case Manager.
Writer spoke with customer. Customer states that the transmission case
is leaking fluid as well, and will sometimes slip. Customer states that
his IRF states that this could all be related. Customer states that he
would like to take the vehicle to dealer 68368.
Informed customer that before Chrysler considers offering any goodwill
assistance outside of warranty, a diagnosis would need to be performed by
an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that
any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would
be at their discretion and expense. No commitment for goodwill
assistance has been made at this time.
Agent attempted to contact dealer Service Manager Cliff, however,
SM not available. Left message for a return call at extension 66319
2nd attempt made to contact customer. Left message.
Agent attempted to contact dealer Service Advisor Jan, however,
SA not available. Left message for a return call at extension 66319
3rd attempt made to contact customer. Left message.
Writer spoke with Service Advisor (Jan) states that this a mail Jeep.
Customer brought vehicle in with a concern of the vehicle shaking
violently. SA states the customer was told that he will need to get new
tires on the vehicle. SA states that the customers mail route is mostly
gravel. SA states the transmission cooler is leaking, and the customers
3rd party contract will not cover it. SA states the customer also has a
bad clock spring, that is also not covered by the service contract. SA
states that the rear defrost was not working. SA states that it was
found to be un plugged. The rear windshield washer fluid wasn t working,
and it was not plugged in, and the vehicle will need new brakes and
rotors all the way around. SA states she recommended an alignment.
SA states she will gather some warranty prices, and will call or email
with the information. Writer requested that her Service Manager call or
email writer as well to give his okay for the goodwill.
Caller requesting to speak with Case Manager.
Customer states that their wife was driving the vehicle and it caught
fire. Customer states that they think it was around the transmission, or
possibly electrically related.
Phone
Preferred [redacted]
Secondary [redacted]
Location
Dealer 45488
LANDERS MCLARTY DODGE CHRYSLER CJDT
5080 ACADEMY LN BESSEMER AL 35022 205-923-6343
****

Per OGC Matrix, reassigned to 82T.
5/12/11 ASSIGN TO RLG92.
CAIR NUMBER [redacted] EAA INSPECTION 05-12-2011 09:34
CAIR NUMBER [redacted] E-MAIL SENT TO EAA 05-12-2011 09:34
Phone: 205- 267-9285
Writer calling customer in response to a voice message he had left.
Writer informed customer that his CAIR has been assigned to another representative from Jeep who will be assisting him further. Customer thanked writer for the courtesy call.
CCRG Open Date: 05/12/2011 08:27:51
Letter Sent: Acknowledgement 05/13/2011 08:31:02
Customer called in seeking the next step after the inspection of the vehicle and agent informed the customer they would be contacted within 2-5 business days and to wait for the call.
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/17/11 AT 16:10:30 20750157
Letter Sent: Denial 05/19/2011
Caller requesting to speak with Case Manager. Writer informed the customer to contact Jay - JSS15 - 248-944-7149 (7:30 am - 4:15 ET, M-F) for assistance.
Customer called stating that JSS15 will not be in the office until 6/6.
Writer was directed by MC1157 to gave contact for:
Maggie - MG17 - 248-944-7084 (8:30 - 5:15 ET, M-F).
The AnswerCONNECT article that was referenced to provide the answer to the
customer was # 18819
Letter Sent: Denial 05/19/2011

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2418	8L[redacted]	***Open Date***	05/03/2011	***Built Date***	09/15/2007	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	03/26/2008	***Mileage***	48,000	***Dealer Zone***	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PJR	RESCUE GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	05551	MCMULLAN EQUIPMENT CO			
Dealer Address	401 BROADWAY DRIVE				
Dealer City	HATTIESBURG	***Dealer State***	MS	***Dealer Zip***	39401

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PETAL MS [redacted]4	***Country***	UNITED STATES

Product - Electrical - Horn - Defective - Default	Had to replace the clockspring behind the airbag
Corporate - Reimbursement - Default - Default - Default	Seeing reinbursment
Corporate - E-Reimbursement - Default - Default - Default	
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	

Customer is calling because his airbag light came on and he took the vehicle to the dealership. They were told after diagnosis that the clock spring needed to be replaced and they paid a total of $516.65 for the repair. Customer was talking to a neighbor with the same repair needing to be done and they stated Chrysler assisted with the repair and so customer is now seeing the same however, in the form of reimbursement.
Has customer had previous history with current issue? Y
Customer has a history of diagnosis for an intermittent problem? N
Has had repair history at Chrysler dealership(s)? Y
Was this vehicle purchased new by this customer? N
Customer has a history of purchasing Chrysler vehicles? Y
If yes, number in household? 2
Customer has maintained vehicle as per Chrysler Maintenance Schedule? Y
Has a Mechanical Chrysler Group Service Contract? N (through zurick)
Warranty Coverage Code? 336
Customer Status? Second owner
Basic Warranty Component? Y
Powertrain Warranty Component? N
Within 3 years or 36,000 miles? Y
Within 2 years or 24,000 miles? Y
Customer advised a call back is required and will take place within one business day by COB their time
Preferred call back number is [redacted]
Customer email address for case updates: [redacted]
Who has possession of the vehicle? (Owner/Dealer/IRF) Owner
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) yes

If a CDJ dealer has diagnosed, what is the dealer name or code? 05551
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District U* * * * * *
DCC VIN S OWNED: 1
CURRENTLY OWNS: 1
PURCHASED USED
PURCHASED: 02/04/10
No Service Contract
WCC; BASIC 36 Months or 36,000 Miles 0 March 26, 2011 Expired (Time)
POWERTRAIN 36 Months or 36,000 Miles 0 March 26, 2011 Expired (Time)
****
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[redacted]
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2011-05-03 @ 19:21
***** Customer Document Received *****
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
reimbursment for prior repair
If this is a Recall or Extended Warranty, enter the campaign number.
NA
If this is for a previously made goodwill decision, what is that CAIR #?
NA
Enter the Mileage at the time of the repair.
49630
Enter the Date when the repairs were completed.
04/08/2011
What is the total cost of the Parts to be reimbursed?
250.25
What is the total cost of the Labor to be reimbursed?
217.60
What is the total Tax to be reimbursed?
33.80
What is the total amount being reimbursed?
- 166.65 customer co pay
350.00 total reimbursed.
****End structured narrative T2 - eReimbursement
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[redacted] Customer was advised of decision.
Approved : 050911 144803 VJ73
Customer Document Reviewed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3917	7L[redacted]	***Open Date***	05/04/2011	***Built Date***	09/28/2006	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	12/09/2006	***Mileage***	66,000	***Dealer Zone***	42	DETROIT	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	37694	VANANDEL-FLIKKEMA MOTOR SALES INC			
Dealer Address	3844 PLAINFIELD AVE NE				
Dealer City	GRAND RAPIDS	***Dealer State***	MI	***Dealer Zip***	49525

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GRAND RAPIDS MI 4[redacted]	***Country***	UNITED STATES

Product - Differential Gear Assy's - Axle Shaft - Other - Unknown	Axel leaking
Corporate - Lemon Law - Default - Default - Default	Customer is seeking lemon law
Product - Drivability - Unknown - Stalling - Default	Vehicle is stalling while driving
Product - Steering - Unknown - Poor Handling - Default	Vehicle will go into a death wobble at times
Product - Wheels and Tires - Wheels - Defective - Unknown	Wheel stud has fallen off

Briefly summarize why the customer is contacting Chrysler:
The customer has been dealing with his dealership and the vehicle has been diagnosed as needing replacement of the clock spring and leaking axel fluid. The wheel stud has also fallen off and the customer believes this is either due to installation or a tire defect..
The customer also states that he has been driving on the highway and the vehicle s dash lights will flash and go out, followed by stalling. This has occurred three times and it also has caused his airbag indicator light to come on after this occurs. The customer is still have an issue with a death wobble while driving. Customer is seeking lemon law.
Briefly summarize what the customer is expecting:
Customer is seeking Lemon Law and is asking Chrysler to buy back his vehicle.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is 6[redacted]
Preferred Email is meyer[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? 37694
Reassigned to 88L
OTS-BA215
* * * * * * * * * * QUALIFIER TEAM * * * * * * * * * *
* * * * * * * ATTENTION SERVICE DIRECTOR/MANAGER * * * * * * *
This customer has contacted Customer Care seeking lemon law

buyback/replacement. Preliminary research has determined this vehicle doesn t appear to qualify for lemon law/Buyback/Replacement and the customer has been informed of such. They have also been told that we are interested in repairing the vehicle if a repair is required.
Please use all available resources as required (Area Manager, Business Center or STAR) to bring this to a resolution.
RESEARCH RESULTS:
Explain why this vehicle either appears to qualify or not: Vehicle does not appear to qualify per terms of protection.
Number of related repair attempts = 1
Number of days out of service = 1
Customer calls to speak with their Case Manager.
Customer states they were transferred to case management but the call could not be completed. Agent informed the customer that case management requires 1 business day in order to contact them back and it has not passed yet. Agent informed the customer to wait till the end of business day and if there is still not contact to call back.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Informed the customer of the above information.
Customer is not happy with the LL requirements. Customer states that he wants to speak with customer service to see what they are able to do.
Writer informed a case manager will be in contact with him by tomorrow.
Writer informed that the vehicle does NOT appear to qualify per terms of protection.
Writer called the dealer and talked to John, SM who stated that he doesn t want to work under warranty for this customer, according to him there are other people who really deserve assistance from Chrysler, but he will not work for this customer.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *
DA690
writer was informed with the decision. he said he will not purchase another Chrysler vehicle.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2412	8L[redacted]	***Open Date***	05/05/2011	***Built Date***	11/13/2007	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	12/29/2007	***Mileage***	55,355	***Dealer Zone***	74	DENVER	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	66585	JOHN HOFFER CHRY-JEEP INC			
Dealer Address	3220 TOPEKA BOULEVARD				
Dealer City	TOPEKA	***Dealer State***	KS	***Dealer Zip***	66611

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SILVER LAKE KS [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Advise of incomplete recall J24
Product - Steering - Unknown - Other - Default	clockspring broken - airbag light on and horn does not work
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	
Corporate - Survey By-Pass - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer called because the clock spring is broken on the vehicle so his air bags are in operable (air bag light is on) and the horn no longer works. The dealership states that the vehicle is out of warranty and this repair will cost just under $500. Customer does not feel he should have to pay this because it has not been caused due to neglect. Also customer stated that he feels he should not have to pay for something that has to do with the safety of the vehicle especially when its not due to neglect or abuse.
Briefly summarize what the customer is expecting:
Customer is seeking assistance from Chrysler for repair on clock spring.
****End structured narrative T2 - Beginning Narrative
Has customer had previous history with current issue? Y (customer states no but a previous Claim 641901 on warranty shows that something with the clock spring repaired in 2009)
Customer has a history of diagnosis for an intermittent problem? N
Has had repair history at Chrysler dealership(s)? Y
Was this vehicle purchased new by this customer? Y
Customer has a history of purchasing Chrysler vehicles? Y
If yes, number in household? 2 currently
Customer has maintained vehicle as per Chrysler Maintenance Schedule? Y
Has a Mechanical Chrysler Group Service Contract? N
Warranty Coverage Code? 336
Customer Status? 336
Basic Warranty Component? Y

Within 3 years or 36,000 miles? Y by time and mileage
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: m[redacted]
Who has possession of the vehicle? (Owner/Dealer/IRF) owner
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) yes
If a CDJ dealer has diagnosed, what is the dealer name or code?66585
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District Y * * * * * *
Dealer Code: 66585 Dealer Name : JOHN HOFFER CHRY-JEEP INC Dealer
Phone : 785-266-3333
Writer spoke to Roger (service manager) at the dealership who states that
this is a loyal customer. Roger will email or phone in the exact costs
for parts and labor of the needed repair. Writer and the service manager
agreed to a $125.00 co-pay for the customer. There is no service
contract. Roger estimates that $350.00 will be very close to the
warranty cost of the repairs.
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[redacted] Writer spoke with the customer who will be taking the
vehicle in sometime next week for repairs.
Writer will wait for information on costs from the dealership and then
set up the RA less a $125.00 co-pay.
CAdvised the customer of
incomplete recalls J24 and L05 for this vehicle. Customer was advised
to
contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment
to complete recall repair.
Customer Contact
Writer contacted customer who now says the vehicle is scheduled for
repair next Friday. Writer advised customer that the case will be put on
hold and asked customer to have service manager call writer when the
diagnosis and repairs are complete.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2417	8L[redacted]	**Open Date**	05/07/2011	**Built Date**	10/15/2007	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	10/20/2007	**Mileage**	67,303	**Dealer Zone**	51	CHICAGO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	44445	GALENA CHRYSLER			
Dealer Address	937 GALENA SQUARE DRIVE				
Dealer City	GALENA	**Dealer State**	IL	**Dealer Zip**	61036

Owner	[redacted]	**Contact Type**	E-MAIL
Address	[redacted]	**Home Phone**	[redacted]
	JANESVILLE WI[redacted]	**Country**	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	Customer recurring issue not resolved.
Product - Steering - Unknown - Defective - Default	SM stated that the clockspring is out and needs to be replaced
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Other - Default	
Recall - L05: TRANSMISSION COOLER LINES - Advise Owner/Incomplete Recall	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Airbag failure, starting issue
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
I drive a 2008 RHD Jeep on my rural mail route. In January of 2010, the restraint system warning light came on. The clockspring was identified as
the culprit and replaced. A little over a year later, and the light has come back on once again. A search on the web revealed that this is a more
common problem for Jeep for RHD owners than I would have expected. It also
appears this is a problem dating back sometime for LHD Jeeps. This is a major safety concern since the airbag is not operational. Please tell me you are addressing this problem. The other problem that is common among us rural carriers with RHD Jeeps is a starting issue. When the key is turned to the starting position, you will hear a clank as if the solenoid
is kicking in, but the starter doesn t turn. This had been a random occurrence, but is now occuring 4 out of every 5 starts. Pushing the shift
lever forward or placing it in neutral will allow the vehicle to start. I
had the dealer look at it under warranty, and at the time they couldn t reproduce the problem. Please advise me on how you are fixing this.
*****END OF CUSTOMER EMAIL*****

Thank you for contacting the Jeep Customer Assistance Center in regards to your 2008 Wrangler.
Your email was reviewed by Customer Care for Chrysler, Dodge, Jeep and Ram vehicles and has been forwarded to a more appropriate area for their attention and response.
This referral action will provide the best opportunity for your request.
Due to the nature of your email, your concerns have been escalated. A representative will be in contact with you.
We appreciate the time and effort you took to tell us of your dissatisfaction in our product. Comments like yours are one way to learn of problems that develop and the improvements desired. We have documented your comments and provide them to the product development team for review.
Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.
Our records indicate that the following recall campaign has not been performed by an authorized dealer:
L05 TRANSMISSION COOLER LINES WARRANTY 05/06/2011 INCOMPLETE USA
We suggest that you contact your local authorized Chrysler, Dodge, Jeep or Ram dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.
Please take a copy of this message with you at the time of service to aid the process. Although not required, it is recommended to bring a copy of the recall notification with you to your dealer s service department when you bring your vehicle in for this service.
If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.
Thanks again for your email.
*****END OF CAC EMAIL*****
Reassigned to 88F with recurring issue not resolved.
My compliments to Harry for an expedient and thoughtful response. The recall concerning the transmission lines is news to me. I hadn t received
any notification. Unfortunately, I am one of those whose line rotted through and dumped the transmission fluid, leaving me stranded with a check
engine light on. The code indicated the pump had been deprived of fluid. Currently, the tranmission s shifting pattern has become irregular, leaving
me concerned there was damage done. As it was out of warranty, and I took
it to a reputable mechanic nearby, not the dealership, Chrysler only reimbursed me $100 for the line. The Jeep is great for the work I do, but
it is a work vehicle, and every time there is a breakdown, it costs me money in lost work. Quality is paramount. Thanks for your time and consideration.
*****END OF CUSTOMER EMAIL*****
Thank you for contacting the Jeep Customer Assistance Center with your email response.
We have received and documented your latest email to your file in order to keep your Case Manager up to date.
Thanks again for your email.
*****END OF CAC EMAIL*****
* * * * * CASE MANAGER TEAM - District P * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] customer stated that the vehicle is having problems, writer advised customer that for any OOW assistance a full diagnosis needs to be completed by a chrysler authorized dealer. Customer will call dealer and schedule to go in for diagnosis.
Customer calls to speak with their Case Manager.
Customer called back and left a message that the appointment is scheduled for 5/13/2011. writer will follow up then.
Writer Dealer Code: 60199 at:608-757-6150, and spoke to Cathy-SA, she

stated that the customer was able to come in the shop today, she stated that the air bag light was on and the clockspring is out and needs to be done, she also stated that they were not able to duplicate the concern, however the concern has a related TSB, and customer has authorized the repairs. She stated that the clockspring repairs are:
Parts:$312.90
Labor:$85.50
Total:$398.40
previous 38049 miles for previous repairs of the clocksprings, current mileage:67029 miles. she went on to discuss that that custoemr is not very loyal to the dealer, he only came in for clockspring repairs and warranty work. She further stated that SM is out on vacation.
Writer Dealer Code: 60199 at:608-757-6150, and spoke to Russ-SM, he stated that the transmission is out, he stated that the isssue may be a torque converter, they have not done a tear down yet. He stated that since this is a mail/business vehicle, customer has picked it from ths shop to do business.
Writer called customer at [redacted]8, he stated that the selling dealer sold him an after market service contract which he thinks may cover the transmission repairs, he will call that dealer to see if this is covered, he also will request the selling dealer to set him up with a rental/loaner car. Writer will follow up with customer on 5/17.
John-SM from dealer code:44445 called in and inquired whether Chrysler is authorizing the tear down, he stated that the vehicle was brought with the CAIR, writer explained that the customer opted to take this vehicle to e looked at by the selling dealership to have them look at the transmission. SM confirmed that the vehicle has an after market service contract, he will contact the company and find out if this is covered under the service cotnract. Writer will follow up tomorrow.
Writer called customer and notified him of the latter.
Customer called in and inquired whether the clockspring will be covered, writer advised customer that Chrysler will assist him with the repairs of the clockspring. Customer co-pay is $150.00. Customer inquired if the repairs can be done at Galena dealer, writer advised customer that more information is needed from dealer before a decision is made. Writer will follow up with dealer on 5/18.
SM John called in to advise writer they did receive approval from the 3rd party service contract to move forward with the diagnosis for the transmission issue. SM also wanted to confirm the copay for the clockspring of $150.00.
Writer called dealer code:44445, to inquire about the clock spring repair costs.Writer then spoke to Ron-Sm he stated that the repairs cost pretty much the same as the one provided from Frank Boucher dealer, he stated that he will call back with details of parts and labor costs.
########## DIRECT-TO-DEALER ##############
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer. If you need assistance with claim payment, please refer to Warranty Bulletin D-11-19. This customer has been informed of this decision. Please update CAIR when complete.
##################################
REASSIGNED TO BC/DLR 51 44445 05/19/11 14:30 O[redacted]
Dealer to update CAIR, perform repairs and close CAIR when repairs are done.
*Contact Date:05/24/2011
DCX goodwill repair is documented on Repair Order#42299
CAIR RETURNED FROM DEALER ON 5/24/2011 AT 05:47:961 R 2[redacted]
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]. Left message.
CLOSED LOOP UPDATE - no need for additional follow-up.
Customer called back and left a message confirming repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3915	9L[redacted]	***Open Date***	05/10/2011	***Built Date***	08/20/2008	
Model Year	2009	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	10/31/2009	***Mileage***	55,105	***Dealer Zone***	51	CHICAGO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PGJ	JEEP GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45322	STEW HANSEN CHRYSLER DODGE JEEP			
Dealer Address	2412 N JEFFERSON WAY				
Dealer City	INDIANOLA	***Dealer State***	IA	***Dealer Zip***	50125

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

Product - Air Conditioning / Heater - Housing / Heater Core - Defective - Default

Caller states when she turned the A/C on when they got home the floor was soaked with antifreeze. Caller states the Reservoir was empty and radiator was full. Caller filled the reservoir with water. caller states when they turn the heater on she smells a sweet smell, this Only happens when the vehicle first starts up.caller states John from the dealership said he thinks it s a defective part. Caller wants chrysler to cover the costs of the repair.
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 N/A
Customer email address for case updates: N/A
Who has possession of the vehicle? (Owner/Dealer/IRF) Owner
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) No
If a CDJ dealer has diagnosed, what is the dealer name or code? N/A
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District P * * * * *
Original Owner: Yes
New: 2
Used: 0
OOW by 14,000 miles
In by 1 year 5 months
No CSC
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
Left message.
Customer called in and stated when the defrost is turned on customer can smell antifreeze. Antifreeze leaked and the floor was wet and soaked through the rubber mat. Customer notice the reservoir was empty and filled with water and now does not smell. Customer was advised by the sales dealer Galena (Postal Pete Jeep) who thought it may be the heater

core issue. Customer stated he would like to take vehicle to Stew Hansen as that is where the warranty work has been. Writer advised a diagnosis would need to be completed in order for Jeep to participate. Customer is aware of the diagnosis fee as well as a co-pay should we move forward. Customer will contact dealer for an appointment for 5/20.
Writer spoke with Service Manager Frank who will contact writer with diagnosis.
Caller requesting to speak with Case Manager.
Writer contacted SM Drake per voicemail who confirmed the heater core was the issue. SM advised there is an air bag light on as well and the clockspring needs to be replaced. SM will notify customer of $150 copay as well advise parts needed to be ordered. Vehicle should be done around the end of next week.
Parts $315.49
Labor $423.92
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on in warranty by time and loyalty.
According to the dealer, the warranty costs of the repair are as follows:
Parts = $315.49
Labor = $423.92
Total = $739.41
Co-pay = $150.00
########## DIRECT-TO-DEALER ##############
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
If you need assistance with claim payment, please refer to Warranty Bulletin D-11-19.
This customer has been informed of this decision.
Please update and/or close CAIR when complete.
##################################
REASSIGNED TO BC/DLR 51 45322 05/20/11 15:06 O [redacted]
Please update and close CAIR upon conclusion of repair.
*Contact Date:05/21/2011
Service Director at the dealership has updated the Cair# [redacted]
The vehicle has been diagnosed.
Reached out to dealer for an update.
*Contact Date:05/25/2011
Warranty repair has been documented on Repair Order#7916
CAIR RETURNED FROM DEALER ON 5/25/2011 AT 06:41:192 R [redacted]
Writer spoke with customer at [redacted] who advised the vehicle was picked up yesterday and wife is using it on route today. Everything seems to be fine.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3910	9L[redacted]	***Open Date***	05/26/2011	***Built Date***	08/22/2008	
Model Year	2009	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	02/13/2009	***Mileage***	68,000	***Dealer Zone***	51	CHICAGO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	63238	DELZELL BROTHERS INC			
Dealer Address	100 SOUTH MAIN ST				
Dealer City	MORNING SUN	***Dealer State***	IA	***Dealer Zip***	52640

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	
	WAPELLO IA[redacted]	***Country***	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	Customer requesting call back
Product - Steering - Unknown - Other - Default	airbag light is on
Product - Fuel System - Unknown - Leaks - Default	fuel spills when filling gas tank
Dealer - By-Pass - Default - Default - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Issue with Gas tank not resolved
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Contacted you couple months ago in regard to problems with my Jeep Wrangler,
new gas tank was installed and did not fix problem. Contact me at phone number listed above.
*****END OF CUSTOMER EMAIL*****
Thank you for contacting the Jeep Customer Assistance Center in regards to your 2009 Wrangler.
Your email was reviewed by Customer Care for Chrysler, Dodge, Jeep and Ram vehicles and has been forwarded to a more appropriate area for their attention and response.
This referral action will provide the best opportunity for your request.
Due to the nature of your email, your concerns have been escalated. A case manager will contact you by phone in one business day.
We appreciate the time and effort you took to tell us of your dissatisfaction in our product. Comments like yours are one way to learn of problems that develop and the improvements desired. We have documented your comments and provide them to the product development team for review.
Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.
Thanks again for your email.
*****END OF CAC EMAIL*****

Has customer had previous history with current issue? Y
Customer has a history of diagnosis for an intermittent problem? Y
Has had repair history at Chrysler dealership(s)? Y
Was this vehicle purchased new by this customer? Y
Customer has a history of purchasing Chrysler vehicles? Y
If yes, number in household? 6 vehicles
Customer has maintained vehicle as per Chrysler Maintenance Schedule? N/A
Has a Mechanical Chrysler Group Service Contract? N
Warranty Coverage Code? 336
Customer Status? 1st Owner
Basic Warranty Component? Y
Powertrain Warranty Component? N
Within 3 years or 36,000 miles? Y
Within 2 years or 24,000 miles? N
*****END OF CAC RATIONALE*****
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 3
Preferred Afternoon/Evening call back number is
Customer email address for case updates:
Who has possession of the vehicle? (Owner)
Has the vehicle been diagnosed by a CDJ dealer? (Yes)
If a CDJ dealer has diagnosed, what is the dealer name or code? 63238
Reassigned to 88F as customer is requesting a call back.
See linked Cair #.
*****END OF CAC RATIONALE*****
Status update provided via email to the following email address:
Dear Mr. and Mrs
VIN: 1J4GZ39109
Vehicle Description: 2009 JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR.
My name is Mark and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your Case number #
Chrysler Case Management telephone number: 800-763-8422
My direct extension: 66257
My work hours: 8am-4:30pm Eastern Time Monday-Friday
I will contact you within one business day by telephone to review your case with you.
Note: This is a system generated message. Please do not reply.
Sincerely,
Mark (MD1065)
Customer Care
End of Status Update
* * * * * CASE MANAGER TEAM - District P * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
Customer indicates this has been an ongoing problem. Customer contacted the dealer and was referred to CAC. Writer will contact dealer and consult and inform customer.
Writer contacted dealer 63238 requesting to speak with SM Danielle. Writer requesting diagnosis of the vehicle. Writer was informed that the SM suggested setting up an appointment for a diagnosis. Writer was informed that the customer has not set up one yet. Writer was informed that the last time that the customer was into the dealership was 05/10/2011 for the replacement of the fuel tank.
2nd attempt made to contact customer. Writer contacted customer at to find out when the customer would get the vehicle over to the dealership today or tomorrow for the diagnosis.
Writer contacted Mrs. see when the vehicle will be dropped off for diagnosis. Mrs. states that the vehicle is going to be dropped off for the diagnosis later this afternoon. Writer informed Mrs. that follow up call will be made after the diagnosis is completed.
Writer contacted SM Danielle writer left a deatailed for a call back.
Writer attempted to contact SM Danielle. Writer left a detailed message

for a call back.
Writer contacted Mrs [redacted] to inform her that we are waiting for SM Danielle to provide the diagnosis results for her fuel tank concern.
Writer informed Mrs. C[redacted] that a follow up call will be made as soon as information is provided on the diagnosis.
Writer attempted to reach SM Danielle but she was not in. Writer talked with Service Advisor Jerry in which he states that Mrs [redacted] vehicle has been repaired and they replaced the evap canister and Evap Filter because is was clogged. SA Jerry states that the customer drive on gravel roads and they replace the fuel tank 10,000 miles ago. SA Jerry states that the vehicle is fixed and the customer has the vehicle.
CONTACT UPDATE - Contact attempt, phone number dialed, [redacted] at . Left message indicating another attempt will be made tomorrow 06/08/2011.
Writer contacted Mrs. [redacted]n in regards to her concern about the fuel tank. Mrs [redacted] states that the vehicles fuel tank is working good for now. Writer informed Mrs. [redacted]n that the case will be documented and closed out since the repair fixed her concern. Mrs. [redacted] states that the air bags light has came on and the dealership can not pull any codes because the airbag light turned off. Writer advised Mrs. [redacted] that she should bring the vehicle back into the dealership for diagnosis and she would be responsible for the diagnosis charges.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3918	7L[redacted]4	***Open Date***	06/02/2011	***Built Date***	10/13/2006	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	10/26/2006	***Mileage***	40,000	***Dealer Zone***	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	24110	MIDWAY JEEP CHRYSLER			
Dealer Address	777 CAMINO DEL RIO SOUTH				
Dealer City	SAN DIEGO	***Dealer State***	CA	***Dealer Zip***	92108

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	
	SAN DIEGO CA [redacted]	***Country***	UNITED STATES

Corporate - Technical Assistance - Default - Default - Default	2007 Wrangler technical issues
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Advise customer of recall

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Upset about issues with 07 Jeep Wrangler
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
I took my Jeep in today for maintenance. I have been having issues with the
back seat belts locking up on passengers for no reason at all, they
notified me they it s normal. That does not seem normal that a seat belt
will lock up while driveing down the road for no reason. The check engine
light came on for no reason at all then went out after I got gas. While
driving down the road several times the airbag light has come on. I was the
only person in the Jeep, there was nothing in the passenger seat. When I
notified the dealership of the above three issues they wanted to charge me
$194.00 for diagnostics on the computer. They checked the seat belts and
said they were working fine (I don t agree). I was not going to pay to have
them check for a safety issue with the air bag. I believe that safety
issues like that should be checked out at no charge. Because of that I
didn t have the diagnostics done on the check engine light. I have had
issues with the on-board computer in the past there have been several minor
fixes that have had to be done to it. I just hope that this is another
issue with the computer that can be fixed before the air bag turns off or
does not operate in the event of an accident.
*****END OF CUSTOMER EMAIL*****
Thank you for contacting the Jeep Customer Assistance Center concerning

diagnostic fees charged to you by your Dealer.
Sometimes it is necessary for the dealership s technicians to run one or more diagnostic tests. This is often the only way the dealer can properly diagnose and repair your vehicle.
When an adjustment or repair is not made most dealerships require the customer pay for any diagnostic charges since the dealership still must pay its staff for the time they spent inspecting the vehicle.
Dealer labor rates vary based on the location of the dealership. The rates are predicated on an average of the labor rates in that retail area. A high cost-of-living area would probably have a higher labor rate than a low cost-of-living area.
Warranty labor rates are based on the dealer s labor rates. Parts prices are determined by each dealer. We offer MRSPs (Manufacturer s Suggested Retail Prices).
Our records indicate that the following recall campaign(s) have not been performed by an authorized dealer:
J24 MOPAR TOW BAR SAFETY 11/19/2009 INCOMPLETE USA
We suggest that you contact your local authorized Chrysler, Dodge, Jeep or Ram dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.
Please take a copy of this message with you at the time of service to aid the process. Although not required, it is recommended to bring a copy of the recall notification with you to your dealer s service department when you bring your vehicle in for this service.
If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.
Thank you for giving us the opportunity to review this with you.
*****END OF CAC EMAIL*****
I did not get the Tow Bar on my Jeep. I m not sure it was an option when I
went to the dealer and ordered my Jeep. I m so glad that safety is such a
concern with your company. I shall get great comfort from that when they are trying to figure out why my air bag didn t deploy if I am ever in an accident.
*****END OF CUSTOMER EMAIL*****
No answer needed as customer has received proper information.
*****END OF CAC RATIONALE*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3916	9L7[redacted]	***Open Date***	06/01/2011	***Built Date***	01/30/2009	
Model Year	2009	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	05/09/2009	***Mileage***	60,179	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	43806	ANDERSON BROTHERS, INC.			
Dealer Address	HIGHWAY 43 NORTH				
Dealer City	JACKSON	***Dealer State***	AL	***Dealer Zip***	36545

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	GROVE HILL AL[redacted]	***Country***	UNITED STATES

Corporate - Outbound - Corporate Initative - Recall/RRT Follow Up - Customer Contact Complete	k13 recall notification

Outbound Initiative 1st call attempt: Agent notified owner about K13 recall. She said that the vehicle was taken to Anderson Brothers, highway 43 northjackson, AL 251-246-6008 and he they did not have the parts at this time to do the recall K13.
She is having a problem with her horn not working and her airbag light is on. She is a letter carrier and works for the post office and uses her Jeep for about 100 miles a day. She is worried that if she gets into an accident she may be injured if the air bag did not employ upon impact, and would like to have some goodwill assistance to help cover the cost. David Anderson, from her dealership said it would cost over $200 to fix this problem and she feels it is a safety issue with Jeep because she has several friends that own Jeeps and have the same problem. She feels that there should be a recall related to this air bag problem.
Best time to call: any time after 10 am
Number to be reached at: her husbands number, [redacted]
Customer is asking for goodwill assistance. Agent advised customer that due to the nature of her call, a call back would happen within 48 hours.
* * * * * CASE MANAGER TEAM - District 88V * * * * * *
Customer has owned three Chrysler vehicles and currently owns one purchased new. The warranty has expired by 3,000 miles.
Writer called dealer. SM not available.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]. Writer advised customer the SM will be contacted and writer will call customer back.
Writer called dealer. SM states customer has an appointment for 06/10/11. SM states he is willing to assist customer and he is DSA. SM states he will call with warranty pricing.
SM David left a message stating the warranty price is $243.85
Writer called customer. Left message.
Caller requesting to speak with Case Manager.

SM David left a message stating the repair is done and he can not get paid for the repair. Writer called dealer. Dealer closed.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66122.
Writer called dealer no one available in service.
Writer called dealer. Dealer closed.
Writer called dealer. SM David states he did not charge customer a co-pay. Writer advised SM a D2D will be sent.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on describe the reason why this goodwill is being offeredÙ. According to the dealer, the warranty costs of the repair are as follows:
Total = $243.85
Co-pay = 0
########## DIRECT-TO-DEALER ##############
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
If you need assistance with claim payment, please refer to Warranty Bulletin D-11-19.
This customer has been informed of this decision.
Please update and/or close CAIR when complete.
##################################
REASSIGNED TO BC/DLR 66 43806 06/22/11 09:37 R[redacted]
*Contact Date:06/23/2011
Service Manager at the dealership has closed the Cair#[redacted]
DCX goodwill repair is documented on Repair Order#106509
CAIR RETURNED FROM DEALER ON 6/23/2011 AT 08:58:499 R[redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3916 9[redacted]		***Open Date***	06/03/2011	***Built Date***	09/30/2008	
Model Year	2009	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	05/07/2009	***Mileage***	50,000	***Dealer Zone***	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PBS	DEEP WATER BLUE PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	44440	GENESEE VALLEY CHRYSLER DODGE JEEP			
Dealer Address	1695 INTERSTATE DRIVE				
Dealer City	AVON	***Dealer State***	NY	***Dealer Zip***	14414

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	PAVILION NY 1[redacted]	***Country***	UNITED STATES

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Goodwill Escalation
Corporate - E-Reimbursement - Default - Default - Default	
Recall - L05: TRANSMISSION COOLER LINES - Advise Owner/Incomplete Recall	

Customer called in stating that they are having several issues that their local dealership has been unable to resolve. Customer states that they have been going through Tires very quickly on their vehicle. Customer states the dealership states normal use but the customer feels they should not be going through tires at such a fast rate. Customer also states that they have been having an issue with the air-bag light coming on in the vehicle when they are making turns. The customer is wanting to know if there is anything Chrysler can do to assist as the customer has been paying out-of-pocket for several concerns on a vehicle that is not very old.
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] (best number, after 11am)
Preferred Afternoon/Evening call back number is [redacted] (home number)
Customer email address for case updates: n/a
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? 44440
Reassigned to 88F
Has customer had previous history with current issue? Y
Customer has a history of diagnosis for an intermittent problem? Y
Has had repair history at Chrysler dealership(s)? Y
Was this vehicle purchased new by this customer? Y
Customer has a history of purchasing Chrysler vehicles? Y
If yes, number in household? 2 vehicles
Customer claims to maintain vehicle as per maintenance schedule? Y

Has a mechanical Chrysler Group Service Contract? Y
Warranty coverage code? 336
Ownership status? Original Owner
Basic warranty component? Y
Powertrain warranty component? N
Service contract or Mopar warranty component? N
Within 3 years or 36,000 miles? Y
Within 2 years or 24,000 miles? N
Within 1 year or 12,000 miles? N
* * * * * CASE MANAGER TEAM - District 88TÙ * * * * * *
Customer bought the only, new.
No SC.
Called GENESEE VALLEY CHRYSLER and spoke to SM Norb. SM states he has no idea how fast the customer is going thru tires. States the customer has them replaced elsewhere and has really no idea what tires she buying. States he thinks the customer was recomended a clockspring for the airbag concern. SM states the customer has spent money with him and would not mind CAC assisting at all.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Left message.
2nd attempt made to contact customer. Left message.
[redacted]
Called 585-584-8199 left VM.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2011-06-08 @ 13:25
Called [redacted] and spoke to the customer. States she has had several issue with the vehicle. States she told Adam when she first called in. Informed customer that writer only sees the tire issue and the air bag light. Customer states she had a cooler line replaced, that she paid for, that is now a recall. States she paid for some other repairs that were assosiated with the recall repair. Writer sent the E-Link and asked customer to scan and attach as many invoices as she could to the link. Asked customer to please get the tire information to the SM so he can see what the customer has been using for tires.
Customer agreed.
Called GENESEE VALLEY CHRYSLER and spoke to SA. States the customer and SM have ordered a set of tires, but have not seen the customer.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2011-06-14 @ 12:16
Called customer. States she tried sending the information and it just keeps returning. States she may just send the recall paperwork. States she got about a year out of tire when she had her Durango. States her husband is working with the SM to get the vehicle in.
Called GENESEE VALLEY CHRYSLER and spoke to SM Norb. SM states he has installed the tires they ordered and the customer called him stating the vehicle has a much better feel now. States he is just going to cover the clockspring repair under DSA and take care of the customer.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2011-06-20 @ 16:36
Called customer. States she is good with the dealer but would still like reimbursement for the transmission fliud leak under the L05 recall.
Called customer and left message with someone.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2011-06-27 @ 10:47
2nd attempt made to contact customer. Left message.
Documentation has been received, however in error was attached to CAIR [redacted]
Writer reviewed documentation, and per previous case manager, writer will reimburse customer for recall done L05 in the amount of $457.83.
Writer contacted customer, verified address.
Customer was very content with case manager SS1333 and with service provided by Jeep and dealer as well.
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
If this is a Recall or Extended Warranty, enter the campaign number.
L05

If this is for a previously made goodwill decision, what is that CAIR #?
Enter the Mileage at the time of the repair.
47683
Enter the Date when the repairs were completed.
03-30-11
What is the total cost of the Parts to be reimbursed?
What is the total cost of the Labor to be reimbursed?
What is the total Tax to be reimbursed?
What is the total amount being reimbursed?
$457.83
****End structured narrative T2 - eReimbursement

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2419	7L[redacted]	***Open Date***	06/03/2011	***Built Date***	02/07/2007	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	05/28/2007	***Mileage***	14,000	***Dealer Zone***	42	DETROIT	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	44027	SUPERIOR CHRY-PLYM-DODGE-JEEP	EAGLE OF ASHLAND INC		
Dealer Address	1041 GREENUP AVENUE				
Dealer City	ASHLAND	***Dealer State***	KY	***Dealer Zip***	41101

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	CATLETTSBURG KY [redacted]1	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Possible Clock spring

Customer called in stating that the air bag light is coming on. The customer addressed the issue with the dealership. The dealership advised the customer that the clock spring needs to be replaced. The customer wanted to know if the clock spring that the dealership was talking about would fix the air bag light. Agent was unable to provided the customer with the information. Customer stated that she will contact the nhtsa to confirm the information. The customer stated that the dealership is going to charge the customer $550 for the repair.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA6H1X	BL5[redacted]	***Open Date***	06/06/2011	***Built Date***	03/28/2011	
Model Year	2011	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	05/20/2011	***Mileage***	769	***Dealer Zone***	42	DETROIT	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PVG	MANGO TANGO PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	44463	FALLS CHRYSLER JEEP DODGE			
Dealer Address	4100 STATE RD				
Dealer City	CUYAHOGA FALLS	***Dealer State***	OH	***Dealer Zip***	44223

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

Corporate - Product Information - Default - Default - Default	buy back
Product - Electrical - Lamps and Switches - Defective - Default	gauges in vehicle keep coming on
Corporate - Lemon Law - Default - Default - Default	

Customer informed a call back is required and will take place within one business day.
Preferred Morning/Midday call back number is 3[redacted]
Preferred Afternoon/Evening call back number is 3[redacted]
Customer email address for case updates: n/a
Who has possession of the vehicle? (Dealer)
Is this a request for Lemon Law, buy-back or replacement? buy back
Reassigned to 88L
****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer has purchased this vehicle 3 weeks ago. He states the gauges all go on then come off. He has taken it into the dealership and received error codes. The customer states that this is unsafe to drive the air bag light remaining on, sometimes.
Briefly summarize what the customer is expecting:
Customer no longer wants this vehicle and is looking to have Chrysler buy it back.
****End structured narrative T2 - Beginning Narrative
Status update provided via email to the following email address:
[redacted]; Bc.42[redacted]
Dear Customer:
Case #: [redacted] VIN: VIN: 1J4BA6H1XBL[redacted] Description: 2011 JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY 4-DOOR
\My name is Brandon and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your Case number: [redacted]
Chrysler Case Management telephone number: 800-763-8422
My work hours: 6:30 am 3:00 pm Mountain Time Monday-Friday
I will contact you within one business day by telephone to review your

case with you.
Note: This is a system generated message. Please do not reply.
Sincerely,
Brandon
Customer Care
End of Status Update
* * * * * * * * * * QUALIFIER TEAM * * * * * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
* * * * * * * ATTENTION SERVICE DIRECTOR/MANAGER * * * * * * *
This customer has contacted Customer Care seeking lemon law buyback/replacement. Preliminary research has determined this vehicle doesn t appear to qualify for lemon law/Buyback/Replacement and the customer has been informed of such. They have also been told that we are interested in repairing the vehicle if a repair is required. Please use all available resources as required (Area Manager, Business Center or STAR) to bring this to a resolution.
RESEARCH RESULTS:
Explain why this vehicle either appears to qualify or not: Vehicle does not appear to qualify, Customer has no related repairs at this time.
Number of related repair attempts = 0.
Number of days out of service = 0.
Writer is calling customer to inform them of the above information.
Customer did not answer so writer left message stating we would follow up with them tomorrow.
Follow up 06/08/2011.
Caller requesting to speak with Case Manager.
Writer called customer and informed him the vehicle does not appear to qualify at this time.
Customer is stating he does not feel safe in this vehicle and just wanted that noted.
Writer informed customer Jeep does want his vehicle repaired and we will escalate his case to seek resolution for his concerns.
Writer called dealership and informed SM Joe customer requested Lemon Law and the vehicle did not appear to qualify at this time.
SM Joe is stating they ordered this customer a TIPM and it came in today and they will try to get the vehicle repaired and back to the customer.
Writer is sending cair to 88D for further handling.
Status update provided via email to the following email address: [redacted] Bc.42[redacted]
My name is Annette and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your Case number [redacted]
Chrysler Case Management telephone number: 800-763-8422
My direct extension: 66252
My work hours: 6:30am-5pm Mountain Time Monday-Friday. I am not in the office on Tuesdays
I will contact you within one business day by telephone to review your case with you
End of Status Update
* * * * * CASE MANAGER TEAM - District * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Left message with call back number of 800-763-8422 ext. 66252.
Customer returned writers call. Customer states that he does not want writer to keep contacting the customer as he phone calls just goes to his voicemail. Customer states that since this writer is only following up on things customer can contact and work with the dealership himself. Customer asked who he should have his attorney contact and writer advised the customer that his attorney would know how to handle that. Customer states that 'then there is no reason for you to be contacting me if I need anything I will contact you'. Writer did advise the customer that if he has any questions writer will be happy to answer what question writer can. At this time writer is sending the case to the dealership as an unresolved concern.
Writer contacted dealership to speak to Joe Service Manager to let him

know that writer is sending the case to him as an unresolved concern.
######### DIRECT-TO-DEALER #########
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to
resolve this customers concern(s). If needed, seek assistance from your
District Manager, Business Center or STAR.
The unresolved concern is not diagnosis as of yet
Agent called dealer and spoke to Joe Service Manager informed that CAIR
was being sent. Please update this CAIR with resolution.
##################################
REASSIGNED TO BC/DLR 42 44463 06/08/11 14:48 O [redacted]
*Contact Date:06/08/2011
Warranty repair has been documented on Repair Order [redacted]
CAIR RETURNED FROM DEALER ON 6/08/2011 AT 04:50:464 R [redacted]
Writer attempted to contact the customer at [redacted] to follow up on
the repairs. Customer states that so far all is well. Writer did advise
her that at this time writer will close the case. Customer is fine with
this.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2412	8L5[redacted]	***Open Date***	06/06/2011	***Built Date***	08/28/2007	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	06/18/2008	***Mileage***	0	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	23980	BOB TAYLOR JEEP INC			
Dealer Address	5665 N AIRPORT PULLING RD				
Dealer City	NAPLES	***Dealer State***	FL	***Dealer Zip***	34109

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

Corporate - Outbound - Corporate Initative - Recall/RRT Follow Up - Default	H17/J34/J24/J30/K13 recalls
Recall - H17: REAR BRAKE TUBE CLEARANCE - Other	
Recall - J24: MOPAR TOW BAR - Other	
Recall - J30: TRANSMISSION FLUID TEMPERATURE WARNING - Other	
Recall - J34: STEERING DAMPER - Other	
Recall - K13: INNER FENDER LINERS - Other	

FUIRST ATT: Outbound agent was unable to contact customer regarding H17/J34/J30/J24/K13 recalls
2nd attempt: Agent notified owner about recalls. Spoke to owner s wife they will have it inspected at his dealership when he has the time to make an appointment. Customer contact complete. address complete Caller stated he had previously received a call from Chrysler in reference to this vehicle. Agent advised caller that the previous call would be to inform him of the open recalls for his vehicle. Agent offered to go through the list of open recalls currently issued for his vehicle however caller stated he had the information. Agent advised caller that the previous contact would have been to inform him of the open recalls and to encourage him to contact his local Chrysler Dodge Jeep dealer to have them schedule an appointment to complete the recalls for him. Agent advised caller that the dealer will be able to bring up the open recall information through the VIN. Agent advised caller he will be notified by mail of any future recalls issued for the vehicle. Caller asked if there was a recall coming out for the airbag light in the vehicle. Agent advised caller that there are not any recalls currently issued for that issue for his vehicle however he would be notified by mail of any recalls in the future and if at that time it was something he had already had taken care of he would be able to submit his receipts for reimbursement consideration.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3910 8[redacted]		***Open Date***	06/07/2011	***Built Date***	10/01/2007	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	02/26/2008	***Mileage***	111,340	***Dealer Zone***	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PBM	STEEL BLUE METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	42520	CREST CHRYSLER			
Dealer Address	802 EASTMAN ROAD				
Dealer City	NORTH CONWAY	***Dealer State***	NH	***Dealer Zip***	03860

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	EFFINGHAM NH [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	
Product - Electrical - Unknown - Defective - Default	
Product - Steering - Steering Wheel / Column - Other - Default	
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	

Briefly summarize why the customer is contacting Chrysler: Customer states that the there is an issue with the steering wheel on the vehicle. Customer states that the air bag sensor keeps going off. Customer states that dealership advised customer to calls us to find out if repairs could be covered.
Briefly summarize what the customer is expecting: Cusotmer is seeking repairs to be covered.
Has customer had previous history with current issue? Y
Customer has a history of diagnosis for an intermittent problem? N
Has had repair history at Chrysler dealership(s)? Y
Was this vehicle purchased new by this customer? Y
Customer has a history of purchasing Chrysler vehicles? Y
If yes, number in household? 3
Customer has maintained vehicle as per Chrysler Maintenance Schedule? Y
Has a Mechanical Chrysler Group Service Contract? N
Warranty Coverage Code? 799
Customer Status? original
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
Customer email address for case updates: none
Who has possession of the vehicle? (Owner/Dealer/IRF) Owner
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 42520
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District T * * * * * *
Original owner, 3 household (2 new), currently owns 2 (both new).

Writer spoke with Service Writer Gary who states the air bag light is coming on due to a bad clockspring. SW states the squeaking steering wheel is related to the circuit to the clockspring and both issues would be resolved by replacing the clockspring.
SW states on 10/06/09 at 55,143 miles customer came in with the air bag light on, and they replaced the clockspring for the first time. Customer paid for the repair.
SW states on 05/25/11 at 111,340 miles the clockspring has gone bad again.
SW states this issue is creating a safety issue which can prevent air bag deployment.
SW states customer does a lot of maintenance with them and is a very good customer. SW states customer is well aware that he is far out of the 12/12 warranty but customer has been very polite in asking for assistance, as this same part has been replaced once before. SW states they would be glad to assist the customer with the repair. SW will be calling writer back with the pricing and recommended co-pay amount.
Sw states the J24 recall does not qualify for this vehicle as customer does not have the tow bar.
SW called back and provided pricing:
part= $208.60
labor= $95.29
total= $303.89
retail= $365.00
SW and writer agree to $100 customer co-pay.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Writer advised as a one time goodwill gesture, Chrysler will assist customer with the repair of the clockspring. Customer co-pay is $100.00. Customer states he would like to accept the offer. Writer advised line 29-32. Customer states he has also been having problems with the horn- writer advised the clockspring may fix that issue as well but writer will follow up after the repair to make sure all issues have been resolved.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer loyalty. According to the dealer, the warranty costs of the repair are as follows:
Parts = $208.60
Labor = $95.29
Total = $303.89
Co-pay = $100.00
########## DIRECT-TO-DEALER ##############
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
If you need assistance with claim payment, please refer to
Warranty Bulletin D-11-19.
This customer has been informed of this decision.
Please update and/or close CAIR when complete.
##################################
Writer added DM notes.
REASSIGNED TO BC/DLR 32 42520 06/07/11 15:33 O 2[redacted]
*Contact Date:06/08/2011
DCX goodwill repair is documented on Repair Orde[redacted]
CAIR RETURNED FROM DEALER ON 6/08/2011 AT 11:35:609 R[redacted]
Writer spoke with SW Gary who states the vehicle is scheduled to be repaired tomorrow. SW states customer was very happy. Writer informed SW that writer will be out of the office beginning tomorrow, 06/09/11 and will be back in the office Tuesday 06/14/11.
Writer called customer and spoke with Mrs. [redacted]. Writer advised writer will follow up with customer once the repair is completed. Writer informed customer that writer will be out of the office beginning tomorrow, 06/09/11 and will be back in the office Tuesday 06/14/11.
Writer spoke with SW Gary, who confirmed the vehicle has been repaired and returned to the customer.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs. Left message.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3910	9L7[redacted]	***Open Date***	06/07/2011	***Built Date***	09/05/2008	
Model Year	2009	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	03/31/2009	***Mileage***	39,000	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	43287	JENKINS CHRYSLER-DODGE-JEEP		INCORPORATED	
Dealer Address	HIGHWAY 27 NORTH				
Dealer City	LAFAYETTE	***Dealer State***	GA	***Dealer Zip***	30728

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LA FAYETTE GA 3[redacted]	***Country***	UNITED STATES

Product - Unknown - Unknown - Hard Starting - Default	vehicle has a hard time starting

Customer stated that he is having problems with his vehicle starting.
Customer stated that this started at around 25000 miles. Customer stated that for over a year his vehicle has been having a problem with starting and the dealership cannot duplicate. Customer stated that his vehicle is a right driving Jeep. Customer stated that at about 38000 miles the airbag light came on. Customer talked to his dealership and the mechanic was going to do some work to find out what the problem can be. Customer is seeking assistance from Chrysler to find out what is wrong. Customer stated that the he installed a starter and changed one ground cable. Customer stated that he thinks the electronic sensor might be the problem.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred call back number is cel[redacted]9
Preferred call back number is [redacted]
Customer email address for case updates: none
Who has possession of the vehicle? (Owner)
Has the vehicle been diagnosed by a CDJ dealer? (No) Dealership unable to duplicate
If a CDJ dealer has diagnosed, what is the dealer name or code? 43287
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District 88O * * * * * *
Original Owner, 2 CJD Vehicles, 1 New, 1 Used.
Vehicle Oow: By 3,00 miles
No Chrysler SC on file
Vehicle ISD:03/31/09
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
Writer spoke with customer who reiterated his concerns. Writer apologized for the inconvenience. Writer informed customer that the dealership will need to be contacted. Customer informed writer that he

has been working with 'Mike Jenkens' and he states that the dealership has not been able to duplicate the concern. Customer states his wife uses the vehicle as a mail truck for work. Customer states that the dealerships have been telling him that there warranty claims have been too high, and that s why they could not help. Customer states that the vehicle does not recognize when the vehicle is in neutral when he s in park.
2nd attempt made to contact customer. Left message.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66319
Phone: [redacted]
Writer spoke with customer and informed him that writer is waiting to hear back from the dealership. Customer states that he is still having the same concern. Writer informed customer that we will more than likely need to get him to schedule the vehicle to be taken back to the dealer for these concerns.
General manager at dealer, Michael Jekins, calling to speak with the case manager. Vehicle has an intermitent no start. Dealer has tried everything to duplicate the problem and have not been able to duplicate the problem. Michael states that they have been in touch with STAR and that they have done everything that they have told him. Customer is loyal to the dealer and that the customer purchased the vehicle new. Michael asking for case manager to try to help get more technical assistance. Writer advised information would be given to case manager. Michael asking for call back from the case manager in the morning.
Contacted Dealer: 43287
Agent attempted to contact dealer General Manager Michael, however, GM not available. Left message for a return call at extension 66319 or by
email.
######### DIRECT-TO-DEALER #########
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.
The unresolved concern is the vehicle has an intermitent no start problem,
as well as other electrical concerns.
Agent called dealer and spoke to Michael Jenkins, informed that CAIR was being sent. Please update this CAIR with resolution.
##################################
REASSIGNED TO BC/DLR 66 43287 06/24/11 10:11 O[redacted]
General Manager 'Michael' sent writer email message on 06/23/11 with the following information:
'The vehicle is not at the dealership at this time. The customer has informed us they are trying to get it here today, because of dead battery issues. It has had it s share of electrical issues, including several no start issues. My service manager, Jeremy York, will update the CAIR as soon as we see the vehicle.'
Customer called to speak with their case manager. Agent transferred the customer to the case manager.
Caller requesting to speak with Case Manager.
Mr[redacted] requesting to speak with Case Manager. Customer states that they didn t know what they were supposed to do with the vehicle, as they weren t contacted by MD1046 or the dealer. Writer advised customer to return to the dealer and have them utilize their resources. Customer understood.
Vehicle has not deminstrated the issue. The dealer we have the vehicle through the weekend to continue the review. Writer will follow up next week.
Customer calling for case manager and transferred to voicemail. Customer is frustrated that nothuing has been done that has resolved his issues. Writer advised customer that he needs to continue to work with the case manager and dealership. Writer advised customer that he does have the option of working with a different dealer if he wishes. The customer stated that he believes the fact that his dealership has only 1 mechanic

may mean his vehicle is not getting full attention. Customer wanted to know if the area manager would have apecial mechanical expertise. Writer advised customer that the area manager is contacted through dealerships. Dealership has reviewed the vehicle from July 4th until July 13th and has not been able to duplicate a concern. The Service Manager notes that this is a Mail vehicle and there are a number of aftermarket items that a hook up to the vehicle that may or may not cause a draw. Vehicle is opperating as designed with no problem found. customer has picked up the vehicle. File good to close.
Writer closing CAIR pending DWW s (AM) notes on lines 101-106.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA6913	9L7[redacted]	***Open Date***	06/07/2011	***Built Date***	10/06/2008	
Model Year	2009	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	01/02/2009	***Mileage***	12,000	***Dealer Zone***	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	24044	QUALITY JEEP-CHRYSLER INC			
Dealer Address	8101 LOMAS BLVD N E				
Dealer City	ALBUQUERQUE	***Dealer State***	NM	***Dealer Zip***	87110

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	DEMING NM [redacted]	***Country***	UNITED STATES

Corporate - Outbound - Corporate Initative - Recall/RRT Follow Up - Customer Contact Complete	J31, K13

Outbound Initiative: writer contacted customer regarding incomplete recalls J31, K13. First call attempt: agent advised about open recalls J31, K13; agent advised to call and to book the appointment with the dealership to have the recall completed.
Jack Key Motor Company
57.37 miles away
1840 n main st
las cruces, NM 88001-1114
575-524-7741
Owner s wife states that the air bag light is on, for 3 weeks now. CSR advised the ustomer to call the dealer and try to set an appointment as soon as possible.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3914	9L[redacted]	***Open Date***	06/08/2011	***Built Date***	02/12/2009	
Model Year	2009	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	04/14/2009	***Mileage***	70,992	***Dealer Zone***	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	43665	LEWIS CHRYSLER-DODGE INC			
Dealer Address	3311 NORTH COLLEGE AVENUE				
Dealer City	FAYETTEVILLE	***Dealer State***	AR	***Dealer Zip***	72703

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PEA RIDGE AR [redacted]	***Country***	UNITED STATES

Product - Steering - Steering Wheel / Column - Other - Default	Clock Spring
Corporate - Recall - Default - Default - Default	clock spring / air bag light coming on

Customer is having problems with the clockspring that is involved witht
he airbags is a recall in 2009 needs to have assistance due to the
dealership is stating that it is not under warranty.
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
Customer email address for case updates:
Who has possession of the vehicle? (Owner
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) no
If a CDJ dealer has diagnosed, what is the dealer name or code? 43665
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District U * * * * * *
New:2
Used:1
OOW: 34,000 miles
Agent attempted to contact dealer Service Manager Jermey, however, SM not
available. Left message for a return call at extension 66289.
CONTACT UPDATE - 1st Contact attempt, phone number [redacted]
Left message.
Agent attempted to contact dealer Service Manager Jermey Herbert,
however, SM not available. Left message for a return call at extension
66289.
2nd attempt made to contact customer at [redacted]. Left message.
Customer left three voice mails.
Writer contacted service manager Jeremy and was informed that the
customer had the repair completed in 2010 after the recall work was
completed. SM asked that the customer come in for a diagnosis.
Writer contacted customer at [redacted]. Left message.

Informed customer that before Chrysler considers offering any goodwill assistance outside of warranty, a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time.
Writer contacted customer at [redacted]2. Left message.
Customer left numerous voice mails. Customer included cell phone [redacted]
Writer contacted service manager Jeremy and was informed that the customer had not come in for diagnosis.
Writer contacted customer at [redacted]2. Left message and informed customer that he would be contacted on his cell phone.
Writer contacted customer at [redacted]6. Customer stated he will go into the dealership on Tuesday for a diagnosis. Customer stated that he feels that the dealership lied to him before when they told him that the recall was completed. He found out later that the only thing the dealer did was checked the date on the part and never fixed the issue. Writer informed customer that goodwill assistance will be looked at once the diagnosis is completed.
Writer contacted dealership and was disconnected three times. Writer contacted service manager Jermey and was informed that the customer has not gone in for a diagnosis.
Writer contacted customer at [redacted]6. Left message.
Customer left voice mail. Customer has an appointment for Tuesday for diagnosis.
Dealer calling to speak with the case manager. Agent transferred the call to ex 66289.
Voice mail from service manager Jermey
Part: $208.60
Labor: $313.15
Total: $521.75
Writer contacted service manager Jeremy to go over goodwill decision.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer satisfaction.
According to the dealer, the warranty
costs of the repair are as follows:
Part: $208.60
Labor: $313.15
Total: $521.75
Co-pay = $150.00
########## DIRECT-TO-DEALER ##########
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
If you need assistance with claim payment, please refer to
Warranty Bulletin D-11-19.
This customer has been informed of this decision.
Please update and/or close CAIR when complete.
##########
Writer contacted customer at [redacted]Customer accepted repair.
RA was entered.
REASSIGNED TO BC/DLR 63 43665 06/30/11 13:03 O [redacted]
Per Rob, SA, appt set for 7/6/11.
*Contact Date:07/07/2011
Service / Parts Director at the dealership has updated the Cair# 2[redacted]
An appointment has been set with the customer.
*Contact Date:07/13/2011
Warranty repair has been documented on Repair Order#84346
CAIR RETURNED FROM DEALER ON 7/13/2011 AT 10:23:350 R [redacted]
Writer attempted to follow up with customer. Writer could not leave a voicemail as the line went to a busy signal.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2412 8[redacted]	***Open Date***	06/14/2011	***Built Date***	03/03/2008		
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	09/16/2008	***Mileage***	54,100	***Dealer Zone***	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	44891	NORTHPOINTE CHRY-DODGE-JEEP			
Dealer Address	3485 STATE ROUTE 257				
Dealer City	SENECA	***Dealer State***	PA	***Dealer Zip***	16346

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Light stays on

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer wanted to call and add himself to the list of people having the same issue in hopes to have this issue turned into a recall. Customer stated that the air bag light is one and it may or may not be a clock spring.
Briefly summarize what the customer is expecting:
Customer Was calling to document his situation
****End structured narrative T2 - Beginning Narrative

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ241X	8L5[redacted]	**Open Date**	06/15/2011	**Built Date**	09/26/2007	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	01/12/2008	**Mileage**	70,000	**Dealer Zone**	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60130	WHITE CHRYSLER JEEP DODGE, LLC			
Dealer Address	1581 EAST 10TH STREET				
Dealer City	ROANOKE RAPIDS	**Dealer State**	NC	**Dealer Zip**	27870

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	FREEMAN VA 2[redacted]	**Country**	UNITED STATES

Product - Electrical - Unknown - Defective - Default	airbag light comes on.
Product - Steering - Unknown - Leaks - Default	clock spring
Product - Electrical - Horn - Noisey/Static Interference - Default	goes off on it's own
Product - Fuel System - Fuel Tank - Defective - Default	horn - goes off at anytime

****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 having issues with the horn, clock spring and air bags with the light comes on. Will go back to dealership and the customer is a mail deliver
Briefly summarize what the customer is expecting:

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2413 8[redacted]1	***Open Date***	06/19/2011	***Built Date***	03/27/2008		
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	06/04/2008	***Mileage***	41,240	***Dealer Zone***			
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	CUMBERLAND CITY TN[redacted]	***Country***	UNITED STATES

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Advised of Recall
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	Advised of Recall
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air Bag Light on
Corporate - Reimbursement - Default - Default - Default	Clockspring reimbursement
Dealer - Service/Body Shop - Transaction - Unsatisfactory Maintenance - Default	Unresolved issue

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Airbag light comes on due to bad clockspring. Including the original one, we are now putting in #4.
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Clockspring went out at about 38,000 miles, 69,000 miles, and 97,000 miles.
Airbag light comes on which makes airbag inoperable. This is a safety issue, which I and others have reported to NHTSA. Not only is this a very
expensive nuisance, it is a definite safety issue. You can be assured with
all the chatter I have seen on other websites about this same issue, if someone should be injured due to this defect, lawyers will be involved.
*****END OF CUSTOMER EMAIL*****
Has customer had previous history with current issue? YES
Customer has a history of diagnosis for an intermittent problem? YES
Has had repair history at Chrysler dealership(s)? YES
Was this vehicle purchased new by this customer? YES
Customer has a history of purchasing Chrysler vehicles? NO
If yes, number in household?
Customer has maintained vehicle as per Chrysler Maintenance Schedule? N/A
Has a Mechanical Chrysler Group Service Contract? NO
*****END OF VEHICLE/OWNER INFORMATION*****
Dear[redacted]
Thank you for contacting the Jeep Customer Assistance Center, your emails are important to us!
We are very sorry to learn of the issues you have had with your vehicle.
Your email was reviewed and has been forwarded to a more appropriate area for their attention and response. Someone there will contact you by phone within approximately one business day addressing your issue.
This referral action will provide the best opportunity for your request.
Our records indicate that the following recall campaign(s) have not been performed by an authorized dealer:
Recall #

Description
J24 MOPAR TOW
BAR
K13 INNER FENDER
LINERS
We suggest that you contact your local authorized Jeep dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.
Please take a copy of this message with you at the time of service to aid the process. Although not required, it is recommended to bring a copy of the recall notification with you to your dealer s service department when you bring your vehicle in for this service.
If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.
Thanks again for your email and have a wonderful day!
Sincerely,
Matt
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case [redacted]
Who has possession of the vehicle? N/A
Has the vehicle been diagnosed by a CDJ dealer? N/A
If a CDJ dealer has diagnosed, what is the dealer name or code? N/A
Reassigned to 88F
*****FORWARDING TO 88F DUE TO UNRESOLVED MAINTENANCE ISSUE*****
* * * * * CASE MANAGER TEAM - District M * * * * * *
Status update provided via email to the following email address:
[redacted]
Dear Customer,
Case #: [redacted]3
VIN: 1J4FZ24138L[redacted]
Vehicle Description: 2008 JEEP WRANGLER X 4X4 RHD SPORT UTILITY 2-DOOR
My name is Paul and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your Case number [redacted]
Chrysler Case Management telephone number: 800-763-8422
My direct extension: 66010
My work hours: 9:30 AM 6:00 PM Eastern Standard Time Monday-Friday
I will contact you within one business day by telephone to review your case with you.
Note: This is a system generated message. Please do not reply.
Sincerely,
Paul
Customer Care
End of Status Update
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 931.289.3742. Left message.
2nd attempt made to contact customer, dialed 9[redacted] Left message.
3rd attempt made to contact customer, dialed[redacted]2. Left message.
Customer calls to speak with their Case Manager.
Customer is transferred to Case Manager Extension 66010.
Customer spoke to the writer. Writer advised that the customer is to be reimbursed for parts only on his previous clockspring repairs. Writer advised that labor is not to be reimbursed as the work was performed at an IRF.
Advised customer to submit original repair order & proof of payment to:
Chrysler Customer Assistance Center
PO Box 21-8004
Auburn Hills, MI 48321
Advised customer to make a copy of these documents for their records.
Asked the customer to include a brief letter of explanation & request,

including their name, address, phone number, VIN, & reference number [redacted] Advised customer the goodwill offer is dependent upon verification of all documents requested.
TIER 2 Received Case
Customer was contacted on 06/23/2011 and was advised to send in documentation for reimbursement. If documentation is not received by 06/30/2011 writer will follow up with customer.
TIER 2
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] at 10:35am EST
Customer was not available. Left message with writer s name and phone number. If customer does not contact writer another attempt will be made. Left detailed voicemail requesting to verify if the documentation has been mailed in for the reimbursement
TIER 2
CONTACT UPDATE - 2nd Contact attempt, phone number dialed [redacted] at 11:24am EST
Customer was not available. Left message with writer s name and phone number. If customer does not contact writer another attempt will be made. Left detailed voicemail requesting to verify if the documentation has been mailed in for the reimbursement.
POSTMARK DATE: 062711; DATE RECEIVED: 070511
Agent contacted GATEWAY AUTOMOTIVE at 931-906-8560 at 9:36am EST. Agent left a message for someone to contact us back regarding this documentation. Agent needs clarification on the 1st invoice, whether the steering control module, was the clockspring
Agent contacted GATEWAY AUTOMOTIVE at 931-906-8560 at 10:35am EST
Agent left a message for someone to contact us back regarding this documentation. Agent needs clarification on the 1st invoice, whether the steering control module, was the clockspring
IRF Gateway Auto called Don SA called and the clockspring was the part that failed, steering control module is the same part.
Agent contacted GATEWAY AUTOMOTIVE at 931-906-8560 at 4:53 pm EST regarding proof of payment. Agent spoke with Don in service who advised that the customer paid $497.95 with Mastercard. VIN is N/A
Previous Agent Promise
****
Customer submitted documents for request for reimbursement for repair to the clockspring on their vehicle, on line 92 in CAIR [redacted] reimbursement in the amount of parts only
Customer s proof of payment is: Mastercard (verified by the IRF)
Date of repair: 10/6/2009
Labor $156.00
Parts $293.75
Tax $43.20
Misc. Charges $5.00
Total $497.95
Writer is submitting check for approval in the amount of $293.75 (parts only) as per the previous agent promise
-- Agent verified that the address in COIN + CAIR matches the address on the customers documentation --
Approved

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2415 7L[redacted]		**Open Date**	06/22/2011	**Built Date**	12/15/2006	
Model Year	2007	**Body**	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	01/08/2007	**Mileage**	67,453	**Dealer Zone**	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	66439	HOWARD WILSON CHRYSLER JEEP INC			
Dealer Address	4000 LAKELAND DRIVE				
Dealer City	JACKSON	**Dealer State**	MS	**Dealer Zip**	39232

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	
	PEARL MS [redacted]	**Country**	UNITED STATES

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Clock spring
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	incomplete

Due to the nature of the request this file is being escalated.
Briefly summarize why the customer is contacting Chrysler: Customer called in today because her vehicle is having a few issues and the dealer is saying it s a clock spring and some vehicle where in a recall.
Briefly summarize what the customer is expecting: Customer seeking for Chrysler to cover the repair because it is a recalled issue on other vehicles.
Has customer had previous history with current issue? No
Customer has a history of diagnosis for an intermittent problem? No
Has had repair history at Chrysler dealership(s)? No
Was this vehicle purchased new by this customer? No
Customer has a history of purchasing Chrysler vehicles? No
If yes, number in household? 1
Customer has maintained vehicle as per Chrysler Service Schedules? Yes
Has a Mechanical Chrysler Group Service Contract? No
Warranty Coverage Code? 336
Customer Status? Second
Basic Warranty Component? Yes
Powertrain Warranty Component? No
Within 3 years or 36,000 miles? No
Within 2 years or 24,000 miles? No
Within 1 year or 12 000 miles Mopar Parts / Service Contract? No
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 [redacted]
Who has possession of the vehicle? (Owner/Dealer/IRF) Owner
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) no

If a CDJ dealer has diagnosed, what is the dealer name or code?
Reassigned to 88F
Status update provided via email to the following email address:
[redacted]
Hello,
My name is Paul and I am the case manager assigned to your issue. If you need to contact me you can dial the number you called and my ext. is 66180. I will contact you once a decision is made, or more information is needed.
Paul
End of Status Update
* * * * * CASE MANAGER TEAM - District U Ù * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]. The issue is with the airbag light and the shifter interlock spring is causing the issue and the dealership is stating that her airbags will not deploy if she is in an accident. Customer is second owner, and this is their only jeep product. She is significantly out of warranty on the vehicle, and her vehicle is not included on the recall of the clock spring. Correct dealership is 66439, 601-914-2277****. CM will contact dealership to see what can be done.
Customer called in for an update. Agent stated the case manager is still conferring with the dealership.
Contacted the Sm David about the issue with the vehicle. He states that the customer is loyal and that assistance wouldn t be a problem. Customer needs to come in for the recalls as well. A 50 dollar copay is agreed upon for the repair as well.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on According to the dealer, the warranty
costs of the repair are as follows:
Parts = 208.60
Labor = 105.00
Total = 313.60
Co-pay = 50.00
########## DIRECT-TO-DEALER ##############
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
If you need assistance with claim payment, please refer to
Warranty Bulletin D-11-19.
This customer has been informed of this decision.
Please update and/or close CAIR when complete.
##################################
Contacted the customer about approval for assitance. Left a message for the customer.
REASSIGNED TO BC/DLR 63 45503 06/27/11 14:33 O 2[redacted]
Attempted to contact customer at [redacted]
Message left on voice mail, case manager will consider the vehicle repaired and returned, if it is not to please contact case manager back, left case manager contact information.
Status update provided via email to the following email address:
[redacted]
I attempted to contact you at [redacted]
I m sorry I was not able to speak to you directly.
I have been assigned as your case manager.
I have been informed that your vehicle has been returned to you and I wanted to follow-up to make sure everything is ok. If it is not, please call me at 800 763-8422 ext, 66070, my hours are 9:00 am to 5:30 pm Central time, M-F
End of Status Update
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3916	7L1[redacted]	***Open Date***	06/22/2011	***Built Date***	02/16/2007	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	03/05/2007	***Mileage***	10,000	***Dealer Zone***	70		
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PGJ	JEEP GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45308	LIBERTY CHRYSLER JEEP DODGE			
Dealer Address	5050 E WINNEMUCCA BLVD				
Dealer City	WINNEMUCCA	***Dealer State***	NV	***Dealer Zip***	89445

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	WINNEMUCCA NV[redacted]	***Country***	UNITED STATES

Corporate - Outbound - Corporate Initative - Recall/RRT Follow Up - Customer Contact Complete	G40, J24, J30, K13
Recall - G40: REPROGRAM EBC MODULE - Advise Owner/Incomplete Recall	
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	
Recall - J30: TRANSMISSION FLUID TEMPERATURE WARNING - Advise Owner/Incomplete Recall	
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	

Outbound Initiative: First attempt at contact regarding incomplete recalls G40, J24, J30, K13. Spoke with customer.
Informed customer of recalls.
Customer had issues with the airbag light going off randomly, and inadequate air conditioning.
Agent advised customer to speak to dealership about these issues.
Customer will contact dealer for appointment.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D19	AL[redacted]	***Open Date***	06/23/2011	***Built Date***	01/15/2010	
Model Year	2010	***Body***	JKJL72	JEEP WRANGLER SPORT 4X4			
In Service Dt	01/28/2010	***Mileage***	25,244	***Dealer Zone***	70		
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68343	PRICE CHRYSLER DODGE JEEP			
Dealer Address	354 S HWY 55				
Dealer City	PRICE	***Dealer State***	UT	***Dealer Zip***	84501

Owner	CANYONLANDSJEEPADV , .	***Contact Type***	ROADSIDE
Address	PO BOX 1387	***Home Phone***	
	MOAB UT 84532	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default

Roadside Assistance Contacted - DATE : 2011-06-23
Road Side File Created 06-23-11 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
225 S MAIN STREET 354 S HWY 55
W 200 S
MOAB PRICE
UT USA UT
VEH IS WHITE,SABRINA RANDALL AIRBAG LIGHT ALA
DEALER CODE : 68343 PRICE CHRYSLER DODGE JEEP
Advised on extended warranty X34.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3914	9L735734	***Open Date***	06/24/2011	***Built Date***	11/05/2008	
Model Year	2009	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	01/24/2009	***Mileage***	37,100	***Dealer Zone***	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60414	FREEDOM CHRYSLER JEEP OF			
Dealer Address	6060 ALLENTOWN BLVD				
Dealer City	HARRISBURG	***Dealer State***	PA	***Dealer Zip***	17112

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

Product - Electrical - Lamps and Switches - Other - Default	Clock spring assembly
Corporate - E-Reimbursement - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer states that the air bag light on the vehicle was going on and off. Customer states that the clock spring assembly on the vehicle had to be replaced. Customer states dealership advised him that that when the wheel turns it caused the light to come on. Customer states that the cost for the repair was $447.00 for the spring. Customer states that he thought the work was going to be covered under warranty.
Briefly summarize what the customer is expecting:
Customer is seeking assistance from Jeep with the cost of repairing the vehicle.
****End structured narrative T2 - Beginning Narrative
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: none
Who has possession of the vehicle? (Owner/Dealer/IRF) Owner
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 60414
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District P * * * * * *
Household vehicles: 5
Original Owner: 1
Used: 4
SC: 0
OOW by 1,100 miles
717-652-3660 writer contacted dealer 60414 and spoke with SM Allen whom informed writer that the airbag light was on and they replaced the clock

spring assembly $419.81 SM verified mileage 37,053 miles. SM informed writer that the customer is not very loyal to the dealership.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] message left.
Writer is considering a partial reimbursement based how close the customer is to their warranty.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2011-06-28 @ 15:14
Writer informed customer of potential reimbursement. Customer states that he will send in receipts. Customer states that if he can not send the it via email he will send via postal mail.
Advised customer to submit original repair order & proof of payment to:
Chrysler Customer Assistance Center
PO Box 21-8004
Auburn Hills, MI 48321
Advised customer to make a copy of these documents for their records.
Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number [redacted] Advised customer the goodwill offer is dependent upon verification of all documents requested.
***** Customer Document Received *****
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
seeking reimbursement
If this is a Recall or Extended Warranty, enter the campaign number.
no
If this is for a previously made goodwill decision, what is that CAIR #?
no
Enter the Mileage at the time of the repair.
37,053
Enter the Date when the repairs were completed.
6/22/11
What is the total cost of the Parts to be reimbursed?
$293.82
What is the total cost of the Labor to be reimbursed?
$125.99
What is the total Tax to be reimbursed?
$25.32
What is the total amount being reimbursed?
$447.30 less $100.00 co-pay total reimbursement $347.30
****End structured narrative T2 - eReimbursement
Writer contacting customer to inform of decision.
Check approved will receive in 7-10 business days.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BB3H17	AL[redacted]	**Open Date**	06/27/2011	**Built Date**	08/28/2009	
Model Year	2010	**Body**	JKTM74	JEEP WRANGLER UNLIMITED SPORT 4X2			
In Service Dt	08/28/2009	**Mileage**	28,037	**Dealer Zone**	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	59799	BREEDEN DODGE INC			
Dealer Address	5900 HIGHWAY 71 SOUTH				
Dealer City	FORT SMITH	**Dealer State**	AR	**Dealer Zip**	72908

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	FORT SMITH AR[redacted]	**Country**	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	air light is coming on
Corporate - Survey By-Pass - Default - Default - Default	awaiting diagnosis

Customer is stating his air bag light keeps coming off and on.
Customer is seeking assistance in a rental
Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: n/a
Reassigned to 88R
* * * * * CASE MANAGER TEAM - District 88R * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]. line rang twice then dissconnected. Writer attempted twice.
2nd attempt made to contact customer [redacted] Left message.
3rd attempt made to contact customer. Left message indicating that the next attempt will be made 7.1.2011.
Customer calls to speak with their Case Manager.
Writer called and left detailed message indicating that the next attempt will be made this afternoon if not 7.11.2011.
Customer [redacted] calls to speak with their Case Manager.
Writer called and spoke wtih customer who states that he will need a rental and the dealer will not provide one. Writer informed customer that the dealer would be contacted.
Writer called and spoke with Phil who states that he acts as the service manager was not available. Phil states that the customer did not allow him to diagnose the vehicle as the customer stated that he needs a rental vehicle.
Writer informed customer that rental cannot be provided during the discovery period.
Informed customer that before Chrysler considers offering any goodwill assistance outside of warranty, a diagnosis would need to be performed by

an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time.
Customer states that he will get the vehicle into the dealer 7.12.2011.
Writer informed customer to call writer in the event that the vehicle is diagnosed early enough, otherwise a follow up will be set for 7.13.2011.
Writer called and spoke with SM Randy who states that that the customer has not brought the vehicle into the dealer for a diagnosis.
Writer called and left detailed message indicating that the next attempt will be made at a later time.
Writer called and spoke with customer who states that he is going to try to get the vehicle into the dealer 7.18.2011 but is not for sure. Writer informed customer that the case will be placed on hold pending a call back from him stating that the vehicle has been diagnosed. Customer understood.
Customer calls to speak with their Case Manager. Agent transferrd the call to ex 66138.
Writer spoke to the SM Randy in regards to the concern with the air bag light, the SM states that he would need time to diagnose the vehicle and would be fine with assisting with a rental for a couple of days. The writer will contact the customer to have him set up an appointment and call the writer back with the appointment date. The SM and write both agree with a couple days rental while they resolve the air bag light issue.
* * * * * CASE MANAGER TEAM - District U * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 6[redacted]
Left message.
[redacted] has taken the vehicle into BREEDEN DODGE CHRYSLER JEEP for diagnosis today 7/18/11
DEALER CONTACT: Writer attempted to contact the dealer #59799 and requested to speak with the Service Manager (SM) Randy, the SM has verified that the vehicle has been dropped off and if a rental is needed the writer will create an RA and input it into the system, the writer will approve 2 days of rental if needed.
Contact attempt, phone number [redacted]
The writer has informed the customer that we have spoken to the dealer and verified they will take a look at the vehicle, if additional time is needed that 2 days rental has been approved, the writer informed the customer that if they have not heard from the dealer by the end of business to contact the SM Randy on the status and also to see about getting into the rental at that time, the customer understands.
Customer seeking rental assistance because unresolved concern.
Contacted Service Manager, Randy at 59799 to
discuss the customer s request for rental assistance. Confirmed customer s concern and with Service Manager concurrence, authorized 2 days of rental per guidelines in Warranty Bulletin D-04-26.
REASSIGNED TO BC/DLR 63 59799 07/18/11 17:24 C[redacted]
*Contact Date:07/19/2011
Warranty repair has been documented on Repair Order#49344
CAIR RETURNED FROM DEALER ON 7/19/2011 AT 11:04:906 R[redacted]
DEALER CONTACT: Writer attempted to contact the dealer #59799 and requested to speak with the Service Manager (SM) Randy, air bag was not on and was not able to duplicate the concern. The SM test drove the vehicle and was not able duplicate the air bag light coming on. The customer has been advised that at this time there is nothing to fix at this time. The customer was advised to bring the vehicle back if the light comes back on so they can test the system for any codes.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ241X	8L[redacted]	**Open Date**	06/28/2011	**Built Date**	03/27/2008	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	06/16/2008	**Mileage**	42,150	**Dealer Zone**	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE 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]
	LACOMBE LA[redacted]	**Country**	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	air bag sensor
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	escalated
Product - Steering - Unknown - Noisy - Default	intermediate shaft
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	leaking
Corporate - Recall - Default - Default - Default	recall information
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	recall notification
Corporate - Survey By-Pass - Default - Default - Default	waiting on customer to get diagnosis

Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
Customer was made aware of open recall (J24) and advised to bring to local dealer for repairs at no cost.Customer states that she received extended wararnty code X34 letter. Agent recommended contacting local dealer to schedule appointment to inspect vehicle.Customer states that air bag sensor light is on and states that there is a TSB regarding the issue. Customer states that there is a knocking sound coming from steering and they diagnosed intermediate shaft at a cost of $438.00. Customer states that her roof is still leaking and problem has not been resolved. Customer does not have diagnosis.
Informed customer that before Chrysler considers offering any goodwill assistance outside of warranty, a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time. Customer is seeking out of warranty assistance in the form of repairs to steering, air bag sensor, leaking roof.
Customer is seeking financial assistance related to repairs of steering, air bag sensor and leaking issue.
Has customer had previous history with current issue? Y
Customer has a history of diagnosis for an intermittent problem? Y
Has had repair history at Chrysler dealership(s)? Y
Was this vehicle purchased new by this customer? Y

Customer has a history of purchasing Chrysler vehicles? Y
If yes, number in household?1
Customer claims to maintain vehicle as per maintenance schedule? Y
Has a mechanical Chrysler Group Service Contract? N
Warranty coverage code?336
Ownership status?owner
Basic warranty component? Y
Powertrain warranty component? N
Service contract or Mopar warranty component? N
Within 3 years or 36,000 miles? Y
Within 2 years or 24,000 miles? N
Within 1 year or 12,000 miles? N
Customer advised a call back is required and will take place
within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is
Customer email address for case updates: XXXXX@XXXXX.com
Who has possession of the vehicle? (Owner
Has the vehicle been diagnosed by a CDJ dealer? /No
If a CDJ dealer has diagnosed, what is the dealer name or code?68183
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District U * * * * * *
- no email address.
[redacted] Customer states she will be taking it to the dealer
between July 20th and July 30th.
Agent explained the case will be on hold until that time.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ391X	9L[redacted]	***Open Date***	07/01/2011	***Built Date***	09/04/2008	
Model Year	2009	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	10/21/2008	***Mileage***	70,850	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	59150	CULLMAN DODGE CHRYSLER PLYMOUTH IN			
Dealer Address	1302 2ND AVENUE SW				
Dealer City	CULLMAN	***Dealer State***	AL	***Dealer Zip***	35056

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CULLMAN AL 3[redacted]	***Country***	UNITED STATES

Recall - L05: TRANSMISSION COOLER LINES - Advise Owner/Incomplete Recall	Advised customer of open recall
Corporate - Warranty Coverage - Default - Default - Default	Customer seeking warranty information

Briefly summarize why the customer is contacting Chrysler:
Customer is calling because a friend of hers received a letter stating she had an extended warranty on her vehicle, and customer was wondering if one had been issued on hers. Agent advised customer there is no extended warranty issued for her vehicle at this time. Agent advised customer of the open recall on the vehicle.
Customer states the airbag light on her vehicle is on which is the reason she was wondering about the extended warranty.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2419	8L[redacted]	***Open Date***	07/01/2011	***Built Date***	01/12/2008	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	02/22/2008	***Mileage***	43,788	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	42685	STEVE WHITE MOTORS INC			
Dealer Address	3470 US HIGHWAY 70 EAST				
Dealer City	HICKORY	***Dealer State***	NC	***Dealer Zip***	28602

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	MOIESE MT [redacted]	***Country***	UNITED STATES

Corporate - Outbound - Corporate Initative - Recall/RRT Follow Up - Customer Contact Complete	
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	

CSR contacted customer regarding Recall K13, CSR informed customer of the Recall. Customer stated they had received information in the mail but had misplaced the paper. CSR stated that it was not needed and they could take the vehicle to the Dealer for service without having the paper. Customer stated they currently have a dealer, CSR provided the customer with the Dealers number, customer stated they would call at their earliest convenience. Customer stated that she was having an on going issue with the airbag light coming on intermittently.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2413	8L[redacted]	***Open Date***	07/05/2011	***Built Date***	12/16/2007	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	01/02/2008	***Mileage***	40,498	***Dealer Zone***	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PJR	RESCUE GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68991	VICTORY CHRY-DODGE-JEEP INC			
Dealer Address	14-18 MAIN STREET				
Dealer City	CAMDEN	***Dealer State***	NY	***Dealer Zip***	13316

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	
	UTICA NY 1[redacted]	***Country***	UNITED STATES

Corporate - Survey By-Pass - Default - Default - Default	3+ waiting for repair
Corporate - Complaint Contact - Default - Default - Default	numerous unresolved issues
Product - Body / Trim / Paint Finish - Conv Top / Sunroof / T-Top - Leaks - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
iam having issues with getting small things fixed on this new purchase from dealer of my 2008 wrangler
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
i bought jeep knowing theres was some scratchs on it a a tiny dent hear upper hood.i purchased the extended 2 yrs on the 6 yr 80,000 certified warrenty.I was told by dealer that the first months were bumper to bumper.I
paid app 24,000 for this jeep.I had issues with the radio ,they replaced it
after 3 times going there and fixed wired that were hanging from the door.Then as i was there i mentioned the door channels and top ,not sealed
correctly.Was told they would hose it and see if it leaks,they never did anything to it.So nothing done,I also have some seal wearing on rear window
channel that locks in,i mentioned it ,nothing done.I noticed while driving
passenger there is a pin hole in my sunrider top i tooka picture and sent
it to the sales manager ,have not heard back about the pinhole,I was not aware of the pinhole when i purchased vehicle.I feel for what i have spent
on this vehicle this should be fixxed and addressed .I purchased this at just bout reatil price and that price reflects excellent condition.I love
the jeep but there are small things that are being brushed off that are important to me as a buyer.If anyone paid what i paid for this used certified vehicle they would be upset also.Being it was a certified

warrenty i was told they go threw every nut and bolt on this jeep and check
everything.This pinhole is hard to see if you are driving.Its at the very
end on a factory seem .This top is the opriginal,isnt there some factory
warrenty on this top from defects,what rights do i have buying a certified
preowned vehicle and these small issues are not being addressed.there are
other things too but to much to type.Please contact me as soon as possible
and let me know where i stand on these issues..thank you todd zielinski
*****END OF CUSTOMER EMAIL*****
Dea[redacted]
Thank you for contacting the Jeep Customer Assistance Center regarding your 2008 Wrangler.
Due to the nature of your email, your concerns have been escalated. A case manager will contact you by phone in one business day.
Thanks again for your email.
*****END OF CAC EMAIL*****
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number [redacted]
Customer email address for case updates: [redacted]
Who has possession of the vehicle? (Owner/Dealer/IRF) - OWNER
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) NO
If a CDJ dealer has diagnosed, what is the dealer name or code?
25002 - CARBONE DODGE CITY - 315-736-3371
Reassigned to 88F - CUSTOMER NEEDS A CALL BACK ANS ASSISTANCE WITH THE DEALER
Status update provided via email to the following email address:
[redacted]
Thank you for being with Jeep I will be your case manager my name is Debbie my number is 1800-763-8422 ext 66266, my hours of operation 7:45-4:15 est. Your case number is [redacted]
End of Status Update
* * * * * CASE MANAGER TEAM - District T * * * * * *
Debbie ext 66266
DCC VIN S OWNED: 2 CURRENTLY OWNS: 2 Purchased used
BASIC 36 Months or 36,000 Miles 0 January 2, 2011 Expired (Time)
POWERTRAIN 36 Months or 36,000 Miles 0 January 2, 2011 Expired (Time)
PERFORATION 60 Months or 100,000 Miles 0 January 2, 2013 18 Months or 60,000 Miles
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Called customer unable to hear well advised writer to call back on house phone 3[redacted] Customer stated has many problems does not feel the point check was done when he purchased it has radio issue, pin hole in top, noise in back end grinding found the heat shrouder hanging held on with 2 screws, trouble back brakes, customer stated has a bumper to bumper for now and wants it all fixed like it should be. Customer stated his wife is looking to purchase a vehicle and they where looking there at dealership but if this problem is not resolved will have second thoughts. Customer needed a loaner dealership gave customer bad time customer stated he had to threaten with a lawyer. Carbones called while writer on phone with customers and got a SUV. Customer is wanting Chrysler to make sure everything is completed on vehicle.
Called Mike service manager, not in left message with Natalie to have Mike sm call writer.
Called Mike service manager, per Mike service adviser Mike sm in a meeting took message to call writer back.
Called Mike service manager left message
Called Mike service manager per Mike all concerns address and gone customer picked up vehicle either Friday or Saturday.
2nd attempt made to contact customer. Left message.
REFERENCE NUMBER: 21067475 EMAIL CASE [redacted] 4 ok on the 4th of

july i gave my uncle a ride home and noticed alot of noise from the jeep ..rattling,n metal noise.a clicking while driving..so i investigated..my certified preown vehile had the heat shrowd over muffler hanging my two sheet metal screws someone screwed up thru floor in my carpet...ripping the carpet a little..i removed the shorwd as it was bangin on the muffler..still have all the other noise went to dealer.they could not get me in because they were backed up..i agrred to come back following day on the 6th of july..on my way home it started screcching when i turned wheel to the left.i went back to dealer..and requested it be takin in i could not drive it that way..they gave me a hard time bout a rental said the jeep had to be diagnosised first to give me a vehicle.they offered a ride home.i said i get a vehicle or im calling a lawyer..well i got a rental..gave me a nice ultima..which put a halt in our camping trimp for our vacation.so i waited a day and back and forth with these guys no one would ok for the ordering of the parts...i explained i needed a suv we had plans on our vacation..so i got a suv ..thankss you..anyways long story shorts with some lies and being brushed off here or there..the did some work ,fixed the heat shrowd,fixed the rear sliders on brakes they were bad,fixed the backing plated as wheels were rubbing ,tighten syuspension and links that needed ..to much to list.i drove it ,,it drove nice..far as top goes said they had a girl to come sew the hole..well she didnt sew anything...20 thous something dollars and she puts silicone over the hole...your kidding me..i have heard back about my top ..and the rear window seal ill have to fix myself cause nothing done..and after taking top down i noticed the pasenger side ogf the top took me 5 minutes to lock in it would not lock in kept popping out...this top and frame should be replaced..this is horse crap [redacted]

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

Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center.

I am sorry to hear that some of the issues have not been resolved. I have forwarded your email to the case manager that is handling your case. You may also call direct to 1-800-521-9922 and asked to be transferred to the case manager line. Refer to CAIR [redacted] and ask for Debbie.

Thanks again for your email.

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

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

2nd attempt made to contact customer. Left message.

Cusotmer has picked up done gone and out the door per Mike service manager all repaired no charges shown for any repairs.

Called customer who stated is not happy with vehicle repairs. Dealership did get rid of the noise and it is running better but not happy on how the did it instead of replacing thing they adjusted. Customer stated is getting water in on door panels and rocket panel cover above carpet. Customer stated got a bumper to bumper contract that is only good for 3 months thinks that things should be as customer wants. Customer stated about pin hole in top stated it is a manufacture defect writer advised is not a manufacture defect, customer not happy with that but still wants to know why the glued it instead of restitch it like he said they would. Sun ride top not sealing like it is suppost to water in Jeep on floor. Customer stated paid $20,000 for vehicle and got a preowned service contract vehicle should be good.

Customer stated has a call into Joe the owner because is having problems with finance also but that is a different story. Customer wanted to know if could take to a different dealership writer advised yes because it is a certified service contract writer gave customer Victory Chrysler Dodge Jeep
18.46 miles away
5827 rome taberg rd
rome, NY 13440-1735
Writer asked customer what he would like writer to do. Writer advised would you like this to go to dealership for an unresolved concern. Customer stated yes for the top. Writer advised top is not a manufacturing issue. Customer stated for the leak in sunride top where water is getting in.
Joe acting service manager stated Jeeps leak it is a soft top and they will not get customer a new top customer purchased used with 40,000 miles. Writer advised Joe asm customer was told soft top is not a warranty item. Customer wants bumper to bumper what he was promised wants vehicle gone over. Writer advised Joe asm that customer is complaining about water leak in door panels and rocket panel cover above carpet. Writer advised is sending over as an unresolved concern.
######### DIRECT-TO-DEALER #########
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.
The unresolved concern is water leaks. Agent called dealer and spoke to Joe acting service manager informed that CAIR was being sent. Please update this CAIR with resolution.
##################################
REASSIGNED TO BC/DLR 32 25002 07/20/11 13:05 O[redacted]
REASSIGNED TO BC/DLR 32 25002 07/22/11 08:48 O[redacted]
*Contact Date:07/25/2011
Warranty repair has been documented on Repair Order#1[redacted]
CAIR RETURNED FROM DEALER ON 7/25/2011 AT 04:18:220 R[redacted]
Hey ralph..went to carbone on 26th july..back n forth with these guys.they are ordered two gaskets and header channel to replace for water leak...this still doesnt not change the pinhe they siliconed on vynal top nor does it fix the warped header and rain channel on top..first he was gonna ok a new top..now yhey r trying to get out of that by saying its just cosmetic...passenger side of top isnt warpin as bad but drivers side is and rubber door channel does not seal properly.if this top isnt replaced i will have to contact a lawyer an attorneh generals office..about this issue and many others.. Like within ten days my registration will be run out and by the 9th of august wachovia dealer is gonna make a bad credit report on my credit file because my trade in still is not fully paid off from carbone..theu said they fixed this...but havent seen it fixed yet
*****END OF CUSTOMER EMAIL*****
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center.
Your email has been forwarded on to the case manager.
Any further descussion will need to be with the case manager -
800-763-8422 - ext #66266 - case manager - Debbie - Refernce[redacted]
Thanks again for your email.
*****END OF CAC EMAIL*****
Called Mike service manager per Mike service adviser Mike sm will call writer back.
Called service manager Mike while waiting got cut off.
Mike sm stated windshield frame rubber molding ordered and 2 foam pieces for top need to call back 8/3.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]. Left message.
Not scheduled as of yet per Mike sm.
can you send me a email for debbie directly so i can send a video we took of the jeep leaking today as we drove to store while it was raining out i also have pictures of it...

*****END OF CUSTOMER EMAIL*****
Dea[redacted]
Thank you for contacting the Jeep Customer Assistance Center once again. Unfortunately, your case manager does not have an email system that accepts in-coming emails. I would recommend that you call her directly to discuss your latest experience and to get an update on your case. I see by the case notes in your file that she attempted to contact you on Aug. 4,11 and left a message.
I have posted your latest email message into your file for Debbie to see and she will provide you further direction in regards to this when you speak with her.
Once again, Debbie s direct contact information is 800-763-8422 - ext #66266.
Thanks again for your email.
*****END OF CAC EMAIL*****
Customer called stating customer service is bad at dealership and wants it noted. Customer stated called Dave and Dave got upset with customer for calling him at home Dave stated to customer it better be an emergency. Customer advised getting wet inside Jeep water is coming through, Dave stated he was at home having dinner with his family needs to take to dealership. Customer stated when he took vehicle into dealership to check water coming in the test they did was a spinkle of water on roof and it did not leak the dealership was recording. Customer went over and let the water flow heavy and it started to leak and dealership quit recording. Customer was upset because he and his wife where out and his wife was in a dress it started raining and it got wet inside. Customer went and bought some rubber and put on and some gorilla tape to get leak to stop. Air bag light goes on customer feels it could be the clock spring or some kind of electrical problem is driving vehicle now with the air bag light on and hopes does not get in an accident because air bag won t work. Customer wants header seal that dealership ordered and customer already paid for. So when or if it leak comes back customer can repair.
Mike service manager stated customer coming in either 8/10 or 8/11 to pick up parts for leak. Customer has already repaired himself but wanted parts for if happens again.
Just a update i brought jeep in to carbone they fixed the clock spring in a timely matter..good job and i did take the seal kit and header channel parts with me,mishap on their paper work saying i will install them myself...I didnt say that.I have to make a appoitmeant with carbone body shop to have the header channel installed and wanted parts on hand when i go there..didnt want to have to wait around for parts.as soon as i can get a appoitmeant that fits my schedual and the body shop guy at carbone i will go there.i cant get there till 4pm because of work hrs so thats what im waiting on a ok on a day at this time so he can do it.Didnt want my parts coming up mia like my jeep manual thats been on order...So thanks for all your support i will inform you when i can get this in and the seal kit and header channel replaced...
Also they mmarked on the paper work they waved a 150.00 deductable as a one time cus favor..not sure on that cause its still under the bumper to bumper warrenty promised to me for the first 3 months or 3,000 miles so there should of been no waver for a deductable...Either way i didnt have to pay ,and should be paying for the header channel kit to be installed cause it was already approved to be done at carbone body shop ,just a matter of a appoitmeant..thanks again have ablessed day ..best number to reach me at is[redacted] during lunch hrs 12 to 1230..or after 330 pm daily..thanks[redacted]
*****END OF CUSTOMER EMAIL*****
Dea[redacted]
Thank you for contacting the Jeep Customer Assistance Center once again. I have posted your most recent email message into your case file for your case manager to see. I am glad to hear that your repair concerns are being addressed and would suggest that you contact your case manager when you confirm an appointment with the body shop.
Thanks again for your email.
*****END OF CAC EMAIL*****

typo my last email..i was saying i should not have to pay for the header channel and seal kit to be installed cause it was already approved...i never implyed i will do it my self...its a appoitmeant issue ,i have a scheduale and with out a rental car i cant just drop my jeep off and walk to work ...my wife and i work 30 minutes from each other and both need a vehicle..ok thanks for your time[redacted]
*****END OF CUSTOMER EMAIL*****
*****NAN*****
Soft top Jeep and will leak. Spoke with Joe acting service manager.
Left message for customer to call writer back when set up appointment.
Left message to see if customer made appointment.
Hi todd here..well jeep started leakin again..i have not installe the header channel still unopened in package.i have called carbone body shop 3 times for them to call me back with appointmeant..no responses... [redacted]..that is carbones auto shop..scott is the man i talked with before..i need a appojntmeant after3.30 ...or carbone needs to give me a rental and fix this leaku jeep..i had enough...if thiz is not fixed asap im filong a law suit..to much stress for me
*****END OF CUSTOMER EMAIL*****
This jeep is a 2008 this should not be leakon inside the cab whatsoever...i had to put foam sticky tape inside to try n stop the leaks it worked for a few rain days..been raining for over a day here and my jeep keeps getting wet inside and starting to stink in my cab...either jeep or carbone or them combined. Needs to address and fix this issue,this is not fair to me and my family..its aggravating,try and take jeep and it rains and its comin inside...thats not normal,the top is up not down.i should not be getting anywater inside.i want this fixed
*****END OF CUSTOMER EMAIL******
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center once again. I have posted your latest email messages into your case file for review by your case manager. I am sorry to hear that you have not been able to confirm an appointment at Carbone to have the repairs completed.
You may want to call your case manager directly at 1-800-763-8422 ext 66266 to inquire if she can assist you in setting an appointment at Carbone.
Thanks again for your email.
*****END OF CAC EMAIL*****
****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Customer called said went to Carbone Collision Center. Customer wants it known purchased the new header but was not going to install himself purchased so when he was able to get to dealership would not have to wait for them to order. Customer was advised by Michael Hughes at Collision Center that he would need a new header and header channel and door serals rubber. If that does not work customer may need a new top. Customer stated he will not pay 1/2 or anything on new top because he should be covered under the bumper to bumper, he paid $20,000 for vehicle all this should have been taken care of. Customer stated that they did finally do all the other point check stuff and did repair other things but customer still has trouble with leaking inside customer has to put towels on dash when raining so speakers don t get wet.
Spoke with Mike service manager who stated Carbone Collision Center is affiliated with Chrysler dealership.
Hi todd here i called lwfr message with body shop...this jeep has to be fixed asap...last night it poured outside and my inside jeep cab soaked..the front carpets will need to be cleaned or replaced cause jeep is startin to have a oder from all the water and the front speakers are gettin wet and im noticing a slight craklin souns when playing music.i have been patient and i had it..if this jeep is not fixed in next few days or so.im filing a complaint at attorney generals.calling a laywer and filing. A complaint..i cant stand this stress.you have no idea...drivin to store and rainin out and rainin down the doors in jeep on inside everything getting wet....i neex this jeep fixed

*****END OF CUSTOMER EMAIL*****
Ok carbone collition gonna try and get this jeep parts in tonight..just updating going after work and they r gonna try n get ot done
*****END OF CUSTOMER EMAIL*****
*****NAN*****
Called left message on Carbone collision is affiliated with Chrysler and to call when gets appointment.
Customer calls to speak with their Case Manager. DM1312 not availlable because out of the office for the day. Informed customer of the same and offered the VM. Customer requested a supervisor. Customer said someone needs to pay for the top to be replaced and nothing is happening; all the Carbone shop will do is to repair the top but it s actually needs to be replaced and he s been getting the run around for a month. Customer said the pieces of the top are warped.
Informed customer of 1-2hrs time frame. Call back number is house # : [redacted]
Writer attempted to contact customer in request to a supervisor call back. Writer was unable to leave message as the phone continued to ring and then went to a busy signal. Second attempt will be made 8.23.2011.
Left message on customer voicemail to see if customer at Carbone Collision Center and what is going on.
Left message checking to see if customer got into Carbone Collision for top as of yet.
Customer left message on writers voicemail that vehicle is going back in 8/29 and is getting a new top.
Left message for customer to call writer back.
Customer called and stated new top was put on thinks they put in a Chrysler oem top 2011 says top drop 4-5 inches in front. Rain supporter bout did not install adhesive kit new header is pushing out at an angle no noise from header. Customer thinks filing down will fix it wanted to know if he did that would it void his warranty. Writer advised customer would like customer to go back to Carbone Collision and suggest it to them and let them do the work so as to not take a chance on voiding out warranty. Customer agreed.
Left message for customer to call writer back checking if appointment made to get top refitted.
Customer called in to speak to her case manager. Writer transferred customer to voice mail.
Customer [redacted] to speak with their Case Manager [redacted] best times 3:40PM .
Left message for customer will call customer back at 8:00 am est.
Left message for customer to call writer back.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the replacement of the soft top to a hard top.
The vehicle was purchased and sold with soft top
Unless the customer offers new information, decision remains unchanged.
km674
* *
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please forward this link to my case manager Debbie..like here to read what is posted by me with my jeep..and have a tec see this issue with the topwhich seems to be a malfunction by jeep...
http://www.wranglerforum.com/f33/jk-08-leak-fixes-110642.html#post1559434
*****END OF CUSTOMER EMAIL*****
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center once again. I have posted your most recent message including the link for your case manager to see.
Thanks again for your email.
*****END OF CAC EMAIL*****
Left message to call writer back.
Left message to call writer back.
I have not heard back in a while about the email i sent with links showing my jeep...is there a recall on why these tops r like this...or has a tec looked at pics why mu softop that was replaced is messed up

just like the factory top
*****END OF CUSTOMER EMAIL*****
Dear [redacted]:
Thank you for contacting the Jeep Customer Assistance Center once again. I again have posted your latest message for your case manager to see. I note by the notes in your file that your case manager has tried to contact you by phone on Sept. 13 at 3:35 pm and again today Sept. 14, 11 at 11:14 AM with messages for you to return her call.
Thanks again for your email.
*****END OF CAC EMAIL*****
Ok well i work and cant answer phone at work....the other day i missed a call at 345...but she can still call again at.345 ...another time cause ill be out of work....my lunch hr is 12 pm to 1230 pm durning week...and can be reached then also
*****END OF CUSTOMER EMAIL*****
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center once again. I have posted the information in your latest email for your case manager to see.
Thanks again for your email.
*****END OF CAC EMAIL*****
Will call customer 9/15 at 12:00 pm
Customer called stated still leaking in the doors not pouring like before but still leaking inside thru the door. Customer does not feel dealership knows what they are doing because he has done some of the work like beading. Top doesn t go around the header like it s suppost to.The top noise is down to nothing now which is good. Customer feels the top is bowing and feels this is causing a problem with leaking in door. Chrysler OEM part is the problem per customer. Customer stated had to buy prop for top. Writer advised customer could go to another dealership if is not happy with Carbone customer feels does not know how to fix the top. Customer stated is not sale material for all weather top that was replaced . Customer stated door seal on frame is smushed on one side. Writer advised customer will call Victory and check on their body shop on Jeeps. Customer wants top not to leak, water should not be coming into thru gasket because water is seeping thru door rubber and top. Passenger side leaks the drivers side the gasket will problabley need to be replaced because it soaking up the water but not leaking in.
Spoke with Tom service manager about customers soft top leak and would like to go to his body shop. Tom sm stated will take customer vehicle in and check for customer. Writer advised is coming from another dealership and is not happy. Writer will call customer to call and make appointment.
Writer called spoke with customer advised that Tom service manager at Victory will have a look at vehicle leak. Customer wanted a rental writer advised customer would need to get one if needed. Customer upset stating rental comes with warranty, writer advise customer no rental not covered under warranty but customer does have a service contract that does have rental for vehicle up to $35.00 a day. Customer upset because Victory is 30-40 minutes away from him and will need to something to drive. Customer is frustrated because when vehicle was sold to him and his wife the dealership advised him he has bumper to bumper warranty for 3 months or 3000 miles. Customer stated can not call today because his wife s birthday and has plans. Writer advised customer no problem Tom Sm is going to be gone for the rest of the day so he can call anytime next week.
Left message checking to see if customer has made a appointment with Victory.
Hi debbie i contacted victory and talked with scott as tom was not in...he was ? Who is authorizing the repairs and said i need to leave vehicle and they would give me a rental provided its authorized by crystler....havent been able to go there cause i work till ,.330 and they are all of a hr away.he told me. The tecs leave at 5pm..so i have to leave the jeep and have a car authorized for the rental
*****END OF CUSTOMER EMAIL*****
[redacted]:
Thank you for contacting the Jeep Customer Assistance Center once again.

I have posted your latest message into your case file for your case manager to see.
If you have an opportunity, you may also wish to contact your case manager by phone to further discuss your rental request and your converation with the service area at the dealer. Your case manager can be reached at 800-763-8422 - ext #66266.
Thanks again for your email and enjoy your day.
*****END OF CAC EMAIL*****
Called customer to advise service contract does have a rental on policy left message.
I have missed debbies cals as i explained my lunch is from noon to 1230 pm...i dont gwt outsode building until 12.05 ....same as after work cant get to phone until bout 3.45
*****END OF CUSTOMER EMAIL*****
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center once again.
Again, I have posted your latest message into your case file for your case manager to see.
I have also included a notation for your case manager in regards to your phone contact availability.
Thanks again for your email.
*****END OF CAC EMAIL*****
88 AGENT: PLEASE NOTE CUSTOMER S PHONE CONTACT AVAILABILITY AS PER ABOVE MESSAGE FROM CUSTOMER
Left message for customer to leave writer a message on when customer is taking vehicle to Victory to be checked.
hi debbie i did get your message ,,i have not been able to get to victory motors cause they leave at 5pm...and i been working alot..i have went thru this jeep ,left n right and with the crystler pdfs...i get some water when it rains heavy..only thing that is gonna fix it and make it stop completly is a top that is made right..my link showed how my top is...its a bad quality made top..i cant get there right now,working alot of hrs...what i dont understand is why havent they just replaced the hole top and hardware all together and fix it completly...when you purchase a new top with hardware kit it comes with the new hardware,door surrounds,top windows ..and every seal...
i have noticed alot of jeep locally and looed at the tops,,and they do not look like ,the way mine seals...theirs look right,,mine has the manufactor defects as i posted in my link below
http://www.wranglerforum.com/f33/jk-08-leak-fixes-110642.html#post1531623
user name docz that is me and the pictures are of my jeep..its very evidant what the problem is..the top does not properly fit around header bar and the door rubbers do not seal correctly...
*****END OF CUSTOMER EMAIL*****
*****NAN*****
Unable to look to open link up to look at pictures need customer to call back when appointment set for top to be checked other repairs completed.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2414	8L[redacted]	**Open Date**	07/06/2011	**Built Date**	08/13/2007	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	09/27/2007	**Mileage**	92,801	**Dealer Zone**	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45363	STANLEY-LYND AUTOPLEX,LLC			
Dealer Address	308 N FANNIN AVE				
Dealer City	CAMERON	**Dealer State**	TX	**Dealer Zip**	76520

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	CAMERON TX[redacted]	**Country**	UNITED STATES

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Advised of recall
Recall - J34: STEERING DAMPER - Advise Owner/Incomplete Recall	Advised of recall
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	Advised of recall
Corporate - Reimbursement - Default - Default - Default	Reimbursement for repair to clockspring
Dealer - By-Pass - Default - Default - Default	Timer Clock was replaced as air bag light was on
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Timer Clock was replaced as air bag light was on

Briefly summarize why the customer is contacting Chrysler: Customer states that she had her timer clock replaced as her air bag light was on and she is wondering if this should have happened. Writer contacted the dealership at 254-697-4903. Writer was placed on hold and could not speak with anyone at the dealership. Customer states the vehicle also stalled and was stranded. Customer states that the dealership advised that it was due to the timer clock as well that was causing this issue. Customer also feels this should be looked into as it is a safety issue.
Briefly summarize what the customer is expecting: To find out if this should have happened to her 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 2[redacted]
Customer email address for case updates: N/A
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Y
If a CDJ dealer has diagnosed, what is the dealer name or code? 45363
Reassigned to 88F
Status update provided via email to the following email address:
b[redacted]
My name is Kassie and I have been assigned as your Case Manager. Here is

some information that will be helpful for you to have:
Chrysler Case Management telephone number: 800-763-8422
My direct extension: 66289
My work hours: 7:30am-4:00pm MST Time Monday-Friday
I will contact you within one business day by telephone to review your case with you.
Note: This is a system generated message. Please do not reply.
Sincerely,
Kassie
Customer Care
End of Status Update
* * * * * CASE MANAGER TEAM - District U * * * * * *
Used: 5
New:1
OOW: 55,000 miles/ 09/27/2010
(X32) INLET CHECK VALVE
(X34) TRANS OIL COOLER LINES
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2011-07-07 @ 13:06
CONTACT UPDATE - 1st Contact attempt, phone number [redacted]
Writer asked that customer send documents for reimbursement review.
Writer contacted service manager and was informed that it was outside of the customers control.
Customer said the link would not work for her.
Advised customer to submit original repair order & proof of payment to:
Chrysler Customer Assistance Center
PO Box 21-8004
Auburn Hills, MI 48321
Advised customer to make a copy of these documents for their records.
Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependent upon verification of all documents requested.
POSTMARK DATE: 071511; DATE RECEIVED: 071811

Tier 2 Agent

Business Case for Goodwill

Customer submitted documents for request for reimbursement for their repair to the clockspring on their 2008 Jeep Wrangler.

Date of Repair: 07/01/2011
Mileage: 92,801
Loyalty: this customer has previously owned 2 used vehicles and currently own 1 new and 3 used vehicles.
Original Owner: no
Out-of-Pocket: yes
Multiple Repairs: no
Authorized Chrysler Dealership: yes, Stanley-Lynd Autoplex
Service Contract/Warranty: 3/36EXT
In-Service Date: 09/27/2007

Labor: $90.00
Parts: $248.83
Misc charges: $10.86
Tax: $36.09
Total: $385.78
Total Reimbursement: $385.78

Customer s proof of payment is: the customer s repair invoice shows no payment information.

The customer has provided us with an updated address in their letter to us and it matches what we have on record for the customer.
Writer is regarding it as being correct.

Writer contacted the Stanley-Lynd CJD dealership at 254-697-4903 at 12:18pm and spoke with the Service Cashier, Shari. Shari was able to confirm and verify that the customer had the repair completed and paid in full by personal check.

Writer is submitting a check in the amount of $385.78 for approval.

----------TIER 2----------
Approved Amount of $385.78
CHECK RETURNED BY CUSTOMER AS SHE ACCIDENTALLY TORE THE ROUTING NUMBERS OFF THE BOTTOM OF THE CHECK. I WILL SCAN THE VOIDED CHECK TO THE CAIR AND FORWARD TO ACCOUNTS PAYABLE. LMM14 WILL VOID AND CLOSE THE CAIR AND SUSAN MILLER WILL REISSUE THE CHECK.
POSTMARK DATE: 080911; DATE RECEIVED: 080911
*REISSUED CHECK IN CAIR [redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2410	8L560426	**Open Date**	07/08/2011	**Built Date**	11/14/2007	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	12/13/2007	**Mileage**	99,678	**Dealer Zone**	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	42076	DENNIS CRAIN DODGE-CHRYSLER INC			
Dealer Address	HIWAY 15 SOUTH				
Dealer City	WINNSBORO	**Dealer State**	LA	**Dealer Zip**	71295

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

Product - Steering - Unknown - Other - Default	Clock spring
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	
Corporate - Recall - Default - Default - Default	

Has customer had previous history with current issue? Y
Customer has a history of diagnosis for an intermittent problem? n
Has had repair history at Chrysler dealership(s)? Y
Was this vehicle purchased new by this customer? Y
Customer has a history of purchasing Chrysler vehicles? Y
If yes, number in household?3
Customer claims to maintain vehicle as per maintenance schedule? Y
Has a mechanical Chrysler Group Service Contract? N
Warranty coverage code?336
Ownership status?Original
Basic warranty component? Y
Powertrain warranty component? N
Service contract or Mopar warranty component? N
Within 3 years or 36,000 miles? Y
Within 2 years or 24,000 miles? N
Within 1 year or 12,000 miles? N
Customer advised a call back is required and will take place
within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: XXXXX@XXXXX.com
Who has possession of the vehicle? (Owner)
Has the vehicle been diagnosed by a CDJ dealer? (No)
If a CDJ dealer has diagnosed, what is the dealer name or code?
Reassigned to 88F
Status update provided via email to the following email address:
[redacted]
My name is Zach and I have been assigned as your Case Manager. Here is
some information that will be helpful for you to have:

Chrysler Case Management telephone number: 800-763-8422
Text message phone number: 801-792-4399
My direct extension: 66041
My work hours: 8am-4pm MDT Monday-Friday
I will contact you within one business day by telephone to review your case with you.
End of Status Update
* * * * * CASE MANAGER TEAM - District 88U * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
Customer states that the steering column in her vehicle is going out. Customer states that she just got the part replaced and the dealership is stating that the part is OOW by mileage but still in by time. Customer states that she would like some assistance with getting the vehicle repaired and the cost. Writer advised customer that a call back will be made after the dealership is contacted and a resolution or update is made on the case.
DEALER CONTACT - Writer spoke to Donna/ASM who states that the customer has not brougth her vehicle in yet. Donna states that they have replaced the clockspring on the vehicle but the part is OOW by mileage but it is still in by time. Donna states that she will contact the customer to schedule an appointment to bring the vehicle in and then will contact writer back.
DEALER CONTACT - Writer spoke to Donna/ASM who states that she has been busy and has not been able to contact the customer. Donna states that she will contact the customer this week. Writer advised Donna that a call back will be made on Monday 7/18.
DEALER CONTACT - Writer spoke to Donna who states that she is going to contact the customer today and is going to contact writer back with the update.
DEALER CONTACT - Writer spoke to Donna/SM who states that the customer is coming in on 7/26. Writer advised Donna that a call back will be made then.
DEALER CONTACT - Writer spoke to Houston/SM who states that he thinks that the clockspring was replaced 30,000 miles ago on 9/23/2010. SM states that the vehicle is a postal vehicle. SM states that he thinks that the vehicle might need more repairs. SM states that he is having the customer bring the vehicle back in a few days for more diagnosis. SM states that he will contact writer back when he get an update on the case.
DEALER CONTACT - Houston states that he is trying to get in contact with the customer to bring the vehicle back in. Houston states that this week would work best for him and he will contact writer back when the vehicle is at their dealership.
DEALER CONTACT - Writer spoke to Houston who states that he has not been able to get the customer in yet. Houston states that one of his techs are in training this week and won t be able to get the customer in until next week if they get a hold of the customer.
CUSTOMER CONTACT - Customer states that she has an appointment set for Monday 8/15.
CUSTOMER CONTACT - Customer states that she dropped her vehicle off yesterday and the dealership had the vehicle for a little bit and the issue still isn t resolved. Customer states that the airbag light is still on. Writer advised customer that a call back will be made after the dealership is contacted and a resolution or update is made on the case.
DEALER CONTACT - Agent attempted to contact dealer Service Manager Houston, however, SM not available. Left message for a return call at extension 66041.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3912	8L[redacted]	**Open Date**	07/12/2011	**Built Date**	01/04/2008	
Model Year	2008	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	09/25/2008	**Mileage**	60,379	**Dealer Zone**	42	DETROIT	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	66057	ED TOMKO CHRYSLER JEEP, INC.			
Dealer Address	33725 WALKER RD				
Dealer City	AVON LAKE	**Dealer State**	OH	**Dealer Zip**	44012

Owner	[redacted]	**Contact Type**	E-MAIL
Address	[redacted].	**Home Phone**	
	OLMSTED TWP. OH [redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	airbag/clockspring failure
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Safety Issue - Airbag/Clockspring failure
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
My vehicle has experienced a failure of the 'clockspring', causing an airbag
system fault (airbag light and chime). I have found numerous reports of premature failures of this part. However, the dealer indicated there is currently not a recall for this issue. I would not expect Chrysler to accept failures to a key safety system without addressing this. While my Jeep is beyond the basic warrenty period I was hoping Chrysler would be willing offer some coverage given the frequency of failure on this part. Any assistance you can provide would be greatly appreciated. Thank you,
[redacted]
*****END OF CUSTOMER EMAIL*****
[redacted]
Thank you for contacting the Jeep Customer Assistance Center regarding your 2008 Wrangler
Could you please advise us the dealers name and phone number were you went to. Also is there an estimate cost for this.
Thanking you in advance.
*****END OF CAC EMAIL*****
I called Ed Tomko Chrysler Jeep Dodge, 440-835-5900, to find out the cost of the part ($249). I gave them my VIN so they could check if it would be covered under warranty or recall. They indicated it was not covered.
I have not had the Jeep in for them to give me a total cost for the repair. I understand it is typically between $400 and $500.
Thank you for your attention on this matter.

[redacted] my iPhone
*****END OF CUSTOMER EMAIL*****

Has customer had previous history with current issue? N
Customer has a history of diagnosis for an intermittent problem? N
Has had repair history at Chrysler dealership(s)? Y
Was this vehicle purchased new by this customer? Y
Customer has a history of purchasing Chrysler vehicles? Y
If yes, number in household? - 3
Customer claims to maintain vehicle as per maintenance schedule? Y
Has a mechanical Chrysler Group Service Contract? N
Warranty coverage code? - 799
Ownership status? - ORIGINAL
Basic warranty component? Y
Powertrain warranty component? N
Service contract or Mopar warranty component? N
Within 3 years or 36,000 miles? Y
Within 2 years or 24,000 miles? N
Within 1 year or 12,000 miles? N
Dear Raymond:
Thank you for contacting the Jeep Customer Assistance Center regarding your 2008 Wrangler.
Due to the nature of your email, your concerns have been escalated. A case manager will contact you by phone in one business day.
Thanks again for your email and have a great day.
*****END OF CAC EMAIL*****
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]
Who has possession of the vehicle? (Owner/Dealer/IRF) OWNER
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No)
If a CDJ dealer has diagnosed, what is the dealer name or code?
Tomko Chrysler Jeep Dodge, 440-835-5900
Reassigned to 88F LOOKING FOR GOODWILL
* * * * * CASE MANAGER TEAM - District V * * * * * *
Status update provided via email to the following email address:
[redacted]
My name is Casey and I have been assigned as your Case Manager.
Here is some information that will be helpful for you to have.
Your Case number [redacted]
Chrysler Case Management telephone number: 1-800-763-8422
My direct extension: 66282
My work hours: 8:45 AM to 5:15 PM Eastern Standard Time, Monday-Friday.
I will contact you within one business day by telephone to review your case
With you.
Sincerely Casey
End of Status Update
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] agent talked to customer and informed him that we need to have a dealership look at it.
Writer contacted the customer [redacted]
Writer unable to leave message.
Customer calls to speak with their Case Manager. Customer was transferred to voicemail.
Writer received voicemail that he missed the CM call and to call him back.
SM stated that he has not seen since 03/11/2010. SM stated to have him call in for a diagnoses. SM stated that if there was modifications we may not be able to assist.
Writer contacted the customer at [redacted]
Writer left message stating that we would like to send the vehicle into the dealership for diagnoses and would like to know when the customer plans on taking it.
Customer called in stating that he would like to take his vehicle in to Ed Tomko CDJ instead of going to north olmsted and writer made the

customer aware that if the malfuction is due to modifications than we will not be able to assist. Customer understood. Writer stated that if there is a diagnoses fee than we will be able to consider it in his co-payment if the diagnoses proves that the vehicle failing is not due to this part failing. Customer understood. Writer also stated that this case will now go to my partner LW407 for further handling.
Customer stated that he will go on Monday and writer stated that we will call back on Tuesday at latest.
Agent contacted customer to see if he was able to take his vehicle in for diagnosis agent left contact information.
Dealer called in on behalf of customer. Writer transferred to VM.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer satisfaction.
According to the dealer, the warranty
costs of the repair are as follows:
Parts = $36.05
Labor = $208.60
Total = $244.65
Co-pay = $150.00
########## DIRECT-TO-DEALER ##############
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
If you need assistance with claim payment, please refer to
Warranty Bulletin D-11-19.
This customer has been informed of this decision.
Please update and/or close CAIR when complete.
##
REASSIGNED TO BC/DLR 42 66057 07/28/11 10:32 R[redacted]
Customer called to ask why is diagnostic was not covered. Agent called dealership and there was some confusion on who would cover the diagnostic fee, SM David said he was OK with putting it in the cost of repair agent will update the goodwill offer. Also agent put Parts and Labor in wrong column.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on describe the reason why this goodwill is being offeredÙ. According to the dealer, the warranty
costs of the repair are as follows:
Parts = $208.60
Labor = $108.15
Total = $316.75
Co-pay $150.00
########## DIRECT-TO-DEALER ##############
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
If you need assistance with claim payment, please refer to
Warranty Bulletin D-11-19.
This customer has been informed of this decision.
Please update and/or close CAIR when complete.
##
Agent contacted that dealership and was informed that the vehicle was diagnosed however the customer would not be able to make in for repair until the 18th of August. Agent left message for customer and told him that we will be placing his case on hold until he could get in for repair.
*Contact Date:07/29/2011
Service Manager at the dealership has updated the CAIR#[redacted]
An appointment has been set with the customer.
CAIR closed. Dealer and owner are all aware of goodwill offer. Owner can not return to dealer until 8/18/11. Dealer will udpate DM should any problem exist in completing the repair as outlined above. TAS13
CLOSED LOOP UPDATE - no need for additional follow-up.
The customer is taking the vehicle in on Monday 15, agent will contact dealership and customer on Tuesday to make sure repairs are complete.
Agent contacted the customer to make sure that the repairs where complete

the customer was very happy with the repairs and agent will close that case.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3918	9L[redacted]	**Open Date**	07/12/2011	**Built Date**	10/03/2008	
Model Year	2009	**Body**	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	12/31/2008	**Mileage**	56,001	**Dealer Zone**	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60359	GINN CHRYSLER JEEP DODGE, LLC			
Dealer Address	5190 HIGHWAY 278 NE				
Dealer City	COVINGTON	**Dealer State**	GA	**Dealer Zip**	30014

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	
	MANSFIELD GA [redacted]3	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	clock spring was the diagnosis
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	requirements met

Briefly summarize why the customer is contacting Chrysler: Customer stated the air bag light came on and she took the vehicle to the dealership. Customer stated the dealership suggested it is the clock spring that needs to be replaced.
Briefly summarize what the customer is expecting: Assistance with the cost of this repair.
Has customer had previous history with current issue? No
Customer has a history of diagnosis for an intermittent problem? No
Has had repair history at Chrysler dealership(s)? No
Was this vehicle purchased new by this customer? Yes
Customer has a history of purchasing Chrysler vehicles? Yes
If yes, number in household? 3
Customer claims to maintain vehicle as per maintenance schedule? Yes
Has a mechanical Chrysler Group Service Contract? No
Warranty coverage code? 336
Ownership status? Original
Basic warranty component? Yes
Powertrain warranty component? No
Service contract or Mopar warranty component? No
Within 3 years or 36,000 miles? Yes
Within 2 years or 24,000 miles? No
Within 1 year or 12,000 miles? No
Agent advised documentation would be sent to case management for review.
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 4[redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: w[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? 60359
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District M * * * * * *
Original Owner, 3 Total, 3 Current, 2 New, 1 Used, Essential Care SC.
Status update provided via email to the following email address:
[redacted]
My name is Jessi and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your Case number [redacted]
Chrysler Case Management telephone number: 800-763-8422
My direct extension: 66007
My work hours: 8:30 AM to 5:00 PM EST Monday-Friday
I will contact you within one business day by telephone to review your case with you.
End of Status Update
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Left message.
Writer received voice mail from customer at 10:54 AM EST stating she was dealing with Barry in service at the Ginn Chrysler dealership and she can be contacted back at 770-461-3464.
Writer contacted dealer and spoke with SA Barry who advised writer the clockspring needs to be replaced. SA Barry stated the customer is a good customer and has been coming to them since 12/12/09 with 3,000 miles on the vehicle. SA Barry transferred writer to SM David to discuss the customer s request for goodwill. SM David advised writer he would be fine with accepting assistance for the customer and would recommend the customer pay a $100 co-pay. SM David stated he would have to contact writer back with the warranty cost.
Writer received voice mail at 10:46 AM EST from SM David requesting a call back at 770-786-2271.
Writer contacted dealer and spoke with SM David who inquired if writer was going to offer a $100 co-pay to the customer. Writer advised SM David writer was waiting for warranty pricing information before a definitive offer is made.
SM David advised writer he had a note and could not remember what he needed. SM David stated he would gather the information and contact writer back.
Writer contacted customer on [redacted] Customer was not available, writer left a message indicating writer has been in contact with SM David and as soon as the necessary information is received writer would follow up.
Writer received voice mail at 11:35 AM from customer returning writer s call and requesting a call back at [redacted]
Writer received voice mail at 11:40 AM EST from SM David stating the total cost for the repair is $255.35 and a $100 co-pay would be fine.
Writer contacted dealer and spoke with SM David who advised writer the part is $208.60 and the labor is $46.75. Writer advised SM David writer would contact the customer and then create the RA and send the case over.
Writer contacted customer on [redacted] Writer advised customer writer received the information from SM David and assistance would be offered with a $100 co-pay, plus tax on the co-pay amount. Customer thanked writer for the assistance and stated she did not think this was a normal wear and tear item. Writer advised customer the dealer advised writer it is a one off situation that they do not see a lot of failures with and they did not believe she caused it. Writer also advised customer writer would follow up after the repair to ensure the concern was resolved prior to closing the case.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer satisfaction.
According to the dealer, the warranty
costs of the repair are as follows:
Parts = $208.60
Labor = $46.75
Total = $255.35
Co-pay = $100.00

########## DIRECT-TO-DEALER ##############
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
If you need assistance with claim payment, please refer to Warranty Bulletin D-11-19.
This customer has been informed of this decision.
Please update and/or close CAIR when complete.
##################################
REASSIGNED TO BC/DLR 66 60359 07/14/11 12:17 O[redacted]
*Contact Date:07/19/2011
Dealer goodwill repair is documented on Repair Order#[redacted]
CAIR RETURNED FROM DEALER ON 7/19/2011 AT 10:56:858 R[redacted]
Writer contacted customer on [redacted]. Customer was not available, writer left a message.
Writer contacted dealer and spoke with SM David who advised writer the vehicle has been returned to the customer and she has paid the co-pay set up.
Writer contacted customer on [redacted]4. Customer stated the dealership did a great job on the repairs and thanked writer for the help. Writer advised customer the case would be closed, however if she had any further concerns to contact the CAC.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs. Writer spoke with SM David who indicated the claim would not pay through on for the customer s repair. Writer advised SM David of error codes listed for why the claim would not pay. SM David stated he had another customer with a claim issue as well, however he did receive a message about the claim and it may be taken care of. SM David advised writer he would let writer know if he had any further problems. SM David also indicated he has another very good customer that is in by time but out by mileage and he would like to take care of the customer. SM David inquired if he would be able to open a claim for the customer. Writer advised SM David if the dealership does not have DSA the customer would have to call to have a case open for assistance to be looked into. SM David stated this is only $162 warranty claim and he would like to take care of the customer. Writer advised SM David once the case is open writer can look into the assistance. SM David stated he would inform the customer to call in and inquired if he should call writer directly.
Writer advised customer the customer would have to call the CAC line.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA5413 7L[redacted]	**Open Date**	07/13/2011	**Built Date**	12/02/2006		
Model Year	2007	**Body**	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	12/26/2006	**Mileage**	62,689	**Dealer Zone**	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	42298	GAINESVILLE DODGE			
Dealer Address	3000 NORTH MAIN STREET				
Dealer City	GAINESVILLE	**Dealer State**	FL	**Dealer Zip**	32609

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light is on
Recall - G40: REPROGRAM EBC MODULE - Consequential Expenses Not Covered	Dealer stated that the clockspring went out because of this recall.
Product - Electrical - Horn - Defective - Default	Will randomly blow

Briefly summarize why the customer is contacting Chrysler: Customer called in becasue the deaelrship asjked that he call us. They were in fixing the recalls on his vehicle and they found the clockspring broken. The dealership stated that the clockspring is broken because of the recall itself. Briefly summarize what the customer is expecting: The customer would like this covered under the recall work that is being performed.
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? 42298
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District M * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
Customer states that the dealer has requested him to call the CCAS, because due to the recall the clockspring needs to replaced.
Customer states that SA is Ian.
Case Manager will contact dealer to seek assistacne
CJD VIN History
Original Owner- yes
Current- 1

Total- 1
New- 1
Used- 0
Service Contract- No
OOW by miles/time- 24,000/EXP-December 26, 2009
Previous concerns- No
######### 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 ABS light- clock spring
Please update this CAIR with resolution.
##################################
text to dealer with case managers email ,ext, and phone number
REASSIGNED TO BC/DLR 66 42298 07/14/11 09:29 O 2[redacted]
was at dealer follow up 7/18/11
REASSIGNED TO BC/DLR 66 42298 07/16/11 13:27 O[redacted]
*Contact Date:07/18/2011
Dealer goodwill repair is documented on Repair Order#2[redacted]
CAIR RETURNED FROM DEALER ON 7/18/2011 AT 04:17:289 R[redacted]
Left customer repair satisfaction message.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D13	BL[redacted]	***Open Date***	07/14/2011	***Built Date***	08/16/2010	
Model Year	2011	***Body***	JKJL72	JEEP WRANGLER SPORT 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	12/20/2010	***Mileage***	9,952	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

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]
	MIAMI FL [redacted]5	***Country***	UNITED STATES

Dealer - Parts - Transaction - Parts N/A / Backordered - Default	Body Wiring
Product - Body / Trim / Paint Finish - Air Bag - Broken, Cracked - Unknown	defective air bag
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	wires for computer for air bags are cut
Product - Electrical - Body Wiring - Defective - Default	

Caller: MRS Natalie Cazo
Agent made no promises or commitments.
Briefly summarize why the customer was calling:
MRS called as brought vehicle into dealer as rear speaker not working. Upon investigation discovered it was missing. Upon further investigation, they found that the wires for the computer for the airbag were cut. Dealership is accusing the customer of tampering with the wiring and refusing to do repairs.
Briefly summarize why the customer is expecting from Chrysler:
MRS is wanting the wires for the airbags repaired at no cost to her as was defective when she received it.
Has customer had previous history with current issue? no
Customer has a history of diagnosis for an intermittent problem? No
Has had repair history at Chrysler dealership(s)? yes
Was this vehicle purchased new by this customer? yes
Customer has a history of purchasing Chrysler vehicles? no
If yes, number in household? 1
Customer claims to maintain vehicle as per maintenance schedule? yes
Has a mechanical Chrysler Group Service Contract? no
Warranty coverage code? 536
Ownership status? original
Basic warranty component? yes
Powertrain warranty component? no
Service contract or Mopar warranty component? no
Within 3 years or 36,000 miles? yes
Within 2 years or 24,000 miles? no
Within 1 year or 12,000 miles? no

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 7[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? 67962
Reassigned to 88F
Also advised of outstanding recall
* * * * * CASE MANAGER TEAM - District 88N * * * * * *
Caller requesting to speak with Case Manager.
Called dealership at 305-470-8000. Agent spoke with service manager
Angel. SM stated the vehicle wasn t built with a subwoofer but the
customer put one in and all the wiring for the amplifier is missing. SM
stated a tech advisor looked at the vehicle for a final inspection and
they have to put the vehicle back to factory spec which means putting the
stock speaker cover over the subwoofer. SM stated the wires for the
harness at the occupant control module were all cut and the airbag light
was on. SM stated that someone would have had to physically gone in and
cut those wires. SM stated the customer is saying that during the last
eight month and 9000 miles he never noticed the airbag light until now.
SM stated they will get an answer on Monday or Tuesday about whether the
wiring harness will be covered or not.
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[redacted] Customer stated the vehicle came with the subwoofer and it
wasn t working so he took it in. Agent advised customer that the vehicle
didn t come with a subwoofer and the dealership is able to put the
vehicle back to factory spec. Customer stated he doesn t care about the
speaker anymore and only cares about the airbag light because he has two
small children and is worried about the airbag going off while driving.
Agent advised customer that the dealership will have an answer on Monday
or Tuesday regarding the wiring harness that was cut. Customer stated he
will just wait until then and there wasn t any other help he needed.
Called customer at [redacted]. Customer stated he left the service
manager a voicemail this morning and hasn t heard anything back. Agent
advised customer that the service manager is waiting for an answer from
his tech advisor and should hear back from him today or tomorrow. Agent
advised customer he will be updated when there is an answer.
Called customer at [redacted]. Customer stated he spoke to the service
manager and was advised the wiring harness will be replaced but the
subwoofer will be removed and the original panel will be put back.
Customer stated there wasn t anything else he needed assistance with.
CLOSED LOOP UPDATE - no need for additional follow-up.
Called dealership at 305-470-8000. Dealerships phone was busy. Agent was
calling to get the part number and order number for the wiring harness
that was ordered.
Called dealership at 305-470-8000. Agent remained on hold for several
minutes and then disconnected call.
Called dealership at 305-470-8000. Agent spoke with Elias in the parts
department.
Part number: 68057764AC
Order number: 0C0719
****** Below Corporate Resources Contacted ******
PARTS EXPEDITING
on 2011-07-21 @ 14:36
There are not any dealerships in GPOP with this part in stock.
I am requesting goodwill rental assistance for the customer. The harness
needed for the vehicle is coming from national.
Order # is C97923. Please advise if I can put the customer in a rental.
Angel Perez
Service Manager
Planet Dodge Chrysler Jeep
Called dealership at 305-470-8000. Left voicemail for SM Angel inquiring
how many days of rental the customer needs.
Customer seeking rental assistance because of backordered part.
Contacted Service Manager, Angel at 67962 todiscuss 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-04-26.
Reassigning to 88W for futher handling.
* * * * *District 88W* * * * *
Part #68057764AC, Order #0C0719, Dealer Code 67962. Daily Order.
Per GPOP, part was shipped to the dealership on 7/22/2011.
****** START OF SUPPORT ESCALATION FROM PARTS EXPEDITING by
T5192AL******
Part was shipped to dealer on 7/22. See line 100.
****** END OF SUPPORT ESCALATION FROM PARTS EXPEDITING******
**POTAMKIN S PLANET dealership was contacted today. Writer left a voice
message for Service Manager, Angel, inquiring if the part has been
received and the needed repair completed. Writer provided toll free
number, extension and CAIR # for a return call. Writer also provided
email address.
SM called to speak with the case manager, writer transferred caller to
ext. 66308.
Writer received voice message from Service Manager, Angel, who stated
that the repairs have been completed and the customer picked up his
vehicle today.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BZ3H1X	AL[redacted]	**Open Date**	07/15/2011	**Built Date**	10/30/2009	
Model Year	2010	**Body**	JKUM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	11/19/2009	**Mileage**	39,500	**Dealer Zone**	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	66933	NEUWIRTH MOTORS INC			
Dealer Address	219 S.COLLEGE RD				
Dealer City	WILMINGTON	**Dealer State**	NC	**Dealer Zip**	28406

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	LELAND NC [redacted]7	**Country**	UNITED STATES

Corporate - Rental Vehicle - Default - Default - Default	Seeking a rental

Briefly summarize why the customer is contacting Chrysler: Customer called in today because his vehicle is in the dealership for transmission repairs
Briefly summarize what the customer is expecting: Customer is seeking a rental vehicle while the vehicle is down at the dealer for the repairs to the transmission.
Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today.
Preferred Morning/Midday call back number is [redacted]9
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: N/A
Reassigned to 88R
* * * * * CASE MANAGER TEAM - District 88RÙ * * * * * *
2 New, 1 Used-disposed, OOBasicW by 3,500 miles under by time, Powertrain Warranty still active, No CGSC.
Contacted dealer code: 66933, they were closed.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted], spoke with customer who states they were replacing a cylinoid and found metal shavings in the pan. Customer states he rented a vehilce yesterday but returned it and picked up his vehicle. Customer states he will take his vehicle back to the dealership tomorrow, he doesn t want to drive on it. Writer advised more information needs to be gathered from dealership before rental can be authorized. Writer did advise customer if he needed to get a rental he could seek reimbursement of up to $35/day for any CDJR product or up to $20/day for any other brand.
Contacted dealership, was advised by SA Ray that the vehicle is there but SA Chris who is working on the vehicle and SM Greg Page would not be in until Monday. Writer is reassigning case to rental for further follow up and review on Monday morning, 07/18/11.
Contact attempt, dialed [redacted] left a message advising of new information and of possible rental reimbursement.
Per new rental guidelines, writer is reassigning case to correct zone

case manager, PS631 for further follow up and review.
Writer attempted to contact customer for additional information about repair/rental. Customer states he is taking vehicle back to dealership after work today. Customer will be needing rental from this evening on for duration of repair. Customer states he rented a vehicle for Friday out of his pocket, then returned it on Friday 07/15, picked up his vehicle temporarily for the weekend. Reassigning to 88R for rental approval.
Please read lines 24-25. The customer has been advised of a decision. Forwarding back to case manager as the rental decision was made.
Writer attempted to contact customer, neighbor states she is not home, try to contact her on [redacted]
Customer states she ended up only needing a rental
Advised customer to submit original rental agreement & proof of payment to:
Chrysler Customer Assistance Center
PO Box 21-8004
Auburn Hills, MI 48321
Advised customer to make a copy of these documents for their records. Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependent upon verification of all documents requested.
Customer states she is very frustrated that she is having many problems with air bag light being on after only 40,000 miles. Vehicle is used for mail delivery. Writer advised customer that once a diagnosis is done, we can speak with SM for assistance with the air bag issue. Customer states she doesn t have an air bag at this time. Customer states she can t afford to pay a diagnosis fee for a vehicle with only 40,000 miles, so she is refusing to have a diagnosis done, unless Chrysler pays for it. Writer advised unable to waive the fee, she ll need to see what the dealership is willing to do. Writer advised that since nothing more CAC can do, case will be closed.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2413	8L[redacted]	**Open Date**	07/19/2011	**Built Date**	11/13/2007	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	12/17/2007	**Mileage**	106,000	**Dealer Zone**	74	DENVER	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PYB	DETONATOR YELLOW CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60168	WOLF AUTO CENTER STERLING, LLC			
Dealer Address	520 EAST CHESTNUT ST				
Dealer City	STERLING	**Dealer State**	CO	**Dealer Zip**	80751

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	FLEMING CO 8[redacted]	**Country**	UNITED STATES

Product - Steering - Unknown - Other - Default	Clock spring
Corporate - Recall - Default - Default - Default	Incomplete recalls K13 & L05
Recall - J34: STEERING DAMPER - Reimbursement	Replaced steering dampener prior to recall J34
Corporate - Reimbursement - Default - Default - Default	

Customer states that she replaced the airbag because the dealer told her that this was the cause of all of her issues. Customer states that she will send in all of her documentation to see if she can possibly be reimbursed for other repairs for misdiagnosis.
****** Below Customer Contacted for Documentation Request ******
k[redacted]t on 2011-07-21 @ 19:18
Advised customer to submit original repair order & proof of payment to:
Chrysler Customer Assistance Center
PO Box 21-8004
Auburn Hills, MI 48321
Advised customer to make a copy of these documents for their records.
Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependent upon verification of all documents requested.
Writer contacted the customer at [redacted]. Customer states that she will be sending in her information via mail. Customer was advised that her documents need to be reviewed to see if she qualifies for reimbursement for previous clock spring repairs. If the customer has had the clock spring replaced writer informed the customer that she will be reimbursed 100%.
CONTACT UPDATE 1st Contact attempt, phone number dialed, [redacted] at 11:59am EST. Customer was not available. Left message with writer s name, phone number as well as extension. If customer does not contact writer another attempt will be made.
Writer left detailed VM requesting to know if reimbursement documents have been sent in. Writer left phone number and CAIR number requesting return phone call to note if documents have been sent.

* * * NEXT AGENT * * *
Please ask customer if they have mailed in reimbursement documents and confirm mailing address. Thank you.
Customer called in and stated that she sent in her documents in the mail on july 27th. Agent advised customer that if there is any further information needed PG680 will get in touch with her. Customer was happy and ended the call.
POSTMARK DATE: 072711; DATE RECEIVED: 080111
POSTMARK DATE: 072711; DATE RECEIVED: 080111
Writer called dealership at 970-522-2523 and spoke with Jesse the SA who verified the steering stablizer was in no relation to the control arms.
Writer called customer at [redacted] Customer was not available.
Writer left message for customer to call CAC and refer to her CAIR number.
* * * * NEXT AGENT * * * *
Please inform customer the invoices received are not for clock spring repairs. On lines 19-21 it states that if the customer has repairs to the clock springs, they will be reimbursed. The customer s repairs were not for the clock spring. Please inform the customer that there will not be a reimbursement at this time. Unless customer can provide further information showing the clock spring repairs, the decision remains the same. Thank you.
Mrs. [redacted] called in because someone here left a message at her house. Agent informed her that she needs to send in invocies for the clock spring, and chrysler is requesting more information from her. Agent transfered her to PG680, but his line was busy. Customer will try again in an hour.
Transferred customer to agent PG680 extension # 4718261
Writer informed customer that due to the diagnostics not being what the problem was, writer will reimburse the customer the diagnostics fee charged on 6/05/09 at $79.00. Writer also stated that the reimbursement will be processed for the two repairs to the steering stabilizer if they are part of the steering dampener. Customer understood.
Writer called IRF at 970-522-4141 and spoke with Nate the SM who stated that it was the steering dampener that was replaced. SM stated that they just do not have every technical name in the system for every part. SM stated that the tax rate charged is 7% on only parts.
Previous Agent Promise
****
Customer submitted documents for request for reimbursement for the repair to the clockspring on their vehicle, on lines 19-21 in CAIR [redacted] reimbursement was promised by previous agent in the amount of the repairs to the clockspring at 100%.
Customer s proof of payment is: Dealer invoice printed CASH
Date of Repair: Sep 10, 2009
Labor $0.00
Parts $0.00
Tax $0.00
Misc (warranty deductible) $45.52
Discount -$0.00
Total $45.52
Deductible -$0.00
Reimbursement for clockspring repair $45.52
Business Case for Goodwill
****
Customer has submitted request for goodwill for a diagnostic charge only for a repair to the air bag sensor. The air bag sensor was mis-diagnosed since the problem was actually the clockspring. Customer has paid out of pocket. Writer is suggesting reimbursement as a goodwill gesture per customer satisfaction.
Customer s proof of payment is: Dealer invoice printed CASH
Date of Repair: Jun 5, 2009
In-Service Date: Dec 17, 2007
Original Owner: Yes
Mileage: 44657
Loyalty: 3 vehicles

Multiple Repairs: Yes
Authorized Chrysler Dealership: Yes
Dealer Opinion: Customer did not need an airbag sensor. The airbag light was on because of the clockspring.
Service Contract/Warranty: 336 expired
Out-of-Pocket: $79.00
Labor $79.00
Parts $0.00
Misc. $0.00
Tax $0.00
Reimbursement for diagnosis $79.00
RECALL - Steering Dampener J34
****
Customer submitted request for reimbursement for recall J34 for the steering dampener.
Customer s proof of payment is: Credit card approval code 630914
Recall applies to customer s vehicle: Yes
Date of repair: Oct 23, 2009
Labor $30.00
Parts $109.82
Tax $4.05
Misc. Charges $0.00
Total $143.87
Reimbursement for J34 recall $143.87
Correction line 115 Tax (7% parts) $7.69
Correction line 117 Total $147.51
Correction line 118 recall $147.51
Writer submitting check for reimbursement in the amount of $147.51 + $79.00 + $45.52 = $272.03.
Writer verified address in COIN matches the documents submitted.
Approved

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2415	8L[redacted]	***Open Date***	07/21/2011	***Built Date***	08/24/2007	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	10/20/2007	***Mileage***	96,430	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	44155	DODGE OF WINTER HAVEN			
Dealer Address	299 CYPRESS GARDENS BLVD				
Dealer City	WINTER HAVEN	***Dealer State***	FL	***Dealer Zip***	33880

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

Product - Steering - Steering Wheel / Column - Other - Default	Clock spring

The air bag light is not on.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2415	8L5[redacted]	***Open Date***	07/22/2011	***Built Date***	09/24/2007	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	10/05/2007	***Mileage***	45,000	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	43636	SORENSEN SCHADE CHRYSLER DODGE		JEEP, INC.	
Dealer Address	21529 U S HIGHWAY 27 NORTH				
Dealer City	LAKE WALES	***Dealer State***	FL	***Dealer Zip***	33859

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

Product - Steering - Steering Wheel / Column - Other - Default	Clock Spring

Status update provided via email to the following email address:
[redacted]
Thank you for taking the time to speak with me regarding your vehicle! My contact information is 800.763.8422 ext. 66348. Case number [redacted]3.
Thank you! Chelsey
End of Status Update
Customer states that her air bag light is currently on but has not had prior repairs to the vehicle. Writer advised the customer that I will be contacting 43636 on 07/25 then contacting her so that she can schedule her appointment. Customer is aware that the repair will be covered by Chrysler.
Writer contacted dealer 43636 and spoke to Dave SM and informed him that the customer will be coming in for clock spring replacement on her RHD vehicle. SM was informed that we will be replacing the clock spring at no cost to the customer and sending the defective clock spring to:
Chrysler Group LLC
800 Chrysler Drive
Auburn Hills, MI 48326
Attn: Paul Pantinga
CIMS 482-00-91
SM will contact me back with pricing for the parts and labor.
Writer contacted the customer at [redacted] Customer states that they have had the clock spring changed out before but the airbag light is still on and it was changed out eight months ago. Customer states that she will contact the dealer and schedule an appointment.
Writer contacted dealer 43636 and spoke to Dave SM who states that the customer has not been in yet but will call her now and see when she is coming in. SM will call back with pricing.
Writer contacted dealer 43636 and who states that they have sent the part to Auburn Hills MI and will call back with warranty pricing.
Writer contacted dealer 43636 and spoke to Ann, warranty administrator, who states that the claim has already been paid. Writer thanked her for

all of her help.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3913	9L[redacted]0	***Open Date***	07/22/2011	***Built Date***	10/16/2008	
Model Year	2009	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	05/20/2009	***Mileage***	58,000	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68502	PIEDMONT CHRY-DODGE-JEEP			
Dealer Address	4015 CLEMSON BLVD				
Dealer City	ANDERSON	***Dealer State***	SC	***Dealer Zip***	29621

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	BELTON SC[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	seeking recall information
Product - Transmission / Transaxle - Unknown - Slips - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer contacting Chrysler requesting recall information, customer states that she delivers mail, customer states that the air bag light came on and then the transmission slipped a bit, customer states that the vehicle wouldn t shift out of first gear, agent advised customer that there are no incomplete recalls on the vehicle at this time and if a recall is issued for this vehicle then she will receive notification by mail.
Briefly summarize what the customer is expecting:
Customer seeking recall information

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2412	8L5[redacted]3	***Open Date***	07/25/2011	***Built Date***	12/15/2007	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	07/05/2008	***Mileage***	59,756	***Dealer Zone***	74	DENVER	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60405	CLOQUET CHRYSLER CENTER			
Dealer Address	701 WASHINGTON AVE				
Dealer City	CLOQUET	***Dealer State***	MN	***Dealer Zip***	55720

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	CARLTON MN [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Horn,Airbag light

Customer call seeking if he has any recall on his vehicle.CSR informed customer that he doesnot have any recall on this vehicle at this time.Customer stated that he is having problem with the horn and his airbag lights are on.

Customer Assistance Inquiry Record (CAIR)# 2[redacted]

VIN	1J4FZ2411	8L[redacted]	**Open Date**	07/25/2011	**Built Date**	03/12/2008	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	10/14/2008	**Mileage**	85,511	**Dealer Zone**	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	58277	LEARN MOTOR CO INC			
Dealer Address	502 N FRANKLIN ST				
Dealer City	WATKINS GLEN	**Dealer State**	NY	**Dealer Zip**	14891

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]2
	MONTOUR FALLS NY 1[redacted]	**Country**	UNITED STATES

Product - Steering - Steering Wheel / Column - Defective - Default	RHD Survey Clockspring
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light on

* * * * * CASE MANAGER TEAM - District 88Z * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[redacted] Customer said she would go to the 58277 LEARN MOTOR JEEP
Dealer to get the airbag clockspring replaced this Thursday, 07/28/2011.
Agent will contact dealer to provide info on the clockspring.
Agent called the 58277 LEARN MOTOR CO INC to speak with Bruce Melanson,
Service Manger, who was not available. Agent spoke with MIke Learn,
owner, who took down the message that Jeep will be covering 100% of the
cost to replace the failed clockspring and for the dealership to send the
clockspring for analysis to:
Chrysler Group LLC
800 Chrysler Drive
Auburn Hills, MI 489326
Attn: Paul Plantinga
CIMS 482-00-91.
2nd attempt made to contact customer. Left message.
Customer states that the dealership has ordered the part and will contact
her when it comes in.
Agent called Bruce Melanson, Service Manager, 58277 LEARN MOTOR CO
Dealer.
As a one-time goodwill gesture, Chrysler will be making a policy
adjustment for this repair based on customer satisfaction. According to
the dealer, the warranty
costs of the repair are as follows:
Parts = $208.61
Labor = $34.50
Total = $243 .11
Co-pay = $0.00
########## DIRECT-TO-DEALER ##########
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
If you need assistance with claim payment, please refer to Warranty Bulletin D-11-19.
This customer has been informed of this decision.
Please update and/or close CAIR when complete.
##################################
REASSIGNED TO BC/DLR 32 58277 08/03/11 12:09 O [redacted]
*Contact Date:08/04/2011
Warranty repair has been documented on Repair Order# [redacted]
CAIR RETURNED FROM DEALER ON 8/04/2011 AT 03:42:474 R [redacted]
Agent called the customer [redacted] left a voice mail thanking her assistance in the clock spring repair.
CLOSED LOOP UPDATE - no need for additional follow-up.
Writer left a voicemail.
Writer called customer back, and customer did not pick up contact call.
Customer states that she is interested in participating for phase 2.
Customer is going to check with her job and make sure it is ok that she shows the engineers the route.
CLOSED LOOP UPDATE - no need for additional follow-up.
Writer spoke to the customer about the RHD survey phase two. The customer would like to participate and is available to meet the Jeep engineer on 10/5/11 at 8:45 am at her post office. The customer stated that she recently had a diagnosis done on the vehicle and she needs new front ball joints. Writer agreed to look into goodwill assistance for the repair because of her willingness to participate in the phase two data collection. Writer will open a new case to process the goodwill decision for the ball joint repair.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2411 8[redacted]	***Open Date***	07/25/2011	***Built Date***	01/09/2008		
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	05/01/2008	***Mileage***	62,698	***Dealer Zone***	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	05689	BOB JOHNSON MOTORS INC			
Dealer Address	195 WEST MAIN STREET				
Dealer City	SPRINGVILLE	***Dealer State***	NY	***Dealer Zip***	14141

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ARCADE NY 1[redacted]	***Country***	UNITED STATES

Product - Steering - Steering Wheel / Column - Other - Default	RHD survey clockspring
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag warning light on

* * * * * CASE MANAGER TEAM - District 88Z * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 5[redacted] Agent called the customer on the RHD survey clockspring. Customer states that her airbag warning light is on and that she will set up an appointment with the 05689 BOB JOHNSON to get the clockspring replaced. Agent will contact dealer to so inform them.
Writer received call from Jerry at dealer. Jerry states the customer told him that BK281 was covering the repair. Writer advised Jerry per the notes the customer states the airbag warning light is on and the customer was going to set up an appointment with dealer 05689. Writer advised Jerry no commitment was made to fully cover the repair. Writer transferred Jerry to case managers ext.
Agent called Jerry at the 05689 BOB JOHNSON Dealer to confirm Jeep will be covering 100% of the cost to replace the failed clockspring and for the dealership to send the clockspring for analysis to:
Chrysler Group LLC
800 Chrysler Drive
Auburn Hills, MI 489326
Attn: Paul Plantinga
CIMS 482-00-91.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on Right Hand Drive survey of the clock spring. According to the dealer, the
warranty
costs of the repair are as follows:
Parts = $208.60
Labor = $29.90
Total = $238.50
Co-pay = $0.0

########## DIRECT-TO-DEALER ##########
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
If you need assistance with claim payment, please refer to Warranty Bulletin D-11-19.
This customer has been informed of this decision.
Please update and/or close CAIR when complete.
##########
REASSIGNED TO BC/DLR 32 05689 07/26/11 13:42 O 2[redacted]
Received voicemail from customer that dealer has ordered the clock spring.
REASSIGNED TO BC/DLR 32 05689 07/28/11 10:37 C[redacted]
*Contact Date:07/29/2011
Warranty repair has been documented on Repair Order#[redacted]
CAIR RETURNED FROM DEALER ON 7/29/2011 AT 11:00:262 R[redacted]
Agent called the customer. Customer said that the 05689 BOB JOHNSON MOTORS Dealers replaced the clockspring to her complete satisfaction and that they are mailing the failed clock spring to Chrysler. Agent thanked the customer for her assistance in this matter and advised to contact 877 426-5337 if we can assist her in the future.
CLOSED LOOP UPDATE - no need for additional follow-up.
Writer contacted customer at[redacted]2 and left a message with customer s daughter requesting a call back.
Writer contacted customer at[redacted]4 and spoke to customer and asked if she would be willing to participate on phase 2 of the investigation and she stated she would be willing to but she can t do it from 09-17-11 to 09-30-11 because she has mail count, but any time between 09-12-11 to 09-16-11 would be okay. Writer advised that if she is one of the chosen once we will contact her back.
S[redacted] customer stated that she has an appointment on 10/3/11 so the clock spring can be checked. Customer stated that she would it rescheduled. Writer advised customer that she would have to contact the dealership and speak to SM so the appointment can be rescheduled. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ241X	8L[redacted]	**Open Date**	07/26/2011	**Built Date**	09/17/2007	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	10/31/2007	**Mileage**	88,000	**Dealer Zone**	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	44360	MILTON DODGE CHRYSLER JEEP INC			
Dealer Address	6348 HWY 90 WEST				
Dealer City	MILTON	**Dealer State**	FL	**Dealer Zip**	32570

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	BAKER FL 3[redacted]	**Country**	UNITED STATES

Product - Steering - Steering Wheel / Column - Other - Default	Clock Spring

Customer states that her air bag light is on and that it has been on for three years. Customer was advised to take the vehicle into the dealer and Chrysler will replace the clock spring at no cost to her. Customer will be in contact with the dealer tomorrow to schedule an appointment.
Writer contacted dealer 44360 and spoke to Jennifer who states that the SM is out to lunch and will be returning later today.
Writer contacted the dealer and spoke to Sam SM and advised him of the RHD vehicle surveys that are being performed for rural mail delivery vehicles. SM was informed the customer will be coming in for the replacement of her clock spring and that they will need to mail the defective on to Auburn Hill, MI. SM asked that the mailing address be emailed to him and he will email me back the warranty rates. SM email is ssharpe@miltondodge.com
Writer sent email to SM requesting warranty rates and provided him with the mailing address to send the failed clock spring.
Writer contacted the dealer and spoke to Charlie SA who states that they just got new emails and he doesn t know what his is yet.
Writer contacted the dealer and spoke to Jenifer who states that the email address is ssharp@miltondodge.com
Writer contacted the dealer and Jenifer states that the SM is out for lunch.
Writer contacted the dealer and spoke to the SM who states that the customer informed him that she was going to be taking the vehicle to dealer 56733.
Writer contacted the customer to verify where she will be taking the vehicle. Customer was unavailable. Left voice mail.
Writer contacted the customer to verify where she will be taking the vehicle. Left voice mail.
2nd attempt made to contact customer. Left message.
3rd attempt made to contact customer at number [redacted]3. Left message.
4th attempt made to contact customer at number 8[redacted]. Left

message.
5th attempt made to contact customer. Customer was at work and that he will have her call agent back.
6th attempt made to contact customer at number [redacted]3. Call could not be completed as dialed. Writer is closing case. If the customer calls back in please re-open and assign back to CS1123.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2417	8L[redacted]	***Open Date***	07/26/2011	***Built Date***	05/01/2008	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	05/16/2008	***Mileage***	59,273	***Dealer Zone***	70		
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	24132	JIM SMOLICH MOTORS INC			
Dealer Address	1865 NORTH EAST HIGHWAY 20				
Dealer City	BEND	***Dealer State***	OR	***Dealer Zip***	97701

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BEND OR [redacted]	***Country***	UNITED STATES

Product - Electrical - Unknown - Defective - Default	Airbag
Product - Drivability - Unknown - Other - Default	Clockspring

Caller: Mr [redacted]r on wife s behalf.
***
Briefly summarize why the customer is contacting Chrysler: Caller advised the vehicle has been experiencing issues with the airbag sensor light. Caller advised the dealership told him that it was the clockspring acting up.
Briefly summarize what the customer is expecting: Assistance since they are outside of warranty.
*****
Has customer had previous history with current issue? Y / N No
Customer has a history of diagnosis for an intermittent problem? Y / N Yes
Has had repair history at Chrysler dealership(s)? Y / N Yes
Was this vehicle purchased new by this customer? Y / N Yes
Customer has a history of purchasing Chrysler vehicles? Y / N Yes
If yes, number in household? 2
Customer claims to maintain vehicle as per maintenance schedule? Y / N Yes
Has a mechanical Chrysler Group Service Contract? Y / N No
Warranty coverage code? 336
Ownership status? First Owner
Basic warranty component? Y / N Yes
Powertrain warranty component? Y / N No
Service contract or Mopar warranty component? Y / N No
Within 3 years or 36,000 miles? Y / N Yes
Within 2 years or 24,000 miles? Y / N No
Within 1 year or 12,000 miles? Y / N No
*****
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] s number)
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: n/a
Who has possession of the vehicle? (Owner/Dealer/IRF) Owner
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No)
If a CDJ dealer has diagnosed, what is the dealer name or code?
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District 88 O * * * * * *
Original owner, 1 household, oow by time and miles, no service contract.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 5[redacted]. Writer attempted to call number but the number has been disconnected. Writer has no other way to get ahold of the customer. If customer calls back in please get a correct phone number for the customer.
CLOSED LOOP UPDATE - no need for additional follow-up.
[redacted]0 customer s home number. Transferred to CM ext 66085.
Customer s correct phone number is[redacted]
Customer calls to speak with their Case Manager.
Customer called in stating the case had the wrong number. Customer states this is a common issue. Customer states its the clock spring. customer states she is going to sell the vehicle but would like it covered.
Customer had the vehicle diagnosed at 24132 on july 13th. Customer states she did pay a diag fee. Writer informed customer of the goodwill process and the Cm will call the SM and get the info needed. Writer informed customer to expect a call back this week. customer state [redacted]is the correct phone number. Writer updated coin.
Writer called the dealership and spoke to SA Craig.
Parts-$270.00
Labor-$102.00
Customer co-pay-$100.00.
Writer called customer and left a message.
2nd attempt made to contact customer. Left message.
Customer Contact
Customer was advised of the offer of a goodwill repair of $100.00 and accepted the offer.
Writer submitted RA.
REASSIGNED TO BC/DLR 70 24132 08/08/11 15:59 R[redacted]
SM Craig with dealer 24132 requesting to speak with Case Manager. He wanted to verify the customer was supposed to pay $100.00 copay. Writer told him that was correct.
*Contact Date:08/09/2011
DCX goodwill repair is documented on Repair Order#6[redacted]
CAIR RETURNED FROM DEALER ON 8/09/2011 AT 06:59:531 R 2[redacted]
Writer spoke to customer and confirmed that the repairs have been completed.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2412 8[redacted]	***Open Date***	07/26/2011	***Built Date***	08/08/2007		
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	08/14/2007	***Mileage***	80,000	***Dealer Zone***	51	CHICAGO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	67753	TYSON MOTOR CORPORATION			
Dealer Address	1 SW FRONTAGE RD				
Dealer City	SHOREWOOD	***Dealer State***	IL	***Dealer Zip***	60404

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

Product - Steering - Steering Wheel / Column - Other - Default	RHD Survey

Writer contacted customer regarding the Right Hand Drive survey.
Customer stated that he air bag light was on.
Writer referred customer to dealer for a free replacement of the clock spring, Customer stated she will be going to dealer#67753 and will contact writer back once she has set up an appointment so we can follow up with the dealership.
Customer called back and left message letting writer know that she set up the appointment for Monday 08/01/11 at noon.
SA Paul called in and writer explained that we would need that clock spring replaced at no cost for the customer and we would create an RA for the repair at warranty cost, Writer explained that the part would need to be send to:
Chrysler Group LLC
800 Chrysler Drive
Attn: Paul Plantinga
CIMS: 482-11-91
Auburn Hills, MI 48326
SA Paul provided warranty cost of Part#208.60 Labor $44.45 Total of $253.05
Writer spoke to SM Tony who stated that the part has been replaced.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on RHD Survey According to the dealer, the warranty
costs of the repair are as follows:
Parts = 208.60
Labor = 44.45
Total =253.05
Co-pay = 0.00
########## DIRECT-TO-DEALER ##############
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.

If you need assistance with claim payment, please refer to
Warranty Bulletin D-11-19.
This customer has been informed of this decision.
Please update and/or close CAIR when complete.
##################################
Writer sent over the RA.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2411	8L[redacted]	***Open Date***	07/27/2011	***Built Date***	12/05/2007	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	03/24/2008	***Mileage***	38,927	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	26118	KEFFER CHRY-JEEP INC			
Dealer Address	8110 E INDEPENDENCE BLVD				
Dealer City	CHARLOTTE	***Dealer State***	NC	***Dealer Zip***	28227

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	
	INDIAN TRAIL NC[redacted]	***Country***	UNITED STATES

Product - Steering - Steering Wheel / Column - Other - Default	Customer states her vehicle requires a new clock spring
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	
Recall - L05: TRANSMISSION COOLER LINES - Advise Owner/Incomplete Recall	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Clock Spring defective/replacement 2008 Jeep Wrangler X RHD
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
To Whom it may concern: Last week the airbag light on my Jeep Wrangler X RHD came on while driving and stayed on, today I had the dealer check for the problem and was shocked to hear that the clock spring is defective and
needs replacement (cost approx $400 plus tax). I could not believe it, not
only can I not afford a costly repair like this, but my Jeep is just over 3
yrs old and therefore just out of the 3 yr/36000 miles warranty. So I did some research and found out that many other Jeep/Chrysler owners have the very same problem, and there are already several recalls on other cars regarding this issue. I also found out that it is currently under open investigation with the NHTSA under action # PE11-019. This is a major safety issue and concern, and because of all these circumstances, I would appreciate if you would have my Jeep repaired at the dealership without cost to myself, since I truly believe that this clock spring is a faulty part and should absolutely not need replacement after just 3 yrs or 39000 miles. You can contact me by phone or email at any time. I am looking forward to hearing from you. Thank you for your consideration. Sincerely,
Iris Foster
*****END OF CUSTOMER EMAIL*****
Dear [redacted]:
Thank you for contacting the Jeep Customer Assistance Center in regards to your 2008 Jeep Wrangler.

Your email was reviewed by Customer Care for Jeep vehicles and has been forwarded to a more appropriate area for their attention and response.
This referral action will provide the best opportunity for your request.
A representative will be in contact with you within one business day.
We appreciate the time and effort you took to tell us of your concern with our product. Comments like yours are one way to learn of problems that develop and the improvements desired. We have documented your comments and provide them to the product development team for review.
Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.
Our records indicate that the following recall campaign(s) have not been performed by an authorized dealer:
J24 MOPAR TOW BAR
L05 TRANSMISSION COOLER LINES
We suggest that you contact your local authorized Jeep dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.
Please take a copy of this message with you at the time of service to aid the process. Although not required, it is recommended to bring a copy of the recall notification with you to your dealer s service department when you bring your vehicle in for this service.
If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.
Thanks again for your email.
*****END OF CAC EMAIL RESPONSE*****
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is: [redacted]
Email address: [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 26118
Has customer had previous history with the current issue? No
Customer has a history of diagnosis for an intermittent problem? No
Has had a repair history at Chrysler dealership? Yes
Was this vehicle purchased new by this customer? Yes
Customer has a history of purchasing Chrysler vehicles? No
If yes, number in household?
Customer has maintained vehicle as per Chrysler Maintenance Schedule? Yes
Has a Mechanical Chrysler Group Service Contract? No
Warranty Coverage Code? 336
First Owner? Yes
Second Owner? No
Basic Warranty Component? Yes
Power train Warranty Component? No
Within 3 years or 36,000 miles? Yes
Within 2 years or 24,000 miles? No
Within 1 year or 12,000 miles? No
Reassigned to 88F
Status update provided via email to the following email address:
[redacted]
My name is Pam and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your Case number: [redacted]
Chrysler Case Management telephone number: 800-763-8422
My direct extension: 66288
My work hours: 8am-4:00pm Eastern Time Monday-Friday
I will contact you within one business day by telephone to review your case with you.
Note: This is a system generated message. Please do not reply.
Sincerely,
Pam
Customer Care

End of Status Update
* * * * * CASE MANAGER TEAM - District M * * * * * *
Brand Loyalty: 1 Household 1 New 0 Used 1 Current
Service Contract: None
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted].
Left message.
Customer states she was quoted about $430 for repair by 26118. Writer advised customer, will contact SM for diagnosis and pricing. Follow up 07/29
Writer sent email to SM for additional information.
Writer spoke to Ms. Foster, advised email was sent to SM, now will wait for information, will follow up 08/04, if no information before then, on what assistance can be offered.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66288
Writer contacted customer to advise still no update from the SM. Customer is understanding. Follow up 08/11
SM feels that assistance can be offered at $150 co-pay. SM will contact customer to advise of the assistance offer. SM will send pricing info when. Recall J24 was n/a, just need to show that it has been processed.
Writer contacted customer to verify repairs are complete. Customer states she was waiting for CM to call and advise how much co-pay will be needed.
Writer advised SM was going to call. Writer advised co-pay is $150, customer will make the appointment for repair.
Writer called and spoke with SA Brian who states that the repairs have been performed on the vehicle.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2418	8L[redacted]	***Open Date***	07/27/2011	***Built Date***	01/16/2008	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	03/14/2008	***Mileage***	69,990	***Dealer Zone***			
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	[redacted]
	STOUT OH[redacted]	***Country***	UNITED STATES

Corporate - Corporate Warranty Extension Letter - Default - Other - Default	already repaired vehicle
Recall - H17: REAR BRAKE TUBE CLEARANCE - Advise Owner/Incomplete Recall	recall open
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	recall open
Recall - J30: TRANSMISSION FLUID TEMPERATURE WARNING - Advise Owner/Incomplete Recall	recall open
Recall - J34: STEERING DAMPER - Advise Owner/Incomplete Recall	recall open
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	recall open

***** EMAIL BRIEF DESCRIPTION CONTENT *****
X34 Repair
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Repaired this problem myself, when the vehicle had about 49,000 miles. 2 Hours of my time. Now I get a notice that I could have it repaired by a dealer as long as it s under 70,000 mi. which it is 10 mile shy of.
****END OF CUSTOMER EMAIL****
Dear [redacted]:
Thank you for contacting the Jeep Customer Assistance Center.
I have also sent you a link to your e-mail if you choose to submit your documents electronically. The link will expire in 7 days, please respond as soon as possible.
OR
Please forward your original repair order and proof of payment receipt for consideration to the address below:
Chrysler Group Customer Care Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004
OR
You can fax a copy of the information for review to telephone #248-512-1322. Please note that originals may need to be mailed if required.
The issue will be reviewed and you will be contacted with the response.
Our records indicate that the following recall campaign(s) have not been performed by an authorized dealer:
Recall # ..Description
H17 ..REAR BRAKE TUBE CLEARANCE
J24 MOPAR TOW BAR
J30 TRANSMISSION FLUID TEMPERATURE WARNING
J34 STEERING DAMPER
K13 ...INNER FENDER LINERS

We suggest that you contact your local authorized Chrysler, Dodge, Jeep or Ram dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.
Please take a copy of this message with you at the time of service to aid the process. Although not required, it is recommended to bring a copy of the recall notification with you to your dealer s service department when you bring your vehicle in for this service.
If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.
Thanks again for your email.
Sincerely,
Nick
Customer Service Representative
Jeep Customer Assistance Center
****END OF CAC EMAIL****
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2011-07-27 @ 16:40
REFERENCE NUMBER: [redacted] EMAIL CASE NUMBER: 2[redacted] X34 Repair Comments: Repaired this problem myself, when the vehicle had about 49,000 miles. 2 Hours of my time. Now I get a notice that I could have it repaired by a dealer as long as it s under 70,000 mi. which it is 10 mile shy of. H17 ??..REAR BRAKE TUBE CLEARANCE My vehicle has the clip installed. Brake tube is not contacting the steering shaft. J24 ???MOPAR TOW BAR Don t have a tow bar. J30 ???TRANSMISSION FLUID TEMPERATURE WARNING I installed a transmission cooler. Somehow this makes more sense than a warning light and a chime. J34 ???STEERING DAMPER I installed a TeraFlex damper in 2009, which cured the 'death wobble'. K13 ??...INNER FENDER LINERS Have checked these myself, and have found no problem. If I do find this to be a problem in the future, I will repair it myself. That is a better solution than missing a day of work so I can take it to a dealer. The one problem that I have not taken care of yet is replacing the
clock spring in the steering column. The air bag light has been on and the
horn has not worked for about nine months now. The reason I bought this vehicle new in 2008 was so I would not have to be performing repairs other
than normal routine maintenance. The rear brake pads on this vehicle were wore down to the metal in 20,000 miles. In my 37 years of driving, I don t
ever recall wearing out brakes that soon. The original tires were also wore
out in 20,000 mi. The replacement tires I bought lasted twice that. The wipers have fell off, the rear window washer hose came loose and sprayed me
in the back of the head, I installed the clamp that should have been installed at the factory. The door seals and the rear window seals leak. My wife has a 2007 Liberty that the A/C compressor failed after just over 2
years at around 60,000 miles. This cost $1300 to have repaired. We just purchased a new 2011 vehicle, needless to say, it was not a Chrysler/Jeep product, nor will we ever buy a new Chrysler/Jeep vehicle again. When I encounter people that ask how I like my Jeep, I do not hesitate to tell them about the problems I ve had, and in my line of work, I encounter quite
a few people. They get this funny look on their face, when I tell them about the recall and the 'fix' for the transmission overheating problem.
****END OF CUSTOMER EMAIL****
No answer needed
****END OF CAC RATIONAL****
REFERENCE NUMBER: [redacted] EMAIL CASE NUMBER: [redacted] Oh, and I forgot to mention that it uses 2 qts. of oil every 3000 miles and has done so since I bought it. I had a 30 year old Jeep Dispatcher that only used a pint between changes.
****END OF CUSTOMER EMAIL****
No answer needed

****END OF CAC RATIONAL****
****** Below Customer Contacted for Documentation Request ******
[redacted]t on 2011-08-03 @ 08:14
****** Below Customer Contacted for Documentation Request ******
w[redacted]t on 2011-08-10 @ 08:22
I do not have documentation, as I have repaired this myself.
****END OF CUSTOMER EMAIL****
No answer needed, customer did the repair by himself.
****END OF CAC RATIONAL****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2414	8L[redacted]	***Open Date***	07/27/2011	***Built Date***	09/18/2007	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	09/25/2007	***Mileage***	61,500	***Dealer Zone***	42	DETROIT	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PBM	STEEL BLUE METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	67897	BILL MARSH CHRYSLER-DODGE & JEEP			
Dealer Address	1655 SOUTH GARFIELD AVE				
Dealer City	TRAVERSE CITY	***Dealer State***	MI	***Dealer Zip***	49686

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

Product - Engine - Oiling System / Pan / Pump - Leaks - Default	Customer had engine replaced and it still goes through oil.
Corporate - Lost Customer - Default - Default - Default	Customer states he will not purchase another vehicle.
Dealer - Service/Body Shop - Transaction - Other - Default	Customer states that the dealership does not know anything.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	multiple unresolved issues with vehicle.
Product - Drivability - Unknown - No Start - Default	vehicle has to be put hard into park to get it to start at times.
Corporate - Lemon Law - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer states that after having his engine replaced his vehicle is still going through a lot of oil. Customer has been to the dealership many times about this. Customer states that the vehicle is not starting. They have changed the shift linkage. When it won t start you have to shove the shifter into park harder. Once the linkage didn t repair the problem they said it may been something in the transmission. They tore into the transmission and that hasn t resolved the problem either. This problem has been present since day one. There are two of these RHD Jeeps in the house. The other one also has an airbag buzzer that has been going off for months. Vehicle was brought to the dealerhip while under warranty and was told that they wouldn t cover it because it was a clockspring problem and they turn the wheel a lot.
Briefly summarize what the customer is expecting:
Customer really just wants all the problems with the two jeeps this family owns properly diagnosed and repaired.
****End structured narrative T2 - Beginning Narrative
Customer added another tale. When they were working on his transmission they gave the vehicle back to him and he found it was slipping badly. The dealership hadn t put transmission fluid back in the vehicle.

Customer had them take a look at it and there was a rusted out transmission pan on the vehicle. Dealership tried to convince the customer that it was normal for just this part to get all rusty within a couple of years. They eventually admitted they had put the wrong part onto the vehicle.
Has customer had previous history with current issue? Y
Customer has a history of diagnosis for an intermittent problem? Y
Has had repair history at Chrysler dealership(s)? Y
Was this vehicle purchased new by this customer? Y
Customer has a history of purchasing Chrysler vehicles? Y
If yes, number in household? 4, 2 new
Customer claims to maintain vehicle as per maintenance schedule? Y
Has a mechanical Chrysler Group Service Contract? N
Warranty coverage code? 336
Ownership status? Orig.
Basic warranty component? Y
Powertrain warranty component? Y
Service contract or Mopar warranty component? N
Within 3 years or 36,000 miles? Y
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]7 (cell 1)
Preferred Afternoon/Evening call back number is [redacted] 2)
[redacted] (home #)
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? 67897
Reassigned to 88F
Status update provided via email to the following email address:
[redacted]
My name is Ondreana and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your Case [redacted]
Chrysler Case Management telephone number: 800-763-8422
My direct extension: 66301
My work hours: 7am-3:30pm Mountain Time Monday-Friday
I will contact you within one business day by telephone to review your case with you.
End of Status Update
* * * * * CASE MANAGER TEAM - District V * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]7.
Customer states was going through oil since day one engine was replaced and still is going through same amount of oil. customer states having a hard time starting the vehicle. Customer would like Jeep to get involved to make sure his vehicle is repaired correctly. Customer states this all started while he was under warranty. Customer states vehicle is still having problems he would like higher level of technical support to make sure his vehicle is good to drive. Customer states on his other jeep his airbag light comes on and off he was told by dealer he is turning the wheel too much. Customer would like Jeep to get involved .
Writer accepted call and customer stated that an ashton called her and she could not make out all that was being said. Advised that the case manager has been on vacation and is back and will be calling back soon after the agent researched case.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66103, or 66031.
SM at 231 929 8887 calling for OS533 x66301 transferred as he is asking wiah CAC wishes to do with this vehicle.
*******Email to dealer********
Customer states he is going though a lot of oil. Do you have any updates on this vehicle?
**********End***********
*****Email to dealer******

Can you give me a update on this case? Customer is claim they are going through a lot of oil.
**********End*******
Attempt made to contact customer.
Writer got message the wireless customer try to reach is not available try again later.
Agent attempted to contact dealer Acting Service Manager Jamie, however, ASM not available. Left message for a return call at extension 66301 or email.
Writer contacted customer. Customer states that the vehicle burns to much oil. Customer states that they dealership did replace the engine but it is still is burning oil. Customer also states that it leaks in the back so he just deals with it. Customer states he feels like it is a lemon and would like to fine out if it gets approved for that. Writer advised customer I can file that. Customer states that he feels that if he ran the company he would purchase these vehicle back to make happy customer. Customer also states that he is in the mail business and about 9 differ people did not buy Jeep because of the issues he has with his. Writer gave him the information on the normal oil consumption.
The AnswerCONNECT article that was referenced to provide the answer to the
customer was #[redacted]
Customer was advised that due to the nature of their request a call back is required and will take place within one business day.
Preferred call back number is [redacted].
Who has possession of the vehicle?Owner
Is this a request for Lemon Law, buy-back, or replacement? Lemon Law
Status update provided via email to the following email address:
[redacted]
Case #: 2[redacted] VIN: 1J4FZ24148L[redacted] Vehicle Description: 2008 JEEP WRANGLER X 4X4 RHD SPORT UTILITY 2-DOOR
My name is Charlie and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your Case number: 2[redacted]
Chrysler Case Management telephone number: 800-763-8422
My work hours: 7:30am-4:00pm Mountain Time Monday-Friday
I will contact you within one business day by telephone to review your case with you.
Note: This is a system generated message. Please do not reply.
Sincerely,
Charlie
Customer Care
End of Status Update
* * * * * * * * * * QUALIFIER TEAM * * * * * * * * * *
Called [redacted]7 and no answer. Called [redacted] and spoke to wife and she asked to call other number which I did and still no answer.
Advised wife that I would call back if no answer.
* * * * * * * ATTENTION SERVICE DIRECTOR/MANAGER * * * * * * *
This customer has contacted Customer Care seeking lemon law buyback/replacement. Preliminary research has determined this vehicle doesn t appear to qualify for lemon law/Buyback/Replacement and the customer has been informed of such. They have also been told that we are interested in repairing the vehicle if a repair is required.
Please use all available resources as required to bring this to a resolution.
RESEARCH RESULTS:
Explain why this vehicle either appears to qualify or not: Vehicle does not appear to have the needed repairs under the terms of protection.
Number of related repair attempts = 0 repairs in first year.
Number of days out of service = 0
Call back 8/23.
2nd attempt made to contact customer.
Writer informed customer that their vehicle does not appear to qualify for buy-back/replacement. Writer let customer know that we do want to see their vehicle fixed. Writer informed customer that a case manager will

follow up for further handling.
Writer left message for Dan, Service Manager that the customer requested LL/buyback and did not appear to qualify. Writer let SM know that we want to show we are making ourselves available for repairs. Advised customer that a case manager will follow up in one business day.
*******Email to dealer*********
Customer states he is buring a lot of oil.
*******End*******
******Email from dealer*********
We have not seen this Jeep since 6-13-11, on 1-30-10 with 35985 for the mileage we replaced the engine due to oil consumption.
*********End*******
Attempt made to contact customer. Got message the wiring customer is not available please try again later.
Writer contacted customer. Customer states that he would not like to work with the dealership anymore. Customer states that they will never purchase another vehicle. Customer states the oil is going through the intake valve. Writer advised customer would document that information and if he want to go back to the dealership then I could try and assist tech to repair the vehicle.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2417	8L[redacted]	***Open Date***	07/28/2011	***Built Date***	12/21/2007	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	05/17/2008	***Mileage***	72,145	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	43864	ARRIGO DODGE CHRYSLER JEEP			
Dealer Address	6500 OKEECHOBEE BLVD				
Dealer City	WEST PALM BEACH	***Dealer State***	FL	***Dealer Zip***	33411

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	LAKE WORTH FL [redacted]	***Country***	UNITED STATES

Product - Steering - Steering Wheel / Column - Other - Default	RHD Survey

Writer calling for HB236.
Writer contacted customer for RHD Survey, Customer stated that the air bag light was on and she agreed to have us replace the Clock spring at no charge.
Writer refered customer to the dealership and she will be going to dealer#43864 on August 6 2011.
Writer contacted dealer#43864 and requested to speak SM Robert. he was not available and left message explaining that we are doing an investigation with the clock spring and provided the information of the customer and vin# and provided the information for HB236.
Agent called the dealer and spoke to SM Robert. Agent explained lines 9-10, and that I have an address that I need to give him to send in the faulty clockspring. He stated that he was very inundated right now, and he cannot take down any information. SM gave his direct line 561-616-7505, and asked to leave this information on a voicemail. Agent called back and left message with address:
Chrysler Group LLC
800 Chrysler Drive
Attn: Paul Plantinga
CIMS 482-00-91
Auburn Hills, MI 48326
Agent also left customer information and CAIR number, and call back number 800-763-8422 extension 66387.
Customer called back and left message stating she has an appointment on August 6, 2011 at Arrigo Dodge for the air bag light.
Writer contacted dealer#43864 and requested to speak to SM Robert he explained that customer vehicle was repaired and she did not pay a co-pay, Writer verified that he had the information from lines 17-21 and that he is sending the part back, SM stated he is and writer verified warranty cost to create an RA.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on RHD Survey. According to the dealer,

the warranty
costs of the repair are as follows:
Parts = 245.85
Labor = 90.80
Total = 336.65
Co-pay = 0.00
########## DIRECT-TO-DEALER ##############
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
If you need assistance with claim payment, please refer to
Warranty Bulletin D-11-19.
This customer has been informed of this decision.
Please update and/or close CAIR when complete.
##################################
REASSIGNED TO BC/DLR 66 43864 08/09/11 15:23 O [redacted]7
[redacted] requesting to speak with Case Manager.
Writer transferred call
Customer called back and stated that the dealership tried to charge her $100.00 and she refused and they gave her her vehicle back and she stated the light is off but she does not know if the part was replaced.
Writer contacted the dealership and spoke ot SM Robert who assured writer that the repair was done and the part will be sent back to Chrysler.
Writer spoke to customer again and assured her that the part was replaced and the delaership is sending it back to us.
*Contact Date:08/12/2011
DCX goodwill repair is documented on Repair Orde[redacted]4
CAIR RETURNED FROM DEALER ON 8/12/2011 AT 07:16:566 [redacted]
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2411	8L[redacted]	***Open Date***	07/29/2011	***Built Date***	11/19/2007	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	03/15/2008	***Mileage***	101,343	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PYB	DETONATOR YELLOW CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	67736	SUNBELT CHRYSLER-PLYMOUTH-DODGE	INCORPORATED
Dealer Address	6703 WEST HIGHWAY 90		
Dealer City	LAKE CITY	***Dealer State*** FL	***Dealer Zip*** 32055

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BRANFORD FL 3[redacted]	***Country***	UNITED STATES

Product - Electrical - Unknown - Other - Default	Clockspring for airbag.
Recall - H17: REAR BRAKE TUBE CLEARANCE - Other	
Recall - J34: STEERING DAMPER - Other	
Recall - K13: INNER FENDER LINERS - Other	
Recall - L05: TRANSMISSION COOLER LINES - Other	

Customer was part of the RHD survey on 2008 Jeep Wrangler with right hand drive and is a rural mail truck. The vehicle does have the airbag light on and under the survey, Jeep offers to replace the clockspring on the vehicle at no charge to the customer. Writer will contact Sunbelt Chrysler and make arrangements for the repair and then the customer will call and set up the date.
CONTACT phone number for the customer is [redacted]
CALL the dealer to speak with Dwight, service manager to arrange the repair and he was not available. Left a message and contact information.
CALLED dealer to speak with Dwight, service manager, to make arrangements for a clockspring. He said he would be happy to do that and to have the customer call him and set up an appointment for them to check the vehicle and order all parts needed for the repair. Gave him the information for the customer and also for the writer, the the instructions for mailing part back.
CALLED the customer to give her the information, she was not available, left the information and call back contact information.
THE customer called in and discussed the repair. The customer will call Dwight, service manager and set up a time for the vehicle to be looked at determine all of the parts that need to be ordered/ Dwight will order the parts and set up a time for the repair. Customer states she would call and leave a message as to when the appointment is set.
DWIGHT called with the pricesfor the clockspring repair.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on Chrysler request for RHD Jeep Wrangler for research.
According to the dealer, the warranty

costs of the repair are as follows:
Parts = $208.60
Labor = $93.86
Total = $302.46
Co-pay = $0.00
########## DIRECT-TO-DEALER ##############
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
If you need assistance with claim payment, please refer to Warranty Bulletin D-11-19.
This customer has been informed of this decision.
Please update and/or close CAIR when complete.
##################################
REASSIGNED TO BC/DLR 66 67736 08/04/11 16:08 O[redacted]
*Contact Date:08/04/2011
Service Manager at the dealership has updated the CAIR#[redacted]
The vehicle has been diagnosed.
Repair to be completed next week after all part have come in.
CALLED and spoke to Dwight and he states that the customer was going to drop the vehicle off this afternoon and they are going to do the 4 recalls and the clockspring repairs tomorrow.
REASSIGNED TO BC/DLR 66 67736 08/10/11 08:49 O[redacted]1
CALLED Dwight to check on the repair. He states that the clockspring was replaced, 3 of the 4 recalls done, still waiting on a line for H17 recall. The check engine light came back on and it is an EGR valve problem. The customer is going to pick the vehicle up this morning and will bring it back for the EGR valve repair and the last recall.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 3[redacted]
The customer was not available, left a voice message as to the reason for the call along with the contact information and case number.
*Contact Date:08/18/2011
DCX goodwill repair is documented on Repair Order[redacted]
Request was reviewed with DM.
CAIR RETURNED FROM DEALER ON 8/15/2011 AT 02:39:852 R[redacted]
2nd attempt made to contact customer. Left message.
CALLED the customer and he states that the repair was completed along with all but of of the recalls and the parts for the last recall were ordered. Customer thanked Jeep for calling and checking on the vehicle, and he stated that Jeeps are the best vehicle for the mail delivery because they hold up better.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# 2[redacted]

VIN	1J4FZ2414	8L[redacted]	**Open Date**	08/01/2011	**Built Date**	10/07/2007	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	12/20/2007	**Mileage**	63,000	**Dealer Zone**	51	CHICAGO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45413	MILLER CHRYSLER DODGE JEEP, INC			
Dealer Address	809 WESTMINSTER AVE				
Dealer City	FULTON	**Dealer State**	MO	**Dealer Zip**	65251

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	
	HOLTS SUMMIT MO 6[redacted]	**Country**	UNITED STATES

Corporate - Product Information - Default - Default - Default	Air bag light issue
Product - Body / Trim / Paint Finish - Air Bag - Noisy - Unknown	Air bag light on

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer called seeking recall information. Agent provided information.
Briefly summarize what the customer is expecting:
Customer expecting information.
****End structured narrative T2 - Beginning Narrative
Customer calls seeking recall information. Advised the customer of incomplete recall L05Ùthis vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2416	8L[redacted]	***Open Date***	08/01/2011	***Built Date***	10/27/2007	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	11/30/2007	***Mileage***	193,224	***Dealer Zone***	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	43338	WHITSON-MORGAN MTR CO INC			
Dealer Address	HWY 103 S & I-40				
Dealer City	CLARKSVILLE	***Dealer State***	AR	***Dealer Zip***	72830

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	LAMAR AR[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking recall information

Customer calls in stating that he is having an issue with his airbag sensor light. Customer states that he had this issue before regarding recall J34 and has had it fixed twice. Customer states that he went back to his dealership to have the recall done again and the dealership informed him to call customer assistance because they could not do the work without Chrysler approval. Agent contacted dealership (Whitson-Morgan Motor Company, 10.91 miles away, Hwy 103 s & i-40, Clarksville, AR 72830, 479-754-3020) and spoke with service manager (Chris Diggerson). Chris advised that they were going home for the day but Mr. Bjorgum could call in the morning and set up an appointment to have the repair completed again.
**********End of Narrative**********

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2413	8L[redacted]	***Open Date***	08/01/2011	***Built Date***	01/16/2008	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	02/06/2008	***Mileage***	56,972	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68617	LABELLE DODGE CHRYSLER JEEP, INC.			
Dealer Address	501 S MAIN ST, HWY 29				
Dealer City	LABELLE	***Dealer State***	FL	***Dealer Zip***	33935

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

Product - Steering - Steering Wheel / Column - Other - Default	Clock spring

Customer states that her airbag light is on and that she will let Chrysler replace the clock spring at no charge to her. Customer was informed that I will contact the dealer on 08/02 and speak to the SM to make him aware of the situation. Customer states that she has been having problems with the gas cap light coming on and would like to know if that is an issue as well. Customer was informed that I will ask the dealer tomorrow what that could be.
Writer contacted the dealer and informed the SM that the customer will be coming into the dealer for the airbag light that is on. If the clock spring needs to be replaced then CAC will cover the entire cost of the repair. They will then need to mail the defective component to
Chrysler Group LLC
800 Chrysler Drive
Auburn Hills, MI 48326
Attn: Paul Plantinga
CIMS 482-00-91
Service managers email is KAHUNNA65@aol.com
Writer contacted the customer and informed her that the dealer is aware of her situation and they re expecting her to come in for an appointment.
According to the dealer, the warranty
costs of the repair are as follows:
Parts = $ 253.30
Labor = $ 42.15
Total = $ 295.45
Co-pay = $ 0.00
########## DIRECT-TO-DEALER ##########
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
If you need assistance with claim payment, please refer to
Warranty Bulletin D-11-19.
This customer has been informed of this decision.

Please update and/or close CAIR when complete.
##################################
REASSIGNED TO BC/DLR 66 68617 08/11/11 11:52 O [redacted]
*Contact Date:08/12/2011
DCX goodwill repair is documented on Repair Order#1[redacted]
CAIR RETURNED FROM DEALER ON 8/12/2011 AT 07:06:653 R 2[redacted]
Writer attempted to contact the customer at [redacted]. Left voice mail
following up on the repair on the customers vehicle.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2411	7L2[redacted]	***Open Date***	08/03/2011	***Built Date***	06/14/2007	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	07/19/2007	***Mileage***	43,000	***Dealer Zone***	70		
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PYB	DETONATOR YELLOW CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	43134	MARTIN SWANTY CHRYSLER DODGE JEEP			
Dealer Address	2640 EAST ANDY DEVINE AVENUE				
Dealer City	KINGMAN	***Dealer State***	AZ	***Dealer Zip***	86401

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	KINGMAN AZ[redacted]	***Country***	UNITED STATES

Dealer - Service/Body Shop - Transaction - Failure to Explain Charges - Default	Charged for a manufactured defect
Corporate - Reimbursement - Default - Default - Default	Reimbursement for airbag light
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	light flashing on and off

Agent updated COIN.
Has customer had previous history with current issue? N
Customer has a history of diagnosis for an intermittent problem? Y
Has had repair history at Chrysler dealership(s)? Y
Was this vehicle purchased new by this customer? N
Customer has a history of purchasing Chrysler vehicles? Y
If yes, number in household? 3
Customer claims to maintain vehicle as per maintenance schedule? Y
Has a mechanical Chrysler Group Service Contract? N
Warranty coverage code? 336
Ownership status? Second
Basic warranty component? Y
Within 2 years or 24,000 miles? Y
****

Briefly summarize why the customer is contacting Chrysler:
Customer is calling because he was upset with a repair that he had to pay for. Customer states that he was driving down the road and the air bag light came on and kept blinking on and off. Customer was told that it was a clock spring in the steering wheel that was setting it off and he had to have it replaced. Customer has a third party contract through a different company that also did not cover this repair. Customer states that he has been a very, very loyal customer and also worked at this dealership for 5 and a half years and they still would not do anything for him either. Customer feels that a repair like this shouldn t be something that he should have to take care of considering the content of this repair. Customer states that he driving down the road and this light

start flashing out of nowhere is not something that he did to the vehicle. Customer states that he got stuck with a $457 bill to have a clock spring replaced that he did nothing to.
Briefly summarize what the customer is expecting: Customer is asking for reimbursement and also to set this complaint because he is very frustrated and upset with his loyalty to our Company but to the dealership as well. Customer wants a resolution and if we do not do anything he is not buying any more of our products.
****
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],Wife may be home)
Preferred Afternoon/Evening call back number is xxx-xxx-xxxx
Customer email address for case updates: [redacted]
Who has possession of the vehicle? (Owner/Dealer/IRF) Customer
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? 43134
Reassigned to 88F
Status update provided via email to the following email address:
[redacted]
My name is Acacia and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your Case number: 2[redacted]
Chrysler Case Management telephone number: 800-763-8422
My direct extension: 66229
My work hours: 9am-5:30pm Mountain Time Monday-Friday
I will contact you by the end of my shift today by telephone to review your case with you.
End of Status Update
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Left message for call back. Writer provided case managers name and contact information.
Writer spoke with customer. Customer states that he is looking for reimbursement. Writer advised customer to send in documents. Custoemr understands.
****** Below Customer Contacted for Documentation Request ******
[redacted] Customer Document Received *****
Writer called customer. Left message stating writer is sending reimbursement check for $100.

Customer Assistance Inquiry [redacted] [redacted]

[redacted]	[redacted]		**Open Date**	08/04/2011	**Built Date**	10/26/2010	
Model Year	2011	**Body**	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	04/02/2011	**Mileage**	7,100	**Dealer Zone**	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PVG	MANGO TANGO PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60365	RON LEWIS CHRYSLER DODGE JEEP RAM			
Dealer Address	1625 E HIGH ST				
Dealer City	WAYNESBURG	**Dealer State**	PA	**Dealer Zip**	15370

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	MT MORRIS PA 1[redacted]	**Country**	UNITED STATES

Product - Electrical - Body Wiring - Intermittent or Inoperative - Default	Radio, windows, air bag, horn, etc not working
Corporate - Lemon Law - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer just purchased the vehicle in March and has to keep taking it to the dealership and they keep trying to fix the vehicle and it s not working so far. Customer needs this vehicle fixed this is an on going issue and needs Chrysler to step in as the dealership is being very rude to the customer now that they made the sale they don t want to deal with fixing her vehicle. Customer is about 25 minutes away from the dealership and she has went there and the wrong parts have been ordered and her vehicle was not fixed. Customer is electrical issues, windows, air bag, radio, etc. Caller is Mrs [redacted] H and the customer is her husband.
Briefly summarize what the customer is expecting:
Caller is seeking case manager call-back for further assistance.
****End structured narrative T2 - Beginning Narrative
Agent updated customer s information
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]
Email address is [redacted] t
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? No can t find the problem
If a CDJ dealer has diagnosed, what is the dealer name or code? 60365
Reassigned to 88F
Status update provided via email to the following email address:
[redacted]
Dear Customer:

Case #: [redacted]
VIN: 1J4BA6H19BL[redacted]
Vehicle Description: 2011 JEEP WRANGLER UNLIMITED RUBICON
Dustin has been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your Case number: [redacted]1
Chrysler Case Management telephone number: 800-763-8422
Dustin s direct extension: 66266
His work hours: 5:45 am-2:15 pm Mountain Time Monday-Friday
Dustin will contact you within one business day by telephone to review your case with you.
Note: This is a system generated message. Please do not reply.
Sincerely,
Pat
Customer Care
Assisting your case manager Dustin
End of Status Update
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
Customer states that the vehicle has been in the dealer for repairs than it has been with her. The customer would like buyback or replacement of this vehicle. She gets one thing fixed and another breaks. Customer requests that she would like to see if this vehicle will qualify for a replacemen.t
Transferring case to 88L
Status update provided via email to the following email address: [redacted]
Dear Customer:
Case #: [redacted] VIN: 1J4BA6H19B[redacted]. Description: 2011 JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY 4-DOOR
My name is Brandon and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your Case number [redacted]
Chrysler Case Management telephone number: 800-763-8422
My work hours: 6:30 am 3:00 pm Mountain Time Monday-Friday
I will contact you within one business day by telephone to review your case with you.
Note: This is a system generated message. Please do not reply.
Sincerely,
Brandon
Customer Care
End of Status Update
* * * * * * * * * * QUALIFIER TEAM * * * * * * * * * *
CONTACT UPDATE - [redacted].
* * * * * * * ATTENTION SERVICE DIRECTOR/MANAGER * * * * * * *
This customer has contacted Customer Care seeking lemon law buyback/replacement. Preliminary research has determined this vehicle doesn t appear to qualify for lemon law/Buyback/Replacement and the customer has been informed of such. They have also been told that we are interested in repairing the vehicle if a repair is required. Please use all available resources as required to bring this to a resolution.
RESEARCH RESULTS:
Explain why this vehicle either appears to qualify or not: Vehicle does not appear to qualify, Customer does not have the needed related repairs at this time.
Number of related repair attempts = 1 Door latch, 1 Gear shift Knob.
Number of days out of service = 2.
Writer called customer to inform them of the above information. Customer is stating she has been at the dealership six times for Electrical concerns.
Writer informed customer Jeep does want the vehicle repaired and we will escalate her case to seek resolution. Customer became vulgar with writer and then disconnected the call. Earlier in the call customer stated she would contact an Attorney. Writer called dealership and informed acting SM Rich customer requested Lemon Law and the vehicle did not appear to meet the guidelines at this time.

Writer is sending cair to CS1192 for further handling.
Reassigned to I2R for follow-up.
8/10/11 RD617
****Rochel Ditmore with ISG I2R Owner Retention Task Force Team is assisting with this CAIR. If the customer should call, please request them to contact Rochel Ditmore at 888-542-7239, extension 537. Thank you.****
8/10/11 RD617 Spoke to wife, Bobbie Joe, who reports they bought the vehicle in March and it is has been to dealership 11 times since April 10th with 8 repairs being performed. The vehicle is currently at dealership for repair. The customer would like to request a replacement vehicle at this time. She reports that due to having to take off work so many times to get the vehicle to dealership she has lost her job. I gave the customer my contact information and let her know I would get a status on the vehicle, submit her request for replacement and be back in touch in a couple of days.
8/10/11 RD617 Spoke with SM, Dewayne, who reports the vehicle is being assessed today for the cruise control not working. The vehicle has been in for repair for radio not turning off, airbag sensor light and cracked door latch. He reports the customer is in a loaner.
8/11/11 RD617 Spoke to Dwayne, SM at Waynesburg who reports they found a loose connection on the cruise control and have not been able to duplicate the airbag sensor light. He said they will test drive the vehicle one more time today and return to the customer this afternoon.
8/11/11 RD617 Spoke with DM, TKS2 who denies the request for replacement due to the vehicle being repaired and not able to duplicate the air bag sensor light.
8/12/11 RD617 Spoke to customer who reports she picked up the vehicle and seems to be working good for now. I suggested she drive the vehicle for a while and I will contact her next week to check on the status of the vehicle. She agreed to this suggestion but ask if there is a future concern if she can take the vehicle to a different dealership for repair. I assure the customer that she take the vehicle to another dealership for repair if needed.
8/18/11 RD617 Left a voice mail message for the customer to call regarding the status of the vehicle after repair.
8/19/11 RD617 Spoke with customer who advised they are not happy with the vehicle and will be contacting a lawyer or trading the vehicle and customer disconnected the call before I could offer further assistance.
If the customer calls again with additional concerns, please refer them to Rochel Ditmore/I2R Coordinator at 888-542-7239 extension 537.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2417	8L[redacted]	***Open Date***	08/08/2011	***Built Date***	08/01/2007	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	08/17/2007	***Mileage***	92,000	***Dealer Zone***	42	DETROIT	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	41600	EXTREME DODGE DODGE TRUCK INC			
Dealer Address	2300 SEYMOUR ROAD				
Dealer City	JACKSON	***Dealer State***	MI	***Dealer Zip***	49201

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	RIVES JUNCTION MI 4[redacted]	***Country***	UNITED STATES

Product - Electrical - Unknown - Other - Default	clock spring issue
Dealer - By-Pass - Default - Default - Default	seeking transfer

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that she had received a message from someone in regards to an ongoing issue she was having with the clock spring in her vehicle. The caller states that she had received a message to call ext 66320 for follow up.
Briefly summarize what the customer is expecting: The caller seeking to speak with the person at that ext.66320. Writer advised there was no case opened in regards to the issue. The caller requested again to speak with the EXT that contacted her on the weekend.
* * * * * CASE MANAGER TEAM - District Z* * * * * *
2nd attempt made to contact customer. Writer spoke with the customer who said that the Air Bag light on due to the clock spring. She said that she went to the dealer for diagnosis one year ago and was informed that the clockspring needed to be replaced and the cost of the repair will be $400.000. Therefore, customer had denied repairs. Customer was offered the repair free of charge and customer has accepted the repair. Customer said that she will call the dealer to make an appointment for further repair.
Writer called the dealer#41600 and spoke with SM David who is awared of the clockspring issue and provided the warranty cost as $245.05; Parts:$208.60 and Labor: $36.45. He was informed that writer will send the RA via D2D.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on the investigation perform between Chrysler and NHTSA. Accordin to the dealer, the warranty costs of the repair are as follows:
Parts = $208.60
Labor = $36.45
Total = $245.06
Co-pay = $0.00

########## DIRECT-TO-DEALER ##########
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint
goodwill policy decision has been made on behalf of our mutual customer.
If you need assistance with claim payment, please refer to
Warranty Bulletin D-11-19.
This customer has been informed of this decision.
Please update and/or close CAIR when complete.
##################################
REASSIGNED TO BC/DLR 42 41600 08/08/11 11:24 R[redacted]
appt has been set.kma
vehicle repaired.kma

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3919	9L[redacted]	***Open Date***	08/11/2011	***Built Date***	04/30/2009	
Model Year	2009	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	08/21/2009	***Mileage***	48,237	***Dealer Zone***	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	63595	JOHNSONS OF KINGFISHER			
Dealer Address	1801 S MAIN ST				
Dealer City	KINGFISHER	***Dealer State***	OK	***Dealer Zip***	73750

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	KINGFISHER OK [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light came on
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	customer seeking assistance for fuel pump
Product - Fuel System - Fuel Injection System / Injectors - Defective - Default	fuel pump burnt out, made no noise at all
Product - Electrical - Horn - Intermittent or Inoperative - Default	works sometimes and doesn't work sometimes

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because he was driving when the fuel pump in his vehicle broke. Customer stated that the fuel pump died all of a sudden and his vehicle is currently in the dealership to have that repaired. Customer also stated that the horn has been working funny since the day he purchased the vehicle, and now the airbag light has come on. Customer stated his vehicle is currently in the dealership for the fuel pump, but he has not mentioned the air bag light to the dealership yet.
Briefly summarize what the customer is expecting: Customer is seeking assistance with these repairs.
Agent advised customer to mention the air bag/horn to the dealership, and that his concern for assistance with the fuel pump will be escalated.
Has customer had previous history with current issue? No
Customer has a history of diagnosis for an intermittent problem? No
Has had repair history at Chrysler dealership(s)? Yes
Was this vehicle purchased new by this customer? Yes
Customer has a history of purchasing Chrysler vehicles? Yes
If yes, number in household? Five
Customer claims to maintain vehicle as per maintenance schedule? Yes
Has a mechanical Chrysler Group Service Contract? No
Warranty coverage code? 336
Ownership status? Original
Basic warranty component? Yes

Powertrain warranty component? No
Service contract or Mopar warranty component? No
Within 3 years or 36,000 miles? Yes
Within 2 years or 24,000 miles? No
Within 1 year or 12,000 miles? No
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] (leave voicemail if not home before 3pm).
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: Customer declined
Who has possession of the vehicle? Dealership
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 63595
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District U * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 4[redacted] Left message. Writer is looking to speak with a customer concerning the issue and writer asked the customer to give a call back.
Customer is OOW by 11,000 miles
ISD 08/21/2009
Writer contacted the 63595 dealership and talked to Service Advisor Brad as Service Manager was on the lunch. SA Brad states that the customer came to the dealership and they had performed a rediagnosis and it appeared to be that there fuel pump was not a problem, SA Brad states that the customer had pinched the fuel line neglect/abuse and they have talked to the customer and explained the situation. The fuel line has been replaced and the customer has paid for it. Concerning the air bag light and improper work of the horn, SA Brad states that the clock spring needs a replacement, the customer had a previous repair (clock spring july 22, 2010 at 23,000) and now it is out again. Writer informed the SA Brad that they will receive a call as soon as the decision will be made and customer will be contacted.
2nd attempt made to contact customer. Left message. Writer asked the customer to give a call back to discuss the issue concerning the vehicle.
Customer called to talk to case manager. Agent verified information and transferred
Customer calls to speak with their Case Manager. Customer still needs assistance with the horn and the airbag. Customer was provided with the case managers contact information.
Writer contacted the 63595 dealership and talked to SM Brad. He agreed with writer s decision to fully cover the repair for the customer. SM Brad also provided the repair costs and stated that they will order the part today.
Parts: $197.40
Labor: $39.00
Total: $236.40
Writer contacted the customer and left a message stating that we have made a decision and asking the customer to give a call back.
Customer calls to speak with their Case Manager. Transferred. No extension available.
Customer [redacted] calls to speak with their Case Manager. 14053755067 best number .
Writer called a customer back. Writer informed the customer that Jeep is willing to offer assistance with the clockspring and we will fully cover the cost of the repair, however, Jeep will not be able to assist with the fuel line. Customer accepted the offer. Writer informed the customer that he will authorize the repair and will inform the dealership so when the customer brings the car, SM would know and they could start the repair. Customer thanked the writer for the help.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on describe the reason why this goodwill is being offeredÙ. According to the dealer, the warranty costs of the repair are as follows:
Parts = $197.40
Labor = $39.00

Total = $236.40
Co-pay = $0.00
########## DIRECT-TO-DEALER ##############
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
If you need assistance with claim payment, please refer to Warranty Bulletin D-11-19.
This customer has been informed of this decision.
Please update and/or close CAIR when complete.
####################################
REASSIGNED TO BC/DLR 63 63595 08/17/11 15:47 O[redacted]
Writer left a message for the customer concerning the repair.
*Contact Date:08/23/2011
DCX goodwill repair is documented on Repair Orde[redacted]2
CAIR RETURNED FROM DEALER ON 8/23/2011 AT 03:32:527 R[redacted]
Writer contacted the customer. Customer confirmed that the repairs have been completed. However, as soon as they drove out the back windows were not working and fan that goes to motor stopped working. Writer apologized to the customer for the inconvenience and informed him that writer will stay in touch with the dealership to resolve the problem. Customer agreed and thanked.
Writer contacted SM Brad. Left him a message.
Writer returned a call to SM Brad. He stated that they have not been able to finish the diagnosis of the windows and will have to schedule a new appointment with the customer. SM Brad also stated that they had just put a new fan and are currently testing it. SM Brad states that he will stay in contact with the customer and writer. Writer thanked SM Brad for a great perfomance.
Writer contacted service manager Brad and was informed that the repair was completed and the customer has picked up.
Writer contacted customer at [redacted]. Customer stated it was all done.
CLOSED LOOP UPDATE - no need for additional follow-up.
SM Brad called Writer, fixed window issue. The cooling fan had a motor that burned out, replaced motor. When they parked it outside and took out the key the cooling fan was left running even after key was removed. Had to replace the ratiator fan motor and the cooling fan high relay plus cost for diagnosis because the high fan relay was sticking. SM states that Case Manager KT282 didn t follow up with lines 106-118.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer satisfaction.
According to the dealer, the warranty costs of the repair are as follows:
Parts = $136.91
Labor = $197.25
Total = $334.16
Co-pay = $50.00
########## DIRECT-TO-DEALER ##############
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
If you need assistance with claim payment, please refer to Warranty Bulletin D-11-19.
This customer will be informed of this decision by the service manager.
Please update and/or close CAIR when complete.
####################################

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2416	8L[redacted]	***Open Date***	08/11/2011	***Built Date***	10/29/2007	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	11/27/2007	***Mileage***	15,000	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	67981	BILL STANFORD CHRY-DODGE-PLYM-JEEP			
Dealer Address	35500 ALABAMA HWY 21 N				
Dealer City	TALLADEGA	***Dealer State***	AL	***Dealer Zip***	35160

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	PIEDMONT AL 3[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Airbag light is flashing
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Seeking goodwill

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer called requesting assistance for the cost of repairing the clockspring. Customer states the vehicle has had a lot of repairs done on it, as well as a lot of recalls and can not afford to pay to repair the clockspring. Agent advised that we will escalate the case to case manager and that there are no guarantees.
Briefly summarize what the customer is expecting:
Customer seeking goodwill assistance for the cost of repairs.
Has customer had previous history with current issue? No
Customer has a history of diagnosis for an intermittent problem? No
Has had repair history at Chrysler dealership(s)? Yes
Was this vehicle purchased new by this customer? Yes
Customer has a history of purchasing Chrysler vehicles? No
If yes, number in household?
Customer claims to maintain vehicle as per maintenance schedule? Yes
Has a mechanical Chrysler Group Service Contract? No
Warranty coverage code? 336
Ownership status? Original
Basic warranty component? Yes
Powertrain warranty component? No
Service contract or Mopar warranty component? No
Within 3 years or 36,000 miles? Yes
Within 2 years or 24,000 miles? No
Within 1 year or 12,000 miles? No
Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: N/A
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? No
If a CDJ dealer has diagnosed, what is the dealer name or code?
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District 88 M 1/3 * * * * * *
Original owner , 1 new total. No SC
CONTACT UPDATE - 1st Contact attempt, phone number dialed [redacted] ,
Left message
Customer calls to speak with their Case Manager. Writer provided case management number 1 800 763 8422 Writer transferred per caller request.
Informed customer that before Chrysler considers offering any goodwill assistance outside of warranty, a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time.
Customer stated that he doesn t know when he will be able to get to the dealerhsip. Writer informed customer that a follow up will be made this week to get appointment information.
Writer contact customer , left message informing that case will be put on hold until diagnosis is done .

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA3916	7L1[redacted]	**Open Date**	08/12/2011	**Built Date**	02/26/2007	
Model Year	2007	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	12/31/2007	**Mileage**	24,677	**Dealer Zone**	70		
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	64793	ANCHORAGE CHRYSLER CENTER INC			
Dealer Address	2601 EAST 5TH AVENUE				
Dealer City	ANCHORAGE	**Dealer State**	AK	**Dealer Zip**	99501

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	ANCHORAGE AK[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Light and Alarm
Corporate - Technical Assistance - Default - Default - Default	Vehicle not fixed

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
The customer states that their vehicle is having a constant issue with the air bag light and alarm going off..
The vehicle has been to 3 different dealers for about 6 times and no one can find the issues nor fix it. The dealers will say that it is fixed and then a couple of days later the same thing happens.
Briefly summarize what the customer is expecting:
The customer wants their vehicle fixed.
****End structured narrative T2 - Beginning Narrative
The customer thinks that there is a clockspring failure as per the research that they have done.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 64793
Reassigned to 88F
Status update provided via email to the following email address:
[redacted]
I am your case manager - Suzie (operator ID-SM1203) who will be assisting you in resolving your concerns.
My contact information is as follows:
Case number -- [redacted]7
Callback number - 1-800-763-8422
Extension 66093

Hours of availability - 8a-4p EST - Monday-Friday
I will contact you within one (1) business day to discuss the concern and see what Chrysler Customer Care can do to resolve your issue.
Thank you for being part of Jeep.
Suzie (SM1203)
End of Status Update
* * * * * CASE MANAGER TEAM - District O * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed [redacted]
Writer spoke with customer to discuss assistance with this concern. Customer stated that the vehicle is in Anchorage, AK and he will use the vehicle to get to dealer 64793. Writer instructed customer to schedule appointment and then, next follow up call will be placed on Thursday, August 18th, 2011.
Writer called dealer 64793 and spoke with SM Roy to discuss the repair needed on this vehicle. SM stated that the air bag light comes on after driving between 2 blocks and 2 miles, the total of the charges are $99.86 for diagnosis and cleaned the connectors on the right front impact sensor.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer loyality. According to the dealer, the warranty
costs of the repair are as follows:
Parts & Labor - $99.86
Co-pay = $0.00
########## DIRECT-TO-DEALER ##############
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
If you need assistance with claim payment, please refer to
Warranty Bulletin D-11-19.
This customer HAS NOT been informed of this decision.
Please update and/or close CAIR when complete.
##################################
REASSIGNED TO BC/DLR 70 64793 08/18/11 14:43 O [redacted]
Writer called dealer 64793 and spoke with SM Roy to confirm the repair has been completed. SM informed writer that the repair has been completed and customer has the vehicle. Writer understands and will follow up with customer on Tuesday, August 23rd, 2011.
CONTACT UPDATE - 1st Contact attempt, phone number dialed - [redacted]
Writer spoke with customer to discuss the most recent repair on this vehicle. Customer stated that the vehicle has been completed but the issue is intermittent for the air bag alarm. Writer explained that the vehicle needs to be taken back so they can look and see what is going. Customer was instructed to contact SM Roy to discuss the problem which has not been corrected and then, the next follow up call will be placed on Friday, August 26th, 2011.
2nd attempt made to contact customer. [redacted]
Writer left message for customer to inform that if the problem is still evident to take the vehicle back to the dealer and let them look further into the concern and email will be sent to the dealer with said information. Writer provided callback number of 1-800-763-8422 extension 66093 with case number and next follow up call will be placed on Thursday, Sept. 1st, 2011.
REASSIGNED TO BC/DLR 70 64793 09/02/11 17:01 O [redacted]
3rd attempt made to contact customer. [redacted]
Writer spoke with customer to discuss the repairs/concerns with this vehicle. Customer stated that the dealership did not give up and they kept moving forward to fix the vehicle. Writer appreciated knowing that the dealership continued and fixed the vehicle. Customer was very pleased with the service he received from both CAC and the dealership and stated that the problem is fixed now. Writer instructed customer that if any other issues arise to contact CAC back at 1-800-763-8422 to discuss his issues at that time. Customer understood and appreciated the follow up.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3911	9L[redacted]	***Open Date***	08/12/2011	***Built Date***	10/31/2008	
Model Year	2009	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	01/16/2009	***Mileage***	50,000	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60408	FRIENDSHIP CHRYSLER JEEP DODGE			
Dealer Address	2638 W STATE ST				
Dealer City	BRISTOL	***Dealer State***	TN	***Dealer Zip***	37620

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	BRISTOL TN[redacted]	***Country***	UNITED STATES

Product - Differential Gear Assy's - Axle Shaft - Broken, Cracked - Front-Pass	Front right axel was leaking
Product - Electrical - Unknown - Burned Out - Default	clockspring
Corporate - Survey By-Pass - Default - Default - Default	pending funding
Corporate - Complaint Contact - Default - Default - Default	
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer is contacting Chrysler because he has had numerous issues with his vehicle from a passenger side axel leak, brake lines leaking and now he has his traction and air bag lights staying on.
Briefly summarize what the customer is expecting:
Customer is expecting Chrysler to assist with the cost of the repair to the clockspring.
****End structured narrative T2 - Beginning Narrative
Has customer had previous history with current issue? Yes
Customer has a history of diagnosis for an intermittent problem? Yes
Has had repair history at Chrysler dealership(s)? Yes
Was this vehicle purchased new by this customer? Yes
Customer has a history of purchasing Chrysler vehicles? Yes
If yes, number in household? 1
Customer claims to maintain vehicle as per maintenance schedule? Yes
Has a mechanical Chrysler Group Service Contract? NO
Warranty coverage code? 336
Ownership status? Original owner
Basic warranty component? No
Powertrain warranty component? No
Service contract or Mopar warranty component? No
Within 3 years or 36,000 miles? Yes
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is 4[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?
Friendship Chrysler Dodge
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District 88M * * * * * *
Original Owner
2 New
2 Current
3 Household
OOW 14,000 miles
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]3. Customer stated he had a diagnosis completed for the current issue and the dealership determined it was the clock spring. Customer stated he recently took the vehicle in for a wobble and the dealership replaced the shock. Customer stated while the vehicle was there, the dealership ordered parts for a recall regarding leaking brake lines. Customer stated he did not have the current issues until the dealership worked on the front end. Customer stated it clearly stated that if the wheels are overturned, it can damage the clockspring. Customer stated he believes the dealership damaged the clockspring. Customer stated he bought two 2009 vehicles. Customer stated the Challenger also has several issues where the engine is misfiring. Customer stated he tried using every type of oil filter on the vehicle and within two days the oil filter gasket blows out. Customer is upset the vehicle was manufactured to only use MOPAR oil filters.
Called dealer 60408 at 423-764-0161. Agent was advised that no one in service was available. Agent will call dealer back.
Called dealer 60408 at 423-764-0161. Agent was advised the service manager is not available. Agent will follow up with dealer.
Called dealer 60408 at 423-764-0161. Agent left voicemail for service manager Ray about the customer s concern.
Called customer at [redacted]. Agent advised customer to have the repairs completed on his vehicle and call back and then partial reimbursement can be offered.
Called dealer 60408 at 423-764-0161. Agent spoke with service manager Jeff. SM stated the he does not want to participate asissting these customer s. SM stated it is not possible for the clockspring to break if the wheels are turned to far.
Called dealer 60408 at 423-764-0161. Agent spoke with service manager Ray. SM stated he is too busy to talk and agent would have to call back.
Called customer at [redacted]. Customer stated he doesn t have the money to get the repairs completed but will try to go around the 15th of the month.
Agent advised customer to call back once the repairs are completed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3911	9L7[redacted]	***Open Date***	08/12/2011	***Built Date***	10/15/2008	
Model Year	2009	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	10/31/2008	***Mileage***	50,000	***Dealer Zone***			
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	
	CATHLAMET WA[redacted]	***Country***	UNITED STATES

Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	Advised of Recall
Product - Electrical - Unknown - Intermittent or Inoperative - Default	Clockspring issues

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Complaint about clockspring failure
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
I have a rhd jeep wrangler unlimited that is out of warranty, I took it in
because airbag light is coming on, I was told it is a clockspring and estimate for repair is over 400.00 I have had several recalls on this vehicle since i purchased it and numerous problems. This is my work vehicle
since I am a rural carrier for the USPS. I am very dissatisfied with the quality of this vehicle, I cannot afford to keep making repairs on a vehicle that is only 2 years old. I have done research and the clockspring
seems to be a common issue in this vehicle, may this also be a recall issue? I would appreciate feedback on this issue.
*****END OF CUSTOMER EMAIL*****
Dear [redacted]:
Thank you for contacting the Jeep Customer Assistance Center, your emails are important to us!
Please be advised that your vehicle VIN #1J4GZ39119L[redacted]9 is not currently included in a clockspring recall .
If you are experiencing any problems with an issue you feel deserves attention, we certainly recommend that you contact your local dealer to arrange an appointment so that they can inspect the vehicle and determine an appropriate course of action.
Our records indicate that the following recall campaign(s) have not been performed by an authorized dealer:
Recall #
Description
K13 INNER FENDER
LINERS
We suggest that you contact your local authorized Jeep dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.
Please take a copy of this message with you at the time of service to aid the process. Although not required, it is recommended to bring a copy of

the recall notification with you to your dealer s service department when you bring your vehicle in for this service.
If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.
Thanks again for your email and have a wonderful day!
Sincerely,
Matt
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
I just had this recall completed yesterday at the dealer and I have already
replaced the transmision lines that were included in the recent issue and
paid out of pocket around 10 months ago so I have no proof of purchase for
this, not a happy consumer!
*****END OF CUSTOMER EMAIL REPLY*****
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center, your emails are important to us!
In regards to your email reply, your vehicle does have an extended warranty for the Trans Oil Cooler Lines. If you wish to seek reimbursement for this issue, it is our recommendation to speak with the dealership that repaired this for you to see if you can obtain paid receipts. Once we have received documentation you may re-contact us and we can look into this matter further for you.
Thanks again for your email and have a wonderful day!
Sincerely,
Matt
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL REPLY*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2414	8L[redacted]	**Open Date**	08/17/2011	**Built Date**	08/13/2007	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	09/27/2007	**Mileage**	92,801	**Dealer Zone**	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68732	SPIRIT CHRY-JEEP			
Dealer Address	4611 AVENUE Q				
Dealer City	LUBBOCK	**Dealer State**	TX	**Dealer Zip**	79412

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

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Advised of recall
Recall - J34: STEERING DAMPER - Advise Owner/Incomplete Recall	Advised of recall
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	Advised of recall
Corporate - Reimbursement - Default - Default - Default	Reimbursement for repair to clockspring
Dealer - By-Pass - Default - Default - Default	Timer Clock was replaced as air bag light was on
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Timer Clock was replaced as air bag light was on

VERIFIED CHECK WAS RETURNED IN CAIR 21077565 AND VOIDED. I REISSUED THE CHECK. _

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2415	8L5[redacted]	**Open Date**	08/18/2011	**Built Date**	12/05/2007	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	06/12/2008	**Mileage**	116,190	**Dealer Zone**	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60160	HAYES CHRYSLER DODGE JEEP OF	BALDWIN, INC.
Dealer Address	3660 GA HWY 365		
Dealer City	BALDWIN	**Dealer State** GA	**Dealer Zip** 30511

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	CLAYTON GA[redacted]	**Country**	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	
Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default	
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	
Product - Electrical - Horn - Intermittent or Inoperative - Default	
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	
Product - Unknown - Unknown - No Start - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer has been having problems with vehicle since she bought it. Customer stating that the vehicle intermittently did not start, the horn did not work, airbag light was on for years, check engine light was on, and the dealer could never find a problem. Customer brought to dealer for recalls and the issue was finally diagnosed as the clockspring.
Briefly summarize what the customer is expecting:
Customer seeking cost assistance with this as she has been reporting to dealer since purchase. Customer was quoted $400 or more to replace the clockspring, plus other repairs she is doing totaling over $800.
Has customer had previous history with current issue? Y
Customer has a history of diagnosis for an intermittent problem? Y
Has had repair history at Chrysler dealership(s)? Y
Was this vehicle purchased new by this customer? Y
Customer has a history of purchasing Chrysler vehicles? Y
If yes, number in household? 3
Customer claims to maintain vehicle as per maintenance schedule? Y
Has a mechanical Chrysler Group Service Contract? N
Warranty coverage code? 336
Ownership status? Original
Basic warranty component? Y
Powertrain warranty component? N
Service contract or Mopar warranty component? N
Within 3 years or 36,000 miles? Y time only

Within 2 years or 24,000 miles? N
Within 1 year or 12,000 miles? N
Customer advised a call back is required and will take place
within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: customer does not have one
Who has possession of the vehicle? (Dealer)
Has the vehicle been diagnosed by a CDJ dealer? (Yes)
If a CDJ dealer has diagnosed, what is the dealer name or code? 60160
Reassigned to 88F
Debbie Adams, stated that she would like to provide us with a secondary
number. Customer stated that [redacted] is her house number and number
on line 29 is her daughter s number. Customer stated that she is staying
at her daugher s place.
* * * * * CASE MANAGER TEAM - District M * * * * * *
Original owner
Vehicles owned: 1 new
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[redacted] Customer states that the vehicle is getting a water pump
put in right now. Customer states that she brought her vehicle to the
dealership for recalls and the water pump. Customer states that there are
many other concerns that she could not afford to have done right now.
Customer s cell phone is [redacted]
Writer spoke with Service Manager Rob who states that the customer needs
a clockspring which they believe will take care of the concern with the
horn and airbag light. SM states that the customer has a leak also which
is why the engine light is on. Sm states that he is unwilling to assist
this customer because she is at 116190 miles and has never been to his
dealership before.
Customer calls to speak to Case Manager/BS717. Writer transferred
customer to CM s extension.
Customer calls to speak to case manager. Customer disconnected while on
hold.
Customer calls to speak with their Case Manager.
HAYES CHRYSLER DODGE JEEP OF Dealer Phone : 706-894-3900 Diagnosis
done Wednesday of last week
Writer contacted customer however she was unavailable. Writer was
informed that she is available anytime after 4pm.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *
Decline approved by MM1448.
Writer attempted to contact customer, left message.
Caller requesting to speak with Case Manager ext 66208, declined VM.
Customer understands that clock spring needs to be replaced. Because of
high mileage the customer has been declined assistance per line 64-67.
Customer states she is going to contact original selling dealership about
this because she feels this has been a problem all along but dealer could
not duplicate concern or offer a repair.
Per lines 74-76, customer is going to contact her selling dealership as
we cannot offer assistance. Writer is closing case.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6919	7L[redacted]6	**Open Date**	08/18/2011	**Built Date**	06/06/2007	
Model Year	2007	**Body**	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	06/21/2007	**Mileage**	35,000	**Dealer Zone**	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	43380	LANDERS DODGE			
Dealer Address	315 EAST GOODMAN RD				
Dealer City	SOUTHAVEN	**Dealer State**	MS	**Dealer Zip**	38671

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	GERMANTOWN TN[redacted]	**Country**	UNITED STATES

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Customer meets goodwill
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	customer called because airbag light is on
Dealer - Service/Body Shop - Personnel - Discourteous/ Rude - Service Management	customer called because dealership is being rude
Corporate - Recall - Default - Default - Default	customer called to find out about recall
Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	customer wanted cost assistance

Briefly summarize why the customer is contacting Chrysler: customer states both airbag lights are on, and there might be water leaking by the water pump. Customer brought the vehicle in for a recall and mentioned problem while it was still under warranty, dealership did nothing.
Customer states that now the airbag lights are on and there is more water leaking. Customer would like to file a complaint about the dealership as they rushed him out the door without diagnosing the vehicle.
Briefly summarize what the customer is expecting: Customer is wishing to file the complaint with dealership and is seeking cost assistance with airbags and possible water pump. Advised the customer i would document his complaint and try and create a case. Customer was on cell and was lost while attempting to create.
Customer calls seeking recall information. Advised the customer of incomplete recall recall #J24 and K13Ù for this vehicle. Customer was advised to
contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
Briefly summarize why the customer is contacting Chrysler: Customer stated that both air bag lights are on and that there is a water leak coming from the water pump. Customer took it to dealership and stated that he had very poor and unprofessional treatment from them. (43380)
Customer was disconnected from previous agent and called back. Agent then went through the goodwill matrix and customer qualified so agent sent through. Agent also advised that he would hear back from a case manager

within one business day
Briefly summarize what the customer is expecting: Customer wants agent to file a complaint against the dealer and also would like financial assistance.
Has customer had previous history with current issue? N
Customer has a history of diagnosis for an intermittent problem? N
Has had repair history at Chrysler dealership(s)? Y
Was this vehicle purchased new by this customer? N
Customer has a history of purchasing Chrysler vehicles? Y
If yes, number in household? 3
Customer claims to maintain vehicle as per maintenance schedule? Y
Has a mechanical Chrysler Group Service Contract? N
Warranty coverage code? 336
Ownership status? Second
Basic warranty component? Y
Powertrain warranty component? N
Within 3 years or 36,000 miles? N
Within 2 years or 24,000 miles? Y
Within 1 year or 12,000 miles? N
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: No
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 43380
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District U Ù * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Left message.
Contacted the customer about the vehicle. The vehicle has been repaired. Water pump and air bags were repaired and customer states that he is very happy with the vehicle at this point. Customer states that the dealership bought the part and he just paid the labor. Customer wanted to see if assistance could be provided and was informed that having the part paid for was the assistance and customer is not upset any longer and happy that the dealership helped him out. No further assistance needed.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2416 8L[redacted]	**Open Date**	08/19/2011	**Built Date**	10/02/2007		
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	01/26/2008	**Mileage**	63,832	**Dealer Zone**	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45168	MCKENNEY DODGE, LLC			
Dealer Address	2339 EAST FRANKLIN BLVD				
Dealer City	GASTONIA	**Dealer State**	NC	**Dealer Zip**	28054

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	CLOVER SC[redacted]	**Country**	UNITED STATES

Product - Steering - Steering Wheel / Column - Other - Default	Clock Spring

Customer states that her airbag light is currently on and that she would be willing to let CAC replace the clock spring at no cost to her.
Customer was advised that the dealer will be contacted on 08/22 to inform them of the situation. The customer will then contact the dealer to schedule an appointment. Customer also states that the vehicle will sometimes only start when it s in neutral and the dealer can t fix it.
Writer contacted dealer 45168 and spoke to Lee, service manager and informed him that we will be replacing the customers clock spring at no cost to the customer. He will then need to send the defective component to
Chrysler Group LLC
800 Chrysler Drive
Auburn Hills, MI 48326
Attn : Paul Plantinga
CIMS 482-00-91
SM would like the information emailed to him at lhyde@mckenneycjd.com
Writer contacted customer at [redacted] Unable to leave voice mail due to the line being disconnected.
Email was sent to Lee ,service manager requesting warranty rates.
Writer contacted the customer at [redacted]9. Customer s husband asked that agent contact his wife regarding the matter at 8[redacted]8. Writer then contacted the customer and informed her that she can contact the dealer to set up an appointment.
Customer called in and asked who the agent spoke to at the dealer because she spoke with one of the technicians and he acted like he didn t know what she was talking about. Writer informed the customer that I spoke to Lee the service manager.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer satisfaction. According to the dealer, the warranty
costs of the repair are as follows:
Parts- 208.60

Labor- 40.25
Total- 248.85
Co-pay = $0.00
########## DIRECT-TO-DEALER ##########
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
If you need assistance with claim payment, please refer to Warranty Bulletin D-11-19.
This customer has been informed of this decision.
Please update and/or close CAIR when complete.
##########
[redacted]
*Contact Date:08/29/2011
Dealer 45168 has updated the mileage to 63832.
DCX goodwill repair is documented on Repair Orde[redacted]
CAIR RETURNED FROM DEALER ON 8/29/2011 AT 10:34:736 R[redacted]
Writer contacted the customer [redacted]. Customer states that the dealer has ordered the parts for the recalls and that the vehicle is running properly as of now.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2414	8L[redacted]	**Open Date**	08/19/2011	**Built Date**	08/30/2007	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	09/11/2007	**Mileage**	63,614	**Dealer Zone**	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	26214	BOB MARIANO JEEP DODGE INC			
Dealer Address	146 MANCHESTER ST				
Dealer City	CONCORD	**Dealer State**	NH	**Dealer Zip**	03301

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	DEERFIELD NH 0[redacted]	**Country**	UNITED STATES

Product - Steering - Steering Wheel / Column - Other - Default	Clock Spring

Customer states that his airbag light is currently on and that they would be more than happy to let CAC repair the clock spring at no cost to them.
Customer was advised that the dealer will be contacted on 08/22 to inform them that the customer will be coming in for the repair. The repair for the clock spring will be taken care of 100% by CAC.
Writer called the customer to verify what dealer they would be taking the vehicle to and the customer states that they are taking the vehicle to 26214.
Writer called dealer 26214 and spoke to Ken, service manager and informed him that we will be sending the customer into the dealer for their airbag light being on. If the clock spring needs to be replaced then we will have them send the defective component to MI. Ken would like an email sent to service@bobmariano.com with all the information the he will need for this repair.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer satisfaction. According to the dealer, the warranty
costs of the repair are as follows:
Parts = $254.25
Labor = $41.25
Total = $295.50
Co-pay = $0.00
########## DIRECT-TO-DEALER ##########
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
If you need assistance with claim payment, please refer to
Warranty Bulletin D-11-19.
This customer has been informed of this decision.
Please update and/or close CAIR when complete.
##########
REASSIGNED TO BC/DLR 32 26214 09/01/11 15:15 C[redacted]

Writer will follow up with the repair on 09/06.
*Contact Date:09/06/2011
Dealer 26214 has updated the mileage to 63614.
DCX goodwill repair is documented on Repair Orde[redacted]
CAIR RETURNED FROM DEALER ON 9/06/2011 AT 09:56:476 R 2[redacted]
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5910	8L5[redacted]	***Open Date***	08/22/2011	***Built Date***	12/05/2007	
Model Year	2008	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	02/09/2008	***Mileage***	60,000	***Dealer Zone***			
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	
	GRAND RAPIDS MI [redacted]	***Country***	UNITED STATES

Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	customer does not meet goodwill matrix
Corporate - Recall - Default - Default - Default	customer seeking recall
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	customer states air bag light came on
Product - Electrical - Cruise Control - Intermittent or Inoperative - Default	customer states cruise control does not even work

***** EMAIL BRIEF DESCRIPTION CONTENT *****
2008 Jeep Wrangler airbag light came on and now my cruise control does not e
ven work. Recently gave to my daughter to drive but worried airbag will no
t work in accident.
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Is there a recall on this issue? Safety concern to me. Dealership said
would cost about 450 to fix? Thats painful. Don
*****END OF CUSTOMER EMAIL*****
Has customer had previous history with current issue? No.
Customer has a history of diagnosis for an intermittent problem? No.
Has had repair history at Chrysler dealership(s)? Yes.
Was this vehicle purchased new by this customer? No.
Customer has a history of purchasing Chrysler vehicles? Yes.
If yes, number in household? 4
Customer claims to maintain vehicle as per maintenance schedule? N/A
Has a mechanical Chrysler Group Service Contract? No.
Warranty coverage code? 801
Ownership status? third
Basic warranty component? Yes.
Powertrain warranty component? No.
Service contract or Mopar warranty component? No.
Within 3 years or 36,000 miles? No.
Within 2 years or 24,000 miles? No.
Within 1 year or 12,000 miles? No.
Dear[redacted]:
Thank you for contacting the Jeep Customer Assistance Center.
Your concerns, such as the expense involved in this issue, are
understandable. However, your request for consideration in this matter
must be declined, because the vehicle in question has exceeded the time
or mileage limitations of the manufacturer s warranty.
Although a more favorable reply could not be provided, sharing your
concern with us is appreciated.

In addition, a review of our records indicates that your vehicle does not currently require service for any recall campaigns. If your vehicle is involved in a future recall campaign, you will be notified promptly by U.S. mail. Please keep us informed of any change of address.
You may also access the self-service recall site on the internet to check on your vehicle s involvement in any recalls that are published. Simply go to your brand website Owners page: http://www.Jeep.com/en/owners and enter your Vehicle Identification Number (VIN) where appropriate.
Furthermore, we suggest that you give your local dealer the opportunity to assist you. Their service personnel have the factory training, equipment and information available to diagnose and correct concerns with our vehicles.
Thank you for taking the time to communicate with us.
Sincerely,
Alyssa
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2411 8[redacted]	**Open Date**	08/22/2011	**Built Date**	09/25/2007		
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	10/10/2007	**Mileage**	45,000	**Dealer Zone**	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	23034	GIL'S JEEP INC			
Dealer Address	50 PORTSMOUTH AVE				
Dealer City	STRATHAM	**Dealer State**	NH	**Dealer Zip**	03885

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	DURHAM NH[redacted]	**Country**	UNITED STATES

Product - Steering - Steering Wheel / Column - Other - Default	Clock Spring

Writer contacted the customer regarding their 2008 Jeep Wrangler on behalf of a survey that Chrysler was performing for right hand drive vehicles that are used for mail delivery. Customer stated that he has had his clock spring replaced twice due to the airbag light. Writer advised the customer to contact CAC in the future if he has further problems with the clock spring.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3918	9L[redacted]	**Open Date**	08/22/2011	**Built Date**	08/27/2008	
Model Year	2009	**Body**	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	03/09/2009	**Mileage**	42,201	**Dealer Zone**	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45412	MIKE TOLER CHRYSLER DODGE JEEP			
Dealer Address	5069 HIGHWAY 70 W				
Dealer City	MOREHEAD CITY	**Dealer State**	NC	**Dealer Zip**	28557

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	HUBERT NC[redacted]	**Country**	UNITED STATES

Product - Steering - Steering Wheel / Column - Worn - Default	RHD Clockspring Survey Recall
Corporate - Outbound - Survey Follow-Up - CPS - Customer Contact Complete	
Corporate - Outbound - Survey Follow-Up - CPS - Default	

CPS Survey Record Received Date: 08/22/2011
Survey Number : 9[redacted]
Quality Survey ID Number: 1[redacted]0
Survey Date : 08/12/2011
VIN Number : 1J4GZ39189L[redacted]7
Mapping Class : Dealer
Event Type : Year 3 Ownership
CPS Score : 10
Survey says, 'Call me.'
* * * * * CASE MANAGER TEAM - District 88Z * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] The customer complains that with the right hand drive vehicle she installed rear strobe lights as she is a mail carrier, and that the rear right strobe light is out. The customer states that she contacted the 44888 RUSSELL BARNETT JEEP Dealer to speak to the right hand drive specialist and he never responded. The customer complains that the air bag warning light is on and that she contacted the National Traffic Safety Administration. The customer said that she would contact the 45412 MIKE TOLER JEEP Dealer by 09/19/2011 to have this repaired at 100% Jeep s expense per the RHD Clockspring Survey Recall as authorized by CS1123.
Agent called the 45412 MIKE TOLER JEEP Dealer to speak with Gina Harper, Service Manager, who was not available. Agent left message that the customer will be making an appointment for the clockspring repair which Jeep will cover 100% per the RHD Clockspring Survey Recall.
CLOSED LOOP UPDATE - no need for additional follow-up.
Gina Harper, Service Manager, called from the 45412 MIKE TOLER JEEP Dealer. Agent informed Service Manager to return the failed clockspring

to:
Chrysler Group LLC
Attn: Paul Plantinga
CIMS 482-00-91
800 Chrysler Drive
Auburn Hills, MI 48326.
Service Manager said she would order a clockspring and once it arrived she would schedule a repair appointment with the customer.
Customer Dealer SA Stephanie 2522472003 ask for SA Stephanie, calls to speak with their Case Manager.
Customer MARY is there at dealer waiting for decision .
Dealer 45412 the acting (SM) Stephanie is calling and stating that the repair is done on the vehicle and the customer stating she was told by case manager BK281 and also CS1123 according the line 21 the repair is covered 100% under the warranty.
Acting (SM) is providing us with the warranty price as follows:
Parts:208.60
Labor:77.30
Total cost of the repair is $285.90
The previous case managers have stated that Chrysler will pay 100% cost of the repair.
XXXXXXXXXX NEW CASE MANAGER NEEDS TO SEND AN RA FOR $ 285.90 TO THE DEALER 45412 XXXXXXX
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on describe the reason why this goodwill is being offeredÙ. According to the dealer, the warranty costs of the repair are as follows:
Parts =208.60
Labor = 77.30
Total =285.90
Co-pay = 0.00
########## DIRECT-TO-DEALER ##############
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
If you need assistance with claim payment, please refer to Warranty Bulletin D-11-19.
This customer has / has notÙ been informed of this decision.
Please update and/or close CAIR when complete.
##################################
REASSIGNED TO BC/DLR 66 45412 09/20/11 09:20 R[redacted]
*Contact Date:09/20/2011
Office Manager at the dealership has closed the CAIR#[redacted]
DCX goodwill repair is documented on Repair Order#[redacted]
CAIR RETURNED FROM DEALER ON 9/20/2011 AT 10:16:255 R[redacted]1
POSTMARK DATE: 030713; DATE RECEIVED: 031213

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA6H11	AL1[redacted]	***Open Date***	08/23/2011	***Built Date***	12/02/2009	
Model Year	2010	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	12/05/2009	***Mileage***	19,000	***Dealer Zone***			
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PBS	DEEP WATER BLUE PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Owner	[redacted]		***Contact Type***	E-MAIL
Address	[redacted]	6331 W NEWPORT AVE	***Home Phone***	
	CHICAGO IL [redacted]4		***Country***	UNITED STATES

Product - Electrical - Unknown - Other - Default	Customer states airbag deployed without cause

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Passenger airbag deployed with no cause.
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Sunday evening, when returning to my Jeep after a concert, I started it up as usual. Had not even shift it out of park. Noticed that the airbag light came on, and beeped twice. Then, without warning, the passenger airbag deployed. Luckily no one was hurt, but it could have been a lot more serious. Need some answers as to what caused this. And, since I own two of the same vehicle, 1 number apart on the VIN (both same make, model, etc, except for color), I need assurances that the same will not happen to my wife, either while in park or driving (unless in an accident).
*****E[redacted]D OF CUSTOMER EMAIL******
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center regarding your 2010 Jeep Wrangler.
Our records show that you have contacted us by telephone and we are addressing your concern. We have updated your file to reflect the latest information you provided in the email message.
If your concerns have not been addressed, or you have other concerns, please contact the Chrysler Group Customer Care Center by telephone at 1-877-IAM-JEEP (426-5337).
Thank you for being a part of Jeep, have a nice day!
Sincerely,
Sam
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA6H11	AL[redacted]	**Open Date**	08/23/2011	**Built Date**	12/02/2009	
Model Year	2010	**Body**	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	12/05/2009	**Mileage**	19,552	**Dealer Zone**	51	CHICAGO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PBS	DEEP WATER BLUE PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	23578	FIELDS CHRYSLER JEEP DODGE			
Dealer Address	670 W FRONTAGE RD				
Dealer City	NORTHFIELD	**Dealer State**	IL	**Dealer Zip**	60093

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	CHICAGO IL[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Front Passengers

Agent updated COIN.
Briefly summarize why the customer is contacting Chrysler:
Customer is calling because he states that he was in his vehicle late last night and he was getting into his vehicle when he started it, the air bag light came on, beeped twice and then the passenger air bag deployed while the vehicle was still in park. Customer states that no one was hurt but that this needs to be investigated because someone could have been sitting there and something serious could have happened.
Briefly summarize what the customer is expecting: Customer wants some answers regarding this situation. Customer brought his vehicle to the dealership and they told him that they may have to keep it for a couple days and might have to send someone out to have a look at it for him. Customer was told that this case will be sent to special investigations for further review.
****

1. Who is calling and what is their contact information?
Preferred: [redacted]
Alternate:
2. What happened? Vehicle was in park while started and passenger air bag deployed
3. What is the current location of the vehicle? At dealer 23578
Customer stated that the vehicle is located at:
FIELDS CHRYSLER JEEP DODGE
670 W FRONTAGE RD
NORTHFIELD IL 60093
8474465100
****

PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A, B, C, D, & J, PHOTOS, SCAN TOOL CODES, POLICE REPORT (if available), AND ANY OTHER PERTINENT INFORMATION. THANKS.

CAIR NUMBER 21269101 REQUEST EAA INSPECTION 08-23-2011 15:18
CAIR NUMBER 21269101 E-MAIL SENT TO EAA 08-23-2011 15:18
Dealer contacted TA to discuss above situation. TA updated mileage and advised Dealer that Chrysler would be in contact regarding next steps with vehicle...mam50
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 08/26/11 AT 21:03:37 [redacted]
****
Reviewed report and photographs. Please arrange to have vehicle repaired under the terms of the warranty, including the replacement of the ORC module. Thanks. _
REASSIGNED TO BC/DLR 51 23578 08/30/11 09:19 O 2[redacted]
Please return ORC Module to:
Chrysler Group LLC
800 Chrysler Drive
Auburn Hills MI 48321
CIMS 484-04-04 J. Susalla
REASSIGNED TO BC/DLR 51 23578 08/30/11 14:02 O 2[redacted]
*Contact Date:08/30/2011
Service Director at the dealership has updated the CAIR# [redacted]
Parts have been ordered.
Customer calls to speak with their Case Manager. Writer provided case management number 1 800 763 8422 Writer transferred per caller request.
Caller is seeking follow up on what caused the deployment of the passenger side air bag.
Customer called to speak with JSS15. Writer transferred the call and gave his number out.
returned owners call. Advised of status & findings.
*Contact Date:09/08/2011
Service Director at the dealership has closed the CAIR# 2[redacted]
Warranty repair has been documented on Repair [redacted]
CAIR RETURNED FROM DEALER ON 9/08/2011 AT 12:03:133 R 21[redacted]
Part received from dealer, hand delivered to Imp12

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2416	8L6[redacted]	***Open Date***	08/24/2011	***Built Date***	03/26/2008	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	07/25/2008	***Mileage***	67,000	***Dealer Zone***	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45230	MARTIN CHRYSLER LLC			
Dealer Address	226 S WASHINGTON AVE				
Dealer City	CLEVELAND	***Dealer State***	TX	***Dealer Zip***	77327

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

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Escalated per matrix
Product - Electrical - Unknown - Complete Failure - Default	Hp Module failed
Product - Body / Trim / Paint Finish - Glass - Leaks - F. Door-Driver	Leaking water
Product - Body / Trim / Paint Finish - Glass - Leaks - F. Door-Pass	Leaks
Product - Electrical - Unknown - Other - Default	Vehicle experiencing several electrical issues
Product - Electrical - Body Control Module - Complete Failure - Default	clockspring
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	

Briefly summarize why the customer is contacting Chrysler:
Customer states he was told to call CAC if issues are not resolved.
Customer is calling in regards to having his vehicle in the shop again for previous concerns such as: Windshield washer fluid squirts out, vehicle loses power while driving, intermittent starting issues, electrical horn starts to go off while driving, air conditioning unit goes on while driving, vehicle shifts from 4th to 1st gear at all different speeds and ABS light stays on.
Customer states that the vehicle intermittent stays on when you shut ignition off and remove key.
Briefly summarize what the customer is expecting:
Customer is requesting Chrysler s assistance with getting vehicle repaired properly.
Customer is requesting financial assistance for cost of repairs.
Has customer had previous history with current issue? YES
Customer has a history of diagnosis for an intermittent problem? YEs
Has had repair history at Chrysler dealership(s)? YES
Was this vehicle purchased new by this customer? YES
Customer has a history of purchasing Chrysler vehicles? YEs
If yes, number in household? 4
Customer claims to maintain vehicle as per maintenance schedule? YES

Has a mechanical Chrysler Group Service Contract? NO
Warranty coverage code? 336
Ownership status? Original
Basic warranty component? YEs
Powertrain warranty component? NO
Service contract or Mopar warranty component? NO
Within 3 years or 36,000 miles? YES
Within 2 years or 24,000 miles? NO
Within 1 year or 12,000 miles? NO
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 2[redacted]4
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: m[redacted]
Who has possession of the vehicle? Dealer
Has the vehicle been diagnosed by a CDJ dealer? Unable to diagnose
If a CDJ dealer has diagnosed, what is the dealer name or code? 45230
Reassigned to 88F
********DEALER EMAIL**********
This customer says he has been talking to yall about some help with
repairs on there jeep. Can you please let me know if they really have &
the case #? He had 23 codes stored in the system & we need to start with
the o2 sensor & TIPM.
****

WRITER EMAILED DEALER 45230: I do have an open CAIR I received today.
There was a previous CAIR that the customer was declined for but, these
notes were entered.
SM states the
complaint was that the dash lights go on and off intermittently. SM
states the vehicle needs a new battery and the ignition switch needs
replacement. SM states the battery is $160.00 and the ignition switch
replacement is $200.00 plus tax. Writer advised that the customer will be
informed that goodwill is declined for these repairs but if the issue
isn t resolved with these repairs, goodwill will be considered. SM agrees
that if this doesn t resolve the issue goodwill should be considered.
So what do you think?
*******DEALER EMAIL*********
Well he still has the dash light problem but now he also has the horn
going off, radio acting up, & a bunch of other problems. We are thinking
that it is related to the TIPM & o2 sensor but that is a starting place.
We may need further repairs after that. We have ordered the parts. I
will leave the good will decision up to you. He has bought several
vehicles from us but does not bring them to us for anything but warranty
work. He did not buy this jeep from us. If anything I would think
Chrysler pays parts customer pays labor.
Thanks
Jody
****

WRITER EMAILED DEALER 45230: What is warranty pricing for both TIPM and
O2 sensor repairs, parts versus labor?
**********DEALER EMAIL**********
Parts price TIPM 208.60 o2 sensor 44.45 total 253.05
Labor total 211.60 that includes 2 hours diag.
****

WRITER EMAILED DEALER 45230: Let s have him do a $175.00 co-pay. I will
send the CAIR and the RA. Do you want to let the customer know?
As a one-time goodwill gesture, Chrysler will be making a policy
adjustment for this repair based on customer satisfaction.
According to the dealer, the warranty
costs of the repair are as follows:
Parts = $253.05
Labor = $211.60
Total = $464.65
Co-pay = $175.00
########## DIRECT-TO-DEALER ##############
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer. If you need assistance with claim payment, please refer to Warranty Bulletin D-11-19.
This customer has not been informed of this decision.
Please update and/or close CAIR when complete.
##
**********DEALER EMAIL********
That s fine but what if we run into more problems after we replace the TIPM & o2 sensor? Remember this is just the starting point.
****
WRITER EMAILED DEALER 45230: I understand. I will call the customer later and explain to him if there are other repairs and we assist there will be more participation needed by him. If you could explain it as well, that would be great.
******DEALER EMAIL********
Ok we tried to buy the TIPM from other dealers but none wanted to sell. So it is on national back order no release date.
****
WRITER EMAILED DEALER 45230: What is the part and order number? I ll see what I can do.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Customer states he has not spoken with the dealer. Writer advised that goodwill will be offered with a $175.00 co-pay. Customer states he paid $100.00 a few weeks ago, for a diagnosis. Writer advised that he will need to pay the $175.00 for the repair of the TIPM and the O2 sensor. Writer advised this is a starting point and there may be other repairs needed after this repair. Writer advised there may be future co-pays depending on if other repairs are needed. Writer advised the TIPM will be expedited and a follow up call will be made 8/30/11. Customer requests rental. Writer advised that rental is declined at this time but, that it may be reviewed again on 8/30/11, if the part has not been located.
*******DEALER EMAIL RECEIVED Thursday, August 25, 2011 3:00 PM****
ORDER #100824 PART #RL692236AI VOR #$10082
****
*****DEALER EMAIL**********
Any luck on expediting the TIPM for us? This guy is getting very impatient
****
WRITER EMAILED DEALER 45230: I m showing the current promise date is 8/29/11.
**********DEALER EMAIL**********
The promise date has come & gone. We still do not have the part. Parts is saying there still is no release date. Please see what you can do.
****
WRITER EMAILED DEALER: I m showing a tracking number you should have gotten the part. Did you get it?
Writer called customer at [redacted]. Customer states he spoke with the dealer on 8/30/11, and they said they got a parts shipment but, didn t get the customer s part. Writer advised the order is showing closed and there is a tracking number. Writer advised the dealer was contacted to get more information. Writer advised that a follow up call will be made 9/6/11. Writer provided customer with the UPS tracking number [redacted]
Jody dealer calld in on behalf of the customer. Jody stated that the tpim and the o2 were installed and it cleared up most of the codes. However the horn and airbag light is still on. Jody stated that the vehicle still requires the clockspring and the ecm at additional amount. Jody advised the customer there is additional cost, however the customer refuses to pay anymore money . Jody stated ecm will not avialable until Monday or later. Jody wanted to know if he should continue with the repairs, give the customer back the vehicle and have him come back with the ECM is available or provide the customer with a rental. Agent transferred Jody to CM for assistance.
Writer spoke with dealer who states that he just wanted to speak with

KG364 writer transferred.
Dealer Service Manager Jody called Writer, the airbag light is still on, they need to replace clockspring and pcm (pcm is covered under 880) SM called Customer and gave Customer estimate, Customer refused to pay anymore. SM asked what Writer would do. Writer advised that if Customer is unwilling to pay for the clockspring then finish the other repairs and tell Customer to pick up his vehicle. SM agreed.
*****DEALER EMAIL RECEIVED Thursday, September 01, 2011 12:13 PM*****
It showed up this morning. He is scheduled to come in tomorrow morning.
****
WRITER EMAILED DEALER 45230: thanks for the update.
********DEALER EMAIL RECEIVED Friday, September 02, 2011 9:26 AM********
Ok the TIPM & O2 sensor fixed most of the problems. We still do not have horn & has several airbag codes in the system. My tech is working on diagnosing the problem with the horn & airbag now. I am not releasing the vehicle till it is completely fixed or he declines any other repairs. My tech already had to put it back together once so they could use it & I am not going to make him do it again.
****
Writer called customer at [redacted]. Customer states he picked up the vehicle and didn t have the work done. Writer advised the dealer will be contacted to see how they want to proceed. Writer advised a follow up call will be made 9/8/11.
WRITER EMAILED DEALER 45230: So did you do the PCM that was under warranty? Where are we on the clockspring? I talked to the customer and he knows that if goodwill is offered he will have a co-pay.
*********DEALER EMAIL**********
The customer is done & gone with no further repairs. When I called him to tell him the price for the clock spring he said I am not paying any more #@&* money to get this fixed . I called & talked to one of the other agents up there & let them know what he said. The declined any other further assistance. I informed the customer of this & he said he would talk to you later. So basically we are done doing anything with this vehicle. Customer came & paid the co pay & picked it up. We are not willing to do any further work on this vehicle because he is not willing to do any customer pay work with us.
Thanks
[redacted]
****
Writer called customer at [redacted]. Writer advised customer that the dealer does not want to work with the customer on further goodwill. Writer advised customer that he would need to go to another authorized CDJR dealer and get a new diagnosis. Customer states he knows the owner of dealer 45230, and will contact them to see if they will work with him there. Writer advised a follow up call will be made 9/15/11, to see how the customer wants to proceed.
*********DEALER EMAIL**********
We will do whatever you want us to do. Just let me know.
****
WRITER EMAILED DEALER 45230: What is needed on the vehicle now?
**********DEALER EMAIL**********
still needs the clock spring. That should fix the horn & airbag light issues. Customer pay was 486.04 to get this fixed. Warranty would be 286.80.
Let me know what you want to do.
****
WRITER EMAILED DEALER 45230: Let s do $175.00 co-pay. I will just need the warranty and labor pricing.
**********DEALER EMAIL**********
I will get you the pricing in the morning. Do you want to call the customer?
Warranty price is 208.60 for parts & 37.80 labor.
**********[redacted]
Writer called customer at [redacted]. Writer advised that goodwill will be offered for the clockspring repair with a $175.00 co-pay. Writer advised that the dealer will order the part but, the customer should

inform the dealer if he wants to accept the offer. Customer states he will contact the dealer to make sure the part gets ordered.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on recurring issue.
According to the dealer, the warranty
costs of the repair are as follows:
Parts = $208.60
Labor = $37.80
Total = $246.40
Co-pay = $175.00
########## DIRECT-TO-DEALER ##############
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
If you need assistance with claim payment, please refer to
Warranty Bulletin D-11-19.
This customer has been informed of this decision.
Please update and/or close CAIR when complete.
##################################
REASSIGNED TO BC/DLR 63 45230 09/20/11 10:00 C[redacted]
********DEALER EMAIL*********
Ok the airbag light is off & the horn is working. We did notice the check engine light is back on. My advisor is checking with the customer to see if he wants us to check that out. He did not mention it at the time of write up.
****

WRITER EMAILED DEALER 45230: is this the same O2 sensor or is this a different one.
**********DEALER EMAIL**********
Different o2 sensor
****

WRITER EMAILED DEALER 45230: Ok let s just add $25.00 to the co-pay. I ll note the CAIR. Can you call?
**********DEALER EMAIL**********
Yes I will call
Ok he will bring it back next week to replace the o2 sensor. We have to order it out of dallas.
****

Per lines 255-256, writer will follow up with customer 9/29/11.
*Contact Date:09/28/2011
DCX goodwill repair is documented on Repair Order#[redacted]
CAIR RETURNED FROM DEALER ON 9/28/2011 AT 10:39:450 R[redacted]
Writer called customer at[redacted] Customer states he hasn t heard from the dealer about the part. Writer advised a follow up call will be made 10/3/11. Customer states the other morning the vehicle would not crank. Customer states it was like the battery was dead. Customer states it did eventually start and it hasn t happened again but, he wanted the issue noted. Writer advised customer to let the dealer know this happened when he goes back for the O2 sensor repair.
Writer called customer at[redacted]. Left message. Follow up call will be made 10/5/11.
Writer called customer at[redacted]. Customer states he hasn t heard from the dealer. Writer advised the dealer will be contacted to make sure the part is in, and a follow up call will be made 10/6/11.
Writer called Service Manager (SM), Jody Braithwell, on his cellular phone. SM verifies the parts are in. Writer advised the customer would be advised to make a repair appointment.
Writer called customer at[redacted]. Left message. Writer advised the part is in and customer needs to make a repair appointment.
Writer called customer at 2[redacted] Customer states he will try to go in next week for the repair. Writer advised that a follow up call will be made 10/11/11. Customer states the vehicle did the no crank issue again. Writer advised customer to note the conditions when it happens and to let the dealer know it s happening.
Writer called customer at[redacted]. Left message. Writer seeking to know when repair appointment is.

Writer called customer at 2[redacted]. Customer states he will call the dealer to make an appointment today. Customer states he will try to get the repair done tomorrow or Friday. Customer requests call back 10/14/11.
Writer called customer [redacted] Left message
Writer calling customer. Phone number dialed, [redacted]. Customer stated he wouldn t be able to take his vehicle into the dealership until tomorrow.
Writer called customer at [redacted]. Customer states they have not taken the vehicle in for repairs yet. Writer advised that goodwill is only good for 30 days and will expire 10/26/11. Customer states he will take the vehicle in 10/26/11. Writer advised a follow up call will be made 10/27/11, to make sure the issue is resolved.
Voice mail received from Service Manager (SM), Jody at dealer 45230, 2:50 p.m. eastern time, 10/24/11. SM states the technician is out and the customer will not be able to go in for the repair until 11/2/11. SM states the offer will need to be extended past the 30 days.
WRITER EMAILED DEALER 45230: No problem.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Spoke to SA Michael and was advised repairs are complete and customer has vehicle back.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ391X	9L[redacted]	***Open Date***	08/24/2011	***Built Date***	09/17/2008	
Model Year	2009	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	10/10/2008	***Mileage***	55,000	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	65571	L & M MOTORS INC			
Dealer Address	1001 S WHITE STREET				
Dealer City	ATHENS	***Dealer State***	TN	***Dealer Zip***	37303

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

Recall - L05: TRANSMISSION COOLER LINES - Advise Owner/Incomplete Recall	Informed of recall
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light on
Corporate - Product Information - Default - Default - Default	build location

Briefly summarize why the customer is contacting Chrysler: Customer inquires about recalls on the vehicle because their air bag light is on and they have read about a recall for this issue.
Briefly summarize what the customer is expecting: Customer seeking recall information.
.
Agent informed the customer of the open recall on the vehicle and that there is no recall for the air bag light. Customer inquired where the vehicle was built and the agent informed the customer that the vehicle was built in Toledo, OH.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2417	7L1[redacted]	**Open Date**	08/25/2011	**Built Date**	12/06/2006	
Model Year	2007	**Body**	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	03/14/2007	**Mileage**	30,400	**Dealer Zone**	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	67494	NORMAN CHRYSLER JEEP DODGE			
Dealer Address	481 NORTH INTERSTATE DRIVE				
Dealer City	NORMAN	**Dealer State**	OK	**Dealer Zip**	73069

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted] B[redacted]	**Home Phone**	[redacted]
	OKLAHOMA CITY OK [redacted]	**Country**	UNITED STATES

Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	Advised of the recall
Product - Body / Trim / Paint Finish - Air Bag - Noisy - Unknown	Air Bag Light
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Looking for assistance

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer is calling in because air bag light is on and the dealership has
to change the wiring harness and customer feels this should be covered.
Agent advised the caller of the recall K13
Briefly summarize what the customer is expecting:
Caller is seeking possible assistance/goodwill for the repairs.
****End structured narrative T2 - Beginning Narrative
Has customer had previous history with current issue? n
Customer has a history of diagnosis for an intermittent problem? n
Has had repair history at Chrysler dealer? y
Was this vehicle purchased new or used by this customer? used
If yes, number in household 4
Customer has maintained vehicle as per Chrysler Maintenance Schedule? y
Has a Mechanical Chrysler Group Service Contract? n
Warranty Coverage Code? 336
First Owner? n
Second Owner? y
Basic Warranty Component? y
Within 3 years or 36,000 miles? n
Within 2 years or 24,000 miles? y
Agent updated customer s information including an email address
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 [redacted]
[redacted] Dealer

Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 67494
Reassigned to 88F
Customer calls to speak with their Case Manager.
Customer [redacted] called as he had as he had not been contacted by a case manager. Writer was advised by TF205 the customer would be contacted within the next two hours. Caller states the dealership has been able to diagnose the vehicle as having a faulty air bag sensor.
Status update provided via email to the following email address:
[redacted]v
Hello, my name is Brianna and I am the Manager for the case you created in hopes of meeting a resolution for the situation surrounding your vehicle.
I will be calling you today but if I miss you please call me back at 1-800-763-8422 EX: 66377.
End of Status Update
* * * * * CASE MANAGER TEAM - District U * * * * * *
2nd owner, 1 current new, 3 previous new, no csc, oow 3/36 by 1 year 5 months.
Writer called dealer to speak with Scott SM. Scott was at lunch.
Dispatcher Tait, informed writer that he signs off on issues while Scott is out. Tait states that tech was out for the day and SA was at lunch.
ORC module is needed for customer.
Writer left a message for SM Scott to call writer back to discuss possible goodwill for customer.
Writer called customer and advised that he will be contacted back as soon as writer is able to speak with the SM Scott to get a total estimate.
Customer understands and is thankful for the assistance provided.
Scott Nelson SM from dealer 67494 called to speak with case manager. SM stated will call back later with the correct prices.
Writer left message for SM Scott. Scott was not available so writer left a message indicating a follow up is required.
Writer left a message for customer indicating writer was not able to gather more information so writer will call back at a later time.
Scott Mason calls to speak with their Case Manager. Writer transferred to BE115.
Writer received a call from Scott SM who states that customer is loyal.
Parts $118.86
Labor $42.48
Total $161.34
Writer would like to have customer pay $100.00. He verified that customer s 3rd party service contract would not cover issue as it expired.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer satisfaction.
According to the dealer, the warranty
costs of the repair are as follows:
Parts $118.86
Labor $42.48
Total $161.34
Co-pay = $100.00
########## DIRECT-TO-DEALER ##############
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
If you need assistance with claim payment, please refer to Warranty Bulletin D-11-19.
This customer has been informed of this decision.
Please update and/or close CAIR when complete.
##################################
REASSIGNED TO BC/DLR 63 67494 08/30/11 11:58 O[redacted]
Writer received a message from customer requesting a call back. Writer left message indicating that writer will call back when repairs are complete.
Writer called dealer to verify the status with customer s vehicle. SA Tate states that vehicle was repaired Saturday and the customer did pay

copayment.
Writer called customer to verify repair status but customer was not available so a message was left indicating a follow up is going to be made at a later time.
Customer states that the vehicle seems to be functioning properly. He is unsure if dealer really repaired what they said they did but the light has turned off. Customer states that it was too difficult to get a rental and he had wanted help with that. Writer apologized to customer for circumstances but informed him that he may call CAC back should he need more assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3913	9L[redacted]	***Open Date***	08/31/2011	***Built Date***	09/03/2008	
Model Year	2009	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	09/17/2008	***Mileage***	43,000	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	23825	JASPER JEEP-DODGE-CHRY-PLYM			
Dealer Address	1050 HIGHWAY 515 SOUTH				
Dealer City	JASPER	***Dealer State***	GA	***Dealer Zip***	30143

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	JASPER GA[redacted]	***Country***	UNITED STATES

Product - Electrical - Unknown - Defective - Default	clock spring needs to be replaced

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer stated she is having issue with the air bag light staying on.
Customer stated she had a Chrysler dealership diagnosis the issue and was advised the clock spring needed to be replaced. Writer transferred customer to Enhanced Customer Satisfaction Program for further assistance
Briefly summarize what the customer is expecting:
Customer is seeking assistance from Chrysler on the cost of the repairs
****End structured narrative T2 - Beginning Narrative
The AnswerCONNECT article that was referenced to provide the answer to the
customer was #[redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3913	9L[redacted]	**Open Date**	08/31/2011	**Built Date**	09/03/2008	
Model Year	2009	**Body**	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	09/17/2008	**Mileage**	43,153	**Dealer Zone**	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	23825	JASPER JEEP-DODGE-CHRY-PLYM			
Dealer Address	1050 HIGHWAY 515 SOUTH				
Dealer City	JASPER	**Dealer State**	GA	**Dealer Zip**	30143

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	JASPER GA[redacted]	**Country**	UNITED STATES

Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default	2009 JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR

****Begin structured narrative Enhanced Customer Satisfaction
Enhanced Customer Satisfaction Team*
Owner is being handled by the
Enhanced Customer Satisfaction Team.
Transfer the customer to 866-275-1420.
****End structured narrative Enhanced Customer Satisfaction
**** Writer received a call from the customer Mrs[redacted]. She was given the ECS phone # by another Chrysler employee. Her vehicle was at dealer 23825 for an air bag light. Writer called and spoke to SM Marty about the vehicle only to find out that the Jeep is a Righthand drive vehicle which is exempt from the ECS program. A part has been ordered for her vehicle and the dealer is waiting on the part to come in. Customer has the vehicle now. Per the email from TL Shawna, this vehicle is not suppose to be part of the ECS program because it is a RH driver Jeep.
**** Writer called Mrs[redacted] to explain that her vehicle is exempt from the ECS program. Writer apologized and referred her back to the dealer for assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3918 8[redacted]	**Open Date**	08/31/2011	**Built Date**	09/26/2007		
Model Year	2008	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	02/16/2008	**Mileage**	30,000	**Dealer Zone**	74	DENVER	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PGJ	JEEP GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	60082	VISTA JEEP CHRYSLER DODGE OF		SILVERTHORNE	
Dealer Address	225 BUFFALO MOUNTAIN DRIVE				
Dealer City	SILVERTHORNE	**Dealer State**	CO	**Dealer Zip**	80498

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

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Clock spring needs to be replaced
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer stated he is having issue with the air bag light stating on.
Customer stated he had a Chrysler dealership diagnosis the issue and was advised the clock spring needs to be replaced. Customer stated he does not fell like this issue should be occurring and is seeking Chrysler to cover the repairs. Dealership quoted the cost of the repairs at $500
Briefly summarize what the customer is expecting:
Customer is seeking assistance from Chrysler on the cost of the repairs
****End structured narrative T2 - Beginning Narrative
Has customer had previous history with current issue? no
Customer has a history of diagnosis for an intermittent problem? yes
Has had repair history at Chrysler dealership(s)? yes
Was this vehicle purchased new by this customer? yes
Customer has a history of purchasing Chrysler vehicles? yes
If yes, number in household? 3
Customer claims to maintain vehicle as per maintenance schedule? yes
Has a mechanical Chrysler Group Service Contract? no
Warranty coverage code? 799
Ownership status? first owner
Basic warranty component? yes
Powertrain warranty component? no
Service contract or Mopar warranty component? no
Within 3 years or 36,000 miles? yes
Within 2 years or 24,000 miles? no
Within 1 year or 12,000 miles? yes
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]7
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? 60082
Reassigned to 88F
Status update provided via email to the following email address:
c[redacted]
my name is luis and i have been assigned as your case manager. Here is some information that will be helpul for you to have :
your case number[redacted]
chrysler case managment telephone number: 800-763-8422
my direct extension :66121
my work hours:7:30am-4:00pm mountain time monday - friday
i will contact you within one buisness day by telephone to review your case with you.
End of Status Update
* * * * * CASE MANAGER TEAM - District N * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
2nd attempt made to contact customer at[redacted].
Per customer the vehicle has been fix and thanks Writer for the follow up. Per the record Writer also spoke with customer on case #[redacted]8.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3914	8L[redacted]	***Open Date***	08/31/2011	***Built Date***	04/17/2008	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	04/30/2008	***Mileage***	29,000	***Dealer Zone***	74	DENVER	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60082	VISTA JEEP CHRYSLER DODGE OF	SILVERTHORNE		
Dealer Address	225 BUFFALO MOUNTAIN DRIVE				
Dealer City	SILVERTHORNE	***Dealer State***	CO	***Dealer Zip***	80498

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Clock spring needs to be replaced
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	MOPAR TOW BAR
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer stated he is having issue with the air bag light stating on.
Customer stated he had a Chrysler dealership diagnosis the issue and was advised the clock spring needs to be replaced. Customer stated he does not fell like this issue should be occurring and is seeking Chrysler to cover the repairs. Dealership quoted the cost of the repairs at $500
Briefly summarize what the customer is expecting:
Customer is seeking assistance from Chrysler on the cost of the repairs
****End structured narrative T2 - Beginning Narrative
Has customer had previous history with current issue? no
Customer has a history of diagnosis for an intermittent problem? yes
Has had repair history at Chrysler dealership(s)? yes
Was this vehicle purchased new by this customer? yes
Customer has a history of purchasing Chrysler vehicles? yes
If yes, number in household? 3
Customer claims to maintain vehicle as per maintenance schedule? yes
Has a mechanical Chrysler Group Service Contract? no
Warranty coverage code? 799
Ownership status? first owner
Basic warranty component? yes
Powertrain warranty component? no
Service contract or Mopar warranty component? no
Within 3 years or 36,000 miles? yes
Within 2 years or 24,000 miles? no
Within 1 year or 12,000 miles? yes
Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is [redacted]7
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: c[redacted]m
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? 60082
Reassigned to 88F
Status update provided via email to the following email address:
c[redacted]
my name is luis and i have been assigned as your case manager. Here is some information that will be helpul for you to have :
your case numbe[redacted]8
chrysler case managment telephone number: 800-763-8422
my direct extension :66121
my work hours:7:30am-4:00pm mountain time monday - friday
i will contact you within one buisness day by telephone to review your case with you.
End of Status Update
* * * * * CASE MANAGER TEAM - District N * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
9[redacted]
2nd attempt made to contact customer [redacted]
Per customer the vehicle was fix and the issue has been resolved. Writer advise customer of line 48-49 above and that for record a previous case manager contact customer on 9/1/11. Customer thanks Writer for the follow up.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D12	BL[redacted]	***Open Date***	09/01/2011	***Built Date***	08/26/2010	
Model Year	2011	***Body***	JKJL72	JEEP WRANGLER SPORT 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	07/25/2011	***Mileage***	1,839	***Dealer Zone***	51	CHICAGO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	68264	FEENY CHRYSLER JEEP INC			
Dealer Address	1010 EAST CHICAGO STREET				
Dealer City	ELGIN	***Dealer State***	IL	***Dealer Zip***	60120

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	ELGIN IL[redacted]	***Country***	UNITED STATES

Corporate - Lemon Law - Default - Default - Default	
Corporate - Outbound - Survey Follow-Up - Continuous Quality Insight - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	
Product - Drivability - Unknown - Stalling - Default	
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	

CQI Survey Record Received - DATE : 09/01/2011
Survey Number : 484560
Quality Survey ID Number: 193559345
Survey Date : 08/31/2011
VIN Last 8 : BL[redacted]
CQI Comments : Why my Wrangler has had so many problems in the fi
rst 1500 miles and why the service department can t seem to get it right. 63
0.485.9507
* * * * * CASE MANAGER TEAM - District Z* * * * * *
Customer s comments from the survey:'Headlights don t turn off even when
the switch is off'
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[redacted] Customer was contacted and there was voicemail only. Left a
message asking to contact the agent and provided the agent s direct
extension.
CONTACT UPDATE- Customer called in requesting to speak to someone. Head
lights, interior lights and air bag lights, interior lights and head
lights wont shut off occasionally. The air bag light comes on all the
time. She has taken to the dealership twice before and she has another
appointment today when she gets off work, then will look at it tomorrow.
Customer stated she has had this problem with the vehicle since day one
when she bought it. Service manager is on vacation at the dealership.
Customer would like to speak to case manager and give the dealership this
last chance to try to fix the car, but she stated she may want to contact
lemon law. Writer advised customer if they can t figure out what is wrong

with her car tomorrow, she could be sent to a special team if she wants.
She will wait to speak to case manager tomorrow.
Customer states that at this point she feels the vehicle is a lemon and would like to start the qualification process.
Agent transferred caller to extension #66100.
Customer called in saying that the head lights, interior lights and air bag lights does not turn off and the vehicle turn off while she is driving. Therefore, customer wanted to fill Lemon Law. Customer was informed that her request will forward to the appropriate department for further information and they will call him back within 1 business before 8:00 pm ET.
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: 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?68264
Reassigned to 88L
* * * * * * * * * * QUALIFIER TEAM * * * * * * * * * *
* * * * * * * ATTENTION SERVICE DIRECTOR/MANAGER * * * * * * *
This customer has contacted Customer Care seeking lemon law buyback/replacement. Preliminary research has determined this vehicle s warranty history merits further review, however the customer has NOT been informed of such. They have been told that a file is being sent to the dealer with a copy to the Business Center. This CAIR is being assigned to your dealership for further handling and review with your Area Manager and/or Business Center in an attempt to resolve customer s concern and address their claim of lemon law/buyback/replacement.
RESEARCH RESULTS:
Explain why this vehicle either appears to qualify or not: Case needs further review.
Number of related repair attempts = 4 concerns maybe related.
Number of days out of service = 20 total days.
Informed the dealership of the above information that the vase needs to be moved further on, Bryan was informed to notify the service director of the information above.
REASSIGNED TO BC/DLR 51 68264 09/07/11 14:48 O 2[redacted]
Reassigned to I2R for follow-up.
9/08/11 RD617
****Rochel Ditmore with ISG I2R Owner Retention Task Force Team is assisting with this CAIR. If the customer should call, please request them to contact Rochel Ditmore at 888-542-7239, extension 537. Thank you.****
9/08/11 RD617 Spoke with customer who reports the headlights and interior lights will go off sometimes and the airbag light stays on. Customer reports the vehicle has been at dealership since Tuesday for repair. I gave the customer my contact information and advised that I would keep her informed on the status of the repair.
9/08/11 RD617 Spoke with Bryan, SA at Feeny who reports Star recommended they replace the ORC module which came in today. The repair should be complete today and they will test drive before contacting customer tomorrow. He reports this is the third repair to the vehicle.
9/09/11 RD617 Spoke with Bryan, SA at Feeny who reports replacing the ORC did not repair the vehicle and the vehicle is considered not safe to drive due to the possibility of the air bags deploying so they will keep the customer in a rental until the vehicle is repaired. They have ordered a wiring harness that should be in on Tuesday.
9/13/11 RD617 Spoke with Bryan, SA at Feeny who reports the parts are not in but are expected tomorrow or Thursday at the latest.
9/13/11 RD617 Left a voice mail message with the customer to update her on the status of the vehicle repair.
9/15/11 RD617 Spoke with Diane in service who reports the parts came in and vehicle is being repaired.
9-16-11 RD617 Called and spoke with Bryan SA, to check on part status. Bryan informed that he recieved a parital delivery, and was going to check on the ETA for the harness today. Will contact Bryan next week for

part status.
9-16-11 RD617 Spoke to the customer to update her on the status on the repair. Offered her a reimbursement on a monthly payment. Will wait on the completion of the repairs before submitting payment reimbursement.
9/19/11 RD617 Spoke with Bryan, SA at Feeny who reports the part is due in tomorrow morning and vehicle should be repaired and ready for customer to pick up tomorrow afternoon.
9/20/11 RD617 Spoke with Bryan, SA at Feeny who reports the part came in this morning and they are currently repairing the vehicle. They will contact customer after they test the vehicle.
9/21/11 RD617 Left a voice mail message for the customer checking to see if she picked up the vehicle and ask her to return my call to discuss reimbursing a monthly payment.
9/21/11 RD617 Customer returned my call to report she has not been contacted to pick up the vehicle yet. I advised the customer that the repair should be done today and she will be contacted by the dealership when the vehicle is repaired and ready to pick up. I gave the customer my fax number for her to fax the information needed to reimburse a monthly payment.
9/22/11 RD617 Spoke with Bryan, SA at Feeny who reports the wiring repair was a major undertaking and is taking the technician longer than anticipated to complete. The technician hopes to have the repair complete this afternoon so they can test drive tomorrow.
9/22/11 RD617 Left a voice mail message for the customer to inform her the technician is working on the repair and hopes to have her back in the vehicle for the weekend.
9/23/11 RD617 Received a voice mail message from the customer stating that she received a call from the dealership stating that the indicator light came back on again during the test drive and they would need to keep the vehicle for more repairs. The customer was EXTREMELY unhappy and states that she will NOT take the vehicle back. She is wanting a replacement vehicle as soon as possible.
9/23/11 RD617 Spoke with DM, EUE who advises to replace the vehicle for the customer with ISG to negotiate the terms.
9/23/11 RD617 Left a voice mail message for the customer informing her that Chrysler is going to replace her vehicle and ask her to return my call for the details.
9/26/11 Spoke with customer to let her know Chrysler is going to replace her vehicle and someone will be in touch in about a week to get the process started.
9/26/11 Emailed rw100 the vehicle replacement template for approval and processing. Follow up on 9/29/11. CM
9/28/11 Received confirmation the replacement template has been approved and submitted. Customer is satisfied with offer. Closing file and CAIR.
CM

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2410	8L[redacted]	**Open Date**	09/02/2011	**Built Date**	03/08/2008	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	07/04/2008	**Mileage**	72,709	**Dealer Zone**	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45366	ROBERTS DODGE CHRYSLER JEEP			
Dealer Address	5425 S MILL ST				
Dealer City	PRYOR	**Dealer State**	OK	**Dealer Zip**	74361

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	STRANG OK[redacted]	**Country**	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	air bag problem
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	

Customer advised a call back is required and will take place
within one business day by COB their time
Preferred Morning/Midday call back number is[redacted]
Preferred Afternoon/Evening call back number is[redacted]
Customer email address for case updates:[redacted]m
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? 45366
Reassigned to 88F
Air bag sensor keeps going off while driving and this is the same problem
that was repaired one year ago. Customer would like repair taken care of
by Chrysler. Customer expects a return call within one business day.
Customer has three Jeeps
Status update provided via email to the following email address:
[redacted]
My name is Christa and I have been assigned your Case Manager. Here is
some information that will be helpful for you to have:
Your Case number:[redacted]
Chrysler Case Management telephone number: 800-763-8422
My direct extension: 66134
My work hours: 8:15am-4:45pm Mountain Time Monday-Friday
I will contact you before the end of my business day by telephone to
review
your case with you
End of Status Update
* * * * * CASE MANAGER TEAM - District 88U * * * * * *
Household has owned 6 Chrysler vehicles, 3 new 3 used. Currently owns 4.
Vehicle is out of warranty by 2 months and 34000 miles. No SC.
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[redacted] Writer spoke with the customer. Customer stated that he has

not had the vehicle looked at by the dealership. Customer stated that he had an issue with the air bag light coming on before and CAC did provide assistance. Writer stated that Chrysler would look into some assistance, but he would be responsible for any diagnosis fees and any repairs if it is determined that Chrysler can not assist. Customer stated that he does have an appointment with dealer 45366 on 9-8-11.
Writer received a call from the customer wanting the diagnostic fee to be explained. The writer advised the customer that the diagnostic fee was her responsibility as she is out of her warranty. The customer stated that she didn t feel she should have to pay the diagnostic fee as this is a safety concern. The writer advised the customer that if goodwill was provided then the diagnostic fee could be rolled into the goodwill offered.
SA Jeff Thomas, dealer 45366 stated clock spring needs to be replaced. Dealer provided part# as 5156106ab. SA stated that customer is loyal to the dealer. SA stated that customer had the clock spring replaced a year ago and he paid for it.
Warranty Pricing:
Labor $36.10
Parts $208.60
Total $244.70
Writer received a message from Mrs [redacted] to call back. Writer contacted the customer back. Customer stated that the dealership advised her that they are waiting on CAC for a decision on this case. Writer stated that we do have the information that is needed, but writer wanted to speak with the SM at the dealership to see if there will be a co pay for the repair. Writer placed customer on hold and call SM Hugh at number 918-825-5410 his office is at a Chevrolet dealership. Writer contacted the dealership and was advised that the SM had already left for the day. Writer reviewed the case with BE115 and was approved to cover the cost of the repair, customer will have $0.00 co pay. Writer got back on the line with the customer and advised her of the offer due to her loyalty to the dealer. Writer advised the customer to contact the dealership tomorrow so that they can order parts if needed and writer will send the case to the dealership advising them of the decision. customer understood.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer loyalty to the dealer.
According to the dealer, the warranty
costs of the repair are as follows:
Parts = $208.60
Labor = $36.10
Total = $244.70
Co-pay = $0.00
########## DIRECT-TO-DEALER ##############
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
If you need assistance with claim payment, please refer to
Warranty Bulletin D-11-19.
This customer has been informed of this decision.
Please update and/or close CAIR when complete.
##################################
REASSIGNED TO BC/DLR 63 45366 09/14/11 18:52 O 2[redacted]1
Writer received a message from SA Jeff at the dealer asking for the authorization for the repair because the customer is bringing the vehicle in today for the repair. Writer contacted SA Jeff back. Writer advised that once repairs are done they would just need to enter RA in the authorization field and it will go through. Writer stated that there is a $0.00 co pay for the repair.
*Contact Date:09/19/2011
DCX goodwill repair is documented on Repair Orde[redacted]
CAIR RETURNED FROM DEALER ON 9/19/2011 AT 06:26:653 R[redacted]
Writer contacted the customer.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA391X	8L[redacted]	**Open Date**	09/08/2011	**Built Date**	01/09/2008	
Model Year	2008	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	03/03/2008	**Mileage**	36,821	**Dealer Zone**	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	42751	CHUCK PATTERSON DODGE			
Dealer Address	257 EAST AVENUE				
Dealer City	CHICO	**Dealer State**	CA	**Dealer Zip**	95926

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	FOREST RANCH CA [redacted]	**Country**	UNITED STATES

Corporate - Lost Customer - Default - Default - Default	2nd owneer not grateful for assistance will not buy another Chrysler.
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Agent advised of open recall
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air Bag light is flashing
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Case being escalated
Corporate - Reimbursement - Default - Default - Default	Clock Spring - Reimbursement

Briefly summarize why the customer is contacting Chrysler: Customer called stating that her air bag light started flashing yesterday and she found through the owner s manual that this needs to be taken into a dealership immediately so she got the vehicle in today. The dealership needs to replace the squib circuit and they should have the vehicle repaired tomorrow but they are finding this isn t covered under her SC.
Briefly summarize what the customer is expecting: Customer is seeking cost assistance with the squib circuit replacement which will cost $432.
Has customer had previous history with current issue? N
Customer has a history of diagnosis for an intermittent problem? N
Has had repair history at Chrysler dealership(s)? Y
Was this vehicle purchased new by this customer? N
Customer has a history of purchasing Chrysler vehicles? Y
If yes, number in household? 2
Customer claims to maintain vehicle as per maintenance schedule? Y
Has a mechanical Chrysler Group Service Contract? Y
Warranty coverage code? 801
Ownership status? Second
Basic warranty component? Y
Powertrain warranty component? N
Service contract or Mopar warranty component? N
Within 3 years or 36,000 miles? Y
Customer advised a call back is required and will take place

within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]
Who has possession of the vehicle? (Owner/Dealer/IRF) Owner
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 42751
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District O * * * * * *
Agent attempted to contact dealer Service Manager (SM), however,
SM not available. Left message for a return call at extension 66089
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[redacted]. The customer stated that the repair is already completed
and the dealer replaced the clock spring. She feels that this was a
safety issue and should ve been covered. The customer was adcvised that
the case manager was unable to reach the dealership today about the
repairs but will try again on Monday 09/12
Dealer Code: 42751 Dealer Name : CHUCK PATTERSON DODGE Dealer Phone :
530-895-1771 Wrier spoke with Jose (service writer) at the dealership
and learned that the total paid by the cusotmer for the clockstprint
repair was $510.05. No signs of neglect, abuse, etc.
Customer calls to speak with their Case Manager.
Caller requesting to speak with Case Manager ext 66295, went to VM.
Customer states repair has been completed, paid $510.05, seeking
reimbursement for repair.
Caller requesting to speak with Case Manager ext 66295, transferred to
case manager.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2011-09-20 @ 12:38
CONTACT UPDATE - 1st Contact attempt, phone number dialed [redacted]
(Actually, the customer called in and the writer is inserting this
comment for compliance purposes. The customer was advised that the CAC
will reimburse $360.05 for the clocksprint repair upon submission of
proper documentation. The customer elected to semd documentation of the
repair by postal mail. The documentation request was sent first and the
customer changed her mind. The reimbursement address was provided. The
customer is not grateful for the reimbursement of $360.05 and and wanted
everything covered in full. She stated that she will not buy another
Chrysler product.
**** TIER 2 AGENT ********
Customer was contacted on 09/20/11 and was advised to send in
documentation for reimbursement. If documentation is not received by
09/27/11 writer will follow up with customer.
POSTMARK DATE: 092011; DATE RECEIVED: 092311
****TIER 2 AGENT********
Previous Agent Promise
****
Customer submitted documents for reimbursement for repair to the clock
spring on their vehicle, as told by previous agent (on lines 55-56 in
CAIR [redacted] reimbursement in the amount of 360.05.
Customer s proof of payment is: Visa Receipt Approval Code 144186
Date of repair:09/08/11
Labor $243.00
Parts $249.00
Tax $18.05
Misc. Charges $0.00
Total $510.05
Total Reimbursement $360.05
Writer is submitting check for approval in the amount of $360.05.
Address on paperwork received matches address in COIN.
Approved

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8FA5411	7L[redacted]	***Open Date***	09/16/2011	***Built Date***	02/17/2007	
Model Year	2007	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	04/12/2007	***Mileage***	42,000	***Dealer Zone***	70		
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PJR	RESCUE GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	44841	LITHIA CHRYSLER JEEP DODGE	OF ROSEBURG		
Dealer Address	1600 NE AIRPORT RD				
Dealer City	ROSEBURG	***Dealer State***	OR	***Dealer Zip***	97470

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	PELL CITY AL[redacted]	***Country***	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	air bag light
Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	not escalated third owner

Briefly summarize why the customer is contacting Chrysler: Customer states that he purchases this vehicle used. Customer states when he purchased this vehicle the owner informed him that there was an issue with the air bag light. Customer states he is and was fully aware of this issue when he purchased this vehicle. Customer states that the individual that he purchased the vehicle from had an air bag replaced on the vehicle at 21,000 miles on 06/16/2009. Customer states that the air bag light came back on the vehicle. Customer states that it came on and shut off. Customer states that he brought the vehicle to the dealership. Customer states dealership was not able to duplicate the issue. Customer states that the light is back on again. Agent advised that if the light is back on to bring it back to the dealership to determine the issue.
Briefly summarize what the customer is expecting: Customer is seeking assistance with repairs of the vehicle.
Customer is third owner of the vehicle.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA541X	7L[redacted]	***Open Date***	09/19/2011	***Built Date***	10/02/2006	
Model Year	2007	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	08/04/2007	***Mileage***	53,659	***Dealer Zone***	74	DENVER	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE 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 - Electrical - Lamps and Switches - Defective - Default	Air bag light on, Clock spring needed replacing.
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Escalated with supervisor approval
Corporate - E-Reimbursement - Default - Default - Default	Reimbursement for Clock Spring

Briefly summarize why the customer is contacting Chrysler. Customer has a complaint, 2007 Jeep Sahara bought about 4 years ago. Customer loves his Jeep more than any vehicle he has owned. Air bag light came on and took it in for a couple of recalls and they checked the air bag light and fixed it. Dealer ship told the customer it was the clock spring in the steering column. Customer was told the clock spring in the steering column should never go out and repair cost would be $550. Customer was checking and found this is a known problem.
Briefly summarize what the customer is expecting. Customer calling to complain about the clock spring needed replacing and the cost of the replacement. Customer asking to see if some of the expense can be covered.
Agent seen there was already a decision made by the business center 74 for this case [redacted]. Agent reviewed the file and talked to a supervisor JR1305 about still sending the case to a case manager for review. The customer passes our goodwill matrix.
Has customer had previous history with current issue? N
Customer has a history of diagnosis for an intermittent problem? N
Has had repair history at Chrysler dealership(s)? Y
Was this vehicle purchased new by this customer? Y
Customer has a history of purchasing Chrysler vehicles? N
If yes, number in household?
Customer claims to maintain vehicle as per maintenance schedule? Y
Has a mechanical Chrysler Group Service Contract? N
Warranty coverage code? 799
Ownership status? Original

Basic warranty component? N
Powertrain warranty component? N
Service contract or Mopar warranty component? N
Within 3 years or 36,000 miles? Y
Within 2 years or 24,000 miles? N
Within 1 year or 12,000 miles? N
Customer advised a call back is required and will take place
within one business day by COB their time
Preferred Morning/Midday call back number is [redacted] (office)
Preferred Afternoon/Evening call back number is 7[redacted] (cell)
Customer email address for case updates: d[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? 38356
Reassigned to 88F
Superviser TL - JR 1305
* * * * * CASE MANAGER TEAM - District 88N * * * * * *
Status update provided via email to the following email address:
[redacted]
My name is Dallan and I have been assigned as your Case Manager. Here is
some information that will be helpful for you to have:
Your Case number: [redacted]
Chrysler Case Management telephone number: 800-763-8422
My direct extension: 66141
My work hours: 8:00 am to 4:30pm Mountain Time Monday-Friday
I will contact you within one business day by telephone to review your
case with you.
End of Status Update
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[redacted] 9[redacted] Left message.
2nd attempt made to contact customer at 7[redacted] Left message.
Customer called in and left a VM telling writer that they are out of town
and will be back tomorrow.
Writer called customer, he was out at lunch. Will call back later.
Writer contacted dealer and left a VM for the SM.
Customer called in and writer informed him that they will get in contact
with the SM and get back to him after that. Customer says he has no
problem paying for wear and tear on the vehicle, but feels that the clock
spring is a part that shouldn t go out or see wear, feels it may be a
manufacturer defect.
Writer spoke with SM Chris and comfirmed that the damage was most likely
a manufacturer defect and not the customer s fault.
Writer called customer and left a VM.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2011-09-23 @ 13:12
Writer contacted customer to offer them a reimbursement with a $100
co-pay. Customer accepted and a documentation request was sent out.
***** Customer Document Received *****
Writer contacted customer, VM was left to inform the customer that the
documentation was recieved.
Customer called in and left a VM.
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
Reimbursement
If this is a Recall or Extended Warranty, enter the campaign number.
If this is for a previously made goodwill decision, what is that CAIR #?
Enter the Mileage at the time of the repair.
53639
Enter the Date when the repairs were completed.
09/13/11
What is the total cost of the Parts to be reimbursed?
270
What is the total cost of the Labor to be reimbursed?
165
What is the total Tax to be reimbursed?
19.98

What is the total amount being reimbursed?
454.98
****End structured narrative T2 - eReimbursement

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2419	8L[redacted]	***Open Date***	09/19/2011	***Built Date***	10/12/2007	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	02/28/2008	***Mileage***	51,000	***Dealer Zone***	74	DENVER	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PYB	DETONATOR YELLOW CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45452	CHERRY CREEK DODGE			
Dealer Address	2727 S HAVANA ST				
Dealer City	AURORA	***Dealer State***	CO	***Dealer Zip***	80014

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Clock spring needs to be replaced
Product - Electrical - Horn - Intermittent or Inoperative - Default	Horn is not working
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Seeking cost assistance on repairs
Corporate - E-Reimbursement - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer called seeking assistance from Chrysler. Customer states she has had nothing but problems since she purchased the vehicle, Customer states the clock spring and the horn were repaired in 07/10 under warranty.
Customer states the warranty has expired and the same repairs are needed;
Customer states she uses her vehicle for work which is mail delivery.
Customer states the vehicle is currently at the dealer and was notified the cost of repairs will be $560.00.
Briefly summarize what the customer is expecting:
Customer is expecting cost assistance on the repeated repairs.
Has customer had previous history with current issue? Y
Customer has a history of diagnosis for an intermittent problem? Y
Has had repair history at Chrysler dealership(s)? Y
Was this vehicle purchased new by this customer? Y
Customer has a history of purchasing Chrysler vehicles? Y
If yes, number in household? 2
Customer claims to maintain vehicle as per maintenance schedule? Y
Has a mechanical Chrysler Group Service Contract? N
Warranty coverage code? 336
Ownership status? Original
Basic warranty component? Y
Powertrain warranty component? N
Service contract or Mopar warranty component? N
Within 3 years or 36,000 miles? Y
Within 2 years or 24,000 miles? N
Within 1 year or 12,000 miles? N

Customer advised a call back is required and will take place within one business day by COB their time.
Preferred Morning/Midday call back number [redacted]
Preferred Afternoon/Evening call back number is: [redacted]
Customer email address for case updates: Customer Declined
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? 45452
Reassigned to 88F
Agent advised the customer of open recalls J24, K13 and, L05 for this vehicle. Customer was advised to
contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
* * * * * CASE MANAGER TEAM - District N * * * * * *
Vehicle history: 2 New
OOW: 1500/6months
Service contract:NO
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Customer states airbag light came on again and horn doesnt work, customer wants 100% covered as had many issues before and states this issue shouldnt be happening again
Emailed SM
SM not willing to assist as out of the 12/12
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Writer stated that we can offer our assistance but would be through reimbursement and that we could offer an amount of $410 reimbursement with a customer co-pay of $150 customer understood and will let the writer knows once speaking to her husband
Customer contact - Customer spoke to dealership and they assure customer that is would be $560 customer says not sure when will get the repairs done but hopefully ASAP, writer stated will send link once repairs done.
[redacted]
Status update provided via email to the following email address:
[redacted]
As discussed Chrysler will reimburse the amount from the repairs $560 minus a $150 co-pay. So should be around $410.
Thanks
Gemma
1-800-763-8422 ext 66130
End of Status Update
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] customer states had the repairs done but wont be picking up till 10/01/11, writer said will send a link and if any problems to callback
****** Below Customer Contacted for Documentation Request ******
k[redacted] on 2011-09-28 @ 13:48
****** Below Customer Contacted for Documentation Request ******
[redacted]m on 2011-09-29 @ 17:07
***** Customer Document Received *****
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2011-09-30 @ 12:52
Writer contactec customer stating need the 1st page of the invoice with repairs on it, customer will send sent new link and then will process check customer understood
Status update provided via email to the following email address:
[redacted],
You have to delete your cookies under internet options then try again if still wnot do you can Fax for my attention with the case number to 801-736-3929
Thanks
Gemma
End of Status Update
***** Customer Document Received *****
****Begin structured narrative T2 - eReimbursement

What has the customer requested?
Assistance with clocksprings just out of 12/12
If this is a Recall or Extended Warranty, enter the campaign number.
If this is for a previously made goodwill decision, what is that CAIR #?
Enter the Mileage at the time of the repair.
51162
Enter the Date when the repairs were completed.
09/27/11
What is the total cost of the Parts to be reimbursed?
$249.00
What is the total cost of the Labor to be reimbursed?
$157.23
What is the total Tax to be reimbursed?
What is the total amount being reimbursed?
$406.23
****End structured narrative T2 - eReimbursement
Status update provided via email to the following email address:
[redacted]
Good Morning,
Thanks for your Documents I have processed the check and you should recieve in 7-10 business days, Thanking for being apart of Jeep
Gemma
1-800-763-8422 ext 66130
End of Status Update
Check approved.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2416	8L[redacted]	***Open Date***	09/27/2011	***Built Date***	12/06/2007	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	01/26/2008	***Mileage***	59,800	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PYB	DETONATOR YELLOW CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	41026	EGOLF MOTORS INC			
Dealer Address	401 DUNCAN HILL RD				
Dealer City	HENDERSONVILLE	***Dealer State***	NC	***Dealer Zip***	28792

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	[redacted]
	ETOWAH NC[redacted]	***Country***	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Air bag Light
Product - Body / Trim / Paint Finish - Body Hardware - Other - F. Door-Driver	Door seals replaced
Product - Body / Trim / Paint Finish - Body Hardware - Other - F. Door-Pass	Door seals replaced
Product - Steering - Unknown - Other - Default	Steering shaft issues
Product - Transmission / Transaxle - Unknown - Defective - Default	Transmission Defective

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Unsatisfied
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
I just wanted to let you know that I had heard from friends to never buy
a
jeep because they didn t last. Well I decided to try one for myself and I
now concur and will tell any one who asks to NEVER buy a jeep. My jeep
wrangler had an issue with the airbag light last March. It was still
under
warranty so they fixed it. Well now it is no longer under warranty and
the
same problem has happened again. I was told that you only guarrantee your
parts for 12 months. First of all that just sad that you don t even trust
your own parts for more than a year. I ve also had trouble with the
transmission. I ve had the door seals replaced and the doors still leak
like a sieve. Now I find out that the steering shaft is messed up. All
this
with less than 60000 miles. My subaru had over 100000 before I had
transmission trouble. Anyway I just wanted to say how very unhappy I am
with your product and how I will let everyone know that.
***** END OF CUSTOMER EMAIL *******
CM contacted the customer in order to find details about the issues that
they are currently experiencing with their vehicle. Customer stated that
they are experiencing issues with the air bag light, the transmission of
their vehicle where their vehicle seems to go into neutral when they come
up to a stop sign. Customer also alleges that they are experiencing a
water leak on their vehicle, where water accumulates on the floor board.

Customer also stated that they had issues with the steering shaft also where a bushing was replaced but if the bushing goes out again a new steering shaft would need to be replaced. CM advised customer to have the vehicle diagnosed at local dealer in order to find out what exactly is wrong with their vehicle and the repair costs. Customer stated that it would be best to follow up with them on Friday Oct 7 2011.
CM contacted local dealer to advise them of the customer s concerns. SA Jill advised CM that there are notes on the customer s file stating that the customer declined to have their transmission service at 31182 due to excessive dark oil on Jan 18 2010. No goodwills will be approved due to the fact that the customer declined their transmission to be serviced. SA stated also that the customer is not a loyal customer to their dealership, they just go in to perform recalls. SA will have SM Mike King contact us in order to provide us with their point of view regarding this customer.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: Not provided by customer
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? 41026
Has customer had previous history with current issue? YES
Customer has a history of diagnosis for an intermittent problem? YES
Has had repair history at Chrysler dealership(s)? NO
Was this vehicle purchased new by this customer? YES
Customer has a history of purchasing Chrysler vehicles? YES
If yes, number in household? 0 NEW
1 USED
Customer has maintained vehicle as per Chrysler Maintenance Schedule? YES
Has a Mechanical Chrysler Group Service Contract? NO
Warranty Coverage Code? 336
Customer Status? ORIGINAL OWNER
Basic Warranty Component? YES
Powertrain Warranty Component? NO
Within 3 years or 36,000 miles? YES
Within 2 years or 24,000 miles? NO
Within 1 year or 12000 miles? NO
CM attempted to contact SM Mike in order to discusss customer s concerns.
CM left voicemail.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Decision was based on the fact that the customer is not a loyal customer to the dealership, the fact that they denied service to their transmission at local dealership, the fact that they performed transmission service elsewhere, the fact that the door seals would be a new condition since the original repair was performed at 4495 miles.
CLOSED LOOP

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3919	7L[redacted]	***Open Date***	10/04/2011	***Built Date***	12/07/2006	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	01/08/2007	***Mileage***	70,618	***Dealer Zone***	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	23307	ROSENTHAL CHRY-JEEP			
Dealer Address	3400 COLUMBIA PIKE				
Dealer City	ARLINGTON	***Dealer State***	VA	***Dealer Zip***	22204

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LAFAYETTE IN [redacted]3	***Country***	UNITED STATES

Product - Electrical - Unknown - Intermittent or Inoperative - Default	Air bag light will not turn off
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	MOPAR TOW BAR
Corporate - Complaint Contact - Default - Default - Default	issue not resolved for the past two years
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	seeking assistance with the cost of the repairs
Corporate - E-Reimbursement - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states they have been having an on going issue with the vehicle for the past 2 years with the air bag sensor light coming on and off. Customer states they had taken their vehicle to the dealership yesterday for a diagnosis and the technicians stated the repair cost would be $500 to $600 dollars. Customer states they diagnosed the vehicle as a faulty check spring.
Briefly summarize what the customer is expecting: Customer is seeking assistance with the cost of the repairs.
Has customer had previous history with current issue? Yes
Customer has a history of diagnosis for an intermittent problem? Yes
Has had repair history at Chrysler dealership(s)? Yes
Was this vehicle purchased new by this customer? No
Customer has a history of purchasing Chrysler vehicles? No
If yes, number in household?
Customer claims to maintain vehicle as per maintenance schedule? Yes
Has a mechanical Chrysler Group Service Contract? Yes
Warranty coverage code? 336
Ownership status? Second
Basic warranty component? Yes
Powertrain warranty component? No
Service contract or Mopar warranty component? No
Within 2 years or 24,000 miles? Yes
Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]9
Customer email address for case updates: XXXXX@XXXXX.com
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 23307
Reassigned to 88F
Customer did not offer email address. No email has been issued to the customer.
* * * * * CASE MANAGER TEAM - District Q * * * * * *
Second owner, 4 new in household. Service contracts.
Out of warranty by time and mileage.
Agent attempted to contact dealer Service Manager Mike, however, SM not available. Left message for a return call at extension 66049
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Left message including contact information; would follow up 100611.
Mo(brother) stated dealer 23307 diagnosed the vehicle. Customer confirmed its an issue with the check spring. Customer stated there are no airbags. Customer stated its a safety issue. Writer advised customer of lines 38-39. Customer seeking a callback.
Caller Mo(brother) requesting to speak with Case Manager. Writer transferred him to the CM.
Writer received call from customer brother, advised him that we contacted dealer and we are expecting a call back from SM Mike and get details to make a final decision. Customer states this is been happening on and off since they bought vehicle. Writer informed caller that vehicle was purchased outside of warranty by time and mileage, no promise was made but we would follow up with dealer 100611.
Caller states phone numer for Mrs [redacted].
Agent attempted to contact dealer Service Manager Mike, however, SM not available. Left message for a return call at extension 66049
Writer contacted SM Mike states he is currently with a customer and he would call writer back.
Agent attempted to contact dealer Service Manager Mike, however, SM not available. Left message for a return call at extension 66049
follow up 100711
Writer contacted 23307, receptionist states Service Manager Mike is out of to lunch.
Customer calls to speak with their Case Manager. transfered to CM voicemail
Writer contacted 23307, Service manager Mike currently with a customer, writer would call back.
Writer contacted 23307, Service Manager Mike vehicle would need a clockspring, they starter coming to dealer recently, would send writer warranty pricing via email.
Writer contacted customer [redacted], advised him that we spoke with SM Mike, clockspring needs to be replaced, waiting for pricing information to made final decision, customer understood. Follow up 101111.
Writer contacted dealer, SM Mike not available, writer requested to speak with a Service Advisor, receptionist stated no SA were available.
Agent attempted to contact dealer Service Manager Mike, however, SM not available. Left message for a return call at extension 66049
Writer contacted 23307, Service Manager Mike states warranty pricing is $61.60 labor and $205.62 parts, writer informed SM that we are willing to assist with $150 co-pay
Writer contacted customer [redacted], advised him that we are willing to assist with repairs, with a $150 co-pay and to contact dealer to set up appointment
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on brand loyalty. According to the dealer, the warranty
costs of the repair are as follows:
Parts = $205.62
Labor = $61.60
Total = $267.22

Co-pay = $150.00
########## DIRECT-TO-DEALER ##############
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
If you need assistance with claim payment, please refer to Warranty Bulletin D-11-19.
This customer has been informed of this decision.
Please update and/or close CAIR when complete.
##################################
REASSIGNED TO BC/DLR 35 23307 10/11/11 16:31 O[redacted]
Contacted SM for an update.
*Contact Date:10/14/2011
Parts / Service Director at the dealership has updated the CAIR# 2[redacted]
An appointment has been set with the customer.
The customer is scheduled.
*Contact Date:10/17/2011
DCX goodwill repair is documented on Repair Order#[redacted]6
CAIR RETURNED FROM DEALER ON 10/17/2011 AT 04:19:692 R[redacted]S brother stated that dealership called customer and told her that the repair is complete but the turn signal is missing. Caller stated that the turn signal was not missing when vehicle was taken to dealership. Caller stated he feels that dealership is causing more problems with vehicle just to get more money out of the customer. Writer advised customer that RV600 is not in the office today, nor are any other case managers available at this time. Writer advised caller that writer will notate case of this information and request that RV600 call caller back as soon as possible at [redacted].
Writer called for the case manager. Writer was advised that the case manager is in a meeting. Writer informed customer the case manager is in a meeting and should be done in one hour. Customer states his sister is at the dealership and they are wanting her to pay the $150 co-pay and $117.00 for the diagnosis fee. Customer states also the turn signal is missing and was not missing when they brought the vehicle in. Writer advised customer that when we assist the customer is responsible for the diagnosis fee. Customer states his sister should not have to pay anything for the repair. Writer advised customer that when we do assist out of warranty we do ask that the customer participate in the repair. Writer advised customer the case will be updated and case manager will call him back. Customer confirmed his call back number is[redacted] s brother[redacted] called to speak with case manager. Customer stated her sister does not have to pay the $150 co-pay. Customer stated is at the dealer and need to speak with the case manager. Writer transferred the customer to ext 66049.
Writer received call from customer s brother, states dealer is charging them for diagnosis and believes it should be part of the cost of repair and now they are saying the turn signal is missing and believes dealer should be responsible to have this repaired. Writer informed customer that we could contact dealer for more details, customer states he would like to have writer contact his sister first.
Writer contacted customer at [redacted], not available, left message including contact information.
Agent attempted to contact dealer Service Manager Mike, however, SM not available. Left message for a return call at extension 66049
Agent attempted to contact dealer Service Manager Mike, however, SM not available. Left message for a return call at extension 66049
Writer contacted customer at [redacted]2, not available, left message including contact information; would follow up 101911.
Writer received call from customer, states she is not longer at dealer, there is couple of issues, turning signal issue happened last night, received a call telling her there is a missing part in the turn signal cancellation, customer claims she told the advisor that she never had that problem before and the turn signal was working fine before it was dropped off and was told by technician that maybe some one else was working on her vehicle before of previous owner had issues.
Customer states she had to pay $150 co-pay and $117 for diagnostic, but

was told by technician that usually the diagnosis fee are part of the co-pay and she would need to speak with Chrysler about it; writer informed customer that as a courtesy we are willing to reimburse her $117 for diagnosis fee and also informed her that we have left couple of messages for SM Mike and the issue with the turn signal, but at this point if she believes issue was caused by dealer, is a workmanship issue and would need to be worked out between dealer and customer.
Writer would send link to customer for work order and proof of payment that shows the $117 payment, customer understood.
****** Below Customer Contacted for Documentation Request ******
L[redacted] on 2011-10-18 @ 15:23
***** Customer Document Received *****
Writer contacted SM Mike, writer was advised that SM is out of the office until 102411. Writer would follow up with SM regarding issue with turn signal 102511.
Customer Document Reviewed.
Writer contacted SM Mike, states part was not there when she brought vehicle and recommends no assistance at this point.
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
Customer requesting for assistance with diagnosis fee, already paid and also paid for co-pay.
If this is a Recall or Extended Warranty, enter the campaign number.
No
If this is for a previously made goodwill decision, what is that CAIR #?
No
Enter the Mileage at the time of the repair.
69,952
Enter the Date when the repairs were completed.
10/03/11
What is the total cost of the Parts to be reimbursed?
0.00
What is the total cost of the Labor to be reimbursed?
117.00
What is the total Tax to be reimbursed?
0.00
What is the total amount being reimbursed?
117.00
****End structured narrative T2 - eReimbursement

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3912	9L[redacted]	***Open Date***	10/05/2011	***Built Date***	09/15/2008	
Model Year	2009	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	12/26/2008	***Mileage***	95,000	***Dealer Zone***	51	CHICAGO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PYB	DETONATOR YELLOW CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60199	FRANK BOUCHER CHRYSLER, DODGE,		JEEP OF JANESVILLE	
Dealer Address	4001 MILTON AVE				
Dealer City	JANESVILLE	***Dealer State***	WI	***Dealer Zip***	53546

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	EDGERTON W[redacted]	***Country***	UNITED STATES

Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	cost assistance requested
Corporate - Product Information - Default - Default - Default	part # 5KC81XDVAH needs replacement

Briefly summarize why the customer is contacting Chrysler: Customer called stating that he is concerned about the vehicle for safety as when the steering wheel is turned, the air bag alarm comes on and the light comes on intermittently.
Briefly summarize what the customer is expecting: Customer is requesting cost assistance for the repair as customer feels it is a safety concern.
Customer states that the vehicle has been diagnosed at the dealership.
According to the dealership the part #5KC81XDVAH needs to be replaced.
Has customer had previous history with current issue? N
Customer has a history of diagnosis for an intermittent problem? N
Has had repair history at Chrysler dealership(s)? N
Was this vehicle purchased new by this customer? Y / N
Customer has a history of purchasing Chrysler vehicles? Y
If yes, number in household? 2
Customer claims to maintain vehicle as per maintenance schedule? Y
Has a mechanical Chrysler Group Service Contract? N
Warranty coverage code? 336
Ownership status? original
Basic warranty component? Y
Powertrain warranty component? N
Service contract or Mopar warranty component? N
Within 3 years or 36,000 miles? Y
Unless the customer offers new information, decision remains unchanged.
* *
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3912	9L[redacted]	***Open Date***	10/07/2011	***Built Date***	09/15/2008	
Model Year	2009	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	12/26/2008	***Mileage***	94,000	***Dealer Zone***	51	CHICAGO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PYB	DETONATOR YELLOW CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60199	FRANK BOUCHER CHRYSLER, DODGE,		JEEP OF JANESVILLE	
Dealer Address	4001 MILTON AVE				
Dealer City	JANESVILLE	***Dealer State***	WI	***Dealer Zip***	53546

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	EDGERTON WI [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light coming on
Corporate - Product Information - Default - Default - Default	Concerns with the Jeep Wrangler
Corporate - Recall - Default - Default - Default	Cutomer looking for recall information

Briefly summarize why the customer is contacting Chrysler:
Customer is calling because the air bag light keeps coming on. It started approx. 2 weeks ago. Customer took it into the dealershipt and states that they told her there was a problem with the wiring.
She wanted to know if there was any recalls that would affect her air bag. Customer also wanted to document her concerns on the design of the Jeep Wrangler.
Briefly summarize what the customer is expecting:
Agent advised customer that there were no recalls on her vehicle.
Agent also assured customer that her concerns would be documented.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3915	9L[redacted]	***Open Date***	10/11/2011	***Built Date***	10/01/2008	
Model Year	2009	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	03/21/2009	***Mileage***	32,970	***Dealer Zone***	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	64373	FOSTER MOTORS INC			
Dealer Address	ROUTE 7 SOUTH				
Dealer City	MIDDLEBURY	***Dealer State***	VT	***Dealer Zip***	05753

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	N FERRISBURGH VT[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Recall inquiry
Product - Steering - Steering Wheel / Column - Other - Default	Recall inquiry

Briefly summarize why the customer is contacting Chrysler: Customer states that the airbag light has lit twice in a couple weeks. Customer states that the dealership attempted a repair and it caused the traction control lights to come on. Customer states that the dealership has not been able resolve the issue in multiple trips. Customer states that he has another appointment to have the clockspring replaced/repaired. Customer states that he would like to know what he can do as a customer.
Briefly summarize what the customer is expecting: Customer seeks guidance.
Agent advised customer that there are no open recalls or extended warranties in regards to the steering column. Agent advised customer that if he is unhappy with his current dealership he may visit a different one.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2419	8L[redacted]	**Open Date**	10/11/2011	**Built Date**	03/03/2008	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	10/09/2008	**Mileage**	27,583	**Dealer Zone**	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45454	CLASSIC DODGE CHRYSLER JEEP			
Dealer Address	4984 S I-35 E				
Dealer City	DENTON	**Dealer State**	TX	**Dealer Zip**	76210

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	customer called about air bag light
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	customer called for assistacne with repair

Has customer had previous history with current issue? n
Customer has a history of diagnosis for an intermittent problem? n
Has had repair history at Chrysler dealership(s)? y
Was this vehicle purchased new by this customer? y
Customer has a history of purchasing Chrysler vehicles? y
If yes, number in household? 27+
Customer claims to maintain vehicle as per maintenance schedule? y
Has a mechanical Chrysler Group Service Contract? n
Warranty coverage code? 336
Ownership status? original
Basic Warranty component y
Powertrain warranty component? n
Service contract or Mopar warranty component? n
Within 3 years or 36,000 miles? y
Within 2 years or 24,000 miles? n
Within 1 year or 12,000 miles? n
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time.
Preferred Morning/Midday call back number is[redacted]
Preferred Afternoon/Evening call back number[redacted]
Who has possession of the vehicle? owner
Has the vehicle been diagnosed by a CDJ dealer? y
If a CDJ dealer has diagnosed, what is the dealer name or code? 45454
Reassigned to 88F
riefly summarize why the customer is contacting Chrysler: Customer called to say that air bag light is on in vehicle and foam is giving way in seat. When customer called dealer, dealer said vehicle was three days out

of warranty and they would not do the repairs.
Briefly summarize what the customer is expecting: Customer would like to get assistance with repair. Customer is [redacted], a Chrysler-certified mechanic for the City of Flower Mound TX who does all the maintenance on the fleet of vehicles the city owns except in the case of warranty, recall or if a specific diagnosis is needed and their facility does not have the equipment to perform it.
Agent advised customer that case would be escalated for assistance, and provided case number, and advised that CM would be in touch within one business day.
* * * * * CASE MANAGER TEAM - District U * * * * * *
CONTACT UPDATE - Writer called Dealer at 940-498-9800, spoke with Service Manager, Allen. SM states vehicle is not in the shop. Writer advised they would like to assist as much as possible. SM agreed. Writer advised they ll follow up with Customer.
Customer called want to speak to a case manager.
Agent advised customer that a case manager will be in contact with him.
Customer hung up.
Writer called Customer [redacted], Customer confirmed lines 27-28.
Writer advised lines 40-43. Customer will take vehicle to dealer today
Service Manager called to speak with Writer. SM states that he will contact Writer when Customer comes in and he has information.
Service Manager called to speak with Writer. Sm states that he does not have prices yet but will follow up with Writer when he does.
Writer called Dealer at 940-498-9800, spoke with Service Manager, Allen. SM states that he didn t have prices yet but would contact Writer back today with prices. Writer agreed
Writer recieved voicemail from Service Manager, Allen, advising Writer to follow up with him.
Writer called Dealer at 940-498-9800, spoke with Service Manager, Allen. SM states that the clockspring is bad and that he believes the clockspring wiring is what s causing the airbag to light to stay on. SM states that parts = $208.60 and labor = $42.85. SM advises he wouldn t offer assistance with seat cushion since it looks like it s natural wear and tear. Writer advised they ll send an RA for the clockspring but won t be assisting with the seat concerns.
Total = $251.45
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer loyalty and satisfaction.
According to the dealer, the warranty costs of the repair are as follows:
Parts = $208.60
Labor = $42.85
Total = $251.45
Co-pay = $0.00
########## DIRECT-TO-DEALER ##############
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
If you need assistance with claim payment, please refer to Warranty Bulletin D-11-19.
This customer has not been informed of this decision.
Please update CAIR when complete.
##################################
REASSIGNED TO BC/DLR 63 45454 10/17/11 15:17 O [redacted]
*Contact Date:10/19/2011
Service Director at the dealership has updated the CAIR# 2[redacted]
Parts have been ordered.
*Contact Date:10/21/2011
DCX goodwill repair is documented on Repair Orde[redacted]1
CAIR RETURNED FROM DEALER ON 10/21/2011 AT 08:17:073 R 2[redacted]
Writer called Dealer at 940-498-9800, spoke with Service Manager, Allen. SM states repairs are not complete but should be done tonight. Writer advised they will follow up with customer on 10/24
Writer called Dealer at 940-498-9800, left message for Service Manager.
Writer called Dealer at 940-498-9800, spoke with Service Advisor, Bobby. SA confirmed repairs were complete.

Writer called Customer at [redacted] Customer confirmed repairs.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4HA3H18	BL[redacted]	***Open Date***	10/11/2011	***Built Date***	03/13/2011	
Model Year	2011	***Body***	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4 SPORT UTILITY			
In Service Dt	07/09/2011	***Mileage***	5,100	***Dealer Zone***	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	23295	WHITTEN BROTHERS INC			
Dealer Address	10701 MIDLOTHIAN PIKE				
Dealer City	RICHMOND	***Dealer State***	VA	***Dealer Zip***	23236

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PETERSBURG VA[redacted]	***Country***	UNITED STATES

Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default	2011 JEEP WRANGLER UNLIMITED SPORT 4X4 SPORT UTILITY
Product - Electrical - Unknown - Intermittent or Inoperative - Default	Air bag light on intermitent
Product - Body / Trim / Paint Finish - Conv Top / Sunroof / T-Top - Leaks - Default	water leak

****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
**** SA Michelle called in from dealer 23295. Contact # for Michelle is 804-378-0747. Customer brought vehicle in today with a water leak on the passengers side front door and an air bag light that comes on intermittently. Dealer has looked at the vehicle and released the vehicle without calling the ECS program first. Parts are on order now. Writer advised SA Michelle to call him at 866-275-1420 x 4720303 when the parts come in and before any repairs are done or parts are hung on vehicle. Customer contact # is [redacted]
.
Writer to close CAIR since it was handled by another ECS CA on CAIR 21475004.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2413	8L5[redacted]	***Open Date***	10/13/2011	***Built Date***	01/14/2008	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	01/30/2008	***Mileage***	54,092	***Dealer Zone***	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PBM	STEEL BLUE METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	26767	CROSSROADS CHRYSLER JEEP DODGE			
Dealer Address	4510 WHITEHILL BLVD				
Dealer City	PRINCE GEORGE	***Dealer State***	VA	***Dealer Zip***	23875

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HOPEWELL VA [redacted]	***Country***	UNITED STATES

Product - Transmission / Transaxle - Unknown - Defective - Default	Clock spring replaced
Corporate - Recall - Default - Default - Default	seekign recall information

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler: Customer states their air bag light was on and they took their vehicle to the dealership for repairs. Customer states the vehicle was diagnosed as a faulty clock spring and the repair cost $500.00. Customer was also seeking recall information.
Briefly summarize what the customer is expecting: Agent advised there are no recalls on the vehicle and provided the information found in Answer Id 17420.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA5910 8[redacted]		***Open Date***	10/17/2011	***Built Date***	02/27/2008	
Model Year	2008	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	03/16/2009	***Mileage***	45,000	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PGJ	JEEP GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45443	US 1 CHRYSLER DODGE JEEP			
Dealer Address	2624 HAWKINS AVE				
Dealer City	SANFORD	***Dealer State***	NC	***Dealer Zip***	27330

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PITTSBORO NC[redacted]	***Country***	UNITED STATES

Product - Steering - Unknown - Other - Default	horn is not working

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
assistance with the repair
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Best # to reach customer at is [redacted]cell
* * * * *District 88W* * * * *
This CAIR does not meet any of the 88W requirements. Reassigning CAIR back to the original case manager.
* * * * * CASE MANAGER TEAM - District M * * * * * *
No customer email information provided.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]9. Customer states that the vehicle needs a new clockspring, which is causing an issue with the airbag light. ABS repair was completed by the dealer previously, per case [redacted]. Horn is also not currently working. Writer was advised that the dealer is willing to accept a co-pay, but this needs to be confirmed with the dealer first. Writer suggests a co-pay of $100.00 for the customer, based on the nature of the concern, low mileage and the age of the vehicle.
Case manager is to follow up with the dealership and the customer tomorrow.
Customer will accept a co-pay or reimbursement.
Writer contacted US 1 CHRYSLER DODGE JEEP, requested to speak to their SM. He was gone for the day. SA Travis stated he came in originaly in Agust (clock spring assembly). They ordered the parts back in August but customer wasn t able to come in until today. Repairs were performed, SA states it is under warranty because the part was ordered while under warranty. Recomended to speak to SM William tomorrow (SM was out sick).
Writer contacted US 1 CHRYSLER DODGE JEEP, requested to speak to SM William. Verified with SM Bill that repairs have been completed. Vehicle was released to owner yesterday.
Repairs were on the Cruise control & ABS center/clock spring.

Parts: 208.60
Labor: 34.30
Total: 242.90
Copay: 0.00
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on the fact there was a previous cair open with a goodwill offer made. According to the dealer, the warranty costs of the repair are as follows:
Parts: 208.60
Labor: 34.30
Total: 242.90
Co-pay = 0.00
########## DIRECT-TO-DEALER ##########
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
If you need assistance with claim payment, please refer to Warranty Bulletin D-11-19.
This customer has been informed of this decision.
Please update and/or close CAIR when complete.
##
GW approved by MM1448
CONTACT UPDATE: dialed [redacted] twice. writer got a disconnected signal.
After verifying repairs were performed by the dealership & writer unable to reach customer this cair will be closed with no additional follow up needed.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4HA3H18	BL[redacted]	***Open Date***	10/19/2011	***Built Date***	03/13/2011	
Model Year	2011	***Body***	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4 SPORT UTILITY			
In Service Dt	07/09/2011	***Mileage***	5,128	***Dealer Zone***	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	23295	WHITTEN BROTHERS INC			
Dealer Address	10701 MIDLOTHIAN PIKE				
Dealer City	RICHMOND	***Dealer State***	VA	***Dealer Zip***	23236

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	PETERSBURG VA [redacted]	***Country***	UNITED STATES

Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default

****Begin structured narrative Enhanced Customer Satisfaction
Enhanced Customer Satisfaction Team*
Owner is being handled by the
Enhanced Customer Satisfaction Team.
Transfer the customer to 866-275-1420.
****End structured narrative Enhanced Customer Satisfaction
.
Dealer called in stating they have an ECS customer dropping off vehicle for service.
Dealer Code: 23295
Service Manager/Service Advisor Name: Michelle(SA)
Service Manager/Service Advisor Phone: 804-378-0747
Technician working on vehicle: n/a
VIN: BL5[redacted]
Mileage: 5128
Customer Name: [redacted]
Customer best contact number: [redacted]
Descriptions of issue: Water Leak on Pass side / Airbag Light comes on and off
Writer verified dealer offered a free rental to ECS customer. Writer provided dealer with phone number 866-275-1420 and extension 472
.
writer attempted to contact customer and left voicemail message.
.
writer was contacted by Ronald Searles the owner of the vehicle customer father in law cosigned for the vehicle . writer provided customer with direct contact information and explained the ECS program.
.
writer received update per TS webdapis 'Tech found DTC B1B95 Passenger Seat Track Position Sensor Circuit Open. Tech diagnosed and found the seat track position sensor broke off from the mounting clip. Tecj

replaced sensor, air bag light is off. Tech water leak tested and found water dripping from top and bottom of passenger door. Tech noticed in service history another dealer performed RRT 11-062. Tech inspected door weather-strip and the dealer did not perform the work, just submitted the claim.

.

Tech performed RRT and installed foam kit. Tech retested for water leak. None found. Vehicle is fixed.

.

********No 7 Day Follow Up Required**********

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2419	8L5[redacted]	**Open Date**	10/21/2011	**Built Date**	01/09/2008	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	02/14/2008	**Mileage**	86,000	**Dealer Zone**	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PGJ	JEEP GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	42350	MELTON SALES INC			
Dealer Address	200 N LYNN RIGGS BLVD				
Dealer City	CLAREMORE	**Dealer State**	OK	**Dealer Zip**	74017

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	PRYOR OK [redacted]0	**Country**	UNITED STATES

Product - Emissions - EGR System - Other - Default	Check engine light is on, diag machine said egr valve.
Product - Suspension - Auto Suspension Height Sys - Poor Handling - Unknown	Customer stated that blal joints are going out.
Product - Suspension - Tie Rods / Drag Link - Poor Handling - Unknown	Customer stated that vehicle vibrates.
Product - Body / Trim / Paint Finish - Interior Styling / Appearance - Other - Seats-Front	Front driver seat is wearing.
Product - Steering - Steering Wheel / Column - Bent - Default	Needs clock spring replaced.
Product - Drive Shaft/Universal Joint - Universal Joints - Vibration - Front	U-joints need to be replaced.
Corporate - Complaint Contact - Default - Default - Default	
Corporate - E-Reimbursement - Default - Default - Default	
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	
Product - Electrical - Horn - Complete Failure - Default	

Briefly summarize why the customer is contacting Chrysler:Customer is contacting Chrysler because she is having issues with her air bag light flashing on and off as well as her horn is no longer working. Customer believes it is the clockspring in her vehicle.
Briefly summarize what the customer is expecting:Customer is expecting Chrysler to assist with the cost of the repairs since this issue was not recalled on her VIn.
Has customer had previous history with current issue? Yes
Customer has a history of diagnosis for an intermittent problem? Yes
Has had repair history at Chrysler dealership(s)? No
Was this vehicle purchased new by this customer? No
Customer has a history of purchasing Chrysler vehicles? Yes
If yes, number in household? 1
Customer claims to maintain vehicle as per maintenance schedule? Yes
Has a mechanical Chrysler Group Service Contract? No

Warranty coverage code? 336
Ownership status? Second Owner
Basic warranty component? Yes
Powertrain warranty component? No
Service contract or Mopar warranty component? No
Within 2 years or 24,000 miles? Yes
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is 9[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
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District U * * * * * *
Status update provided via email to the following email address:
[redacted]
Amanda HansonMy name is Amanda and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your Case number: Chrysler Case Management telephone number: 800-763-8422
My direct extension: 66106 My work hours: 8:30 am to 4:30pmWed 12:35 PM
Amanda HansonActions
To:MAmanda Hanson
Inbox, Sent ItemsWednesday, October 19, 2011 12:35 PM
My name is Amanda and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your Case number: 21486158
Chrysler Case Management telephone number: 800-763-8422
My direct extension: 66106
My work hours: 8:30 am to 4:30pm Mountain Time Monday-Friday
I will contact you within one business day by telephone to review your case with you.
End of Status Update
Vehicle is OOW by time(8 months) and mileage(50,000 miles).
No active Chrysler service contracts.
2 previous vehicles, purchased used. 1 current vehicle, 2nd owner.
4 total household vehicles.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 9[redacted] Left message.
Writer contacted customer. Customer stated that she is busy and writer needs to call back.
CONTACT UPDATE - Contact attempt, phone number dialed, Left message.
2nd attempt made to contact customer. Left message.
Customer contacted writer. Customer stated that she knows other people that have had this issue with their vehicles and have called us and had to pay a $50 deductible. Writer informed customer that before any offer can be made we need her to take the vehicle into the dealership for a diagnosis. Customer stated that she will call the dealership and set up an appointment and call back with the appointment date.
Writer attempted to call customer. Customer not available, no voicemail to leave message.
2nd attempt made to contact customer. Unable to leave message.
Writer contacted customer, [redacted]. Customer stated that she has not had a diagnosis done on the vehicle yet, she did take the vehicle into the dealership and they had stated that she should contact us again as she also is having issues with the ball joints and see if we would consider assistance on that repair as well. Customer stated that when she drives up to 50 + mph that the steering and wheels start shaking and even when slowing down it will still shake, she has to pull the vehicle over and come to a complete stop. Writer advised that we would still be willing to consider assistance in both repairs, but she still does need to get the diagnosis first. Customer stated that she will try to contact the dealership tonight and call back in with appointment date.
Writer advised customer of incomplete recall on vehicle, J24 for MOPAR tow bar. Customer stated that she does not have a tow bar on the vehicle.
Writer contacted customer, [redacted]. Customer stated that she made an

appointment for next Thursday, 11/10 at 1 PM. Writer will follow up after for diagnosis information.
Customer called in and left a message stating she has taken the vehicle to the dealership.
Writer contacted dealer, 45366. Steve stated that they had the vehicle in yesterday clockspring, tie rod ends, front axle U joints, seat bottom foam and seat cover. They have not made an estimate for the repairs yet, but Steve will call back or email when he gets the information.
Writer contacted customer, [redacted] Writer informed customer that writer is waiting for estimate information from the dealership and that as soon as writer gets that information a call back would take place.
SM contacted writer and left message with warranty cost of repairs for clockspring, tie rod ends, front axle U joints and seat bottom and foam cover. Parts $1188.60, labor $433.20.
Writer contacted dealer, spoke to SM Steve. SM stated that the problem with the steering components is that they are unable to put grease into the components and that causes the parts to fail before they should. SM stated that the issue is not due to neglect or abuse. Customer had regular oil changes at this dealership until around 40,000 miles and then didn t come in for maintenance until 70,000 miles. Repair without seat bottom and foam cover: parts $732.76, labor $382.66, total $1115.82.
Writer advised SM that for the seat cover he needs to submit pictures to DI. SM recommended a 50/50 split. Goodwill offer pending DI decision.
SM stated that he will contact customer to have her come in for pictures.
Status update provided via email to the following email address:
[redacted]
This is Amanda, your case manager with Jeep. I just wanted to let you know that I have been in contact with the dealer regarding the diagnosis of your vehicle. The service manager stated that he will be in contact with you, as pictures are needed of the seat to consider that repair. I will follow up with you again on 11/14/2011. If you have any questions feel free to give me a call back at 1-800-763-8422, extension 66025.
Thank you,
Amanda
End of Status Update
Writer made attempt to contact customer, left message. Customer needs to take the vehicle to dealer to submit pictures.
Writer contacted the customer. The customer states the customer has taken the vehicle to the dealership and the pictures were taken. The customer advised the writer that her window is having issues. Writer advised the customer that we will contact the dealership and hopefully have an answer for her tomorrow.
Writer spoke with Service Advisor Steve who states that DI declined however the case manager was looking into assistance. Writer explained that the case manager would follow up with him on 11/21/2011
Writer contacted dealer and spoke to SM Steve.
Parts $996.45, labor $433.20. Customer co-pay $714.82.
Writer contacted customer to inform of goodwill decision. Customer stated that she can t afford the entire repair right now. Customer stated that she would like to at least get the repair of the U joint and the tie rod ends because that is a big issue right now. Writer advised that more research would be needed and customer would receive a call back.
Writer contacted dealer to get break down of warranty costs. U-joints and Tie rod ends: parts $524.26 labor $324.90. Total $849.16. Customer co-pay for only those repairs $424.58.
Writer contacted customer, left message.
Writer contacted customer, [redacted], to inform of goodwill decision for U-joints and tie rod ends. Customer stated that she will have the money for the repair after the holidays and will most likely get the repair done at the beginning of January. Writer advised that writer would be in contact through phone or email for updates on repair appointment.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer satisfcation and loyalty.
According to the dealer, the warranty
costs of the repair are as follows:

Parts = $524.26
Labor = $324.90
Total = $849.16
Co-pay = $424.58
########## DIRECT-TO-DEALER ##########
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
If you need assistance with claim payment, please refer to Warranty Bulletin D-11-19.
This customer has been informed of this decision.
Please update and/or close CAIR when complete.
##########
Writer contacted [redacted] Customer asked what the co-payment that was offered would cover. Writer advised that it would cover the repair of the U-joints and the tie rod ends. Customer stated that she has friends who have the same vehicle and that one had to pay a $50 co-pay and one had no co-pay. Customer stated that she was going to look around and she if she could find somewhere to do the repair for cheaper and would follow up later this week.
Writer contacted customer, [redacted]. Customer is requesting a supervisor because she doesn t believe that this repair should cost that much, she doesn t think that it should cost that much. She stated that the u-joint is $59 and $129 for the tie rods. Customer stated that she knows one person who had to pay nothing for the repair of the clockspring and one person who had a $50 co-pay. Customer stated that she had called the parts department and they had told her they were only $80. Customer stated that if we can t lower the deductible not to call her back.
Writer contacted dealer, SM not available, left message with receptionist.
Writer contacted dealer, service department is closed for the night. Receptionist gave phone number for Steve 918-931-1236.
Writer contacted Steve SA. Writer advised that we are going to lower customer s co-pay to $100 to repair clockspring, U-joints and tie rod ends. Steve agreed with that.
Due to lines 102 repair cost for U-joints, tie rod ends and clockspring are: Parts $732.76 and labor $382.66.
**********CORRECTION ON GOODWILL**********
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer satisfcation, point of failure. According to the dealer, the warranty
costs of the repair are as follows:
Parts = $732.76
Labor = $382.66
Total = $1115.66
Co-pay = $100.00
########## DIRECT-TO-DEALER ##########
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
If you need assistance with claim payment, please refer to Warranty Bulletin D-11-19.
This customer has not been informed of this decision.
Please update and/or close CAIR when complete.
##########
Writer contacted customer, 9[redacted]7, to inform of updated goodwill decision. Customer thanked writer and stated she will call dealership tomorrow to make the appointment for the repair. Writer will follow up 12/07 for appointment date, but advised customer to call sooner if she has that information sooner.
Writer contacted customer, [redacted]7, to follow up on appointment date. Customer stated that she will most likely be taking the vehicle in on Friday. Writer will follow up when repairs are completed.
MS [redacted] says she Picked it up and it has new tires and however they still can t align it as it needs new ball joint.
Customer calls to speak with their Case Manager.

Customer refused to give more information to the writer because she feels it would not help with the integrity of the case. Customer was informed the Case Manager was not available.
Customer was transferred to voicemail.
Customer contacted writer and left voice message.
Writer contacted [redacted]. Customer stated that when she picked up her vehicle and went to get the alignment done they had told her that she needed to also replace the ball joints. Customer is frustrated that they did not realize that they needed to be replaced when they had the tires off and were doing those repairs. Writer will contact dealer for diagnosis information and pricing on ball joints.
Writer contacted dealership, 45366, SA Steve is not available. Left message with SA Jeff.
SA Steve contacted writer and left voice message.
Writer contacted dealer, spoke to SA Steve. SA stated that they did check the entire front end and that the ball joints were not bad. SA stated that if she took it to an IRF for the alignment it is possible that thye measured it wrong, SA stated that IRFs make that mistake often. SA stated that the specifications for the lower ball joints is 0.050 inches, or 1.25 mm. Upper ball joint is 0.060 inches or 1.5 mm.
Writer contacted customer, 9[redacted] Writer advised customer that SA stated that if she is worried about the ball joints to take it back into the dealership and that he will look at them to see if they do need to be replaced. Customer stated that she had seen a recall for the clockspring on other Jeeps and wanted to know if her vehicle fell within that recall. Writer advised customer that it is not showing on her VIN, but writer will look into it to make sure. Customer will call back after she takes the vehicle into the dealership.
Answer ID 22734
What are the details of this Recall?
Model:
MY 2008 - 2012 - (JK) Jeep Wrangler (RHD - Right Hand Drive vehicles only)
Subject:
A broken electrical circuit in the airbag clockspring wiring assembly can lead to non-deploymentof the driver frontal airbag and will not be able to properly protect the driver in the event of a crash, increasing the risk of injuries.
Repair:
Clockspring replacement
Caller requesting to speak with Case Manager. AH1066 available, warm-transferred to extension 66025
Customer contacted writer. Customer stated that she does not want to take the vehicle back into dealership 45366, customer would like to take the vehicle to 42350 MELTON SALES INC. Customer wants a second opinion from a different dealership since she was told by 2 different IRF that she tried to get her alignment done at that the ball joints were going bad and doesn t know if she trusts dealer 45366 since they didn t notice it during previous repair. Customer will call back when she takes vehicle into dealership.
Writer contacted customer, [redacted] Customer stated that she is taking the vehicle in for daignosis tomorrow.
Writer contacted customer, [redacted]. Customer stated that she is at the dealership right now. She is just getting ready to leave. She stated that there were still a lot of issues going on. Writer will be in contact with the dealership and call customer back.
****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Writer contacted dealer, 42350. Left message for SM Danny.
Writer contacted dealer, 42350, spoke to SM Danny. SM stated front tires, ball joints within specs, left outer tie rod end has excessive slack, needs tires and left outer tie rod end. Check engine light is on, stored code for an EGR valve. Driver seat bottom needs to be replaced. Cooler lines are leaking, front crank seal is leaking, tire pressure light is

on(no sensors in the wheels). SM will call back with warranty costs.
Writer contacted customer [redacted]. Left message.
Danny SM wanted to leave the CM a VM in regards to the case. Sent to VM.
SM Danny called and left message for writer.
Writer contacted dealer, SM not available. Left message.
Writer contacted dealer, spoke to SM Danny. Call was disconnected while on hold.
Writer contacted dealer, spoke to SM Danny. Warranty costs are: parts $179.26 labor $103.20 total $282.46. seat bottom parts and labor $342.36. Total $624.82. Co-pay for $50. SM would only like to assist with tie rod ends. Writer advised SM that the cooler lines are also an extended warranty that she is just outside of as well. Writer would also like to assist in that. SM stated that the notes in the ticket do not state that the cooler lines are leaking only that they were damp. He is not sure if they need to be replaced. Writer advised SM that if while repairs are being completed that the repairs needed are related to the extended warranties X32 and X34 then to call back with warranty costs for those repairs. SM stated that he will order parts. Writer will advise customer of decision and SM will call customer when parts come in.
Writer contacted customer [redacted] Writer advised customer of goodwill decision. Customer stated that she believed that the tie rod end was already replaced at previous dealership and does not want us to have to pay for another tie rod end if this one is not bad. Writer advised customer that SM had advised that vibration was due to tires. Customer stated that she had the tires replaced on 12/20. Customer stated that she is going to get an IRF to look at the tie rod ends to see if they really do need to be replaced and then she will call back to advise writer of decision. Writer advised customer that if she gets her seat bottom fixed that writer would consider reimbursement.
As per lines 304-307 customer has not contacted writer as of yet.
Writer contacted customer, [redacted]. Left message.
Customer contacted writer. Customer stated that she plans on taking the vehicle into the dealership when she gets off work tomorrow.
Customer called to speak with Case Manager, Writer transferred.
Customer contacted writer. Customer alleged that the tie rod ends were not replaced by dealer 45366. Customer is also alleging that the ball joints are bad. Customer stated that she is having the vehicle looked at by an IRF because she wanted another opinion. Customer stated that she is going to call Scott at 45366. Customer would like to have this issue resolved. Customer stated that she is going to get diagnosis information from the IRF and have the dealership look at it. Writer will follow up with customer on Monday 01/16.
Writer contacted customer, [redacted] Customer stated that she is going to Roberts at 1:30 PM today. Customer would like to know what is going on, why (allegedly) the tie rod end was not replaced, possibly a technician who did not do his job correctly. Customer is frustrated that this has not been repaired, when original issue was that when she let go of the wheel the vehicle would go all over the road and also felt shaky. Customer stated that it will not stay in alignment and after they have put all of these parts in the vehicle and it has not repaired it that it proves that it was the ball joints that were bad to begin with because that is a symptom of bad ball joints. Customer got a call from dealership on the other line and stated that she would call back.
Writer contacted customer, [redacted]. Writer gave alternate contact number [redacted] Customer stated that she did take it in to Roberts 45366 and they looked at it and stated that they did in fact change the tie rods and that the other dealer 42350 who stated that it was not replaced is lying and that they are going to get the area rep involved to figure out the dispute. Writer stated she was busy and she would contact writer back tomorrow.
Writer contacted customer, [redacted]. Left message.
Writer contacted, [redacted] Customer stated that she did talk to the dealership about it. The dealership is still alleging that both tie rods were replaced, but customer alleged that on the right side you can see where it looks cleaner like the bolts have been removed recently and on the left side they are still dirty where there has been build up over

time. Customer wants to get this sorted out so that her vehicle drives the way it should. Writer advised customer that writer will get in contact with the dealership to see if we can figure out what is going on and if the left tie rod was in fact replaced and follow up with customer.
Customer contacted writer and left message saying that the dealership did want to do an alignemnt but it was too windy that dya and she needs to take it back in to get that done, but she will be in contact with the SM to set that up.
Writer contacted dealer 45366, spoke to SM Steve. Writer advised SM of customer s concern regarding whether or not the left tie rod end was replaced. SM stated that writer would need to contact his manager and provided his mobile number.
Writer contacted General Manager(GM) Hugh. Left message.
Writer contacted customer, [redacted]. Writer advised customer that writer did contact dealership and is waiting to hear back from them on what the next step needs to be. Customer stated that she did talk to the dealership about checking the alignment although it should not need to be redone since the repairs were completed less than a month ago and alignment was done at that time. Writer will advise customer of any updates.
CAIR Customer: [redacted] Called to speak with case manager. Writer advised she did not get in the office for another half hour and a request for a return call would be made.
Writer contacted GM. GM stated that he had her in there for 2 hours talking to her. They did replace both of the tie rod ends. GM stated that they did check the ball joints and that they are in specifications, even though they seem loose. GM stated that they did order some camber adjustment bolts to help keep the wheel more straight. When those come in they are going to change the camber to steer more like how she likes to drive and then set those and hopefully that will resolve the issue. GM stated that they ordered those today and they should be in within a couple of days. GM stated that when they replace the tie rod ends that they have to replace a 3 foot bar in the vehicle as well and that they have been replaced and the GM has tried to explain the process to her, but he is ordering a new left tie rod end to show her what it looks like so she can see that it was replaced. GM stated that he does not know why goodwill was offered on these items for this vehicle due to the fact that his vehicle is used for commercial purposes(mail delivery) on dirt roads and that it has high mileage. GM stated that he did speak with the customer about the repair that he plans on doing and advised her that it would make the steering drift less and bumps would not affect steering so much although it would make it harder to steer and that customer did understand this.
Writer contacted customer, [redacted]. Customer stated that she did go to the dealership and they had the vehicle up on the rack and showed her all the parts that they were talking about and advised her about the steering tightening. Customer stated that she is still looking for a seat to replace the one that she has in the vehicle. Writer advised customer that writer will follow up next Wednesday 01/20 and see if the repair has been completed and if customer does need to contact writer before then to call in.
Writer contacted customer, [redacted] Left message.
Writer contacted customer [redacted]. Customer stated that the dealership had stated that they would contact her when the parts came in, but they have not called her yet. Customer stated that she has not ordered a seat yet either. Writer will follow up with her in a few days to see what is going on.
Writer contacted customer [redacted]. Left message.
Writer contacted customer, 9[redacted]7. Voice mailbox not set up. Unable to leave message.
3rd attempt made to contact customer. No option to leave a message.
9[redacted]
4th attempt made to contact customer [redacted]. No option to leave message.
5th attempt made to contact customer, [redacted]. Wrong number.
Contact attempt, [redacted] Left message.

Customer contacted writer and left message.
Writer contact customer, [redacted] Customer stated that she got it back from the dealership on Friday and it seems to be working well. Customer stated that she has not gotten a new seat yet. The dealership has been trying to contact someone about the seat and the pricing. Customer stated she will call back in tomorrow because she should have an answer by then.
Customer contacted writer. Customer stated that she is on her way to the dealership right now to get her tires replaced. Customer stated that she will get an estimate for the seat. Writer advised customer to contact writer when she has more information.
Writer contacted customer, [redacted] Customer stated that she is going to go look into getting the seat right now. Customer will call writer back when she has more information.
Customer contacted writer and left voice message requesting call back.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2012-03-01 @ 17:52
Writer contacted customer, [redacted]. Customer stated that she was quoted as $110.00 to replace the seat cushion and fixing the hole in it and she is going to get it repaired tomorrow. Writer advised her that the e-reimbursement link would be sent and to attach repair documents to the link when it is completed and writer will follow up when the documents are received.
Customer called in. Customer stated that she could not get the vehicle in today, but will take it in on Monday or Tuesday.
Customer contacted writer. Customer stated that she has not had a chance to get the seat done yet, but will hopefully get it done either today or tomorrow.
Customer contacted writer and left voice message.
Writer contacted customer [redacted] Left message.
Writer contacted customer, [redacted] Customer stated that she does not have a scanner to scan the documents into the computer. Writer advised customer of mail in reimbursement.
Advised customer to submit original repair order & proof of payment to:
Chrysler Customer Assistance Center
PO Box 21-8004
Auburn Hills, MI 48321
Advised customer to make a copy of these documents for their records. Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependent upon verification of all documents requested.
Writer called customer at [redacted], customer states she mailed the documents a while ago. Writer advised they will do further research.
POSTMARK DATE: 032612; DATE RECEIVED: 032912
Writer called customer at [redacted]7, customer confirmed her address. Writer advised case would close when check is sent. Customer agreed.
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
Reimbursement for seat repairs
If this is a Recall or Extended Warranty, enter the campaign number.
N/A
If this is for a previously made goodwill decision, what is that CAIR #?
N/A
Enter the Mileage at the time of the repair.
86000
Enter the Date when the repairs were completed.
3/7/12
What is the total cost of the Parts to be reimbursed?
N/A
What is the total cost of the Labor to be reimbursed?
$110.00
What is the total Tax to be reimbursed?
N/A
What is the total amount being reimbursed?
$110.00

****End structured narrative T2 - eReimbursement

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3913	8L[redacted]	***Open Date***	10/24/2011	***Built Date***	09/26/2007	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	10/27/2007	***Mileage***	72,550	***Dealer Zone***	74	DENVER	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PYB	DETONATOR YELLOW CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45474	AUTONATION CHRYSLER DODGE JEEP			
Dealer Address	7980 W TUFTS AVE				
Dealer City	LITTLETON	***Dealer State***	CO	***Dealer Zip***	80123

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	LITTLETON CO 8[redacted]	***Country***	UNITED STATES

Dealer - By-Pass - Default - Default - Default	Advise of recall J24
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Advise of recall J24
Recall - J30: TRANSMISSION FLUID TEMPERATURE WARNING - Advise Owner/Incomplete Recall	Advise of recall J30
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	Advise of recall K13
Product - Electrical - Cruise Control - Defective - Default	Cruise Control problem
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Cruise Control repair
Product - Air Conditioning / Heater - Front Defroster - Intermittent or Inoperative - Default	Defroster won't turn on.
Corporate - E-Reimbursement - Default - Default - Default	Reimbursement for Clock Spring

Briefly summarize why the customer is contacting Chrysler:
Caller stated that he purchased a Service Contract and he had a problem with the cruise control and found out that he is 2000 miles over the limit. The caller stated that the Cruise Control would not work at all. The caller stated that recently the airbag light came on also. The caller stated that the clockspring would need to be replaced. The caller stated that he has never used the Service Contract. The caller would like to know if the repairs amounting to $515.00 could be covered by Chrysler (GO CHRYSLER JEEP DODGE SOUTHWEST 45474)
Briefly summarize what the customer is expecting:
Caller is expecting that we provide assistance with the clockspring repairs.
Has customer had previous history with current issue? Yes
Customer has a history of diagnosis for an intermittent problem? No
Has had repair history at Chrysler dealership(s)? No
Was this vehicle purchased new by this customer? Yes
Customer has a history of purchasing Chrysler vehicles? No
If yes, number in household?
Customer claims to maintain vehicle as per maintenance schedule? Yes
Has a mechanical Chrysler Group Service Contract? Yes - expired
Warranty coverage code? 799ext

Ownership status? Original
Basic warranty component? Yes
Powertrain warranty component? No
Service contract or Mopar warranty component? No
Within 3 years or 36,000 miles? Yes
Within 2 years or 24,000 miles? No
Within 1 year or 12,000 miles? No
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Who has possession of the vehicle? Dealer
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? GO CHRYSLER JEEP DODGE SOUTHWEST 45474
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District 88N * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 7[redacted] Left message.
Customer called in and stated that they are 2000 miles outside of the warranty and would like Chrysler to assist with the repairs of the Clockspring. Writer informed customer that they would contact the dealership and speak with them about possible assistance. Writer informed customer that they would call them back in 48 hours.
Writer contacted dealership and left a VM for a call back from the SM.
SM contacted writer and informed them that the customer had picked up the vehicle and not had the repairs completed. SM stated that he had never seen the vehicle before and doesn t know if they would ever see the customer again. Writer stated that they would contact the customer and see what they wanted to do.
Customer called in and left a VM stating that the defrost in his car is not working and would like the dealership to take a look at it when he takes it back in.
Writer left a VM for a call back from the SM.
Writer left a VM for call back from customer.
Customer called in and left a VM.
Writer contacted customer and informed them that they would be able to reimburse the repair of the clock spring with a $150 co-pay. Writer also stated that they could look into assisting with the defroster repair, but it would have to be diagnosed first.
Customer called in and left a VM stating they had picked up the vehicle. Customer stated that they repairs were not completed and they would be taking the vehicle back tomorrow.
Writer contacted customer and left a VM for a call back.
Customer called in and left a VM stating that he may not be able to get his vehicle into the dealership until the end of the week because they ve had a lot of snow.
Writer called customer and left a VM for call back.
Customer called in and left a VM letting writer know that he dropped the vehicle off again. Customer also wanted to know how reimbursement works.
Writer left a VM for a call back from customer.
Customer called in and informed writer that his vehicle has been repaired. Customer stated that he had to bring the vehicle into the dealership 3 times on Friday before the issue was finally resolved.
Writer provided customer with fax number for reimbursement. Customer stated they would send in their documents today.
Writer left a VM for customer informing them that they had recieved their documentation and that they would be sending them the reimbursement check.
****** Below Customer Contacted for Documentation Request ******
cf303@chrysler.com on 2011-11-08 @ 18:06
***** Customer Document Received *****
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
Reimbursement

If this is a Recall or Extended Warranty, enter the campaign number.
If this is for a previously made goodwill decision, what is that CAIR #?
Enter the Mileage at the time of the repair.
72818
Enter the Date when the repairs were completed.
10/31/11
What is the total cost of the Parts to be reimbursed?
328.83
What is the total cost of the Labor to be reimbursed?
38.93
What is the total Tax to be reimbursed?
27.01
What is the total amount being reimbursed?
394.77
****End structured narrative T2 - eReimbursement
Customer called in and left a VM stating that they have not recieved a
check yet.
RECEIVED REQUEST FOR STOP PAYMENT AS CUSTOMER HAS NOT RECEIVED THE CHECK. I
WILL FAX REQUEST TO ACCOUNTS PAYABLE.
RECEIVED CONFIRMATION OF STOP PAYMENT FROM ACCOUNTS PAYABLE. LMM14 WILL
VOID AND CLOSE THE CAIR AND SUSAN MILLER WILL REISSUE THE CHECK.
*REISSUED CHECK IN CAIR[redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3917	9L[redacted]	***Open Date***	10/28/2011	***Built Date***	04/30/2009	
Model Year	2009	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	08/18/2009	***Mileage***	61,000	***Dealer Zone***	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PBS	DEEP WATER BLUE PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	26214	BOB MARIANO JEEP DODGE INC			
Dealer Address	146 MANCHESTER ST				
Dealer City	CONCORD	***Dealer State***	NH	***Dealer Zip***	03301

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HOOKSETT NH [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Clockspring needs to be replaced.
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Escalated to 88F

Briefly summarize why the customer is contacting Chrysler:
Customer is calling today be the other day, he was doing his mail route because he working for the post office, and the airbag light came on in the vehicle.
Customer states that this Jeep is a right hand drive vehicle.
Customer states that he took the vehicle into the dealership already knowing what the problem is because he has seen other people in his company that own this Jeep have the same problem.
Customer states that the dealership advised him that the clockspring on the vehicle needs to be replaced and that the cost of the part is going to be $363 without the labor charges.
Briefly summarize what the customer is expecting:
Customer is seeking Jeep to pay for the costs of the parts and the labor to the vehicle.
Has customer had previous history with current issue? Y / N - N
Customer has a history of diagnosis for an intermittent problem? Y / N - N
Has had repair history at Chrysler dealership(s)? Y / N - Y
Was this vehicle purchased new by this customer? Y / N - Y
Customer has a history of purchasing Chrysler vehicles? Y / N - Y
If yes, number in household? 3
Customer claims to maintain vehicle as per maintenance schedule? Y / N - Y
Has a mechanical Chrysler Group Service Contract? Y / N - N
Warranty coverage code? 336
Ownership status? Original owner
Basic warranty component? Y / N - Y
Powertrain warranty component? Y / N - N

Service contract or Mopar warranty component? Y / N - N
Within 3 years or 36,000 miles? Y / N - Y
Within 2 years or 24,000 miles? Y / N - N
Within 1 year or 12,000 miles? Y / N - N
Customer advised a call back is required and will take place
within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: customer declined
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? 26214
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District T * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[redacted]
Customer states the vehicle needs a new clockspring.
Customer states the dealership diagnosed his vehicle.
Customer states the total cost would be around $363,
customer states this is his 3rd jeep, he works at the post office.
Customer states he would like Jeep to cover all of the costs for his jeep
because everyone else at his work who has a jeep had this happen when it
was under warranty.
Customer was advised that because he is outside of warranty, Jeep will
not be covering the entire cost for the repair, we ask that the customer
participate in the repairs if we do decide to provide partial assistance
to the customer.
Customer was advised writer will be calling the dealership for a further
decision.
Writer called dealership 603-228-1345. SM was not in, Shannon SA took a
message.
Writer called dealership 603-228-1345, SM, Ken
SM states the vehicle needs a clockspring, his airbag light is flashing.
SM states all the dealership has done with the customer s vehicle is
warranty work.
SM states this was never reported under warranty.
SM states this has been an issue with the mail jeeps, agreed to provide
goodwill assistance for the customer.
As a one-time goodwill gesture, Chrysler will be making a policy
adjustment for this repair based on customer satisfaction.
According to the dealer, the warranty
costs of the repair are as follows:
Parts = $254.25
Labor = $41.25
Total = $295.50
Co-pay = $150.00
########## DIRECT-TO-DEALER ##############
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint
goodwill policy decision has been made on behalf of our mutual customer.
If you need assistance with claim payment, please refer to
Warranty Bulletin D-11-19.
This customer has not yet been informed of this decision.
Please update and/or close CAIR when complete.
##################################
Writer called customer [redacted]
Customer was informed of the decision for goodwill, customer accepted.
Customer states he will make an appointment with the dealership to bring
his vehicle in and will call writer after his repairs are complete.
REASSIGNED TO BC/DLR 32 26214 10/31/11 10:02 O [redacted]
Writer called customer [redacted]. Left message.
Writer called customer [redacted].
Customer states he picked up his vehicle on Friday and everything is
working great, customer states he is pleased with repairs.
Customer thanked writer.
Writer advised customer his case would be closed.

CLOSED LOOP UPDATE - no need for additional follow-up.
Customer called in,
Customer states there is a recall for the clockspring on his right hand drive jeep, customer was advised that we have not been notified of any recall information, once he receives a letter about the recall, customer was advised to call us back if it is for his vehicle and clockspring so he can be reimbursed for the amount he paid for te copay.
Customer understood and will call back if he receives the notice in the mail.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2413 8[redacted]	***Open Date***	11/06/2011	***Built Date***	02/28/2008		
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	04/16/2008	***Mileage***	75,000	***Dealer Zone***			
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	
	CHRISTIANSBURG VA 2[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer inquiring about future recall

***** EMAIL BRIEF DESCRIPTION CONTENT *****
New recall on 2008 right hand drive jeep wranglers
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
I took me 2008 right hand drive jeep wrangler to our local dealership on Thursday because the airbag light was on and the horn wasn t working and it needed a yearly va inspection sticker. They informed us that there was no recall on my jeep for that but I read online today that there is a recall for that. We paid over $400 just to have that repaired. How can we get our money back since there is a recall for this problem?
*****END OF CUSTOMER EMAIL*****
Dear [redacted]:
Thank you for contacting the Jeep Customer Assistance Center regarding your 2008 Jeep Wrangler.
Our records show that you have contacted us by telephone and we have addressed your concern. We have updated your file to reflect the latest information you provided in the email message.
If your concerns have not been addressed, or you have other concerns, please email or contact the Chrysler Group Customer Care Center by telephone at 1-877-IAM-JEEP (426-5337).
Thanks again for your email.
Sincerely,
Sam
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA241X	7L1[redacted]	***Open Date***	11/07/2011	***Built Date***	03/15/2007	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	05/16/2007	***Mileage***	40,610	***Dealer Zone***	51	CHICAGO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	42749	WEST BROTHERS CHRYSLER INC			
Dealer Address	#3 NORTHEAST SERVICE ROAD				
Dealer City	SULLIVAN	***Dealer State***	MO	***Dealer Zip***	63080

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	
	FT. LEONARD WOOD MO[redacted]	***Country***	UNITED STATES

Dealer - Service/Body Shop - Transaction - Excessive Service Costs - Default	Unhappy with diagnosis charge

***** EMAIL BRIEF DESCRIPTION CONTENT *****
AIR BAG LIGHT PROBLEM
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
I have an air bag light on in my 2007 Jeep Wrangler X and i have been trying
to get it fixed but the dealer wants to charge me to look at something that
they already knew was wrong with the vehicle before i purchased it.What can
i do to get this fixed i can not get rid of the vehicle with the light on.
*****END OF CUSTOMER EMAIL*****
Thank you for contacting the Jeep Customer Assistance Center in regards to your 2007 Wrangler concerning diagnostic fees charged to you by your Dealer.
Sometimes it is necessary for the dealership s technicians to run one or more diagnostic tests. This is often the only way the dealer can properly diagnose and repair your vehicle.
When an adjustment or repair is not made most dealerships require the customer pay for any diagnostic charges since the dealership still must pay its staff for the time they spent inspecting the vehicle.
Thank you for giving us the opportunity to review this with you.
*****END OF CAC EMAIL*****
I did not have a concern about paying fees to look at a vehicle I have a problem with being charged for something that was a problem before I had bought and the dealer knew that cause they told me and said not to worry about it.I do not want to pay for a prior problem that they knew about and sold it anyways knowing they should not have
Sent via BlackBerry by AT&T
*****END OF CUSTOMER EMAIL*****
Thank you for contacting the Jeep Customer Assistance Center with your

email response.
We have received your email regarding your recent service experience at West Brothers Chrysler.
I regret your dissatisfaction with the service you received and appreciate the time and effort you took to bring this matter to my attention.
Dealerships are not owned by Chrysler Group, they are independent businesses and are responsible for addressing workmanship concerns like the kind noted in your email.
We suggest contacting the dealership service manager and address your concerns further.
Information received from customers such as yourself enables better evaluation of dealers service activities. Your complaint will be forwarded to the Business Center responsible for this dealer and retained in the dealer s permanent file.
Although we recommend that you return to your selling dealer for service, any authorized Chrysler Group LLC dealership can repair your vehicle. You are not limited to the dealership that sold you your vehicle.
Your feedback and opinion is very important to us. We hope this experience will not cause customers to misjudge our products.
Thanks again for your email.
*****END OF CAC EMAIL*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA6918	7[redacted]	***Open Date***	11/07/2011	***Built Date***	03/14/2007	
Model Year	2007	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	05/14/2007	***Mileage***	58,000	***Dealer Zone***	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	65940	FRESNO CHRYSLER JEEP			
Dealer Address	4880 NORTH BLACKSTONE AVENUE				
Dealer City	FRESNO	***Dealer State***	CA	***Dealer Zip***	93726

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SAN MARCOS CA[redacted]	***Country***	UNITED STATES

Product - Electrical - Unknown - Noisy - Default	air bag light

Customer calling stating that their air bag light is coming on and chiming every three minutes. Customer states that on the internet it is coming up as the clock spring. Customer wants to know if it is a recall. Agent looked up the information and informed customer it was not a recall. Customer wanted to know if it would come out as a recall in the future. Agent advised customer to hold on to the receipts and if it does come out as a recall they could file for possible reimbursement.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3916	9L[redacted]1	**Open Date**	11/08/2011	**Built Date**	08/13/2008	
Model Year	2009	**Body**	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	12/29/2008	**Mileage**	56,251	**Dealer Zone**	74	DENVER	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	44378	LANDMARK DODGE INC			
Dealer Address	1900 S NOLAND RD				
Dealer City	INDEPENDENCE	**Dealer State**	MO	**Dealer Zip**	64055

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	
	BLUE SPRINGS MO 6[redacted]	**Country**	UNITED STATES

Dealer - Service/Body Shop - Transaction - Poor Scheduling - Default	Unable to schedule warranty repairs
Corporate - Warranty Coverage - Default - Default - Default	X34 trans oil cooler lines repair

Briefly summarize why the customer is contacting Chrysler: Customer states that he is a mail carrier and is unable to bring his vehicle in to the dealership for repair work during the week. Customer states that he needs to take advantage of the X34 extended warranty and would like to know if he can use an IRF because the dealership is not open on the weekends.
Briefly summarize what the customer is expecting: Customer seeks warranty repair information.
Agent advised customer that work completed by an IRF can not be guarantee and thus can not be covered under warranty.
Customer states that he is also having an issue with the airbag light coming on. Customer states that he had a repair completed on the airbag while under warranty. Customer would like to know if the repair would be covered again. Agent advised customer that the repair would not be covered under warranty.
Agent called the dealership and asked the receptionist if the service department would be open on a Saturday to take care of warranty work. Receptionist states that the service department is open from 8am - 4pm. Agent informed customer. Customer states that the service department told him they only do oil changes and tires on Saturdays.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2411	8L[redacted]	**Open Date**	11/11/2011	**Built Date**	09/25/2007	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	11/01/2007	**Mileage**	55,764	**Dealer Zone**	74	DENVER	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68347	SCOTT PETERSON MOTORS INC			
Dealer Address	30 5TH AVE				
Dealer City	BELLE FOURCHE	**Dealer State**	SD	**Dealer Zip**	57717

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	
	SPEARFISH SD [redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Airbag light flashing
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Cost assistance request
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Issues not resolved
Product - Unknown - Unknown - No Start - Default	On going no start issue

Briefly summarize why the customer is contacting Chrysler: Customer states that her vehicle has had numerous past and on going issues. Customer states that recently her vehicle was diagnosed by an IRF with needed a CV joint and transmission line repair. Customer states that her other on going concerns are with a continued no start issue and an flashing airbag light. Customer states that the no start issue has had multiple repairs that have not resolved the issue. Customer states that she paid $50 to diagnose the airbag light and the dealership advised her that it will cost $150 to look into the issue further.
Briefly summarize what the customer is expecting: Customer seeks dealership assistance and cost assistance for repairs.
Has customer had previous history with current issue? Y
Customer has a history of diagnosis for an intermittent problem? N
Has had repair history at Chrysler dealership(s)? Y
Was this vehicle purchased new by this customer? N
Customer has a history of purchasing Chrysler vehicles? N
If yes, number in household?
Customer claims to maintain vehicle as per maintenance schedule? Y
Has a mechanical Chrysler Group Service Contract? N
Warranty coverage code? 336
Ownership status? Second
Basic warranty component? Y
Powertrain warranty component? N
Service contract or Mopar warranty component? N
Within 3 years or 36,000 miles? N
Within 2 years or 24,000 miles? Y
Within 1 year or 12,000 miles? N
Customer advised a call back is required and will take place

within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]5
Customer email address for case updates: N/A
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes (past and on going issues only)
If a CDJ dealer has diagnosed, what is the dealer name or code? 68347
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District 88N Ù * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Unable to leave a vm.
Customer calling wanting to be called on the second number she provided [redacted] Customer wanted to speak with their case manager. Agent transferred to case management department.
MRS L[redacted] returning CM s call. Writer stated that she will work with dealer 68347. Customer stated that she was last at the dealer within the last 2 months. Customer stated this is an on going issue. Customer stated that she has an appointment with a IRF for tomorrow and needs to know if CM is going to help, so she can then cancel that appointment. Customer seeking a callback at number on line 42.
2nd attempt made to contact customer at phone [redacted]. Writer advised customer that Chrysler will not assist with repairs at an IRF. Customer stated she will cancel the appt. and call dealership to schedule diagnostic.
Agent attempted to contact dealer Service Manager (SM). SM reported that customer was waiting to schedule a diagnostic til after she heard from CM. Dealership will contact customer to schedule a diagnostic. After diagnostic SM will contact writer.
2nd attempt made to contact customer. Left message to see if have scheduled a diagnostic..
phone rang without an answer so not able to leave message
attempt made to contact customer at phone [redacted] Phone rang without an answer so not able to leave mess[redacted]ge
SM phoned with results from diagnosis, discussed customer loyalty (dealership- primarily warranty work and occasional oil changes, brand- 1 used), goodwill assistance as follows (SM will notify customer):
transmission leak: covered by the extended warranty (X34),
Airbag light-Airbag needs replaced: Warranty price $291.60 $100 copay
Right front axle u-joint needs replaced: Customer pay
Hold in park to start: unable to duplicate but the cable could be starting to wear
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on goodwill. According to the dealer, the warranty
costs of the repair are as follows:
Total = 291.60
Co-pay = 100.00
########## DIRECT-TO-DEALER ##########
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
If you need assistance with claim payment, please refer to
Warranty Bulletin D-11-19.
Service Manager will inform the customer of this decision.
Please update and/or close CAIR when complete.
##########
REASSIGNED TO BC/DLR 74 68347 12/09/11 10:59 O[redacted]
Attempt made to contact customer at [redacted]. Left message to see if repairs have been completed..
Customer returned call. After diagnosis, when vehicle returned battery light was on. When customer took back found a wire had been accidentilly clipped. Customer is concerned whether she will be charged for it or not. Writer advised that she speak with dealership. Customer requested case be kept open until after she speaks with the dealership. Writer advised of followup on 12/15/2011

*Contact Date:12/14/2011
Service Manager at the dealership has updated the CAIR# [redacted]
An appointment has been set with the customer.
Brenda in service contacted writer on how to proceed with customer case writer explained lines 66-67 & 81-82. she reported that Customer is wanting previous cost included in $100 deductible. Writer advised that if dealership does not want to include it in the copay customer can send it to writer and writer will reimburse.
*Contact Date:12/15/2011
Dealer 68347 has updated the mileage to 55652.
Warranty repair has been documented on Repair Order [redacted]
CAIR RETURNED FROM DEALER ON 12/15/2011 AT 09:44:344 R[redacted]
1st attempt made to contact customer at [redacted] to assure repairs completed. Left message.
2nd attempt made to contact customer at [redacted] to assure repairs completed and close case. Left message.
3rd attempt made to contact customer to assure repairs completed and close case. unable to leave message
4th attempt made to contact customer to assure repairs completed and close case.. Left message.
Customer left VM reporting vehicle is running fine and to close the case.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3915	9L[redacted]	***Open Date***	11/14/2011	***Built Date***	09/18/2008	
Model Year	2009	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	05/27/2010	***Mileage***	61,000	***Dealer Zone***	51	CHICAGO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68462	WASHINGTON CHRYSLER CENTER INC			
Dealer Address	105 EAST VAN TREES				
Dealer City	WASHINGTON	***Dealer State***	IN	***Dealer Zip***	47501

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ODON IN [redacted]	***Country***	UNITED STATES

Corporate - Product Information - Default - Default - Default	Customer seeking information on product.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states vehicle air bag light is flashing

Briefly summarize why the customer is contacting Chrysler: Customer states vehicle air bag light is flashing. Customer seeking recall information. Agent advised customer there are no open recalls on their vehicle.
Briefly summarize what the customer is expecting: Customer seeking recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2417	8L[redacted]	***Open Date***	11/17/2011	***Built Date***	11/07/2007	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	03/14/2008	***Mileage***	80,000	***Dealer Zone***			
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	[redacted]
	OCALA FL 3[redacted]	***Country***	UNITED STATES

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Advised of recall
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light on inquiry

***** EMAIL BRIEF DESCRIPTION CONTENT *****
AIR LIGHT IS ON
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Hi: A few months ago,I contact customer service to reference Air Bag on my
Jeep wrangler 08.Before I had the recall, I took my car to the dealership,I
explain the service guy (Jim) that my car was shaking a lot ..they didn t
know where is coming from..I saw one of the mechanic tearing the wheel a part ...I talk to my service guy 'Jim' he told me they need to check the steering wheel ...and from now on my AIR BAG LIGH is on since then. they did something to my steering wheel! was working properly until he took it a
part...I woulk like this issued get resolve .THANK YOU..
****END OF CUSTOMER EMAIL****
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center.
Our records indicate that the following recall campaign(s) have not been performed by an authorized dealer:
Recall # Description
J24 MOPAR TOW BAR
We suggest that you contact your local authorized Chrysler, Dodge, Jeep or Ram dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.
Please take a copy of this message with you at the time of service to aid the process. Although not required, it is recommended to bring a copy of the recall notification with you to your dealer s service department when you bring your vehicle in for this service.
If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.
In regards to your email, please contact the dealer where you had the repaires completed and let them know of the issue with your vehicle.
Thanks again for your email.
Sincerely,
Colleen
Customer Service Representative

Jeep Customer Assistance Center
****END OF CAC EMAIL RESPONSE****
REFERENCE NUMBER: [redacted]4 That recall from what i understand is already done....my problem is that the mechanic take the steering wheel a part ...for no necessarity reson...sinceryly Yaimel Maynard...
****END OF CUSTOMER EMAIL****
Dear Y[redacted]
Thank you for contacting the Jeep Customer Assistance Center.
Unfortunately, we are unable to provide technical assistance. As stated in the previous email please contact the dealership where you had the repairs completed and tell them of your issues.
Thanks again for your email.
Sincerely,
Colleen
Customer Service Representative
Jeep Customer Assistance Center
****END OF CAC EMAIL RESPONSE****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2419	8L[redacted]	***Open Date***	11/17/2011	***Built Date***	12/13/2007	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	02/25/2008	***Mileage***	60,000	***Dealer Zone***	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PBM	STEEL BLUE METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	23027	WILLIE RACINE'S INCORPORATED			
Dealer Address	1650 SHELBURNE ROAD				
Dealer City	SOUTH BURLINGTON	***Dealer State***	VT	***Dealer Zip***	05403

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	WILLIAMSTOWN VT 0[redacted]	***Country***	UNITED STATES

Product - Electrical - Unknown - Defective - Default	Customer states she is having clockspring issues
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	
Recall - J30: TRANSMISSION FLUID TEMPERATURE WARNING - Advise Owner/Incomplete Recall	
Recall - J34: STEERING DAMPER - Advise Owner/Incomplete Recall	
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	
Recall - L05: TRANSMISSION COOLER LINES - Advise Owner/Incomplete Recall	

Briefly summarize why the customer is contacting: Customer states she has been having issues with the clockspring on the vehicle. Customer called her dealership and they told her that she is not covered under this recall. Customer states she took the vehicle to Midstate in 2009 and they diagnosed and repaired the Clockspring. Customer states after this repair every time he turned right or left the horn would go off. Airbag light is staying on. Customer states the vehicle will not start sometimes.
Briefly summarize what customer is expecting: Customer is seeking assistance in getting her clockspring repaired as part of the recall (L37) she has read online about.
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] (best contact number)
Preferred Afternoon/Evening call back number is: [redacted]
Preferred customer s e-mail address for update is:
[redacted]
Has customer had previous history with current issue? Y
Customer has a history of diagnosis for an intermittent problem? Y
Has had repair history at Chrysler dealership(s)? Y
Was this vehicle purchased new by this customer? Y
Customer has a history of purchasing Chrysler vehicles? N
If yes, number in household?

Customer claims to maintain vehicle as per maintenance schedule? Y
Has a mechanical Chrysler Group Service Contract? N
Warranty coverage code? 336
Ownership status? Original
Basic warranty component? Y
Powertrain warranty component? N
Service contract or Mopar warranty component? N
Within 3 years or 36,000 miles? Y
Within 2 years or 24,000 miles? n/a
Within 1 year or 12,000 miles? n/a
Escalated to 88F
* * * * * CASE MANAGER TEAM T * * * * * *
Writer contacted SM Paul at dealer who stated that he is not willing to help her with goodwill if Chrysler wants to help then we need to do it in the form of reimbursement. Writer will take to customer on what she wants to do to get the clockspring and recalls done.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
Customer stated that she would like to go to Willies instead of Midstate.
Customer is going to make appointment with 23027. Writer will reassign this case once customer calls back with the appointment.
Customer appointment is 11/28.
Writer dialed 802-863-1141 left message for Service Manager
Customer called in and stated that he has a diagnosis and would like CM to call him on 901-249-2444
Customer called and stated that the vehicle is not at the dealership now. It is a right hand drive vehicle. Customer stated that he has had the clockspring replaced 2 times and now he is concerned that the repair was not the right one, because now the module needs to be replaced and he wants to know why this has failed so soon, and they all have to do with the clockspring.
Customer has been working with Sandy Fisher SA.
Customer would like to have case manager call him back.
Writer contacted Dealer 23027; Service Advisor Sandy stated customer needs steering control module replaced. SA also states that customer is loyal and SA is willing to assist customer with repairs on vehicle.
Writer is will be assisting customer with repairs in full. SA will contact writer with quote on warranty pricing for parts and labor.
Writer contacted customer and informed customer of lines 56-60. Customer has appointment for repairs on Dec. 12th, 2011
Writer contacted Dealer 23027; Service Advisor Sandy stated will return writer phone call with warranty quote for parts and labor pricing.
Writer contacted Dealer 23027; Service Advisor Sandy was unavailable; left message with receptionist.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs. Dealership called asked for case number, writer advised.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3914 9[redacted]		***Open Date***	11/17/2011	***Built Date***	08/28/2008	
Model Year	2009	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	03/27/2009	***Mileage***	63,247	***Dealer Zone***	51	CHICAGO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68736	BLACKWELL-BALDWIN DODGE INC			
Dealer Address	1660 BUSINESS 60 WEST				
Dealer City	DEXTER	***Dealer State***	MO	***Dealer Zip***	63841

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	DEXTER MO [redacted]	***Country***	UNITED STATES

Corporate - Product Information - Default - Default - Default	inquiring about air bag sensor being defective
Corporate - Recall - Default - Default - Default	inquiring about recalls

Briefly summarize why the customer is contacting Chrysler:
Customer called in because she was online for recalls and she is having same trouble with the air bag clock spring assembly is the recall airbag light is lighting up. She took it to dealership and they said it would cost around $350.00.
Briefly summarize what the customer is expecting:
Customer would like Chrysler to pay to have this to be fixed.
****

Has customer had previous history with current issue? no
Customer has a history of diagnosis for an intermittent problem? no
Has had repair history at Chrysler dealership(s)? yes
Was this vehicle purchased new by this customer? yes
Customer has a history of purchasing Chrysler vehicles? no
If yes, number in household?
Customer claims to maintain vehicle as per maintenance schedule? yes
Has a mechanical Chrysler Group Service Contract? no
Warranty coverage code? 336
Ownership status? owner
Basic warranty component? yes
Powertrain warranty component? no
Service contract or Mopar warranty component? no
Within 3 years or 36,000 miles? yes
Within 2 years or 24,000 miles? no
Within 1 year or 12,000 miles? no
****

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time.
Preferred Morning/Midday call back number is 5[redacted]

Preferred Afternoon/Evening call back number is [redacted]
Who has possession of the vehicle? (Owner/Dealer/IRF) owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 68736
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District P * * * * * *
Original Owner
New=2
Used=0
Household=2
Customer out of warranty by 24,000 miles.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]. Left message.
Caller MRS [redacted] requesting to speak with Case Manager. She said she had gotten a diagnosis yesterday. She said they told her that the clock sping had to be replaced and quoted her a price of about $350.00. Writer told her the CM would verify the diagnosis with the dealer.
Writer contacted dealer 68736 and spoke to SM Trey who stated that customer needs a clockspring and is very loyal to dealership. SM Trey asked for a call back on 11/22 to obtain the warranty costs for parts and labor.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on loyalty to dealership and chrysler brand.
According to the dealer, the warranty
costs of the repair are as follows:
Parts = $208.60
Labor = $32.00
Total = $240.60
Co-pay = $100.00
########## DIRECT-TO-DEALER ##############
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
If you need assistance with claim payment, please refer to
Warranty Bulletin D-11-19.
This customer has not been informed of this decision.
Please update and/or close CAIR when complete.
##################################
Writer left messages at both numbers [redacted]
Customer Mrs MARK UNDERHILE calls to speak with their Case Manager.
Customer has been informed of decision, Writer sending RA and reassigning CAIR to dealership. Writer will follow-up with customer on 11/29/11
REASSIGNED TO BC/DLR 51 68736 11/22/11 16:52 O 2[redacted]
Writer attempted to contact dealer Service Manager Trey, however, SM not available. Left message for a return call at extension 66183
Writer left message for customer at [redacted]0
*Contact Date:12/01/2011
DCX goodwill repair is documented on Repair Orde[redacted]
CAIR RETURNED FROM DEALER ON 12/01/2011 AT 04:43:014 R[redacted]
Writer left message for customer a[redacted]
Writer left message for customer at [redacted]0. Writer tried to contact customer [redacted] left message.
Writer spoke with customer and verified with customer that repairs were completed and fantastic as customer stated in voicemail that she left
Writer on 12/6/11 Writer closing CAIR.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6410	7L[redacted]	**Open Date**	11/17/2011	**Built Date**	04/18/2007	
Model Year	2007	**Body**	JKJS72	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	05/19/2007	**Mileage**	43,000	**Dealer Zone**	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	26743	RANCHO CHRYSLER JEEP DODGE			
Dealer Address	8010 BALBOA AVENUE				
Dealer City	SAN DIEGO	**Dealer State**	CA	**Dealer Zip**	92111

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	MESILLA PARK NM 8[redacted]	**Country**	UNITED STATES

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall

Briefly summarize why the customer is contacting: Customer has just returned from overseas to find his airbag light on. Customer states the warranty has now expired. Customer states the diagnosis is that the clockspring has gone bad. Customer states he had issues prior to going overseas when the vehicle was still in warranty. Customer states this is a 500 dollar repair.
Briefly summarize what customer is expecting: Customer is seeking assistance in the cost of this repair.
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]9 (best contact number)
Preferred Afternoon/Evening call back number is: [redacted]
Preferred customer s e-mail address for update is: [redacted]
Has customer had previous history with current issue? Y
Customer has a history of diagnosis for an intermittent problem? N
Has had repair history at Chrysler dealership(s)? Y
Was this vehicle purchased new by this customer? N
Customer has a history of purchasing Chrysler vehicles? Y
If yes, number in household? 3
Customer claims to maintain vehicle as per maintenance schedule? Y
Has a mechanical Chrysler Group Service Contract? N
Warranty coverage code? 336
Ownership status? Second
Basic warranty component? Y
Powertrain warranty component? N
Service contract or Mopar warranty component? N
Within 3 years or 36,000 miles? n/a
Within 2 years or 24,000 miles? Y
Within 1 year or 12,000 miles? n/a
Escalated to 88F

* * * * * CASE MANAGER TEAM - District O * * * * * *
Status update provided via email to the following email address:
[redacted]
My name is Shannon and I have been assigned as your Case Manager.
I look forward to discussing your concerns.
Here is some information that will be helpful for you to have
Your Case number 2[redacted]
Chrysler Case Management telephone number 800-763-8422
My direct extension 66193
My work hours are 9:15a-5:30p MST Mon-Fri
I will contact you by telephone to review your case with you.
Thank you & Have a nice day!
Shannon
Chrysler Case Management
End of Status Update
OOW= 336\ expired by time 05/19/10
SC= PPW680N\Active
EC28M\expired
Recalls= J24\Part#CBACJ240AA Incomplete.
G40\ completed 111/20/07
K13\ completed 12/22/10
HouseHold= 2 used
Ownership Status= Usedf\ 11/02/09
RESEARCH RESULTS:
Explain why this vehicle either appears to qualify or not: Writer is
willing to consider assist based on customer had issues before he was
deployed. Also is a saftey consideration.
Number of related repair attempts = Zero
Number of days out of service =Zero
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[redacted] Left message. Contacted MR[redacted].
DEALER #26743 contacted PH#858-560-7100 Contacted Service Manager Dave
stated the customer needed a new clockspring. Quoted price for repair to
be emailed. SM & CM concur $150 Copay is warranted based on maintenance
history & current SC deductible
**EMAIL FROM SM
Clock spring repair.
Parts $208.60
Labor $45.40
Total $254.00
$150.00 ded.
CUSTOMER contacted at PH#4[redacted] Contacted MR[redacted].
Presented assistance offer and customer accepted. Advised to call dealer
and give approval.
As a one-time goodwill gesture, Chrysler will be making a policy
adjustment for this repair based on maintenance
history & current SC deductible. According to the dealer, the warranty
costs of the repair are as follows:
Parts = $208.60
Labor = $45.40
Total = $254.00
Co-pay = $150.00
########## DIRECT-TO-DEALER ##############
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint
goodwill policy decision has been made on behalf of our mutual customer.
If you need assistance with claim payment, please refer to
Warranty Bulletin D-11-19.
This customer has been informed of this decision.
Please update and/or close CAIR when complete.
##################################
REASSIGNED TO BC/DLR 71 26743 11/17/11 14:35 C[redacted]
REASSIGNED TO BC/DLR 71 26743 11/23/11 16:16 C[redacted]
112711..if repairs have been completed please close cair..slw5
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2410	8L[redacted]5	**Open Date**	11/18/2011	**Built Date**	01/15/2008	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	11/03/2008	**Mileage**	70,000	**Dealer Zone**	51	CHICAGO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PBM	STEEL BLUE METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	44908	DALE HOWARD INC			
Dealer Address	600 BROOKS ROAD				
Dealer City	IOWA FALLS	**Dealer State**	IA	**Dealer Zip**	50126

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	IOWA FALLS IA [redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light is on.
Product - Electrical - Unknown - Other - Default	Clock spring needs to be repaired.
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Escalated for further review.

Briefly summarize what the customer is expecting: Cost assistance.
Briefly summarize why the customer is contacting Chrysler: Customer states her EGR valve light is on and the repair needed is covered under her service contract. However her clock spring also needs to be repaired as the air bag light is on. Customer states the repair will cost $400.00 and Chrysler paid for the previous repair to the same part in October 2010.
Has customer had previous history with current issue? Y
Customer has a history of diagnosis for an intermittent problem? N
Has had repair history at Chrysler dealership(s)? Y
Was this vehicle purchased new by this customer? Y
Customer has a history of purchasing Chrysler vehicles? Y
If yes, number in household? 2
Customer claims to maintain vehicle as per maintenance schedule? Y
Has a mechanical Chrysler Group Service Contract? N
Warranty coverage code? 336
Ownership status? Original
Basic warranty component? N
Powertrain warranty component? N
Service contract or Mopar warranty component? Y
Within 3 years or 36,000 miles? N
Within 2 years or 24,000 miles? N
Within 1 year or 12,000 miles? Y
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: Customer declined
Who has possession of the vehicle? Dealership
Has the vehicle been diagnosed by a CDJ dealer? Y
If a CDJ dealer has diagnosed, what is the dealer name or code? 44908
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District P * * * * * *
email= no email
OOW= not active due to time 11-03-11 and mileage 34000
SC=none
Recall=yes 1 incomplete Mopar tow bar
Household= 2-1 used 1 new
Ownership status= first
Current Odom : 70000
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 6[redacted]
Busy.
2nd attempt made to contact customer. Need to call again. Customer stated that she had the clock spring needs to be repaired. Customer stated that she had to repair the clock spring. Customer stated that she doesn t have a tow bar on the jeep. Customer stated that she already had the vehicle fixed since her husband needs it for work as a mail carrier. Customer stated that Gary Roll is the Service Manager at DALE HOWARD INC. Writer stated will get back to her on the decision.
Writer contacted Service Manager (SM) at 44908 DALE HOWARD INC at 641-648-4691. SM Gary stated that he would get back writer about warranty parts prices.
Writer contacted Service Manager (SM) Gary at 44908 DALE HOWARD INC at 641-648-4691. SM Gary stated that a service contract would be great for the customer and that he would SA the case.
Note dealer stated that he would take care of the repair cost but would like to promote loyalty. Writer discussed service contract with SM and we decided two year oil change SC.
Writer put in service contract plan EC28N.
Agent attempted to contact dealer 44908 DALE HOWARD INC 641-648-4691 Service Manager (SM) Gary, however, SM not available. Left message for a return call at extension 66332.
Customer called stating that she will be glad to hear back on Monday since writer was unable to contact dealer.
Writer misdialed.
Writer contacted Service Manager (SM) Gary at 44908 DALE HOWARD INC at 641-648-4691. SM Gary stated that he repaired the vehicle on 18th of November.
As a one-time goodwill gesture, Chrysler/Dealer will replace the clock spring.
Customer will be responsible for a co-pay in the amount of $0.0.
This goodwill is being offered because:Prior repair on same part.
########## DIRECT-TO-DEALER ##########
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
The CAC is sending this CAIR because of a goodwill policy decision that was made on behalf of this customer. You have indicated you will be using your DSA to assist this customer. The customer has been informed of this decision. Update and/or close CAIR when complete.
REASSIGNED TO BC/DLR 51 44908 11/28/11 12:21 O[redacted]
CONTACT UPDATE - Contact attempt, phone number dialed, at [redacted]
Customer stated that she was pleased that she was given a Service Contract but, she was not sure she or her husband would be taking the dealership up on the Service Contract since past history with the dealership has proven to them that the dealership constantly find other things wrong with vehicles in for service and then charging extravagant fees for parts.
Customer stated that the repairs are complete and so far so good.
CONTACT UPDATE - Contact attempt, phone number dialed, at [redacted].
Writer left message for customer with call back information.
CONTACT UPDATE - Contact attempt, phone number dialed, at 6[redacted].
Customer stated that her trans cooler line is needing replaced but, is covered under warranty. Customer stated that the repairs on the EGR light and Clock spring is working good at this time. Customer stated that her

Service Contract states 7000 miles instead it should state 70,000 and [redacted] is spelled wrong. Writer stated that she would look into the issue and get back to her.
CONTACT UPDATE - Contact attempt, phone number dialed, at [redacted].
Writer called to state that the corrections are in the works. Phone was busy.
CONTACT UPDATE - Contact attempt, phone number dialed, at [redacted]
Writer left message stating that the corrections are in the works for the service contract.
Writer will contact SC department for name correction and process.
Writer will contact customer and request documents to be sent as part was replaced 10/11 for possibel reimbursments.
Writer reassigned CAIR to writer. Writer will follow-up with customer and have her send in documentation for possible reimbursement also give customer Service Contracts phone # to have them correct name on contract.
Writer spoke with customer and gave her Service Contracts phone number to call so they could do the corrections on the mileage and name. Also Writer mentioned possible reimbursement, customer states that there was no out of pocket costs to customer, repair was covered under warranty.
Writer gave customer writers contact information and thanked customer and is closing cair.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3914 9[redacted]		**Open Date**	11/18/2011	**Built Date**	12/17/2008	
Model Year	2009	**Body**	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	03/31/2009	**Mileage**	82,100	**Dealer Zone**	42	DETROIT	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	05037	TUBBS BROTHERS INC			
Dealer Address	959 W SANILAC				
Dealer City	SANDUSKY	**Dealer State**	MI	**Dealer Zip**	48471

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	APPLEGATE MI 4[redacted]	**Country**	UNITED STATES

Product - Transmission / Transaxle - Unknown - Leaks - Default	Lines leaking
Corporate - Lemon Law - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called in stating the transmission line is leaking. She has had multiple issues in the past with the same part. First time it was replaced at 21,205, second time at 54,656, and now this is the third time at 82,100. Customer wanted to know if it is normal for the transmission lines to leak after every 30,000 miles. Agent advised no recalls and no ext. waranties but said no technical training so cannto answer if this is normal. Agent suggested customer have repair work done at a different CDJ dealer.
Customer did not request any goodwill.
Briefly summarize what the customer is expecting: Customer wondering if this is normal.
Customer called in today and is seeking assistance in this vehicle due to the number of issues. Customer is seeking to have chrysler replace the vehicle.
Customer informed a call back is required and will take place within one business day.
Preferred Morning/Midday call back number is 8[redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]
Who has possession of the vehicle? (Owner/Dealer/IRF) Owner
Is this a request for Lemon Law, buy-back or replacement? Replacement
Reassigned to 88L
Status update provided via email to the following email address: [redacted]
Dear MRS [redacted]:
Case #: 21579586 VIN: 1J4GZ39149L744661 Vehicle Description: 2009 JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR
My name is Charlie and I have been assigned as your Case Manager. Here is

some information that will be helpful for you to have:
Your Case number: [redacted]
[redacted] number: 800-763-8422
My work hours: 7:30am-4:00pm Mountain Time Monday-Friday
I will contact you within one business day by telephone to review your case with you.
Note: This is a system generated message. Please do not reply.
Sincerely,
Charlie
Customer Care
End of Status Update
* * * * * * * * * * QUALIFIER TEAM * * * * * * * * * *
Please see cair # [redacted] 7. Request for buyback was declined and at the time the vehicle was outside the terms of protection. Any additional repairs are not considered under the terms of protection and the AM has already declined request. Next cair # [redacted] AM reimbursed customer for repairs made outside of warranty. Will forward cair to 88D for follow up.
* * * * * CASE MANAGER TEAM - District V * * * * * *
Status update provided via email to the following email address:
[redacted]
My name is Lynn and I have been assigned as your Case Manager.
Here is some information that will be helpful for you to have.
Your Case number: 2[redacted]
Chrysler Case Management telephone number: 1-800-763-8422
My direct extension: 66037
My work hours: 9:30 AM to 6:00 PM Eastern Standard Time, Monday-Friday.
I will contact you within one business day by telephone to review your case
With you.
Sincerely Lynn
End of Status Update
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] The customer answered the phone and she states that she has had the repair on the transmission three time the clock spring is broken again this is the third time and now the gas cap light is coming on everytime she stops.
The gas cap has been replaced three times as well the dealership states that there is a vapor leak .
The customer states that she has watched the internet and there is some issues with the clock springs on the Jeeps. The customer purchased this vehicle because its a right hand side and she works for the mail department. The customer took the vehicle in for a repair for the leak and they bent the tail gate when they tried to make the tail gate seal.
The air bag light also goes off every day intermittently. The customer is very upset.
The customer was at the dealership yesterday the customer replace the transmission line, however the part was purchased from the dealership,
The dealership said that they were going to give prices for clock spring repair. The dealership could not find the gas leak.
The clock spring was repaired January of 2011 the customer thinks.
She does not have the dates for all the repairs as there have been so many . The agent told her that we will call the dealership to clarify , the customer did say that there are some good things about this vehicle its very cute and it fits her body and what she needs to use the vehicle for .But she just wants to have it run as it should the agent told her we will call the dealership and follow up on Friday.
The dealership SM Mike, states that the customer has been in about 500 times . He states that he did have the vehicle into the dealership he states that the check engine light is coming on because it states that the secondary fan is not working but this vehicle does not have a secondary fan the dealership has contacted star but they do not know how to fix it .As for the clock spring they have put three different clock springs in the vehicle and now it needs it again. The dealership has been trying to get paid on 2 claims that have been open since May for about $1300.00 but they have not been able to get them paid the SM just sent

out an email to the AM asking if he can help the dealership get paid .
The SM Mike also states that he has put at least 5 extra hours into work on this vehicle that he has paid his tech s for but did not charge the customer for .
They need to do a smoke test to try and find the evap leak but at this point they do not know who will pay for it the customer has so many issues and they are all there she has not made up any of them . The SM said that they have had field tech look at the vehicle for a leak they thought that it was fixed up in wasn t they replaced the carpet but it still leaks . He said that he thought the vehicle was going to qualify for lemon law but then he received a notice saying that it doesn t qualify. The agent will contact our AM as he has stated that he does not want to assist any longer with this customer or vehicle.
Agent email the AM on this case.
The AM states that we can assist on this case agent will follow up with the dealership on Tuesday.
Agent attempted to contact dealer Service Manager Mike, however, SM not available. Left message for a return call at extension 66037,
The agent received a call from the SM Mike , he called to see what the AM has stated on assistance the agent told him that the AM has given us permission to assist with this customer . The SM states that he has warranty prices for the clock spring but the evap leak they still need to work on a diagnosis for that .
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer satisfation.
According to the dealer, the warranty
costs of the repair are as follows:
Parts = $208.60
Labor = $39.84
Total = $248.44
Co-pay = $0.00
########## DIRECT-TO-DEALER ##############
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
If you need assistance with claim payment, please refer to
Warranty Bulletin D-11-19.
This customer has not been informed of this decision.
Please update and/or close CAIR when complete.
##################################
The agent called the customer to let her know that we will be assisting with the repairs and diagnostic on this vehicle the agent did tell her that we are trying to get a field tech to come look at her vehicle. The agent told her that we have talked to the Service Manager Mike and he is ordering the parts for the Clock spring and will be calling her to make an appointment as far as the other things we will have to do more diagnostics to determine what the problem is.
The agent spoke with the SM Mike he is concerned because this customer has a lot of issues with the vehicle but the dealership is still trying to get paid on repairs from May.The vehicle is leaking again and the rear evap needs to be diagnosed also the tipm was replaced this was supposed to fix the check engine light but the computer keeps saying that there is a secondary fan that is defective but there is not secondary fan in this vehicle . The clock spring should fix the air bag light and the ding noise that happens, but they need a field tech to look at this leak again. The agent told him that we would contact our AM to see how we can help and we will also send over an unresloved concern.
######### DIRECT-TO-DEALER #########
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.
The unresolved concern is leaking vehicle engine light on and clock spring repair.
Agent called dealer and spoke to Mike, informed that CAIR was being sent. Please update this CAIR with resolution.

##################################
REASSIGNED TO BC/DLR 42 05037 11/28/11 17:30 R [redacted]
The SM also told the agent that the last he heard of this vehicle it has qualified for lemon law but then he was contacted by the AM telling him we were not going to assist with that. The agent stated that yes the customer has tried to qualify three times.
The agent called the dealership and spoke with Mike, he states that the clock spring is fixed however we will not be able to know when the field tech will be able to come look at the vehicle the SM Mike will put a request in for him tomorrow and the agent will follow up with him on Tuesday.
AM will get with dealer so they understand that only STAR can send out a tech advisor, that Star hotline needs to be used first... _
The agent asked to speak with the SM Mike he states that the tech is out until the middle of January and we will not be able to work the case until we contact him .
AM advised dealer that they need to open a star case for any consideration for a tech advisor to come out and inspect the vehicle....rrb30 _
am sending cair back to the call center agent for follow up...rrb30
Writer contacted dealer Service Manager Mike L. states put a PCM per tech hotline did not fix problem waiting for a engineer to come out for the check engine light and a water leak. Dealer has been keeping customer up to date.
Writer contacted customer [redacted]. Writer infomred cusotmer of lines 181-184.
Writer contacted customer [redacted]. Cusotmer states there is additional problems with battery light and seat belt light issues.
Writer contacted dealer Service Manager Mike L. left message that we need an update.
Writer contacted customer phone number dialed [redacted]6. Customer states that transmission pan that was replaced at 42,000 for rust is starting to blister again. Customer states that they have appointment for tech on January 187. Writer informed customer that we would follow up on January 19. Customer also noted she would still like a buy-back. Writer again informed customer of lines 41-46.
Mike from dealer left voice mail for call back [redacted].
SM Mike states he has a Field Tech on the line and needs to speak with the Case Manager.
Writer transferred SM Mike to another Case Manager.
Randy Malone, (Field Engineer) calling, and he said this case should have no more customer assistance because the way and how the vehicle is being used, and per the mileage. He said vehicle is used as a mail route vehicle, right hand drive, and 90 percent of the time it is driven on dirt roads at high rate of speed. Randy saud the under carriage has at least 1 to 2 inches of road gravel caked in there. Vehicle has not been washed or maintained properly, and very much believes that this could have contributed to the electrical and leak issues, the customer is having. He said vehicle muddy and causing corrosion. He said customer has no loyalty with dealer. The problem now is two broken corroded wires and a water leaker. He feels Chrysler and dealer has more than filled the contractural agreement, and feels customer does not deserve anymore assistance. He said if customer s Case Manager has anymore questions, to contact him at 248-515-7021. He said warranty cost is $478 for the repairs.
Writer reviewed the information with RB1180, and he said to go with Randy Malone s recommendation.
Writer spoke with Randy and told him, Chrysler will not be assisting the customer with the repair, and writer will make customer s Case Manager aware of the decision.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair due to vehicle damage/abuse which contributed to the failure of the electrical wires and water leak.
Unless the customer offers new information, decision remains unchanged.
* *
2nd attempt made to contact customer phone number dialed [redacted]

Left message that we have a decision will attempt another call on January 23.
3rd attempt made to contact customer phone number dialed [redacted]
Left message that we have a decision will attempt another call on January 25.
Writer contacted customer phone number dialed [redacted]. Writer informed customer that Chrysler would not be willing to assist in repairs. Customer became upset. Writer informed customer of Field Engineer diagnosis. Writer is closing case. Customer states she will never buy another Chrysler vehicle. Customer hung up.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3912 9[redacted]		**Open Date**	11/21/2011	**Built Date**	10/28/2008	
Model Year	2009	**Body**	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	05/29/2009	**Mileage**	41,000	**Dealer Zone**	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60454	MULLINS CHRYSLER DODGE JEEP RAM			
Dealer Address	2226 W ELK AVE				
Dealer City	ELIZABETHTON	**Dealer State**	TN	**Dealer Zip**	37643

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	([redacted]
	ELIZABETHTON TN 3[redacted]	**Country**	UNITED STATES

Corporate - Recall - Default - Default - Default	Requesting recall information
Product - Electrical - Horn - Other - Default	recall assistance

Briefly summarize why the customer is contacting Chrysler: Customer requesting recall information
Briefly summarize what the customer is expecting:
Customer requested recall information on vehicle.
Agent advised at this time there was not any open recalls.
Has customer had previous history with current issue? yes
Customer has a history of diagnosis for an intermittent problem? yes
Has had repair history at Chrysler dealership(s)? yes
Was this vehicle purchased new by this customer? yes
Customer has a history of purchasing Chrysler vehicles? yes
If yes, number in household? 2
Customer claims to maintain vehicle as per maintenance schedule? yes
Has a mechanical Chrysler Group Service Contract? no
Warranty coverage code? 336
Ownership status?original
Basic warranty component?
Powertrain warranty component?
Service contract or Mopar warranty component?
Within 3 years or 36,000 miles?
Within 2 years or 24,000 miles?
Within 1 year or 12,000 miles?
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Who has possession of the vehicle?owner
Has the vehicle been diagnosed by a CDJ dealer? no
If a CDJ dealer has diagnosed, what is the dealer name or code?60454

Reassigned to 88F
Customer stated that the air bag sensor light and horn are major concerns.
Customer stated that she requests repair assistance because she a mail carrier and both the horn and air bag are a saftey concern for her.
Agent advised that a case manager will call.
* * * * * CASE MANAGER TEAM - District 88M * * * * * *
Called dealer 60454, 423-542-2187. Agent spoke with service manager Ronnie. SM stated he would have to look into this and was not sure if he had a current diangosis for this vehicle.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Left voicemail for customer with callback information advising her another call will be made on 12/14.
Called dealer 60454, 423-542-2187. Agent spoke with service manager Ronnie. SM stated he believes the vehicle needs a clockspring. SM stated he believes there is a recall coming out for the airbag concern and he needs to speak with his rep to determine if there is a new part that will be used in the future.
2nd attempt made to contact customer at [redacted]. Left message advising customer to call back to discuss the information documented from the dealership.
MISS [redacted] returning a call HP570. She feel it has to do with a recall L37, the dealer says it is the clock spring. Please call her at the cell phone call 4[redacted]9
Caller MR [redacted] requesting to speak with Case Manager. Writer gave lines 43-47 and told them the CM was not available. He said he would call the SM.
Called customer at [redacted]5. Agent advised customer of lines 43-47. Customer stated she feels unsafe if she was to get in an accident. Agent advised customer the dealership will be contacted tomorrow and she will be called back when there is more information.
Called dealer 60454, 423-542-2187. Agent left voicemail for service manager Ronnie inquiring if he spoke with his area rep about the possible clockspring repair.
Called customer at [redacted] Agent advised customer there is not an update on the case but a message was left for the service manager requesting an update on the case.
Called dealer 60454, 423-542-2187. Agent left voicemail for service manager Ronnie requesting an update on the case.
Called dealer 60454, 423-542-2187. Agent spoke with service manager Ronnie. SM stated they are going to put a clockspring in the customer s vehicle a no charge to her.
2nd attempt made to contact customer at [redacted]5. Left message inquiring if customer was satisfied with the repairs.
Called customer at [redacted] Customer confirmed the repairs are complete and she is satisfied with the repairs.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3919	7L[redacted]	***Open Date***	11/21/2011	***Built Date***	06/04/2007	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	06/28/2007	***Mileage***	99,399	***Dealer Zone***	70		
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PBM	STEEL BLUE METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45455	LARRY H MILLER CHRYSLER JEEP			
Dealer Address	8528 LOMAS BLVD NE				
Dealer City	ALBUQUERQUE	***Dealer State***	NM	***Dealer Zip***	87110

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CEDAR CREST NM [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light beeping
Product - Electrical - Unknown - Other - Default	clockspring to be replaced
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	customer seeking possible cost assistance

Briefly summarize why the customer is contacting Chrysler:
Customer called in stating that the air bag light was beeping in the vehicle and he brought it to the dealership to have it diagnosed. Customer stated that the clockspring had to be replaced for a total cost of $509.51. Customer stated that he read on the NHTSA website that there is to be an extended warranty for the clockspring from Chrysler. Customer stated that the NHTSA recall campaign number is 11V528000. Customer would like to be reimbursed for the repair. Customer stated that the dealership told him the vehicle does not have the extended warranty.
Briefly summarize what the customer is expecting:
Customer is seeking possible cost assistance for the repair. Agent advised the customer that there is no extended warranty for the clockspring. Agent advised the customer that this will be escalated to a case manager for possible cost assistance and will receive a call back by the end of business day on 11/22/2011.
Has customer had previous history with current issue? No
Customer has a history of diagnosis for an intermittent problem? No
Has had repair history at Chrysler dealership(s)? Yes
Was this vehicle purchased new by this customer? Yes
Customer has a history of purchasing Chrysler vehicles? Yes
If yes, number in household? 3
Customer claims to maintain vehicle as per maintenance schedule? Yes
Has a mechanical Chrysler Group Service Contract? No
Warranty coverage code? 336
Ownership status? Original Owner
Basic warranty component? No

Powertrain warranty component? No
Service contract or Mopar warranty component? No
Within 3 years or 36,000 miles? Yes
Within 2 years or 24,000 miles? No
Within 1 year or 12,000 miles? No
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: m[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? 45455
Reassigned to 88F
Status update provided via email to the following email address:
[redacted]
My name is Shari and I have been assigned to be your Case Manager.
Here is some information that will be helpful for you to have:
Your case number: [redacted]
Chrysler Case Management telephone number: 800-763-8422
My direct extension: 66329
My normal work hours: 11:15 am -7:45 pm ET Monday-Friday
I will contact you by end of business tomorrow by telephone to review
your
case.
End of Status Update
* * * * * CASE MANAGER TEAM - District O * * * * * *
Customer loyalty:
2 original owner vehicles total in household history, no Service
Contract.
Writer asked Service Manager (SM), Greg, for information on the repair
listed above.
SM stated he would call back.
Howard, Service Advisor (SA) that is authorized to make goodwill
decisions, stated that the customer has put them on facebook and that the
customer has stated that there is a recall coming out on the clockspring.
SA stated that the customer did pay $509.51 for the clockspring. SA
stated that the customer has done a little of his servicing there.
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[redacted]0. Left message asking if customer is able to e-mail in the
receipts and a[redacted]ked for clarification on the number listed for the NHTSA
as when Writer used it did not pull up any information. Writer stated
that a follow-up call would be made mid-week after the holiday unless
customer called back sooner needing a call.
Greg, SM, stated that the customer is calling stating that he was not
called yesterday and then was just sent an e-mail saying he would receive
a call tomorrow and has not received a call still and is not happy.
Writer informed SM that the customer just opened his case yesterday and
customer s are given a next business day time frame and that Writer did
attempt to call, but just got a voice mail, so Writer left a message as
notated above.
SM stated that customer has given them a very bad survey score and are
bad mouthing them many ways and doesn t know what it would take to make
this customer happy without covering everything, which he does not think
should be done. SM provided Writer with another number to contact the
customer on o[redacted].
Writer informed SM that after other customers were contacted that had not
been today, and if there was more time, that this customer would be
contacted first for the dealerships sake.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2011-11-22 @ 17:43
Caller requesting to speak with Case Manager ext 66329
Customer would like link to send needed documents concerning clock spring
recall.
[redacted] valid for 7 days, one use only.
Called to speak to SH950, because their link they were sent does not

work, was transferred to SH950
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2011-11-22 @ 17:56
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2011-11-22 @ 18:06
Customer has tried to send documentation and it failed. Writer submitted another documentation request and the owner states link not working.
Writer tried sending link again and owner states still not working.
Writer provided owner with fax number to fax in documentation attention Shari, per Kelli.
Writer received fax and is reviewing information from NHTSA and safecar.gov.
Contacted [redacted] dialed number twice, line was busy.
Contacted [redacted], advised him that case manager has received his faxed and we are willing to reimburse him $300 out of the total repair, customer stated that he did not accept offer because the NHTSA documents show that 2007 Jeep Wranglers have an extended warranty and he should be reimbursed for the total amount of repair, writer informed customer there is no extended warranty for his vehicle and offer of $300 is final at this point, customer requested his offer in writing, email or faxed, writer informed customer that offer is presented over the phone; Mr. Burgos requested to speak with a supervisor he did not accept offer. Writer informed customer that some one would follow up with him 112811 by the end of business day.
* * * * * Supervisor * * * * * *
Writer contacted customer per request. Customer requested that he receive either the entire amount in reimbursement or he is requesting to be provided with the offer in writing. Writer advised customer that we currently would not be reimbursing the entire amount as the vehicle is very far OOW, and there are currently no open recalls or extended warranties for his vehicle. Writer also advised customer that we would not be able to send him the offer in writing. Customer then conferenced a representative of the NHTSA on the call. NHTSA Rep advised customer that recalls/extended warranties are generated within specific VIN Ranges. The rep advised the customer that they cannot say for sure if his vehicle would be included in any extended warranty, and if it is included they could not advise him of when he may receive a letter.
NHTSA Supervisor then took call over. NHTSA Sup reitterated the same information to the customer as his rep did previously. Customer asked what he should do in the mean time, and the Sup advised customer that if there is an issue with the vehicle, vehicle is OOW, and there is no recall/extended warranty then at that time it would be the customer s responsibility to pay for all costs associated with the repair. Customer ended call with NHTSA, and then advised writer that if we are not going to reimburse him the total amount then he will wait to see if an extended warranty is applied. Customer then requested the offer in writing.
Writer again reitterated that this could not be done. Customer requested my manager at this time.
* * * * * MANAGER CALL * * * * *
Writer attempted to contact customer, message stated the call could not be completed at this time.
Supervisor will contact customer 12/05/11 by end of business.
Writer spoke to customer. He reviews the case with writer. He admits that this is a company vehicle. He states that this whole case is less about the money and more about the principle. Customer requesting offer in writing. Writer informed him that we are unable to reimburse him for the total repair unless he actually has the extended warranty on his vehicle. Writer explained that we do require customer participation. He states that because it was on the NHTSA website, he is seeking for further assistance. Writer empathized with customer. Writer agreed to assist as a one time goodwill courtesy with a $100 co-pay. Writer informed customer that his case manager would be following up with him to proceed forward with reimbursement.
****** Below Customer Contacted for Documentation Request ******
cf303@chrysler.com on 2011-12-06 @ 12:36
Writer submitted documentation to be uploaded to case.

Writer checked on case and repair invoice information is not scanned in system, writer will set follow up date for 12/12/2011 for review
Writer called customer and advised that we are waiting on the information to be scanned in the system
***** Customer Document Received *****
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] rang busy 2 times.
[redacted] left message indicating that his documentation has been received and a check will be cut and should arrive 7-10 business days.
Customer Document Reviewed.
Check has been submitted for $409.51.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA6915	8L[redacted]	***Open Date***	11/21/2011	***Built Date***	04/15/2008	
Model Year	2008	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	06/14/2008	***Mileage***	49,000	***Dealer Zone***			
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Owner	AUTOPLEX , MIDWEST	***Contact Type***	E-MAIL
Address	6759 ARSENAL ST	***Home Phone***	
	ST. LOUIS MO 63139	***Country***	UNITED STATES

Corporate - Technical Assistance - Default - Default - Default	Request for technical assistance

***** EMAIL BRIEF DESCRIPTION CONTENT *****
U0171 airbag code diagnostic; What sensor is this referencing to?
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
My airbag light is on and I need to know what sensor/part number it applies to: Lost Communication W/up Ùfront Right Satellite Acceleration Sensor
*****END OF CUSTOMER EMAIL*****
Dear Mr:
Thank you for contacting the Jeep Customer Assistance Center. Unfortunately, we are unable to provide technical assistance. You may contact your local dealership for further assistance, or you may refer to the vehicle s Service Manual.
Thanks again for your email.
Sincerely,
Katie
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3912	9L7[redacted]	**Open Date**	11/23/2011	**Built Date**	07/28/2008	
Model Year	2009	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	03/22/2009	**Mileage**	58,995	**Dealer Zone**	70		
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	67858	MOORE CHRYSLER-JEEP INC			
Dealer Address	8600 W BELL RD				
Dealer City	PEORIA	**Dealer State**	AZ	**Dealer Zip**	85382

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	GLENDALE AZ[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer said there was a problem with the clock spring.
Product - Differential Gear Assy's - Seals - Leaks - Rear	Customer unsure whether this will be covered under powertrain
Corporate - Warranty Coverage - Default - Default - Default	Rear main seal
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Vehicle fits matrix by time and mileage

Briefly summarize why the customer is contacting Chrysler: Customer is calling in today as his vehicle has a rear main seal leak. Caller has been told while he was in having an oil change that the seal was going and would need to be replaced.
Briefly summarize what the customer is expecting: Customer feels that this vehicle does not have nearly enough mileage on it to warrant a leaky main seal. Caller would like financial assistance with this repair as it is his understanding that the repair may cost up to $700.
Has customer had previous history with current issue? N
Customer has a history of diagnosis for an intermittent problem? N
Has had repair history at Chrysler dealership(s)? Y
Was this vehicle purchased new by this customer? Y
Customer has a history of purchasing Chrysler vehicles? Y
If yes, number in household? 1
Customer claims to maintain vehicle as per maintenance schedule? Y
Has a mechanical Chrysler Group Service Contract? N
Warranty coverage code? 799
Ownership status? Original
Basic warranty component? Y
Powertrain warranty component? N
Service contract or Mopar warranty component? N
Within 3 years or 36,000 miles? Y
Within 2 years or 24,000 miles? N
Within 1 year or 12,000 miles? N

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day their time.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes they spotted it whether or not that is a diagnosis.
If a CDJ dealer has diagnosed, what is the dealer name or code? 67858
Reassigned to 88F
Agent is unsure as to whether or not this rear main seal will be covered under the vehicle s powertrain warranty. Agent was unable to locate this information.
* * * * * CASE MANAGER TEAM - District O * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 4[redacted]. Left message providing the case managers contact information.
Writer called customer but unavailable. Left message asking for a return call to ext 66082.
Writer contacted dealership to speak with SM - Luke but unavailable.
Writer left message with customer s information asking what diagnosis was and if covered under power train warranty. Another attempt will be made.
Writer called customer and left message
Caller [redacted] requesting to speak with Case Manager. He said the seal on the oil pan was the problem and the repair had been done and it was covered under warranty. He said they had a problem with the clock spring. He said the air bag light is on. He said he had not gotten a recent diagnosis. Writer told him a dealer diagnosis was needed. He said he would take the vehicle in within the next 10 days.
****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer said there was a problem with the clock spring.
Briefly summarize what the customer is expecting:
Customer was seeking assistance with the clock spirng repair.
****End structured narrative T2 - Beginning Narrative
Writer called dealer left message regarding diagnosis.
2nd attempt made to contact customer at [redacted], left a message checking when getting diagnoses done.
Customer states that he hasn t had the chance to plan a diagnosis cause of his work schedule but he is trying to get in as soon as he can.
Writer called dealer 67858, left a message for Luke (SM).
Writer received email from Luke (SM) feedback; 'We would need to have a look at it to verify if that is what s wrong with it. Customer should pay $59 for diagnosis, and then consider an appropriate deductible'.
Writer called customer at [redacted], spoke with Mr. [redacted] states for the past 2 years ongoing issues of repairing vehicle for different things, disappointed, will take to Moore Chrysler Jeep if assistance can be provided. Writer informed customer that Jeep is willing to review his situation on some help with the cost of repair if clock spring issue and a deductible would be required as well for the actual repairs, customer must bring vehicle into dealership for diagnoses and validation of what the problem is with why the air bag light is on, $59.00 diagnostic fee is required. Customer said due to the holiday it s very busy and has to wait to bring vehicle in until 12/27/2011.
Writer informed customer will set up follow up date on 12/27/2011.
Customer said okay.
Writer called customer at [redacted], left a message checking when customer will scheduled appointment for diagnose.
Writer received voice message from customer stating vehicle is currently at the dealership for diagnoses, dealer may be contact Jeep soon.
Writer received voice message from customer stating said clock spring issue.
Writer called dealer 67858, spoke with Luke (SM) provided warranty cost information and will present offer to customer.
Writer received a voice message from customer stating thank you for helping, repairs done.
Writer received email from SM stating customer chose to pay for the

deductable of $150 and will consider the contract at a later date.
As a one-time goodwill gesture, Chrysler will be making a policy
adjustment for this repair. According to the dealer, the warranty
costs of the clock spring repair are as follows:
Parts = $208.60
Labor = $138.60
Total = $347.20
Co-pay = $150.00
########## DIRECT-TO-DEALER ##############
Customer Care is sending this file to your dealership because a joint
goodwill policy decision has been made on behalf of our mutual customer.
If this repair falls under the Digital Imaging (DI) process,
you will need to follow the DI process of submitting images
or the required DI documents to the Powertrain Service Center
for claim approval. Be sure to include in your comments that Customer
Care
is involved. Customer Care will add DM Notes to the VIN describing our
decision and these notes are available to the DI group for reference.
When repairs are completed, submit your claim as you would normally.
If you need assistance with claim payment, please refer to
Warranty Bulletin D-11-19.
This customer has been informed of this decision.
Please update and/or close CAIR when complete.
##################################
REASSIGNED TO BC/DLR 70 67858 12/28/11 12:03 O 2[redacted]
*Contact Date:12/29/2011
DCX goodwill repair is documented on Repair Order#421411
CAIR RETURNED FROM DEALER ON 12/29/2011 AT 11:59:464 R 2[redacted]
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.
Customer confirmed in lines 88-89.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2415 8L[redacted]	**Open Date**	11/29/2011	**Built Date**	10/29/2007		
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	03/25/2008	**Mileage**	98,000	**Dealer Zone**	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45275	STEVE JONES CHRYSLER-DODGE-JEEP,	LLC
Dealer Address	1110 FALLS BLVD N		
Dealer City	WYNNE	**Dealer State**	AR
Dealer Zip	72396		

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	MORO AR 7[redacted]	**Country**	UNITED STATES

Corporate - Product Information - Default - Default - Default	Customer seeking recall information
Corporate - Warranty Coverage - Default - Default - Default	Customer seeking warranty information

Briefly summarize why the customer is contacting Chrysler: Customer was inquiring about recall information because she said her air bag sensor light keeps coming on and off.
Briefly summarize what the customer is expecting: Customer was expecting chrysler to provide her with any open recalls. The agent informed the customer that there are no open recalls and also provided her with information on her warranties. Customer was in mid sentence when the call was dropped.

Customer Assistance Inquiry Record (CAIR)# 2[redacted]

VIN	1J4FZ2410	8L6[redacted]	***Open Date***	12/03/2011	***Built Date***	03/06/2008	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	03/20/2008	***Mileage***	50,000	***Dealer Zone***	74	DENVER	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PBM	STEEL BLUE METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45458	WOODY'S DODGE JEEP CHRYSLER			
Dealer Address	310 S WASHINGTON ST				
Dealer City	CHILLICOTHE	***Dealer State***	MO	***Dealer Zip***	64601

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BRECKENRIDGE MO 6[redacted]3	***Country***	UNITED STATES

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Advised customer of incomplete recall
Corporate - Recall - Default - Default - Default	Customer is inquiring about any open recalls
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that his air bag light is intermittent

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer states that he was looking on the internet and he found a recall on the air bag light and he states that his vehicle is doing the same thing. Customer is wondering if his vehicle is under the recall. Agent advised customer that the only incomplete recall on the vehicle was the Mopar Tow Bar. Agent advised customer to print the recall information he found online and take the vehicle to his local dealership to be diagnosed. Agent states that if the dealership states that the recall would fix the problem the customer is having to call us back at Chrysler and we can look further into having this recall covered on his vehicle.
Briefly summarize what the customer is expecting:
Customer seeking recall information.
****End structured narrative T2 - Beginning Narrative

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3911	9L[redacted]	***Open Date***	12/05/2011	***Built Date***	09/19/2008	
Model Year	2009	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	08/14/2009	***Mileage***	39,000	***Dealer Zone***	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45136	TRI STAR CONNELLSVILLE, INC.			
Dealer Address	704 NORTH PITTSBURGH STREET				
Dealer City	CONNELLSVILLE	***Dealer State***	PA	***Dealer Zip***	15425

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

Recall - L05: TRANSMISSION COOLER LINES - Advise Owner/Incomplete Recall	Advised of incomplete recall
Corporate - Recall - Default - Default - Default	Customer inquiring about recall reimbursement

Briefly summarize why the customer is contacting Chrysler: Customer states that the air bag light was coming on in the vehicle. Customer states thay had the repair work done at the dealer at a cost of $364.00. Customer states that they saw online that their vehicle is in the range of vehicles affected by the L37 recall and because they had the same problem, customer would like to be reimbursed for the repair
Briefly summarize what the customer is expecting: Customer is requesting reimbursement for the repair.
Agent advised of incomplete recall L05. Agent advised that her vehicle does not have the L37 recall. Agent requested owner check work order for the part name that was replaced. Customer s phone disconnected. Customer called in stating that they got transferred and did not know why. Customer was seeking information about a recall, agent advised that they have recall #L05 as incomplete. Customer states that they had this recall done already and paid for it. Agent advised that this will be forwarded to a CM and they will receive a callback after 1 business day, customer declined. Agent offered to give out the reimbursement address, customer declined and asked to speak to somebody now who can decide. Agent advised that it takes 1 business day, customer hung up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3913	9L[redacted]	***Open Date***	12/05/2011	***Built Date***	02/24/2009	
Model Year	2009	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	04/17/2009	***Mileage***	22,709	***Dealer Zone***	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	26212	LANDERS CHRYSLER DODGE JEEP			
Dealer Address	7800 ALCOA RD				
Dealer City	BENTON	***Dealer State***	AR	***Dealer Zip***	72015

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BENTON AR[redacted]	***Country***	UNITED STATES

Product - Electrical - Tire Pressure Monitor - Unknown - Default	Customer called and stated dealership has replaced part twice
Corporate - Product Information - Default - Default - Default	Customer requesting LEMON LAW
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states lights stop working.
Product - Drivability - Unknown - No Start - Default	Customer states vehicle won't start
Corporate - Lemon Law - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called stating that she was having trouble with her vehicle and she wants to request Lemon Law. Customer states that in October of 2010, lights would flash and the car wouldn t start. Customer states she drives vehicle on the weekends. Customer has had the vehicle in the shop 3 times for the issue, and the part has been replaced twice. Customer thought the part was a Fuse panel and that she thought it was called TIPM. Customer states dealership had it for 8 days last time and dealership cant recreate the issue.
Briefly summarize what the customer is expecting: Customer is requesting Lemon Law.
Has customer had previous history with current issue? Yes
Customer has a history of diagnosis for an intermittent problem? Yes
Has had repair history at Chrysler dealership(s)? Yes
Was this vehicle purchased new by this customer? Yes
Customer has a history of purchasing Chrysler vehicles? Yes
If yes, number in household? 2
Customer claims to maintain vehicle as per maintenance schedule? Yes - uses an IRF
Has a mechanical Chrysler Group Service Contract? No
Warranty coverage code? 799
Ownership status? Original
Basic warranty component? Yes

Powertrain warranty component? No
Service contract or Mopar warranty component? No
Within 3 years or 36,000 miles? Yes
Within 2 years or 24,000 miles? No
Within 1 year or 12,000 miles? No
Customer was advised that due to the nature of their request a call back is required and will take place within one business day.
Preferred call back number is [redacted]5
Who has possession of the vehicle? Owner
Is this a request for Lemon Law, buy-back, or replacement? Customer is seeking Buyback or repairs that hold up and don t keep recurring.
* * * * * * * * * * QUALIFIER TEAM * * * * * * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] spoke with Mrs [redacted]
* * * * * * * ATTENTION SERVICE DIRECTOR/MANAGER * * * * * * *
This customer has contacted Customer Care seeking lemon law buyback/replacement. Preliminary research has determined this vehicle's
warranty history merits further review, however the customer has NOT been informed of such. They have been told that a file is being sent to the dealer with a copy to the Business Center. This CAIR is being assigned to your dealership for further handling and review with your Area Manager and/or Business Center in an attempt to resolve customer s concern and address their claim of lemon law/buyback/replacement.
RESEARCH RESULTS:
Explain why this vehicle either appears to qualify or not: Case appears it needs to be sent to our BC for further review.
Number of related repair attempts = 4, TIPM, PDC, Dash Lights, Air bag and tensioners.
Number of days out of service = 39
Writer informed customer that their case will need to be further reviewed by Corporate Resources. Writer let customer know that they will be receiving a call with more information from that department. Writer let customer know that we do not know a time frame when they will be calling. Writer left message for Mike SM know that we will be sending this case over for further review by the business center. Writer let SM know that we just ask they do not close the case so it can be reviewed. Writer let SM know if they have any questions to contact their AM or business center.
REASSIGNED TO BC/DLR 63 26212 12/06/11 13:58 O [redacted]
CAR6: I will follow-up with the SM on 12/7/11.
CAR6: I called customer. Customer will take vehicle to 26212 for evaluation and potential repair. I will provide a loaner to the customer. Dealer to call owner to make an appt. for the week of 12/19/11.
CAR6: I am processing a Replacement package.
CAR6: Replacement not approved yet.
CAR6: Replacement done. Close CAIR.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2418	8L[redacted]	***Open Date***	12/05/2011	***Built Date***	12/12/2007	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	12/31/2007	***Mileage***	35,000	***Dealer Zone***	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PBM	STEEL BLUE METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE 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***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	FRIERSON LA[redacted]	***Country***	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	air bag light
Product - Electrical - Battery - Defective - Default	battery replacement
Product - Body / Trim / Paint Finish - Glass - Leaks - R. Door-Driver	door seal leaks
Product - Electrical - Ignition System - Defective - Default	ignition switch
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	met requirements

Briefly summarize why the customer is contacting Chrysler: Customer states he replaced a seal at 12,425 miles and now requires to have this door seal replaced in 3 different places at 35,000 miles. The ignition switch was acting up and it had a new battery put into it and the issue is back again. The air bag light has gone on in this vehicle and the dealership has stated that it is an internal short in this vehicle. These 3 items will cost $1500-$1800 to replace. The customer feels this is excessive for the mileage of this vehicle only being 35,000 miles.
Briefly summarize what the customer is expecting: Customer is looking for some assistance with these repairs.
Has customer had previous history with current issue? Y
Customer has a history of diagnosis for an intermittent problem? N
Has had repair history at Chrysler dealership(s)? Y
Was this vehicle purchased new by this customer? Y
Customer has a history of purchasing Chrysler vehicles? Y
If yes, number in household? 2
Customer claims to maintain vehicle as per maintenance schedule? Y
Has a mechanical Chrysler Group Service Contract? N
Warranty coverage code? 336
Ownership status? original
Basic warranty component? Y
Powertrain warranty component? N
Service contract or Mopar warranty component? N
Within 3 years or 36,000 miles? Y
Within 2 years or 24,000 miles? N
Within 1 year or 12,000 miles? N
Customer advised a call back is required and will take place

within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: none provided
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? LANDERS DODGE CHRYSLER JEEP
Reassigned to 88F
* * * * CASE MANAGER TEAM - District U* * * * * *
Original Owner
OOW December 31, 2010
No SC
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Customer states he did have the vehicle diagnosed at the dealership. Customer is looking for good will assistance. Writer advised customer writer will contact the service manger and get diagnosis information. Writer advised customer writer will contact him back as soon as the information is received.
Service manger Eric is out of town until Wednesday or Thursday. Writer will contact back.
Service manger Dave states the vehicle needs a new air bag and 3 seals for the door leak. Service manger Dave states he will email or call writer as soon as he diagnosis the no start issue.
Mr [redacted] called in this morning as he hs not heard from his case manager. Agent transferred the caller as per Answer ID 19956 to JR1332 at extension 66313. Mr Russel would appreciate a call back as soon as possible.
Customer called in to speak with CM. Agent transferred to CM s extension.
CAC calls to speak with their Case Manager for the customer, writer states that it will be noted that the Mr. Russell was seeking case manager
MR [redacted] says he was called on 11/5/11 and has not heard from anyone since. Transferred to a case manager.
Customer calling in for update. CM not in office and 1.5 agent will not update customer. Writer informed customer CM is out sick today, dealership is closed currently and cannot get pricing and diag. Customer states he is a little upset Writer appologized and informed customer writer can update case for him and CM will see update tomorrow. Customer requesting to be called back ASAP with goodwill offer.
Service manger emailed
Three different problems with this vehicle.
1) Water Leak at top
Need to replace 3 weatherstrips at roof
Parts: 199.08
Labor 139.52
2) Air Bag internal short (air bag light on)
Need to replace airbag.
Parts: 280.00
Labor: 26.16
3) Intermittent no start (starter has short)
Need to replace starter
Parts: 131.25
Labor: 26.16
Above are warranty prices. Total for all repairs $802.17.
Agent attempted to contact dealer Service Manager (SM) Dave, however, SM not available. Left message for a return call at extension 66313 and or email
Service Manager (SM) Dave states 250.00 co-pay is fine. Service Manager (SM) Dave he will order the starter and it should be in and repaired on Tuesday.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on Customer satisfaction. According to the dealer, the warranty
costs of the repair are as follows:
Parts = 907.97

Labor = 209.28
Total = 1117.25
Co-pay = 250.00
########## DIRECT-TO-DEALER ##############
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
If you need assistance with claim payment, please refer to Warranty Bulletin D-11-19.
This customer has been informed of this decision.
Please update and/or close CAIR when complete.
##################################
Writer contacted customer and gave offer. Customer is happy and says thank you.
Mark in service states the he will get with the advisor and contact writer back
Writer is contacting dealer 45160 to check status of repairs. Writer spoke to SM Dave, who advised writer that the weatherstrip is on bo and should be in tomorrow (12/16/2011).
Service advisor Lisa states the parts are in but the tech advisor is out for the day.
Service advisor Lisa states the vehicle was repaired and picked up today.
attempt made to contact customer. Left message.
Customers husband Kevin call and left message stating the vehicle was repaired and taken care of. Writer closing case.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.
Service manger Dave states they had to replace the Clock spring once they got in to fix the part.
Parts 907.97
Labor 209.28
Total 1117.25
Co-pay 250.00
Service manger emailed
Still cant get PA acceptance on customer Theresa Russell, case number 21627764.
Appreciate any help you can give us.
Writer emailed service manger
Everything is good on our side. I was advised to have you contact the business center. Please let me know

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ241X8[redacted]		***Open Date***	12/05/2011	***Built Date***	10/25/2007	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	08/06/2008	***Mileage***	88,000	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60501	COLUMBIA CHRYSLER DODGE JEEP RAM			
Dealer Address	106 S JAMES CAMPBELL BLVD				
Dealer City	COLUMBIA	***Dealer State***	TN	***Dealer Zip***	38401

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SAINT JOSEPH TN 3[redacted]	***Country***	UNITED STATES

Product - Electrical - Engine Wiring - Other - Default	Jeep Wrangler - RHD - Clockspring
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light on due to bad clockspring
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	seeking financial assistance with repairs
Product - Electrical - Horn - Defective - Default	

Caller [redacted]
Agent made no promises or commitments.
Briefly summarize why the customer was calling:
[redacted] is calling to seek financial assistance with repairs to the vehicle. Customer had vehicle at an IRF body shop and they advised her of this recall AFAC L37 - Safety Recall - MY 2008-2012 (JK) Jeep Wrangler - RHD Clockspring.
Briefly summarize why the customer is expecting from Chrysler:
Cathy is calling to seek financial assistance with repairs to the vehicle.
Has customer had previous history with current issue? no
Customer has a history of diagnosis for an intermittent problem? no
Has had repair history at Chrysler dealership(s)? yes
Was this vehicle purchased new by this customer? yes
Customer has a history of purchasing Chrysler vehicles? yes
If yes, number in household? 3
Customer claims to maintain vehicle as per maintenance schedule? yes
Has a mechanical Chrysler Group Service Contract? no
Warranty coverage code? 336
Ownership status? original
Basic warranty component? yes
Powertrain warranty component? no
Service contract or Mopar warranty component? no
Within 3 years or 36,000 miles? yes
Within 2 years or 24,000 miles? no
Within 1 year or 12,000 miles? no

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 9[redacted]5
Who has possession of the vehicle? owner
Has the vehicle been diagnosed by a CDJ dealer? not yet
If a CDJ dealer has diagnosed, what is the dealer name or code? 60501
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District M * * * * * *
no email listed
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]. Left message indicating another attempt will be made and gave case manager s contact information and ext 66309
DIALED [redacted], BAD CONNECTION, HUNG UP
2nd attempt made to contact customer. Writer spoke to customer for a minute, I advised i was her case manager and she stated she could not hear CM. I spoke louder and made sure the volume on phone was all the way up, asked if she could hear me better. Customer hung up phone, will try calling back tomorrow.
New-3
used-1
Current-3
Original Owner
OOW time and mileage
No service contract
2nd attempt made to contact customer. Left message. Call back 12/12
3rd attempt made to contact customer. DIALED [redacted]Left message.
****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Writer spoke with the customer who states that she hasn t had any repairs take place on her vehicle. Customer states that her horn isn t working and that the clock spring needs to be replaced. Writer informed the customer she doesn t have the recall on her vehicle. Writer informed the customer she would need current diagnosis for Chrysler to consider any financial assistance. Writer also informed the customer after the diagnosis has taken place based on the results will determined if assistance can be offered. Customer states she won t be able to make an appointment until after the Holiday week is over.
Writer attempted to contact the dealership 2x and both rang busy.
Writer attempted to contact the dealership 2x again and both rang busy.
Writer Google searched dealership and found number 888-397-9340. Writer attempted to contact the dealership by that number. Writer spoke with the receptionist who states that they are an authorized CDJR dealership and verified the dealer code. Receptionist states that they have multiple lines to be contacted by. Writer advised that one of their numbers are not working correct. Writer then spoke with SM Gary and asked if he is willing to accept an RA. SM informed writer that he is okay with the customer coming in for a diagnosis and goodwill consideration. Writer advised SM that the customer will be making an appointment sometime next week based on previous conversation with them.
Writer contacted the dealership and spoke with SM Gary. SM states that he thinks that the customer has an appointment set for today. Writer informed SM that the writer will follow-up Thursday because writer won t be in the office tomorrow. SM states that if he can self-authorize the repair he will.
Contacted dealer 60501 at 888-397-9340, transferred to Service Department, writer on hold for over four minutes, no ring tone, disconnected call.
Writer contacted the dealership and spoke with SM Gary. SM states that the customer didn t show up for their appointment and he didn t see them.
1st attempt made to contact customer. Left message.
2nd attempt made to contact customer. Left message.
3rd attempt made to contact customer. Left message.
4th attempt made to contact customer. Left message.

5th attempt made to contact customer [redacted]. Left message.
6th attempt made to contact customer. Left message indicating 1 more attempt will be made on 1/19/12. If the customer doesn t call back by then this case will be closed.
7th attempt made to contact customer. Left message indicating that the case will be closed assuming the concern has been resolved due to lack of contact from the customer.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2417	8L[redacted]	**Open Date**	12/07/2011	**Built Date**	01/09/2008	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	01/22/2008	**Mileage**	81,730	**Dealer Zone**	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45550	CROWN CHRYSLER DODGE JEEP RAM			
Dealer Address	511 S LEE HWY				
Dealer City	CLEVELAND	**Dealer State**	TN	**Dealer Zip**	37311

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	RELIANCE TN 3[redacted]1	**Country**	UNITED STATES

Product - Drivability - Unknown - No Start - Default	Customer has starting issues
Referral - Level II - Default - Default - Default	Customer seeking Chryslers assistance
Corporate - Lemon Law - Default - Default - Default	
Corporate - New Vehicle Order Status - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that she has had multiple issues with her vehicle starting and has brought the vehicle in many times and has not had any resolution for the problem. Customer also stated that her brakes went out due to the recall that was on her vehicle for the REAR BRAKE TUBE CLEARANCE.
Briefly summarize what the customer is expecting: Customer would like a resolution for this, customer is tired of the treatment she has received and wants the best trade in value for her vehicle to put towards a new 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]3
Preferred Afternoon/Evening call back number is 4[redacted]
Customer email address for case updates: Declined
Who has possession of the vehicle? (Owner/Dealer/IRF) Owner
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 59592
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District N * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Customer states she has had a lot of trouble getting Kyle CJD (dealer 59592) to do repairs correctly. Customer states she has had multiple visits with the dealer for repair attempt. Customer states she questions the workmanship with them and she is concerned about the reliability of the vehicle. Writer sympathized and thanked customer for sharing her concern. Customer states that she would like a new vehicle. Customer would like to verify what the warranty is for a right hand drive

2011 Jeep and verify if there are any dealer rebates/incentives she should be aware of. Writer will research with the following local dealers on customer s behalf as well as advise the Sales Manager of customer s reasons for getting a new vehicle. Customer understood. Writer gave customer her contact number and the National Rebate/Incentive hotline number ((800) 227-0757).
The following dealers are where the customer would like to see about getting a new vehicle with:
65571- Athens CJD 423-745-8773
60483- Crown CJD 423-591-6868
Writer called customer and let customer know that CM is still working on getting info for customer and that CM will be following up with her Monday about this issue. Customer understands and thanked writer for the call.
Writer called dealer 59592 and spoke with Sales Manager Tony Cisom. Tony advised that he will be able to check for any incentives or rebates that apply to the customer and asked for the customer to be referred directly to him, Tony provided his contact number, 423-476-6555 extension 1.
Writer called dealer 65571 Sales Advisor Leon. Writer advised customer is looking to trade in vehicle because of previous concerns with it and asked who the customer should be referred to for questions regarding trade in and incentives and rebates. Leon states that the customer should be referred to Kevin Hammond at 423-745-8773 for sales inquiries.
Writer called dealer 60483 and spoke with Sales Advisor Chad. Writer advised Chad of customer s concern with the vehicle reliability and asked if she may be referred directly to him to see about getting into a new vehicle. Chad understood and provided his contact number, 423-605-3991.
Writer called dealer 59592 and spoke with Sales Advisor Ernie. Writer asked if having a right hand drive vehicle will affect the warranty.
Ernie clarified that because RHD vehicles are commercial vehicles they default back to a 3/36 warranty.
Writer called customer and provided the contact numbers provided from the dealers and referred customer to them for further sales questions. Writer advised customer that the that the warranty for commercial vehicles defaults back to 3/36 so if she ever has issues out of warranty she can contact Jeep CAC for review of assistance. Customer states she does not feel that Jeep is doing anything for her to help her, customer fells that the warranty should not be limited just because it is a RHD vehicle.
Writer sympathized and advised that she is appreciated as a customer and that even if the warranty is only 3/36 Jeep CAC is here to help with any concerns out of warranty that can be helped. Customer states she does not feel that is good enough. Writer sympathized and asked if there are current repairs that are needed. Customer states she has the air bag light on and that the dealer (59592) has done repairs that are close to the system and feels they caused the issue but are not admitting to it.
Writer advised that if she does not agree with the diagnosis of the dealer she can seek a second opinion. Customer states that she wants to get rid of the vehicle though. Writer advised customer to see what she would like to do with the vehicle, if she decides to get a second opinion then Jeep CAC can review assistance and work with another dealer otherwise if she decides to get a different vehicle she will have to speak with the dealer about all sales details. Customer understood.
Writer will contact customer Friday to review what she would like to do.
Writer called dealer and spoke with Service Manager Mitch at dealer 59592. Mitch states that the customer has not brought the vehicle in yet for the starting issue.
1st Contact attempt, phone number dialed, [redacted]. Left message asking for return call to review customer s decision.
Writer will try to contact customer again on Tuesday, 12/20.
2nd attempt made to contact customer. Left message asking for return call to review customer s decision. Writer will try to contact customer again on Friday, 12/23.
Writer received voice mail from customer advising that she is going to get rid of the vehicle, trade it in but not for a few weeks.
1st Contact attempt, phone number dialed, [redacted]. Customer states she wants to get rid of the vehicle. Customer states she may be a few

weeks before she can work with the dealer on a trade in. writer advised the customer that writer is not involved in sales transactions and asked if case can be closed. Customer states she wants the case open till she can get a new vehicle. Writer sympathized and advised that writer will only be able to call to see if customer decides if she will go to have the vehicle repaired to review assistance. Customer asked for Jeep to buy back her vehicle. Writer advised that her request would need to be reviewed with the Qualifying team and that the qualifications would go with her states guidelines for buy back. Writer advised that her request will be reviewed and she will be contacted on Monday to review. Customer understood. Writer advised if the vehicle does not appear to qualify the case will return to writer and writer will only be able to follow-up regarding repairs.
Customer informed a call back is required and will take place within one business day.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: NA
Who has possession of the vehicle? Owner
Is this a request for Lemon Law, buy-back or replacement? buy-back
Reassigned to 88L
* * * * * * * * * * QUALIFIER TEAM * * * * * * * * * *
Called 4[redacted], left message, called [redacted]1 and spoke to customer.
This customer is seeking lemon law buyback/replacement. Preliminary research has determined this vehicle doesn t appear to qualify for lemon law/Buyback/Replacement. The customer has been informed of this research and was told that we are willing to assist in getting the vehicle repaired
The customer was also informed that a case manager will be assigned to them for further follow-up.
RESEARCH RESULTS:
Explain why this vehicle either appears to qualify or not: Vehicle does not appear to have the needed repairs under the terms of protection. Vehicle is currently outside the terms of protection. Vehicle appears to be outside of time period for filing claims.
Number of related repair attempts = 0
Number of days out of service = 0
Writer informed customer that their vehicle does not appear to qualify for buy-back/replacement. Writer let customer know that we do want to see their vehicle fixed. Writer informed customer that previous case manager will follow up.
Called dealer #59592 and no answer in service.
Writer will contact customer tomorrow to review what customer s considering with the vehicle, if she intends on getting repairs done.
Writer advised Service Manager Mitch that the customer was declined for Lemon Law and asked for him to work with her best he can if she comes in for anything. Mitch understood.
1st Contact attempt, phone number [redacted]. Left message asking for customer to call back to review why she wants case to remain open if she is not going to have repairs done, or if customer has reconsidered to have the repairs done.
2nd attempt made to contact customer. Left message asking for customer to call back to review why she wants case to remain open if she is not going to have repairs done, or if customer has reconsidered to have the repairs done. Writer will make another attempt by 1/4.
3rd attempt made to contact customer. Left message asking for customer to call back to review why she wants case to remain open if she is not going to have repairs done, or if customer has reconsidered to have the repairs done. Writer will make another attempt by 1/6.
****** Following Corporate Resource has been contacted ******
TAPS
on 2012-01-06 @ 16:31
4th attempt made to contact customer. Customer states that the issue is still present and that she has the vehicle and the dealer was supposed to

be trying to find a resolution for the intermittent no start issue.
Writer sympathized and advised that review will be done to see what further options are available to try to fix the vehicle. Customer will be updated on Monday. Customer understood.
5th attempt made to contact customer [redacted]. Left message.
Writer called dealer to speak with Service Manager Mitch, however, Mitch was not available. Writer spoke with Service Advisor Don. Don was advised that the case will be reassigned to his dealer as an unresolved concern and asked that they get back in touch with STAR to see what further measures could be done for repairs. Writer also asked if a recorder could be considered to have the customer record when the issue happens for diagnosis. Don understood and will advise Mitch and was provided with the customer s name and VIN and the case number.
######### 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 intermittent no start for vehicle.
Agent called dealer and spoke to SA Don, informed that CAIR was being sent. Please update this CAIR with resolution.
##################################
REASSIGNED TO BC/DLR 66 59592 01/11/12 12:52 O [redacted]
65th attempt made to contact customer at [redacted] 3. Left message advising that the dealer has been contacted to review what options are available to diagnose the issue and that writer will try back no later than Friday to review with customer.
****** START OF SUPPORT ESCALATION FROM STAR USA by T0924RH******
Customer need to schedule an appointment at the dealer, then the dealer should contact STAR for further assistance. Dealer to search for related cases under double start over ride. Also it maybe necessary to duplicate the condition before attempting any repairs.
****** END OF SUPPORT ESCALATION FROM STAR USA******
Mitch states that a few months again John Johnson, the tech rep had them install a by pass for the starter when the issue occurs so the customer can start the vehicle without fail since they have not been able to source out the issue. Writer advised that if the customer insists on trying to repair the issue that she may be referred for diagnosis. Mitch understood.
6th attempt made to contact customer at [redacted]. Writer called and asked customer if she wants to have a diagnosis attempt. Customer states that she has additional issues with the air bag light being on and the horn. Customer states that she uses the button every time she starts the vehicle. Writer asked customer to go to have the dealer look at the issue and if repairs are needed writer will work with the dealer for assistance with repairs. Customer understood and states she will try to go to the dealer Monday. Writer will follow-up Monday to review with the dealer and call customer.
Writer called and spoke with Service Advisor Don. Don advised that the customer has not brought the vehicle in yet for a diagnosis. Writer thanked for the update and asked for a call once the customer comes in for a diagnosis. Don understood.
1st attempt made to contact customer at 4[redacted] Writer left message asking customer to call writer to advise when customer will go to the dealer otherwise writer will try to contact customer again by 1/19.
2nd attempt made to contact customer who was stating that she hasn t taken back in yet as its pointless as SM Mitch has stated that there is no fix, according to the notes the writer stated that NU9 spoke to Don who stated to come back in. Customer stated she will take back in but not worth it and for us to call SM Mitch to speak to him and call her back and let her know.
Writer called Service Manager Mitch to see if the customer has come in to have the starter looked at. Mitch states they have not seen the customer yet and advised to refer her to Service Advisor Don for an appointment.
1st attempt made to contact customer at [redacted] Writer called and reviewed with customer that since the issue is still present with the

vehicle and it has now become a constant problem with having to use the by pass writer asked customer to have the dealer try diagnosing the issue again and writer will support the dealer in utilizing their resources. Customer understood and will make another appointment for diagnosis. Writer advised that if the diagnosis does not result in a repair that writer will offer to cover the diagnosis fee for the customer.
1st attempt made to contact customer at [redacted] 3. Writer asked when diagnosis is scheduled for. Customer states the vehicle has been diagnosed. Writer will call dealer to review and advised customer of follow-up for 1/31.
Writer called dealer and spoke with Service Manager Mitch. Mitch states that the vehicle has started every time under every condition, cold and warm starting. Mitch states that the feed back from Jeep (STAR) on diagnosing the issue is not providing any results indicating an issue. Mitch states that the customer actually went and ordered a new Jeep vehicle. Writer thanked Mitch for the information and advised that the diagnosis would be covered for the customer.
Mitch provided the following labor cost for the diagnosis:
Labor= $127.80
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $0.00
Labor = $127.80
Total = $127.80.
Co-pay = $0.00
########## DIRECT-TO-DEALER ##############
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
If this repair falls under the Digital Imaging (DI) process, you will need to follow the DI process of submitting images or the required DI documents to the Powertrain Service Center for claim approval. Be sure to include in your comments that Customer Care
is involved. Customer Care will add DM Notes to the VIN describing our decision and these notes are available to the DI group for reference.
When repairs are completed, submit your claim as you would normally.
If you need assistance with claim payment, please refer to Warranty Bulletin D-11-19.
This customer has been informed of this decision.
Please update and/or close CAIR when complete.
REASSIGNED TO BC/DLR 66 45550 02/01/12 17:11 O [redacted]
1st attempt made to contact customer at [redacted] Writer left message asking customer to call back to review about the diagnosis and about customer s next step.
2nd attempt made to contact customer. Left message.
3rd attempt made to contact customer. Left message.
4th attempt made to contact customer. Left message.
5th attempt made to contact customer. Left message.
6th attempt made to contact customer. Customer states that it was not her intention to buy a new Jeep but she wants to make sure she does not have issues with the vehicle. Writer sympathized and thanked customer for purchasing a new Jeep and offered an OC28N SC once the new vehicle is received. Customer accepted. Writer will call dealer for an update on the vehicle order and call customer back on Wednesday.
waiting on a vehicle order.
*Contact Date:02/20/2012
Service Manager at the dealership has updated the [redacted]
An appointment has been set with the customer.
*Contact Date:02/22/2012
Complaint could not be duplicated and explanation has been provided to custo mer.
CAIR RETURNED FROM DEALER ON 2/22/2012 AT 12:33:983 R 2[redacted]8
Customer states that she has not received the vehicle. Customer states she called the dealer and does not believe it is even on order yet.
Writer let customer know that I will have her case manager follow up with

the dealer. Customer states she also wants her case manager to ask the dealer if there are any incentives or rebates going on. Writer let customer know that her case manager will follow up with her next week.
Writer called dealer and spoke with Sales Advisor Tony. Tony states that the right hand drive vehicles are getting ready for production and the orders will be accepted about March 10th for new vehicles. Tony states that he will be updating the customer with the order status. Writer thanked Tony and asked for the VIN number to be provided to the customer as soon as it is available so she may have her service contract for oil changes added to the vehicle. Tony understood. Writer asked if there are any rebates or incentives that apply to the customer s vehicle. Tony advised that there are not because the vehicle is a right hand drive model. Writer asked that they work with the customer best as possible for finance and thanked for the information.
1st attempt made to contact customer at [redacted]. Left message.
Writer did confirm in the ABC Service Contract Guide that the oil change service contract does apply to the customer s right hand drive vehicle.
2nd attempt made to contact customer. Customer was advised of date that dealer will submit order for vehicle. Customer states that she would like to know about incentives and rebates for her purchase. Writer provided National Customer Rebate / Incentives HOTLINE INQUIRES number, 800-227-0757. Customer asked about dealer offers. Writer will review with the dealer to see if they have any rebates that apply to the customer s purchase and call customer by Wednesday. Customer would like confirmation that the order is placed. Writer will follow-up for this.
Writer called dealer and spoke with Sales Manager Brad. Writer reviewed with Brad about customer s request for additional incentives/rebates that are available from the dealer. Brad states that they do not have a program yet and would expect to see if an incentive or rebate will be issued once the vehicles become available for order. Writer advised that follow-up will take place early next week to review about the rebates and incentives for the vehicle. Brad understood.
1st attempt made to contact customer at [redacted]3. Left message.
Writer called dealer and spoke with Sales Manager Brad. Brad states that the vehicle has been ordered and that as of now there are not any promotional items available for the RHD Jeeps or even the left hand drive models but if something becomes available he will advise the customer. Writer thanked Brad and will call customer to review.
2nd attempt made to contact customer. Left message.
Writer called customer and let her know that at this time there is no promotional items for any jeep at this point in time. Writer did let customer know that Sales Manager Brad will contact customer when some become available.
Writer attempted to contact customer, left message.
2nd attempt made to contact customer. Left message.
Inform customer case will be closed.
3rd attempt made to contact customer. Left message.
4th attempt made to contact customer. Left message.
5th attempt made to contact customer. Left message.
Contacted customer, writer informed customer the Sales Manager Brad will be working with customer, due to sales dispute. Customer stated the dealer is suppose to be ordering a different color, customer does not want mango tango, she wants cherry color. Call was disconnected.
Writer dialed [redacted]3, Writer informed customer since this is the sales dispute & the Sales Manager Brad is working with customer, Call was disconnected again.
Writer dialed [redacted] left message.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA3H13 A[redacted]		***Open Date***	12/08/2011	***Built Date***	11/03/2009	
Model Year	2010	***Body***	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	12/15/2009	***Mileage***	56,000	***Dealer Zone***	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PGN	NATURAL GREEN PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68348	KOONS CHRYSLER			
Dealer Address	2000 CHAIN BRIDGE RD.				
Dealer City	VIENNA	***Dealer State***	VA	***Dealer Zip***	22180

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ALEXANDRIA VA [redacted]	***Country***	UNITED STATES

Product - Electrical - Radio/Spkrs/Clock/Antenna - Other - Default	Customer states clock not accurate
Product - Electrical - Unknown - Other - Default	Customer states concern with turn signal
Product - Electrical - Lamps and Switches - Other - Default	Customer states concerns with electrical
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer states issue with Air bag light
Product - Electrical - Speedo/Gauges/Ometer/EIC - Other - Default	Customer states temperature gauge not accurate
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Escalating for goodwill
Product - Body / Trim / Paint Finish - Conv Top / Sunroof / T-Top - Other - Default	customer states isoft top issue resolved

Briefly summarize why the customer is contacting Chrysler: Customer states she has been having nothing but concerns on her vehicle. Customer states her vehicle was at the dealership today for a concern with her roof not being aligned properly and it has finally been corrected. Customer states her vehicle will be going back to the dealership on Friday 8, 2011 at 8am for electrical concerns on the following items:
-Air bag light-deployment light (turned it off and it came back on blinking)
-Temperature gauge-not accurate brand new starting this morning
-Clock on her radio it does not keep proper time (has to reset the clock) they don t know what is wrong with it
-All of the light bulbs-first right hand turn signal (telling her 3 out of the 4 on the right hand side were out) (first time she noticed concern)
Customer states she has been dealing with the service manager and Troy in the service department who are well aware of this concern.
Briefly summarize what the customer is expecting: Customer states she loves her vehicle but just wants this concern to finally be corrected.
Has customer had previous history with current issue? Yes
Customer has a history of diagnosis for an intermittent problem? Yes
Has had repair history at Chrysler dealership(s)? Yes
Was this vehicle purchased new by this customer? Yes
Customer has a history of purchasing Chrysler vehicles? No

If yes, number in household?
Customer claims to maintain vehicle as per maintenance schedule? Yes
Has a mechanical Chrysler Group Service Contract? No
Warranty coverage code? 536
Ownership status? Original
Basic warranty component? Yes
Powertrain warranty component? No
Service contract or Mopar warranty component? No
Within 3 years or 36,000 miles? Yes
Within 2 years or 24,000 miles? No
Within 1 year or 12,000 miles? No
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day their time.
Preferred Morning/Midday call back number is [redacted]oicemail (cell)
Preferred Afternoon/Evening call back number is [redacted]-voicemail (cell)
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? 68348
Reassigned to 96Q
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]. Left message.
Agent attempted to contact dealer Troy, however,
SM not available. Left message for a return call at extension 4720271
2nd attempt made to contact customer. Left message.
Customer calls to speak with their Case Manager. Agent transferred customer to extension 4720271
Agent spoke with customer who indicated that all issues were resolved with the exception of air bag sensor, outside temperature gauge. Dealer was not able to diagnosis this concern or reproduce the event. Customer will take vehicle to dealer next time it happens and take video and/or pictures.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BZ3H19 A[redacted]	***Open Date***	12/09/2011	***Built Date***	07/21/2010		
Model Year	2010	***Body***	JKUM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	09/28/2010	***Mileage***	23,600	***Dealer Zone***	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE 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

Product - Electrical - Occupant Classification System - Intermittent/Inoperative - Default	Airbag light coming on and off
Corporate - CNA Change - Default - Default - Default	COIN/PRIMARY cair updated

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:Customer called stating there was a concern with the airbag light coming on and off.
Customer states there were cases they could not drive the vehicle.
Customer also states noise was coming from vehicle. Agent advised customer to speak with the dealership for assistance.
Briefly summarize what the customer is expecting:Customer wanted to be reimbursed for loss of work advised consumer cannot reimburse unless specifically concern was for parts or labor

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA591X 8[redacted]	**Open Date**	12/13/2011	**Built Date**	11/06/2007		
Model Year	2008	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	11/20/2007	**Mileage**	35,000	**Dealer Zone**	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PBM	STEEL BLUE METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	44561	BROWN'S DODGE CHRYSLER			
Dealer Address	960 HILTON HEIGHTS RD STE B				
Dealer City	CHARLOTTESVILLE	**Dealer State**	VA	**Dealer Zip**	22901

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

Corporate - Complaint Contact - Default - Default - Default	
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer is contacting Jeep because he has had repeated issues with his air bag lights coming on and flashing. Customer states he has taken the vehicle into the dealership approximately 7 times and the dealership is unable to repair the vehicle. Customer states the dealer has replaced the air bags and tried numerous repairs but cannot repair the vehicle.
Briefly summarize what the customer is expecting:
Customer is expecting Jeep to assist with diagnosing and repairing the vehicle.
****End structured narrative T2 - Beginning Narrative
Has customer had previous history with current issue? Yes
Customer has a history of diagnosis for an intermittent problem? Yes
Has had repair history at Chrysler dealership(s)? Yes
Was this vehicle purchased new by this customer? Yes
Customer has a history of purchasing Chrysler vehicles? Yes
If yes, number in household? 1
Customer claims to maintain vehicle as per maintenance schedule? Yes
Has a mechanical Chrysler Group Service Contract? No
Warranty coverage code? 799
Ownership status? Original Owner
Basic warranty component? Yes
Powertrain warranty component? No
Service contract or Mopar warranty component? No
Within 3 years or 36,000 miles? Yes
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]0
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? BROWN DODGE CHRYSLER JEEP
Reassigned to 88F
Status update provided via email to the following email address:
[redacted]
My name is Tamara and I have been assigned as your Case Manager.
Here is some information that will be helpful for you to have:
Your case number is listed above. The Chrysler Case Management toll free telephone number is
855-525-5085, my direct extension is 4720262
My work hours are Monday Friday from 8:30 AM -5:00 PM EST.
I will contact you within one business day to review your case with you.
End of Status Update
CM spoke to SA Courtney who stated that the customer has had 7 different attempts to repair this issue, and that each time the service department received a different code on the issue. SA Courtney also stated that STARR technical team has not been involved at all in assisting with this issue.
Customer is going to call and make an appointment to take the vehicle back in and have the dealer work with our technical team to try and resolve this issue.
Customer stated that he dropped the vehicle off at the dealer today.
SA Billy stated that the vehicle has been looked at by a technician and the tech support team has been emailed. SA is waiting for intervention support from the tech team.
SA Billy stated that tech support team still has not responded to the request.
CM informed customer that the dealer is waiting on the tech team to respond.
SA Billy state that the repair has been completed and the light has remained off as of today.
SA also stated that the customer has the vehicle back.
Customer stated that the vehicle is running great and the light has not came back on.
CLOSED LOOP UPDATE -

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3910	9L7[redacted]	***Open Date***	12/13/2011	***Built Date***	08/22/2008	
Model Year	2009	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	09/15/2008	***Mileage***	60,000	***Dealer Zone***	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PV6	SUNBURST ORANGE PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	43609	RAZZARI DODGE CHRYSLER			
Dealer Address	1605 AUTO CENTER DR				
Dealer City	MERCED	***Dealer State***	CA	***Dealer Zip***	95340

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LE GRAND CA [redacted]7	***Country***	UNITED STATES

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Customer seeking cost assistance
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer states airbag sensor light on

Briefly summarize why the customer is contacting Chrysler: Customer states that the airbag sensor light is on and that the cost of this repair will be approximately $500.00. This vehicle does not have any open recalls. Customer is loyal to the brand. Customer states this is a mail carrier vehicle and a right hand drive vehicle.
Briefly summarize what the customer is expecting: Customer expecting cost assistance.
Has customer had previous history with current issue? N
Customer has a history of diagnosis for an intermittent problem? N
Has had repair history at Chrysler dealership(s)? Y
Was this vehicle purchased new by this customer? Y
Customer has a history of purchasing Chrysler vehicles? Y
If yes, number in household? 1
Customer claims to maintain vehicle as per maintenance schedule? Y
Has a mechanical Chrysler Group Service Contract? N
Warranty coverage code? 336
Ownership status? Original
Basic warranty component? Y
Powertrain warranty component? N
Service contract or Mopar warranty component? N
Within 3 years or 36,000 miles? Y
Within 2 years or 24,000 miles? N
Within 1 year or 12,000 miles? N
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]0
Customer email address for case updates: no e-mail
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?RAZZARI DODGE CHRYSLER JEEP
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District O * * * * * *
COIN shows that the customer had 3 vehicles in the household, all original owner, but now has only 2 vehicles in household.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted].
Case Manager called to speak with the customer in regards to the concern that they are having with their vehicle. Customer states that he was informed that other Jeeps with this same concern, have been part of a recall, and is wondering why his vehicle isn t. CM informed the customer that recalls are VIN specific, and that if his VIN is included in the future, Jeep would contact him, and that he could get the money he paid towards the repair refunded to him. Customer understood.
Case Manager called 209-722-7407 to speak with Service Manager Ben in regards to the concerns the customer was having with the vehicle. Last time the customer was at the dealership was in October 2011. SM doesn t show that the vehicle has been in recently for the airbag light concern. SM and CM want to assist this customer due to their loyalty to the dealership and the brand, so CM is going to contact the customer to inform her to get her vehicle to the dealership and to speak with Service Advisor Ronnie so we can get her taken care of.
Case Manager called [redacted]0 to speak with the customer to inform them of lines 51 and 52. Customer states that it will probably be next week after Christmas when they would be able to get the vehicle to the dealership.
Dealership called stating that customer had brought the vehicle in yesterday. Dealerhsip stated that they had a chance to look at the vehicle and they discovered that the vehicle does need a new clock spring and a steering angle sensor. Dealership would like a call back at 209-722-7407.
SM Brandon called to say that he has found the issue with the air bag coming on. SM stated that it is the Clock Spring Stearing Angle Sensor. SM gave me the cost of the repairs as parts $268.30. Labor $110.00 with a total cost of $378.30. SM wanted to talk to Case Manager but she was on the phone. SM was willling to leave a Voice Message.
Case Manager returned call to 209-722-7407 to speak with the Service Manager Brandon about a co-pay amount of either $100.00 or $150.00. CM left a message with callback information.
CallerMr. [redacted]e requesting to speak with Case Manager ext 66389
Customer states this is a known concern, should be covered under recall. Writer explained there are no open recalls for this concern and discussed how recalls are set up. Customer believes he should not have any copay for this concern.
Customer contact: [redacted]-home.
Case Manager called 209-722-7407 to speak with Service Manager in regards to the message CM received from the customer stating that they are being told by the dealership that they have to pay for the repair. SM wasn t available, so CM spoke with the Service Advisor who is working with the customer who states that the customer told them that CM said that she wouldn t have to pay anything. CM informed the SA that I never offered 100% coverage, and that I am just waiting to hear from the SM to determine the co-pay amount of either $100.00, or $150.00. If the customer was to pay for this repair out of pocket, it would be approximately $500.00. SA says that he is going to contact the customer to give her an update because she has been calling the dealership about every hour.
Case Manager received a call from Service Advisor Ronnie who states that he spoke with Service Manager Brandon and the co-pay of $100.00 for the customer is fine. SA states that he contacted the customer to give the goodwill offer and they accepted.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $268.30

Labor = $110.00
Total =$378.30
Co-pay = $100.00
########## DIRECT-TO-DEALER ##############
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer. If this repair falls under the Digital Imaging (DI) process, you will need to follow the DI process of submitting images or the required DI documents to the Powertrain Service Center for claim approval. Be sure to include in your comments that Customer Care
is involved. Customer Care will add DM Notes to the VIN describing our decision and these notes are available to the DI group for reference. When repairs are completed, submit your claim as you would normally. If you need assistance with claim payment, please refer to Warranty Bulletin D-11-19.
This customer has been informed of this decision.
Please update and/or close CAIR when complete.
##################################
Case Manager called 209-722-7407 to speak with Service Manager Brandon who states that the vehicle repairs have been completed. CM to contact the customer to confirm.
Case Manager called [redacted]50 to speak with the customer to confirm that the repairs have been completed on the vehicle. Customer confirmed but was upset that he had to pay a $100.00 co-pay for the repair. Customer states that he shouldn t have had to pay for anything. CM informed the customer that if this concern ever does become a recall, and his VIN is included, that Jeep would contact him and refund the $100.00. Customer states that he is going to get rid of his Jeeps and never buy another Chrysler family vehicle again, and then he disconnected the call.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GB3910	7L[redacted]	***Open Date***	12/13/2011	***Built Date***	11/29/2006	
Model Year	2007	***Body***	JKTM74	JEEP WRANGLER UNLIMITED X 4X2 SPORT UTILITY			
In Service Dt	03/05/2007	***Mileage***	70,100	***Dealer Zone***	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	41067	COMMUNITY MOTORS INC			
Dealer Address	500 WESTIN OAKS				
Dealer City	HAMMOND	***Dealer State***	LA	***Dealer Zip***	70403

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	HAMMOND LA 7[redacted]	***Country***	UNITED STATES

Product - Electrical - Unknown - Other - Default	Airbag light sensor
Recall - K13: INNER FENDER LINERS - Information Request	recall information request

Briefly summarize why the customer is contacting Chrysler:
The caller stated that he was having issues with the airbag light sensor. The caller stated that he has found on the internet that there were other people that were having the same issue. The caller stated that he would like to know if there were any recalls on the vehicle and also he would like to document the concern.
Briefly summarize what the customer is expecting:
The caller was expecting to be provided information on the recalls that were outstanding on the vehicle.
Customer calls seeking recall information. Advised the customer there are no incomplete recalls for this vehicle. The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3917	9L[redacted]	***Open Date***	12/14/2011	***Built Date***	10/07/2008	
Model Year	2009	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	01/16/2009	***Mileage***	60,000	***Dealer Zone***	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PBS	DEEP WATER BLUE PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45486	ALL STAR DODGE CHRYSLER JEEP RAM			
Dealer Address	5757 COLISEUM BLVD				
Dealer City	ALEXANDRIA	***Dealer State***	LA	***Dealer Zip***	71303

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

Corporate - CNA Change - Default - Default - Default	Agent updated COIN.
Corporate - Complaint Contact - Default - Default - Default	Customer complaint for air bag sensor light.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Light stays on.

Briefly summarize why the customer is contacting Chrysler: Customer called stating their airbag sensor lights is on, he stated he took his vehicle to a Chrysler dealership he thinks it is All Star dealer code 45486, for service, they told him to take it to the Toyota Dealership where he bought it for repairs. Dealership stated it is going to cost the customer approximately $538 for repair. Customer is upset and stated he has spoken to a lawyer. Customer owns 2 and this vehicle was purchased used, second owner. No warranty.
Briefly summarize what the customer is expecting: Customer is seeking assistance with repair.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: N/A
Who has possession of the vehicle? Owner
If a CDJ dealer has diagnosed, what is the dealer name or code?
Reassigned to 88F
Customer stated he thought the airbags were a recall and Chrysler should be covering the cost of repair, agent advised this is not a recall on his vehicle.
* * * * * CASE MANAGER TEAM - District 88N * * * * * *
Vehicle history: 2nd Owner, 3 Used.
OOW: 24000 by miles and not by years.
Service contract: None
CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[redacted], left message for callback, need to know what dealership that he took the vehicle to for diagnosis.
CUSTOMER CONTACT: Writer called customer at [redacted] customer said that they take the vehicle to ALL STAR DODGE CHRYSLER JEEP (45486) I will reassign to the correct CM lt689
* * * * CASE MANAGER TEAM - District U* * * * * *
Customer states the vehicle is at the dealership now. Writer advised customer writer will contact the service manger and get diagnosis information. Writer advised customer writer will contact him back as soon as the information is received.
Agent attempted to contact dealer Service Manager (SM) Duce, however, SM not available. Left message for a return call at extension 66313
Agent attempted to contact dealer Service Manager (SM) Duce, however, SM not available. Left message for a return call at extension 66313
writer contacted customer to advise him writer is waiting on the service manger to contact writer back.
Customer [redacted] calls to speak with their Case Manager, vehicle at dealer now and still not fixed he has been speaking to Scott at dealer.
Assistant service manager Scott states the clock spring needs to be replaced. Assistant service manager Scott states no neglect or abuse just an open circuit. Assistant service manager Scott states customer pay is 532.83. Assistant service manager Scott states he is willing to take a RA for the repair. Assistant service manager Scott states he will contact writer with warranty prices.
Assistant service manager Scott states the warranty pricing is
Parts 208.60
Labor 36.70
Co-pay 200.00
Writer contacted customer to advise him the one time goodwill offer.
Writer advised customer his co-pay is 200.00
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = 208.60
Labor = 36.70
Total = 245.30
Co-pay = 200.00
########## DIRECT-TO-DEALER ##########
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
If this repair falls under the Digital Imaging (DI) process, you will need to follow the DI process of submitting images or the required DI documents to the Powertrain Service Center for claim approval. Be sure to include in your comments that Customer Care
is involved. Customer Care will add DM Notes to the VIN describing our decision and these notes are available to the DI group for reference.
When repairs are completed, submit your claim as you would normally.
If you need assistance with claim payment, please refer to
Warranty Bulletin D-11-19.
This customer has been informed of this decision.
Please update and/or close CAIR when complete.
##########
REASSIGNED TO BC/DLR 63 45486 12/26/11 12:28 O[redacted]
*Contact Date:12/27/2011
Dealer 45486 has updated the mileage to 52503.
DCX goodwill repair is documented on Repair Order#2[redacted]
CAIR RETURNED FROM DEALER ON 12/27/2011 AT 09:24:108 R[redacted]
Agent contacted customer at [redacted] and he inform the agent that he got his vehicle back and everything is working now. Agent inform the customer that we will follow up with him on 01/06/12 and see if for sure the vehicle is fix. Customer states everything went great at the dealership. Customer thank the agent.
Customer states the vehicle is working well. Writer advised customer the case will be closed. customer stated ok and thank you.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2417	8L5[redacted]	**Open Date**	12/15/2011	**Built Date**	11/07/2007	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	03/14/2008	**Mileage**	78,355	**Dealer Zone**	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68680	PHILLIPS CHRYSLER JEEP INC			
Dealer Address	3440 S PINE STREET				
Dealer City	OCALA	**Dealer State**	FL	**Dealer Zip**	34471

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]P	**Home Phone**	[redacted]
	OCALA FL 3[redacted]	**Country**	UNITED STATES

Product - Electrical - Unknown - Defective - Default	air bag light always on
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	airbag light repair assistance

Briefly summarize why the customer is contacting Chrysler:
The caller stated that he took the Jeep to a dealership for a problem with the steering wheel. The caller stated that the wheel would shake a lot when turning. The caller stated that the vehicle was serviced at the dealership and the caller stated that he saw the mechanic at the dealership taking the steering wheel off. The caller stated that he asked the SM Jim why it was being taken out and he was told by the SM that he didn t know. The caller stated that after he got the vehicle back the airbag light remains on. The caller stated that the air bag light has been on for about a year now. The caller stated that he believes that the airbag light is on because of the service at the dealership and the caller would like assistance with the costs. The caller stated that he was quoted for about $500.
Briefly summarize what the customer is expecting:
The caller was expecting to be provided assistance for the repairs.
Has customer had previous history with current issue? Yes
Customer has a history of diagnosis for an intermittent problem? No
Has had repair history at Chrysler dealership(s)? Yes
Was this vehicle purchased new by this customer? Yes
Customer has a history of purchasing Chrysler vehicles? No
If yes, number in household?
Customer claims to maintain vehicle as per maintenance schedule? Yes
Has a mechanical Chrysler Group Service Contract? No
Warranty coverage code? 336 ext
Ownership status? Original
Basic warranty component? Yes
Powertrain warranty component? No
Service contract or Mopar warranty component? No
Within 3 years or 36,000 miles? Yes
Within 2 years or 24,000 miles? No

Within 1 year or 12,000 miles? No
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? PHILLIPS CHRYSLER JEEP INC - 68680
Reassigned to 88F
Customer calls seeking recall information. Advised the customer of incomplete recall J24Ù for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
* * * * * CASE MANAGER TEAM - District m Ù * * * * * *
Srvc dealer: 68680 : PHILLIPS CHRYSLER JEEP INC
Customer: new
Owned: 1
NEW: 1
USED:
Currently owns: 1
Service Contract: 0
Out of Warranty:
Time: expired March 14, 2011
Miles: 42355
Agent attempted to contact dealer Service Manager (gary), however, SM not available. Left message for a return call at extension 66325.
Writer spoke to SA Jeff and was advised that saw customer on 12-10 and inspected vehicle. Writer was advised that found bad clock spring and would cost 460 + tax. Customer declined repair. Writer asked for loyalty and customer gets warranty and recalls done a lot at dealer but no maintenance
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]. Left message asking for call back and left contact information.
MR [redacted] calling for DJ393, transferred to DJ393
Writer spoke to customer. Writer advised that needs a time frame for repair as no record of ever pulling off the steering wheel. Customer could not remember and will look through his paperwork.
Writer got VM from customer stating had invoice. If customer calls in splease inform needs date on invoice.
Writer got VM from customer stating had invoice. If customer calls in please inform needs date on invoice.
Writer called and got update on when went to dealer. Date on invoice was 12-10. Writer advise will call dealer
Writer called dealer and was advised that repair on vehicle was done on 12-10-10 and steering wheel would have been taken off to find. Writer misunderstood as thought went and had new diagnosis. Writer consulted with mm1448 and was advised will be customer pay and we will offer to reimburse 25% of repair cost.
Writer called customer and got invoice date.
Contact attempt, phone number dialed, [redacted]. Writer was provided with [redacted] to call owner.
Writer called [redacted] and advised customer of offer. Customer was not happy with it and wanted more. Writer advised this is a dealer dispute and we will not offer more, but if wants to go to dealer that he is more than welcome to. Writer advised without updated information the offer stands.
Writer called and left VM for SM Gary asking for an update on customer.
Customer came in for airbag light on 12-10
Writer called SM Gary and was advised that had spoken with customer. Sm informed customer dealer will not assist customer in reimbursement of repair.
Contact attempt, phone number dialed, 3[redacted]. Left message asking for call back on if accept offer from

CAC and left contact information.
2nd attempt made to contact customer at 3[redacted]. Left message askign for call back. Writer informed offer is good for 30 days from the 5th.
3rd Contact attempt, phone number dialed, [redacted] Left message advising final attempt will be on the 5th as that s when offer expires. Writer left contact information.
4th attempt made to contact customer at [redacted] Left message informing closing cair as no contact for 30 days and offer has expired.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ241X	8L6[redacted]1	**Open Date**	12/19/2011	**Built Date**	03/27/2008	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	06/16/2008	**Mileage**	53,606	**Dealer Zone**	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE 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]
	LACOMBE LA 7[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Clockspring needs to be replaced
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Seeking goodwill

Briefly summarize why the customer is contacting Chrysler: Customer called in stating the clockspring needs to be replaced. CDJE dealer diagnosed it and said no warranty, call CAC.
Briefly summarize what the customer is expecting: Seeking goodwill from Chrysler to cover the cost of the repair.
Has customer had previous history with current issue? N
Customer has a history of diagnosis for an intermittent problem? N
Has had repair history at Chrysler dealership(s)? Y
Was this vehicle purchased new by this customer? Y
Customer has a history of purchasing Chrysler vehicles? Y
If yes, number in household? 1
Customer claims to maintain vehicle as per maintenance schedule? Y
Has a mechanical Chrysler Group Service Contract? N
Warranty coverage code? 336
Ownership status? First owner
Basic warranty component? N
Powertrain warranty component? N
Service contract or Mopar warranty component? N
Within 3 years or 36,000 miles? N
Within 2 years or 24,000 miles? N
Within 1 year or 12,000 miles? Y
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? 68183
Reassigned to 88F

* * * * * CASE MANAGER TEAM - District U * * * * * *
Status update provided via email to the following email address:
[redacted]
My name is Ann (Elizabeth Ann) and I am your case manager.
Case number [redacted]
Chrysler Case Management phone number is 800-763-8422 and my direct extension is 66125.
I am here Monday, Tuesday and Thursday until 5:00 PM Central Time and Wednesday and Friday until 3:00 PM Central Time.
I will call you today to discuss your case.
End of Status Update
Agent spoke with Allan Beaucoudray Service Manager of dealer 68183. Allan said he would not expect goodwill for this because there is no maintenance done at the dealership and because Chrysler gave one goodwill already.
Agent spoke with Allan SM who said the vehicle never stops running all day long as it is used for mail delivery and it is not compared to normal driving. Allan SM said they only gave them the number to CCAC because of the customer s continued griping and wining for assistance. Allan SA said his technitians need full pay, customer price on the clockspring is $450.00 because she has not spent a dime with them and he has learned over 35 years as SM that you can t buy a customer and they will just take advantage of assistance. Allan SM said the vehicle was given one time goodwill at 42000 miles, did not buy a service contract and does not use the vehicle for normal wear of the parts.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]. Left message.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Will inform customer that Chrysler will not participate in repair due to vehicle out of warranty compounded by use for commercial purposes. Unless the customer offers new information, decision remains unchanged.
* *
[redacted] called to speak with the case manager. Writer transferred the customer to ext 66125.
Agent spoke with the customer when she called. Agent explained lines 50-60. Customer said she paid $50 and the rest was goodwill for a sensor which she thinks failed due to the recall at 42000 miles. Customer said there are 30 people complaining online about the clockspring. Customer said the dealer said it is a safety issue and the airbags might not deploy because of the clockspring.
Agent attempted to contact Allan (SM), however,
SM not available. Left message for a return call at extension 66125.
- clockspring as it relates to air bags deploying
Allen SM called stating the clockspring controls several electrical issues as the horn, air bags, etc. Allen SM said the air bag light is on.
Agent sent email to TP344.
Agent sent email to Bill Janin Area Manager (AM).
Agent received email from Bill AM: I agree with you! Doing the right thing is doing the right thing. How much maintenance is there to be done in 53k? We might have missed some oil change + brakes? I also agree its a safety issue. I like seeing our products used in this capacity. If this were a Fleet issue they would say fix it!
Agent spoke with Allan SM and explained goodwill will be offered in this case and asked for pricing.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair of clockspring. According to the dealer, the warranty
costs of the repair are as follows:
Parts = $208.60
Labor = $48.60
Total = $257.20
Co-pay = $100.00
########## DIRECT-TO-DEALER ##############
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.

If this repair falls under the Digital Imaging (DI) process,
you will need to follow the DI process of submitting images
or the required DI documents to the Powertrain Service Center
for claim approval. Be sure to include in your comments that Customer
Care
is involved. Customer Care will add DM Notes to the VIN describing our
decision and these notes are available to the DI group for reference.
When repairs are completed, submit your claim as you would normally.
If you need assistance with claim payment, please refer to
Warranty Bulletin D-11-19.
This customer will be informed of this decision.
Please update and/or close CAIR when complete.
##################################
Agent called the customer at 9[redacted]. Left a message referring
customer to the dealership for assistance and agent will follow up.
REASSIGNED TO BC/DLR 63 68183 12/20/11 17:09 O 2[redacted]
Caller requesting to speak with Case Manager. EB401 available, customer
was warm-transferred to extension 66125
Customer called and agent gave vague offer but will leave the dealer the
word with the customer to offer the good news of co-pay. Agent will
follow up Friday. Customer thought the part would come in tomorrow.
Allan SM called and asked for the RA number.
Agent called Allan SM and explained the customer will need the good news
from him and will need to accept the offer. Agent gave the CAIR number.
*Contact Date:12/21/2011
DCX goodwill repair is documented on Repair Orde[redacted]
Request was reviewed with DM.
CAIR RETURNED FROM DEALER ON 12/21/2011 AT 09:23:317 R 2[redacted]
Agent sent email to Allan SM to know if it is picked up.
Agent called the customer at[redacted]. Customer said she has not
heard from the dealer so she thinks they are still working on it. Agent
will follow up tomorrow.
Agent received email from Allan SM on Wednesday 12/21: VEHICLE SHOULD BE
PICKED UP TODAY.
Agent called the customer at [redacted]. Left message.
Agent sent email to SM Allan to know if vehicle was picked up yesterday
as planned.
Status update provided via email to the following email address:
[redacted]
I did not reach you to know of your satisfaction with repairs. Call me
if you have a chance.
Ann
Chrysler Customer Care
800-763-8422 ext 66125
Case#21678651
End of Status Update
Agent received email from Allan SM that vehicle was picked up 12/22.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.
Customer said all is well and they are satisfied with repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BZ3H17	AL[redacted]9	**Open Date**	12/26/2011	**Built Date**	01/11/2010	
Model Year	2010	**Body**	JKUM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	03/09/2010	**Mileage**	45,692	**Dealer Zone**	51	CHICAGO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68736	BLACKWELL-BALDWIN DODGE INC			
Dealer Address	1660 BUSINESS 60 WEST				
Dealer City	DEXTER	**Dealer State**	MO	**Dealer Zip**	63841

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	BLOOMFIELD MO 6[redacted]9	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Clockspring needs to be replaced
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Customer is seeking cost assistance

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that she is a mail lady and a lot of people that she works with have Jeep Wranglers. Customer states that she is having an issue with her clockspring and the air bag senor light keeps coming on. Customer states that a woman she works with has the same vehicle that had the same issue. She states that she went online and saw this was a recall so she called Chrysler and only had to pay $100 for the repair. Customer would like to see if she could get this same dealer because the dealer said the repair will be $247.
Briefly summarize what the customer is expecting: Customer is seeking cost assistance for a clockspring repair.
Has customer had previous history with current issue? N
Customer has a history of diagnosis for an intermittent problem? Y
Has had repair history at Chrysler dealership(s)? Y
Was this vehicle purchased new by this customer? Y
Customer has a history of purchasing Chrysler vehicles? N
If yes, number in household? 1
Customer claims to maintain vehicle as per maintenance schedule? Y
Has a mechanical Chrysler Group Service Contract? N
Warranty coverage code? 536
Ownership status? Original
Basic warranty component? Y
Powertrain warranty component? N
Service contract or Mopar warranty component? N
Within 3 years or 36,000 miles? Y
Within 2 years or 24,000 miles? N
Within 1 year or 12,000 miles? N
Customer advised a call back is required and will take place

within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: Customer declined
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? 68736
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District P * * * * * *
email=Customer declined
OOW=still active Expires: March 9, 2013 15 Months or 7,612 Miles
SC=no Service Contracts
Recall=one INCOMPLETE
L34 REPROGRAM PCM - OXYGEN SENSOR MONITOR 10/21/2011
3 complete
J31 TRANSMISSION FLUID TEMPERATURE WARNING WARRANTY 06/11/2010
07/28/2010 COMPLETE
J34 STEERING DAMPER WARRANTY 03/31/2010 06/04/2010 COMPLETE
K13 INNER FENDER LINERS SAFETY 12/03/2010 01/10/2011 COMPLETE
Household=3/1 new
Ownership status=first owner
Current Odom: 44000
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] customer was not home, writer advised third party a follow up will be made tomorrow 12/27 to review case with customer.
Customer called back stating she just missed a call from her case manager. Customer is confused as to why she received a call today because she was told it would take 1 business day. Customer requested a call back [redacted], left message with third party informing a call back will be made tomorrow 12/28, customers husband informed writer recall has been completed, and diagnosis is customer needs a new clockspring, customer was quoted $247.00 for repairs, writer will follow up with service manager tomorrow 12/28.
Customer called and requested to speak with case manager. Agent transfered customer to extension 66264, which she provided.
Writer received call from customer Debbie Ward, customer informed writer her vehicle was diagnosed and is needing a new clock spring, customer also states that when she was at 25,000 miles she was informed the evaporator canister had a hole and needed repairs completed, customer had the repairs completed but is now having the same issue again that the light for the gas cap keeps turning on and causing the check engine light to come on, writer advised customer I will be doing some research and will contact customer later today, customer requested to be contacted to her cell phone [redacted].
Writer contacted Sm Trey at BLACKWELL-BALDWIN DODGE INC 573-624-8300 . SM verified that the clock spring needs replacing. SM alleges that the customer doesn t want to pay for repairs, as she had heard that another person had financial assistance for the repairs. Customer is in possession of vehicle. Will call Customer to find out her expectations from this point forward.
Writer contacted Customer [redacted].Customer stated that she is still seeking cost of repair assistance for the ongoing gas cap issue.
Debra states she is a mail carrier and uses her vehicle for work. [redacted] alleges that some of her co-workers have had same issue with their Jeeps.
Writer told [redacted] that we are working to resolve this issue and will follow up with a call back on 12/30/2011.
Writer attempted to contact dealer but the dealer was closed already.
Writer contacted Customer [redacted], informed customer writer is still researching case and will follow up with customer on 01/02.
Writer spoke to service manager Trey, SM provided warranty prices, parts $208.60, labor $31.80, total $ 240.40, writer and service manager came to mutual agreement of $100.00 co-pay. SM informed writer he could get customers vehicle in until Thursday or Friday.
Writer contacted Customer [redacted], left message requesting a call back and informing customer we have reached a decision as to her

case.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $208.60
Labor = $31.80
Total = $240.40
Co-pay = $100.00
########## DIRECT-TO-DEALER ##########
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
If this repair falls under the Digital Imaging (DI) process, you will need to follow the DI process of submitting images or the required DI documents to the Powertrain Service Center for claim approval. Be sure to include in your comments that Customer Care
is involved. Customer Care will add DM Notes to the VIN describing our decision and these notes are available to the DI group for reference.
When repairs are completed, submit your claim as you would normally.
If you need assistance with claim payment, please refer to Warranty Bulletin D-11-19.
This customer has yet to be informed of this decision.
Please update and/or close CAIR when complete.
##########
Customer called in returning case managers voice mail, writer informed customer of $100.00 co-pay, customer agreed and stated she would contact the dealer to set up an appointment. Writer will follow up with customer on Monday 01/09.
Writer contacted Customer [redacted] no answer.
REASSIGNED TO BC/DLR 51 68736 01/03/12 15:39 O [redacted]
Customer states that her clockspring should be covered undered a recall. Customer would like to have the CM would call her
12:28 pm Customer contatcted CAC US. Customer seeking transfer to ext. 66264.
Agent advised Customer of direct access phone number 800-763-8422 and performed transfer.
1-6-12 - Chrysler ASM LM for SM to discuss the customer issue.
Agent contacted customer at [redacted], and she inform the agent that she got the repairs done on friday. Customer advise the agent its the first day her driving the vehicle since repairs were done. Customer would like another follow up on wednesday. Agent advise the customer that we will do that and call the dealer to get the R/O Repair order information.
Agent contacted dealer and waited on line more than five minutes. Agent disconnected the call after waiting for seven minutes.
Writer spoke to service manager Trey, SM informed writer that the repairs were completed on 01/05, SM states that there is no recall for this customers vehicle.
*Contact Date:01/11/2012
Dealer goodwill repair is documented on Repair Order# [redacted]
Request was reviewed with DM.
CAIR RETURNED FROM DEALER ON 1/11/2012 AT 12:12:290 R [redacted]
Writer contacted Customer [redacted] left message requesting a call back.
Writer contacted Customer [redacted], left message requesting call back informed customer another attempt to contact will be made on Tuesday 01/17.
Writer received voice mail from the customer stating that her vehicle is repaired and that she is satisfied with the repairs.
Writer contacted Customer [redacted]7, left message requesting a call back, advised customer another attempt to contact will be made on Monday 01/23.
Writer contacted Customer [redacted], customer confirmed repairs have been completed and customer is satisfied with repairs, writer advised customer her case would be closed.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3916	9L[redacted]	***Open Date***	12/27/2011	***Built Date***	12/18/2008	
Model Year	2009	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	04/28/2009	***Mileage***	66,000	***Dealer Zone***	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PBS	DEEP WATER BLUE PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	66428	MACDONALD MOTORS			
Dealer Address	ROUTE 302				
Dealer City	BRIDGTON	***Dealer State***	ME	***Dealer Zip***	04009

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HARRISON ME 0[redacted]	***Country***	UNITED STATES

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Customer seeking assistance with repair costs
Product - Electrical - Power Windows - Intermittent or Inoperative - Unknown	Customer stating power windows inconsitant
Product - Electrical - Horn - Intermittent or Inoperative - Default	Customer stating reoccuring issues with horn
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer stating that air bag light comes on intermittantly
Corporate - Lemon Law - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer stating having several issues with vehicle some of which are repeat issues. Customer seeking assistance with costs for repairs on vehicle. Agent advised with send case to case management.
Briefly summarize what the customer is expecting: Customer seeking assistance with repair costs
Has customer had previous history with current issue? Y
Customer has a history of diagnosis for an intermittent problem? Y
Has had repair history at Chrysler dealership(s)? Y
Was this vehicle purchased new by this customer? Y
Customer has a history of purchasing Chrysler vehicles? N
If yes, number in household?
Customer claims to maintain vehicle as per maintenance schedule? Y
Has a mechanical Chrysler Group Service Contract? N
Warranty coverage code? 336
Ownership status? original
Basic warranty component? Y
Powertrain warranty component? N
Service contract or Mopar warranty component? N
Within 3 years or 36,000 miles? Y
Within 2 years or 24,000 miles? Y / N
Within 1 year or 12,000 miles? Y / N
Customer advised a call back is required and will take place

within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]1
Preferred Afternoon/Evening call back number is 2[redacted]
Customer email address for case updates: declined
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? 36100
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District T * * * * * *
There is no email available to send update to customer.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] at 7:14 Am.
Writer called and left message indicating that the next attempt will be made 12.30.2011.
Caller,Mrs. [redacted], requesting to speak with Case Manager, explained ME601 is out of office today.
Customer states she has had several Jeeps in the past but dealer does not seem to want to work with her because vehicle is out of warranty by miles.
Customer states horn will not honk and air bag light comes on when steering wheel in certain position.
Customer states her drivers window does not always (vehicle is right hand drive mail vehicle) and the door locks do not always work with key fob or inside door lock. Often she has to manually open front door and unlock rear doors.
Customer states dealer had already done steering wheel work because of recall but has not resolved horn concern. Skid light, gas cap lights have come on intermittently.
Customer contact [redacted]-home [redacted]-cell.
CUSTOMER CONTACT[redacted]Writer left message for customer.
Writer spoke with customer and spoke with customer and states that she is not sure what dealer she will take the vehicle to and states she has so many things to go over that she would like to wait to speak with her CM ME601, customer states she may go through Lee or McDonald dealership and is waiting for each dealer and her independent mechanic to fax all the repairs that have been done, writer advised we need to get a diagnosis done and will have CM call in the new year to see what dealer she would like to go to
Writer called and left message indicating that the next attempt will be made 1.5.2012.
Customer calling seeking to talk to CM ME601, agent transferred to ext. 66087
Customer stated that the vehicle has alot of issues and the customer wants a call back from her case manager,
Agent advised that her case manager will be calling on the 5th.
Customer stated the her shifter module was replaced and she stated that she spent $400. customer has more concerns and she stated that she still is paying for this vehicle, she wanted to buy another one someday.
Customer is seeking the vehicle to be repaired, and she wants it paid for. Customer stated that this is a huge safety concern, when she can t honk her horn when going around a corner.
customer stated that the electrical is having a problem, customer stated that the gas light will come on and the check engine light comes on, then the air bag light comes on. Customer stated that the finish on the rims is coming off.
Customer stated that she will be delievering mail until 3:15 on Thursday and case manager can call after that.
Writer called and left message indicating that the next attempt will be made 1.9.2012.
2nd attempt made to contact customer. Left message indicating that the next attempt will be made 1.11.2012.
Customer called to speak to case manager. Agent transferred to 1-800-763-8422 ext. 66087
Customer called seeking Case Manager. Case Manager and SM1369 both unavailable. Customer advises that she is very frustrated as she was lead to believe that case manager was back in the office as of 1/5/12.

Customer advised that the best times to reach her are before 7:00AM and after 4:30 PM Eastern Standard Time. Writer advised that she will be contacted either tonight or at the latest tomorrow.
Writer called and left message indicating that the next attempt will be made 1.13.2012.
Agent contacted customer at [redacted], customer insisted to speak to case manager. Agent inform her that agent is hear to assist to, customer insisted to work with case manager. Customer would like to be contacted on 2[redacted].
Agent contacted customer at [redacted], no one was available.
Customer calls to speak with their Case Manager.
Customer state she ll try calling back. Customer states she really wants to get this resolved and the case has been open for awhile.
Agent contacted customer at 2[redacted] left message
left call back number with extension
Left message to reference call to the case number. Left case number and if customer has had diagnosis on all problems with a chrysler dealer? if not appointment needs to be set. Chrysler is considering financial assistance on matters but needs diagnosis first on all of them.
Agent contacted customer at [redacted] customer ask to contact the house phone at [redacted]
Agent contacted the customer and currently she is having issues with a leaking axle joint,steering column, horn cruise control not working for about a year and air bag light on. engine light on and skid light. oil issue and transmission was rebuilty. Doors will not unlock and front passenger and driver windows will not go down. Customer just wanted it on file that she has had a no start issue. Customer had work done at an IRF as well. customer has paid to dealer out of pocket about $600 for repairs. Customer has gone to two dealers. Lee and Macdonalds. Agent inform the customer that we will contact the dealer and give them the current issues and the case number and the case manager s contact information. Agent inform the customer that we will contact the customer next thursday.
Customer states there is a technician name Bob at MCdonalds.
Agent contacted the dealer and spoke to Ralph in service and gave him the customers current issues and the case number and the case manager s contact information. Agent advise Ralph that we told the customer that we are considering financial assistance but customer would have a copay. SM is Dave.
Customer called, she d checked the oil level at 2000 miles (for the oil change), she d had added 2 quarts, went it yesterday for oil change at just under 3000 miles and had technician check the level, technician said it was down another 2 quarts. (Oil change is done at IRF.) Customer has not heard back and has left voicemail message, January 24 and again on the 25.
Writer called dealership and spoke to SM Dave. Dave states the clock spring, seatbelt, left front axel seak and window switch need to be replaced. Dave states the concerns with the paint were declined by DI. Dave states they checked her oil level and states the oil was full. Dave states they told the customer to drive 1000 miles and bring the vehicle back so they can look at the oil concers customer told them she is having. Dave advised the vehicle is a postal vehicle and confirmed no abuse or neglect to the vehicle. Dave agreed to provide warranty prices for the clock spring, seatbelt, left front axel seak and window switch. Dave advised for Writer to call him back in a few days. Writer advised Dave a call back to him will be made on 2/1.
Writer called customer at [redacted]21. Left voice message that SM is getting prices for the repairs and that a call back will be made to him and to customer on 2/1.
Customer called to speak with case manager. Agent transfered.
[redacted] called requesting to spak to ME601, writer advised that she is out of the office
Customer agreed to wait for a call back from ME601 tomorrow according to lines 146-148
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair. According to the dealer, the warranty

costs of the clock spring, seatbelt, left front axel, ow switch. and 2
keys repair are as follows:
Parts = $628.32
Labor = $274.00
Total = $902.32
Co-pay = $250.00
########## DIRECT-TO-DEALER ##########
Customer Care is sending this file to your dealership because a joint
goodwill policy decision has been made on behalf of our mutual customer.
If this repair falls under the Digital Imaging (DI) process,
you will need to follow the DI process of submitting images
or the required DI documents to the Powertrain Service Center
for claim approval. Be sure to include in your comments that Customer
Care
is involved. Customer Care will add DM Notes to the VIN describing our
decision and these notes are available to the DI group for reference.
When repairs are completed, submit your claim as you would normally.
If you need assistance with claim payment, please refer to
Warranty Bulletin D-11-19.
This customer has been informed of this decision.
Please update and/or close CAIR when complete.
##########
Agent spoke to SM Dave for approvel on RA
Agent contacted customer at [redacted]1, left message
left call back number with extension
Left message that good will offer has been discussed and information on
paint. follow up to be made on 02/03/12
DI decline paint request as The affected area photo depicts damage due to
road debris/rock chips. Rock chips/road debris damage is not covered
under the warranty. Please inform customer
Writer called customer at [redacted]. Left voice message that we have a
decision on the case.
Writer made attempt to contact customer at 2[redacted]1. Left message.
Customer called in and left writer a message to call back. Writer made
attempt to contact customer at [redacted]1. Customer alleges she is
having a problem coming up with $250.00 for the copay. Customer had to
pay for a module. Customer has to have oil checked because customer went
through 4 quarts of oil in just 3000 miles. Customer is having trouble
with her engine again, and customer has had 6 brand new jeeps. Customer
feels she doesn t deserve to have a vehicle like this. Customer alleges
there is a tech coming tonite to check customer oil. Customer alleges
she has lights coming off and on. Customer has a list of issues, for
dealership. Customer alleges her clock has never kept time and customer
alleges has had a leak in the back, and water runs into the inside.
Customer depends on this vehicle for work. Customer alleges to call back
around 3:00 every day.
Writer made attempt to contact dealership 66428. Spoke to Ralph Service
Advisor (SA). Writer informed SA that customer has a list she would like
addressed. Ralph SA alleges they are still working with the customer on
this, waiting for customer approval. Writer advised Ralph SA to call
writer back with the Parts and Labor information once the vehicle oil has
been checked and know exactly what is wrong with the vehicle.
Writer made attempt to contact customer to advise writer is working on
this and service is closed, so will have to make call in the morning.
Writer made attempt to contact dealership 66428. Spoke to Ralph Service
Advisor. Ralph SA alleges the engine is normal. According to Tech
bullitins its normal to go through a quart of oil every 1000 miles.
Writer made attempt to contact customer at [redacted] Left message.
Customer alleges after losing oil and since rebuilt engine has been going
through the oil, but before that she never went through oil. Customer is
going to dealership every 1000 miles, and if its over a quart of oil then
customer wants Chrysler to give customer a new vehcile or a new engine.
Customer engine was rebuilt before the warranty was up. Customer would
like to have this review by lemon law to determine if it will qualify.
Reassign to 88L
********** QUALIFIER TEAM **********

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
This customer is seeking lemon law buyback/replacement. Preliminary research has determined this vehicle doesn t appear to qualify for lemon law/Buyback/Replacement. The customer has been informed of this research and was told that we are willing to assist in getting the vehicle repaired
The customer was also informed that a case manager will be assigned to them for further follow-up.
RESEARCH RESULTS:
Explain why this vehicle either appears to qualify or not: Vehicle does not appear to have the needed repairs under the terms of protection. Vehicle is currently outside the terms of protection.
Number of related repair attempts =2 Possible
Number of days out of service =12
1st left message with contact information.
The agent called the customer and informed them that the vehicle does not appear to qualify at this time for lemon law/ buyback , however we do want to seek a resolution for our customers . The agent informed the customer that we will be forwarding there case to a case manager for further handling. The agent told the customer that they will be contacted in one business day . The agent called the dealership and spoke with SM David, the agent informed him that we have been contacted by our customer for lemon law/ buy back. We have informed the customer that the vehicle does not appear to qualify however we want to make ourselves available for our customer and will be transferring the case to our case management team for further handling.
Dailed dealer[redacted] Meant to call the customer at [redacted]1. Left message.
Customer called, stating that she has been working with agent KS906. She stated that she has been working with that CM, and had been speaking to her today. Customer requested the case be transferred back to agent KS906.
Writer made attempt to contact customer at [redacted] Customer alleges she has an issue with the oil, customer alleges they are going to check the oil at 1000, 2000, and at 3000. Customer went through more oil on the 3000 mile check. Customer alleges from day 1, in the morning the starter would make a really loud noise, but would start up. Customer alleges yesterday it made the noise but it was prolonged. Customer went to start her car it wouldn t start. This is the 3rd time this has happened. Customer alleges this has happened before. If customer keeps trying to turn key over it won t start but if customer keeps trying it it will work. Customer isn t sure if this is a starter issue. This only happens when its really cold. Customer alleges when it rains and she opens her driver door pours water, but the other side doesn t. Customer alleges this is also the side that has the rusty hinges.
Writer called to the dealership and spoke to the Service Advisor Ralf. H e stated that the customer needs to come back in for the repair of the window, they had to order the window switch. He also stated that warranty declined the door hidings and that the customer has not mentioned the issue about a leak. Writer will call to the customer and advise her that her concerns need to be brought too the attention of the dealership if she is seeking assistance.
. .. Dialed [redacted] .
Writer was unable to leave a message.
Writer made attempt to contact customer at[redacted]. Left message.
Writer made attempt to contact dealership, spoke to Ralph Service Advisor, alleges vehicle is fixed and picked up.
Customer returned writers call.
Writer made attempt to contact customer at 2[redacted]. Customer alleges the repairs are done, but customer still having problems with her car not starting. Customer alleges when it was idling the vehicle started shaking and the engine light came on. Customer alleges her seat belt was on and the symbol was not on and the seatbelt bell kept dinging. Customer alleges put in a blinker bulb Thursday and the other bulb went out. Customer replaced the other one, then the headlight went out.

Customer alleges the engine light was on today, vehicle felt like it wouldn t start, but started. Customer would like case to remain open since still having issues.
Writer made attempt to contact customer [redacted]. Left message.
Customer called in to return writers call.
Writer made attempt to contact customer [redacted]1. Customer alleges the vehicle still has the engine light coming on and is hard to start.
Customer alleges the dealership advised customer to buy a battery.
Customer alleges that is not the battery. Writer advised will leave case open until March 13th when customer returns from out of town. Writer will follow up then.
Customer called in to see if writer can keep case open a little longer because customer got in an accident and her vehicle will be getting repaired so customer is unable to get drive time on it to see if the repairs are complete to customer satisfaction. Writer advised customer that her case will remain open until 03/27/1[redacted]
Writer made attempt to contact customer [redacted] Left message.
Writer spoke to SM David. Customer vehicle has been done and gone. 2/20/2012. Customer has not been back in since.
2nd attempt made to contact customer. [redacted] Left message.
3rd attempt made to contact customer [redacted] Left message.
4th attempt made to contact customer [redacted] Left message.
5th attempt made to contact customer. [redacted] Left message.
Case will remain open till 3/27 as per line 303.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6414	8L6[redacted]	***Open Date***	12/28/2011	***Built Date***	05/29/2008	
Model Year	2008	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4			
In Service Dt	02/18/2009	***Mileage***	42,000	***Dealer Zone***	70		
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	60007	SUPERSTITION SPRINGS CHRY-JEEP INC			
Dealer Address	6130 E AUTO PARK DRIVE				
Dealer City	MESA	***Dealer State***	AZ	***Dealer Zip***	85206

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	MESA AZ [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	customer seeking recall information
Product - Electrical - Lamps and Switches - Other - Default	customers air bag light comes on intermittently

Briefly summarize why the customer is contacting Chrysler: customer seeking information about any open recalls on his vehicle
Briefly summarize what the customer is expecting: seeking open recalls on his clockspring , states airbag light has come on ,
agent advised : advised customer there are no open recalls on his vehicle , adv. to have a diagnostic completed at a C/D/J dealer ,

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2418	8L[redacted]	***Open Date***	12/29/2011	***Built Date***	10/15/2007	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	05/01/2008	***Mileage***	59,000	***Dealer Zone***			
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	
	LAFOLLETTE TN 3[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	L37 Recall inquiry.

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Recall L37
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
I just had my 2008 jeep repaired for the air bag light and clock spring. I see that there is a recall noted on the Internet for the problem. The recall is L37 and the dealer couldn t find l37. It cost me almost $400. The dealer was helpful but is this not a valid recall?
*****END OF CUSTOMER EMAIL*****
Dea[redacted]
Thank you for contacting the Jeep Customer Assistance Center in regards to your 2008 Jeep Wrangler.
A review of our records indicates that your vehicle does not currently require service for any recall campaigns for the air bag light or clock spring. Recalls generally occur on limited numbers of vehicles. Customers are notified by U.S. mail and also often through the print and/or broadcast media.
However, our records indicate that the following recall campaign has not been performed by an authorized dealer:
L05 TRANSMISSION COOLER LINES
We suggest that you contact your local authorized Chrysler, Dodge, Jeep or Ram dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.
Please take a copy of this message with you at the time of service to aid the process. Although not required, it is recommended to bring a copy of the recall notification with you to your dealer s service department when you bring your vehicle in for this service.
If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.
Thanks again for your email.
Sincerely,
Jennifer
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL*****
I just paid $400 for a clock spring replacement for my Jeep Wrangler which there is a recall but not for my particular vehicle. I have a friend who also had to do the same and she is not in the recall. There is apparently something wrong with these vehicles and should be covered in

the recall also. They are the same model and year as the recall vehicles.
*****END OF CUSTOMER EMAIL*****
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center in regards to your 2008 Jeep Wrangler.
Recalls generally occur on limited numbers of vehicles. Customers are notified by U.S. mail and also often through the print and/or broadcast media.
In the automotive industry, a recall campaign occurs when the manufacturer of a vehicle recalls from the customer a product which has been found to require a repair, has a safety-related defect or is in noncompliance with a Federal Motor Vehicle Safety Standard. Occasionally, a manufacturer will issue a recall for a customer satisfaction issue.
Thanks again for your email.
Sincerely,
Jennifer
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL*****
Has the L 37 recall been issued yet?
[redacted]
*****END OF CUSTOMER EMAIL*****
No answer needed.
*****END OF CAC RATIONALE*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BZ3H1X	AL1[redacted]	***Open Date***	12/29/2011	***Built Date***	04/10/2010	
Model Year	2010	***Body***	JKUM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	05/03/2010	***Mileage***	50,000	***Dealer Zone***	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	66859	B Z MOTORS CHRY-DODGE-JEEP			
Dealer Address	6801 W BRANCH HWY				
Dealer City	LEWISBURG	***Dealer State***	PA	***Dealer Zip***	17837

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

Recall - K13: INNER FENDER LINERS - Other	INNER FENDER LINERS
Recall - L34: REPROGRAM PCM - OXYGEN SENSOR MONITOR - Other	REPROGRAM PCM - OXYGEN SENSOR MONITOR
Product - Transmission / Transaxle - Unknown - Leaks - Default	leaks
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	repair

Briefly summarize why the customer is contacting Chrysler:Customer states the dealership never fixes her vehicle. Customer states that for quite a while even before the basic warranty was gone these concern were brought to the dealerships attention. Customer states the dashboard lights,the airbag lights,anti skid light, and brake lights are always coming on. Customer states the transmission is leaking and the dealership advised her that it is $300.00 and not under warranty. Customer states the compartment where the jack is housed fills up with water when it rains and she always has to vacuum it to remove the water. Customer states the roof leaks also which allows water on the floor. Customer insists that she has gone to the dealership and nothing ever gets fixed. All the concerns are still there.
Briefly summarize what the customer is expecting:Customer seeks cost assistance with the above matters if not covered by warranty, because all these were addressed to the dealership long before the basic warranty ran out.
Agent checked the warranty left on the vehicle and advised that the powertrain still has warranty left on it. Agent also advised the customer of the case number.
Has customer had previous history with current issue? Y
Customer has a history of diagnosis for an intermittent problem? Y / N
Has had repair history at Chrysler dealership(s)? Y
Was this vehicle purchased new by this customer? Y
Customer has a history of purchasing Chrysler vehicles? Y
If yes, number in household? 1
Customer claims to maintain vehicle as per maintenance schedule? Y

Has a mechanical Chrysler Group Service Contract? N
Warranty coverage code?536
Ownership status? original
Basic warranty component? N
Powertrain warranty component? Y
Service contract or Mopar warranty component? N
Within 3 years or 36,000 miles? Y
Within 2 years or 24,000 miles? N
Within 1 year or 12,000 miles? N
Customer advised a call back is required and will take place
within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: N/a
Who has possession of the vehicle? (Owner/)Has the vehicle been diagnosed
by a CDJ dealer? (Yes)
If a CDJ dealer has diagnosed, what is the dealer name or code?66859
Reassigned to 88F
Customer calls seeking recall information. Advised the customer of
incomplete recall K13 L 34Ù for this vehicle. Customer was advised to
contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment
to complete recall repair.
Mrs.Heimbach was not happy with the service at the dealership.
Mrs.Heimbach is not sure if the vehicle was diagnosed? The customer was
called this morning to pick up the vehicle? Called to speak to the
service manger, he was not available.
The transmission cooler lines need to be replaced. Service was not made
aware of the customers other concerns, airbags lights, anti skid lights
etc. Warranty administrator Tom said customer declined vehicle diagnose.
Customer is going to take the vehicle to another Chrysler dealership. CM
will follow up next week.
Vehicle used for delivering mail. Right hand vehicle. Per SA Tito, the
vehicle is driving hard and has 50,000 miles. The vehicle is not service
at the dealership, and customer declined diagnose.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6414	8L[redacted]	**Open Date**	12/29/2011	**Built Date**	05/29/2008	
Model Year	2008	**Body**	JKJS72	JEEP WRANGLER RUBICON 4X4			
In Service Dt	02/18/2009	**Mileage**	42,320	**Dealer Zone**	70		
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	60007	SUPERSTITION SPRINGS CHRY-JEEP INC			
Dealer Address	6130 E AUTO PARK DRIVE				
Dealer City	MESA	**Dealer State**	AZ	**Dealer Zip**	85206

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	MESA AZ[redacted]	**Country**	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	extended warranty inquiry
Corporate - CNA Change - Default - Default - Default	updated vehicle owner information

Briefly summarize why the customer is contacting Chrysler: Customer states the vehicle s clock spring is causing the air-bag indicator light to come on and off periodically. The dealership notified customer that the repairs would cost him around $500.00 for the clock spring. Customer looked into this issue on-line and discovered that this was a common issue for the vehicle. Customer states it is his understanding that NHTSA brought this to Chrysler s attention and that Chrysler is extending the warranty to 10-years/150,000mils for the clock spring in 2007-2008 model Jeep Wrangler vehicles; however, agent was unable to find any information regarding the extended warranty. Customer says he is calling us before he brings his vehicle in to a dealership in order to confirm that there is an extended warranty for his clock spring because he does not want to pay $500.00 for repairs if it is covered under warranty.
Briefly summarize what the customer is expecting: Customer is seeking confirmation on an extended warranty for clock springs in 2007-2008 model Jeep Wranglers.
Customer advised a call back is required and will take place within one business day.
Preferred Morning/Midday call back number is: 4[redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates:
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? No
If a CDJ dealer has diagnosed, what is the dealer name or code? None provided
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District O * * * * * *
No email
Original owner
1 new, 1 used

No Service Contract
Unlimited powertrain warranty and still in Perforation warranty by 26 months or 57,680 miles
Agent called dealer to speak with Service Manager, Jeff, at 480-830-8001. Left message.
Service Manager Jeff called agent. SM Jeff stated customer has not been in for a diagnosis and there is no extended warranty for the clock spring on his vehicle. SM Jeff stated the last time he saw the customer was in November for an oil change.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 4[redacted]
Customer, Mr[redacted], stated that he found information on the NHTSA website that they were doing an extended warranty for his car due to a common issue. Agent informed customer that we will do more research and call back.
Agent called customer[redacted]. Agent informed Mr K[redacted] that there is no extended warranty or current recall on the clock spring for his vehicle. Agent informed Mr[redacted] that if there is a recall in the future he will be reimbursed if he decided to go ahead and repair it now. Mr[redacted] stated he does not know if he wants to repair it at the moment. Agent informed Mr Kurtz that we will go ahead and close the case but if more information or issues come up we will reopen the case.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2412	8L5[redacted]	***Open Date***	12/30/2011	***Built Date***	10/08/2007	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	01/29/2008	***Mileage***	65,000	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PGJ	JEEP GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45544	LENOIR CITY CHRYSLER DODGE JEEP			
Dealer Address	1206 BROADWAY ST E				
Dealer City	LENOIR CITY	***Dealer State***	TN	***Dealer Zip***	37772

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	LOUDON TN [redacted]1	***Country***	UNITED STATES

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Customer is seeking cost assistance

Briefly summarize why the customer is contacting Chrysler: Customer states that he had his transmission was repaired shortly after he purchased the vehicle That repair was done where the vehicle was repurchased. Customer is again having problems with his transmission shifting improperly and it gets stuck in second gear when driving down the highway. Vehicle goes into limp mode which causes it to go into second gear. Customer is frustrated and customer wants his vehicle repaired properly. Customermade an appointment and brought his vehicle into have his recall done on his transmission line and was informed the parts were not there after waiting an hour and a half. Customer has to bring his vehicle back Tuesday to have recall. Dealership told him that is not the cause of his problem with his transmission. Dealership told customer to bring in and have a look at it.
Cusotmer is seeking cost assistance with repair of Transmission.
Briefly summarize what the customer is expecting:
Has customer had previous history with current issue? Y
Customer has a history of diagnosis for an intermittent problem? Y
Has had repair history at Chrysler dealership(s)? Y
Was this vehicle purchased new by this customer? N
Customer has a history of purchasing Chrysler vehicles? Y
If yes, number in household? 1
Customer claims to maintain vehicle as per maintenance schedule? Y
Has a mechanical Chrysler Group Service Contract? Y
Warranty coverage code? 336
Ownership status? Second
Basic warranty component? N
Powertrain warranty component? N
Service contract or Mopar warranty component? N
Within 3 years or 36,000 miles? Y
Within 2 years or 24,000 miles? N
Within 1 year or 12,000 miles? N
Customer advised a call back is required and will take place

within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: no
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?
Tilley Chrysler Dodge Jeep Ram
1206 Broadway St Elenoir city, TN 37772-2101
865-986-7400
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District 88M * * * * * *
Called dealer 45544, 865-986-7400. Agent spoke with service manager Eric. SM stated the vehicle had a 4th gear fault. SM stated the customer brought the vehicle in for the recall and mentioned there was a transmission issue and they only scanned the vehicle. SM stated one of the transmission techs was out and the other was working on a vehicle so they weren t able to fully investigate the transmission concern. SM stated they would have to look into the transmission issue further.
Mr [redacted] called very concerned that a CM has not called back with any information. Agent advised Mr. [redacted] of latest update on file. Mr. [redacted] advised the dealership that the CM contacted apparently isn t the correct dealership. Mr. [redacted] advised RICE Dealership, of which agent could not locate, should be the involved dealership. Agent attempted transfer to CM however left message with caller s permission. Agent advised a CM should contact customers later today with information. Mr. [redacted]n also wanted to add a previous recall concerning air bags for this year and model of vehicle did not include this particular vehicle. Mr. [redacted] seeking cost assistance if an airbag repair is needed.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 8[redacted] Customer stated that dealer 67484 took the transmission out of the vehicle and replaced several components about 1500 miles after he purchased the vehicle. Customer stated he is not working with dealer 45544. Customer stated the vehicle is completely broke down at this point. Customer stated the vehicle had 46,000 miles on it when he purchased it. Customer stated the last time he was at the dealership was about a year. Customer stated he took the vehicle to the dealership several times right after purchasing the vehicle and has not brought it back for the last year and has just dealt with the issues. Customer stated he doesn t have money to pay for the transmission and did not take it back because the dealership told him they were not going to do anymore free repairs because they bought the vehicle as is. Customer stated the dealership did not want to do the recall work because the vehicle is right hand drive. Customer stated he just didn t want to deal with the dealership or transmission because the dealership told him he would be responsible for the charges. Customer believes he should not be responsible for any of the charges. Customer stated this is wifes postal vehicle and she is not getting paid because she cannot drive the vehicle. Mrs. [redacted]n got on the phone and stated her airbag light came on during her postal route and she called three dealerships and couldn t get a call back. Customer stated she sat there for an hour and a half. Customer believes everyone is trying to rip her off and make money off her. Customer stated that everyone keeps telling her they need a diagnosis and she doesn t understand why. Customer stated she wants dealer 67484 to be closed. Mr [redacted] got back on the phone and stated he is going to have the transmission fixed by an IRF. Customer stated that after his transmission is fixed he will call back to address the airbag light.
Writer dialed 8659703056 (67484) spoke to Service Manager Doug not seen for airbag light. Was in 01/26/10 nothing since then.
Writer dialed 1-865-300-4118 left message need to verify if taken to dealership and which one.
Called dealer 45544, 865-986-7400. Agent spoke with service manager Eric. SM stated the vehicle came in for a recall and the customer didn t want to pay for a diagnosis but he still scanned it and found out what was wrong with the airbag light. SM stated he would have check the hard copy of the RO to determine what needs to be done to repair it. SM stated he

would email agent after he has more information. SM stated they saw the vehicle on 1/23/12.
Writer called and left message for SM requesting a call back. Next attempt will be made 2.2.2012.
Writer called and spoke with SM Eric who states that they need to furhter diagnose the concern and the customer does not want to pay. Writer understood
Writer called and left message indicating that the next attempt will be made 2.7.2012.
Contacted customer at 8[redacted], not available; follow up 02/10.
Called dealer 45544, 865-986-7400. Agent spoke with service manager Eric. SM stated the customer took the vehicle because they didn t want to pay for the vehicle to be fully diagnosed. SM stated the customer was going to have the vehicle repaired elsewhere.
4th attempt made to contact customer at [redacted]. Left message inquiring if they plan on taking the vehicle to a CDJ dealership for a diagnosis so we can look into possibly assisting.
5th attempt made to contact customer at [redacted]8. Left message inquiring if they plan on taking the vehicle to a CDJ dealership for a diagnosis so we can look into possibly assisting.
MRS [redacted] called requesting to speak to HP570, with customer s permission writer connected caller to CM voice mail and provided her case#
2nd attempt made to contact customer at [redacted]. Left message advising customer agent was returning her call.
Agent spoke with Mr. [redacted] Customer wants to know there is a recall that doesn t apply to this vehicle for the airbag light. Customer stated he doesn t want to pay for a diagnosis because he thinks it is too expensive without knowing the outcome. Customer wanted a definite answer about whether assistance would be provided and how much assistance would be given. Customer stated he doesn t know why the . Customer stated he has an airbag light on and thinks it s a safety issue. Agent advised customer there aren t any recalls pertaining to an airbag light for any 2008 Wranglers so this would be an out of warranty repair and a diagnosis is required before any commitments can be made. Customer stated he is not willing to take the vehicle in and can t afford to get the vehicle diagnosed. Agent advised customer his case will be closed and he can call back if he changed his mind and is seeking assistance in the future.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3916	9L[redacted]	***Open Date***	12/30/2011	***Built Date***	10/07/2008	
Model Year	2009	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	01/17/2009	***Mileage***	120,532	***Dealer Zone***	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	65940	FRESNO CHRYSLER JEEP			
Dealer Address	4880 NORTH BLACKSTONE AVENUE				
Dealer City	FRESNO	***Dealer State***	CA	***Dealer Zip***	93726

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light comes on and goes off....deployment?
Product - Transmission / Transaxle - Transfer Case - Seizes, Sticks, Binds - Default	cusotmer states it is sluggish, whines, doesn't shift down
Corporate - Product Information - Default - Default - Default	customer seeking information on air bag recalls
Corporate - Dealer Information - Default - Default - Default	seeking goodwill assistance with any repairs needed
Corporate - Warranty Coverage - Default - Default - Default	seeking warranty assitance with the repairs
Product - Unknown - Unknown - Poor Handling - Default	vehicle transmission problem remains unresolved

Briefly summarize why the customer is contacting Chrysler: Customer states that her main concerns is that she does not want to pay for the service repairs to the air bag or transmission especially since they are known problems. Customer states that although her VIN number is not include as a recall her vehicle is acting out anyways and she is experienceing the same problems as the recalls in the state newspaper rural carrier newsletter that she received. The customer has clipped out the article to bring to the dealer FRESNO CHRYSLER DODGE JEEP on her visit which is scheduled for Jan 2, 2012.
The customer seeks assistance with getting her issues resolved. The customer states that she is having difficulty with her air bag. Cusotmer states that her air bag light goes on and off. The customer states that she is worried her airbag may deploy or not deploy so she wants to get this corrected. The customer stated that she has an appointment to go to the dealership to get this repaired on Jan 2, 2012. The customer does not want to have to pay for this repair. The customer states that she is a rural mail carrier and has had difficulties routinely with her transimission. Her vehicle does not shift down half way or three quaters of the way through her route. The cusotmer states that it jolts and whines and she has trouble shifting down. The dealership has looked at

this but often the light is off or when they check the engine nothing shows. The customer states that this has been documented and has been happening since she purchased her vehicle. The customer stated that she wanted to have the dealership correct this ongoing issue. The customer does not feel that she should have to pay for repairs and if there is a cost than she woould like assistance with the cost. The cusotmer stated that she has been having a sluggish transmission and she plans to have this checked as well when she is at the dealership on Jan 2, 2012. The customer stated that she is not happy that when she checked at the dealership that this was not a recall item as she feels that she has had some real documented difficulties that they have failed to resolve despite her keeping her regular service appointments.
Briefly summarize what the customer is expecting: The customer is expecting some assitance with getting this problem resolved despite that her VIN number is not part of the recall as she is having the same difficulties. Customer is seeking assistance with the repairs.
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] (cell phone)
Preferred Afternoon/Evening call back number is [redacted]7 or 5[redacted] (cell phone)
Customer email address for case updates: does not always use this service so not best to use
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? No has appointment on Jan 2, 2012
If a CDJ dealer has diagnosed, what is the dealer name or code?Dealers name is : FRESNO CHRYSLER DODGE JEEP; Code of Dealer is: 65940
The cusotmer provided all the above information and will call back following her appointment should she have further questions or concerns following her visit to FRESNO CHRYSLER DODGE JEEP dealership for service and repairs. The customer was provided with her CAIR number #[redacted] for reference should it need to be escalated for further investigation or assistance.
Customer will call back with additional information before this will be escalated for consideration for goodwill as she does not know what she needs to request yet other than she is seeking assistance.
Has customer had previous history with current issue? No
Customer has a history of diagnosis for an intermittent problem? N
Has had repair history at Chrysler dealership(s)? Y
Was this vehicle purchased new by this customer? N
Customer has a history of purchasing Chrysler vehicles? Y
If yes, number in household?2
Customer claims to maintain vehicle as per maintenance schedule? Y
Has a mechanical Chrysler Group Service Contract? y
Warranty coverage code?336
Ownership status?second
Basic warranty component? Y
Powertrain warranty component? N
Service contract or Mopar warranty component? N
Within 3 years or 36,000 miles? Y
Customert called to check the status of her account advised customer a case manager will be calling her back tomorrow
* * * * * CASE MANAGER TEAM - District O * * * * * *
COIN shows the customer had 3 vehicles, but now has 2 vehicles, one of which they are the 2nd owner. Customer is out of warranty both basic and powertrain by miles, but not by time.
Case Manager called 559-431-4000 to speak with Service Manager Ryan, but he wasn t available, so CM spoke with Service Advisor Randy who states that the vehicle does need a new clock spring, and that there is a leak in the transmission cooler line, as well as an oil leak at the main oil seal. SA is going to get warranty pricing for the repairs, and contact CM.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 5[redacted].
Case Manager called to speak with the customer in regards to the concerns that she is having with her vehicle. CM informed the customer that I had

contacted the dealership and got the information from Service Advisor Randy as to what they found to be some of the concerns with her vehicle. Customer states that the reason why the vehicle has so many miles on it is because it is a mail Jeep for a rural mail route that is approximately 120 miles per day. CM did inform the customer that I was waiting for some more information from SA Randy to determine possible assistance for her. Customer provided her e-mail address as [redacted].
Status update provided via email to the following email address:
[redacted]
My name is Christina, and I have been assigned as your Case Manager.
Here is some information that will be helpful for you to have:
Your case number [redacted]
Chrysler Case Management telephone number: 800-763-8422
My direct extension: 66389
My work hours: 9:30am-6pm Mountain Time Monday-Friday
End of Status Update
Case Manager received a call from Service Advisor Randy with the warranty pricing for the repairs the customer vehicle requires. The total for the parts is $302.47, and the total for the labor is $678.27, with the grand total being $980.74. Service Manager Ryan and CM have agreed on a co-pay for the customer of $490.37, which is 50% of the total warranty cost of the repair. If the customer was to pay for this out of pocket, it would be approximately $2500.00. CM to contact the customer to give the goodwill offer.
Case Manager called [redacted] to speak with the customer to give the goodwill offer of assistance. Customer accepted the co-pay amount of $490.37, and states that she will contact Service Advisor Randy at the dealership to inform him of such, and to go ahead with the repairs.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $302.47
Labor = $678.27
Total =$980.74
Co-pay = $490.37
########## DIRECT-TO-DEALER ##############
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
If this repair falls under the Digital Imaging (DI) process,
you will need to follow the DI process of submitting images
or the required DI documents to the Powertrain Service Center
for claim approval. Be sure to include in your comments that Customer Care
is involved. Customer Care will add DM Notes to the VIN describing our decision and these notes are available to the DI group for reference.
When repairs are completed, submit your claim as you would normally.
If you need assistance with claim payment, please refer to
Warranty Bulletin D-11-19.
This customer has been informed of this decision.
Please update and/or close CAIR when complete.
##################################
[redacted]
*Contact Date:01/03/2012
DCX goodwill repair is documented on Repair Order#1[redacted]
Request was reviewed with DM.
CAIR RETURNED FROM DEALER ON 1/03/2012 AT 02:59:375 R 2[redacted]
Case Manager received a call from Service Manager Ryan who states that the repairs have been completed on the customers vehicle and she has possession of the vehicle. CM to contact the customer to confirm.
Case Manager called 5[redacted] to speak with the customer to confirm that the repairs have been completed. CM left a message with callback information.
Case Manager called [redacted] to speak with the customer to confirm that the repairs have been completed. CM left a message with callback information.
Case manager received a call from Warranty Administrator Sheila who

states that the pricing that the Service Advisor provided was incorrect, the warranty pricing is as follows: Parts $321.65, Labor $718.52, with a new total of $1040.17. The customer already paid the co-pay amount of $490.37, and picked up the vehicle prior to WA Sheila finding out about the error. CM will document the change.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $321.65
Labor = $718.52
Total = $1040.17
Co-pay = $490.37
########## DIRECT-TO-DEALER ##############
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
If this repair falls under the Digital Imaging (DI) process, you will need to follow the DI process of submitting images or the required DI documents to the Powertrain Service Center for claim approval. Be sure to include in your comments that Customer Care
is involved. Customer Care will add DM Notes to the VIN describing our decision and these notes are available to the DI group for reference.
When repairs are completed, submit your claim as you would normally.
If you need assistance with claim payment, please refer to Warranty Bulletin D-11-19.
This customer has been informed of this decision.
Please update and/or close CAIR when complete.
##################################
Case Manager [redacted] to speak with the customer to confirm that the repairs have been completed. CM left a message with callback information.
Case Manager received a message from the customer stating that the repairs have been completed on her vehicle and that everything is going good so far. She states that she is sorry that she didn t contact sooner, but due to her work hours, it is difficult.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA3H19	BL[redacted]	***Open Date***	01/02/2012	***Built Date***	09/29/2010	
Model Year	2011	***Body***	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4 SPORT UTILITY			
In Service Dt	06/01/2011	***Mileage***	15,000	***Dealer Zone***	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PVG	MANGO TANGO PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	65888	COUNTRY CLUB CHRYSLER DODGE INC			
Dealer Address	ROUTE 19 SOUTH				
Dealer City	CLARKSBURG	***Dealer State***	WV	***Dealer Zip***	26301

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	FAYETTEVILLE NC[redacted]	***Country***	UNITED STATES

Recall - L24: SOFT TOP WEAR - Advise Owner/Incomplete Recall	Advised customer of recall
Recall - L35: REPROGRAM PCM - OXYGEN SENSOR AND EGR MONITOR - Advise Owner/Incomplete Recall	Advised customer of recall
Product - Body / Trim / Paint Finish - Unknown - Broken, Cracked - Unknown	Customer called to explain the accident she was in.
Corporate - Property Damage - Default - Default - Default	Customer crashed Jeep Wrangerl and looking to Chrysler for body repair
Product - Emissions - EGR System - Defective - Default	Customer informed of EGR systems
Product - Body / Trim / Paint Finish - Vinyl Roof - Misaligned / Poor Fit - Default	Customer informed of soft top wear recall
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Customer seeks assistance
Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags	Customer states both front air bags did not deploy during accident.
Product - Electrical - Electronic Stability Program - Unknown - Default	Customer states that the indicator for the stability system came on.
Dealer - By-Pass - Default - Default - Default	
Product - Unknown - Unknown - Accident - Default	

* * * * * CASE MANAGER TEAM - District N * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 9[redacted]. Customer states that they had an accident with the vehicle due to a malfunction and the air bags did not deploy.
1. Who is calling and what is their contact information?
Owner, Miss. [redacted]
Preferred [redacted]
Alternate: NA
2. What happened?
Customer states that they where driving the vehicle and that a malfunction light came on about the stabilizer not working. Customer states that they had contacted the dealer and told them about the light and they advised her she can drive home regardless of the light. Customer states that they began to drive home and the vehicle began stopping when

accelerating and they lost control, sliding into a ditch. Customer states that the passenger of the vehicle hit his head on the window and that the air bags did not deploy. Customer states that the indicator light was flashing and staying on.
3. What is the current location of the vehicle?
COUNTRY CLUB CHRYSLER JEEP DODGE
(Dealer code 65888)
ROUTE 19 SOUTH
CLARKSBURG, WV 26301
Customer was advised of follow-up within 2-5 business days as described in Answer Connect article 18819.
Customer states that she did contact her insurance company because she needs a rental vehicle to get home with, she is on vacation.
****

01.03.12
>> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)
VEHICLE LOCATED AT:
COUNTRY CLUB CHRYSLER JEEP DODGE
ROUTE 19 SOUTH
CLARKSBURG WV 26301 _
304-624-7611
Per OGC Matrix, reassigned to 82T. MG17
1/4/12 ASSIGNED TO LSE6. PAG
CAIR NUMBER [redacted] REQUEST EAA INSPECTION 01-04-2012 07:28
CAIR NUMBER [redacted] E-MAIL SENT TO EAA 01-04-2012 07:28
CCRG Open Date: 01/03/2012 14:27:44
Letter Sent: Acknowledgement 01/05/2012 10:21:54
CUstomer Seeking update on her case. Agent spoke to floor help and was advised to provide her with contact information for Maggie.
Maggie - MG17 - 248-944-7084 (8:30 - 5:15 ET, M-F)
Contact information found in answer connect
Agent advised customer of open recalls on her Vehicle.
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/16/12 AT 04:18:21 2[redacted]
Letter Sent: Denial 01/18/2012

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2411	8L5[redacted]	***Open Date***	01/03/2012	***Built Date***	10/12/2007	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	02/28/2008	***Mileage***	52,000	***Dealer Zone***	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PGJ	JEEP GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	44436	HERB CHAMBERS CHRYSLER JEEP DODGE	OF DANVERS
Dealer Address	107 ANDOVER ST		
Dealer City	DANVERS	***Dealer State*** MA	***Dealer Zip*** 01923

Owner	[redacted] C	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	DANVERS MA [redacted]	***Country***	UNITED STATES

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Customer is seeking cost assistance
Corporate - Recall - Default - Default - Default	Recall information.
Corporate - E-Reimbursement - Default - Default - Default	Reimburse $110
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Vehicle's air bag light is on.

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that he purchased this vehicle in 2008. Customer states that the air bag light has been on for a while. Customer says that he went on a NHTSA site that states this is a defect in these vehicle s. Customer was checking to see if this recall applies to his vehicle. Since the recall does not apply customer is seeking cost assistance for this repair.
Briefly summarize what the customer is expecting:
Customer is seeking cost assistance for an air bag sensor repair.
Has customer had previous history with current issue? Y
Customer has a history of diagnosis for an intermittent problem? N
Has had repair history at Chrysler dealership(s)? Y
Was this vehicle purchased new by this customer? Y
Customer has a history of purchasing Chrysler vehicles? N
If yes, number in household? 1
Customer claims to maintain vehicle as per maintenance schedule? Y
Has a mechanical Chrysler Group Service Contract? N
Warranty coverage code? 799
Ownership status? Original
Basic warranty component? Y
Powertrain warranty component? N
Service contract or Mopar warranty component? N
Within 3 years or 36,000 miles? Y
Within 2 years or 24,000 miles? N
Within 1 year or 12,000 miles? N
Customer advised a call back is required and will take place

within one business day by COB their time
Preferred Morning/Midday call back number [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? No
If a CDJ dealer has diagnosed, what is the dealer name or code?
Reassigned to 88F
Status update provided via email to the following email address: [redacted]
Hi my name is Russell and I have been asssigned as your Case Manager. Here is some information that willl be helpful for you to have.
Your case number is:2[redacted]
The Case Management telephone number is: 800-763-8422.
My direct extension is: 66187.
My work hours are Monday - Friday 8:30am - 5pm Eastern Standard time.
I will be in contact with you by phone within 1 business day to go over your case with you.
End of Status Update
* * * * * CASE MANAGER TEAM - District T * * * * * *
Customer is out of warranty by 16000 miles.
Customer is the original owner.
Customer owns 2 new vehicles.
Customer owns 1 active CSC.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]. Customer stated that he was at the dealer for an oil change and than 2 days later the air bag light came on. Customer took the vehicle back and the dealer stated that there might be an issue with the clockspring. Writer advised customer of the recall as well as that we will follow up on them on 1/6. Customer agreed.
CUSTOMER CONTACT-9[redacted] Writer left message for customer. Customer states he was supposed to get a call back from Case Manager RS1567.
Customer states he read on NHTSA.GOV that the airbag light / clock spring is a serious problem with this vehicle and if we don t assist then he would be forced to go to the Better Business Bureau. Customer was advised the customer depending on the diagnosis Chrysler may consider outside of warranty assistance. Customer states he ll have the diagnosis completed today with dealership 44436. Customer was advised CAC will try and reach him today.
Mr.Carullo calling to advise that dealer can not work him in until Jan. 16 2012. Wants case noted and case manager notified.
CUSTOMER CONTACT-9[redacted]. Left message.
Caller requesting to speak with Case M[redacted]nager. Customer called and states that he just had a missed call from his Case Manager. Customer states that he just wants to speak to his (CM). Agent was going to tranfer customer to CM but went back to check in on the hold line and the customer has disconnected the call.
Custoerm called seeking CM RS1567, agent transferred customer to EXt. 66187.
Customer called in and stated that he isn t very happy that he is being charged a diagnosis at another dealership when he already had the vehicle diagnosed at Kelly Jeep.
Customer called stated that has Jeep in the dealership and the dealership wants to charge customer a diagnoses fee and customer does not feel that is right. Writer advised customer it is up to the customer to pay the diagnoses fee. Customer upset because of 2500 and something recalls and customer shouldn t have to pay for the research. Customer stated is going to go to the Better Business bureau because of this. Writer advised customer of recalls on customers vehicle and asked if paid for any of them. Customer stated no. Writer advised customer if this turns out to be a recall Chrysler will advise customer to send in invoice and receipt for reimbursement. Customer understood writer asked customer if customer wanted writer to have case manager call him. Customer stated no will call case manager back on ext 66187.
Writer contacted the SM at 978-774-8840. Left message.

Writer contacted the SM at 978-774-8840. Writer spoke with SA John. Vehicle was in on the 16th. Code for driver side airbag and has to do with clock spring. SA John stated that the customer comes in for warranty repairs. SM Michelle stated that the customer has a SC from another dealer. SM would like$200 co-pay.
Writer contacted customer at [redacted]. No answer unable to leave message.
Writer contacted customer at [redacted]. Writer spoke with the mother of the customer and relayed the offer of $200. Customer stated that she can not make that decision and that her son will return on the 24th of this month. Writer advised a follow up with the customer on 1/26 to see if he has made a decision.
Status update provided via email to the following email address: [redacted]
Hi this is Russell your Case Manager. We do have a decision on your vehicle. Please call if you can if not it is ok I will follow up with you on 1/26 when you return.
End of Status Update
Customer [redacted] states that he has been offered a $200 co-pay and would like to accept that but would like to count his diagnostic fee toward the co-pay in view of the many problems with the vehicle. Customer wanted to speak to Case Manager who stated he was on another call. Customer requests phone call from his Case Manager today.
Writer spoke to SM about the co-pay and the diagnosis fee. SM stated that she believes the diagnosis fee should be part of the customer responsibility.
CUSTOMER CONTACT-[redacted]6. Writer informed customer that the diagnosis fee is covered in the co-pay according to the policy. Left message.
Customer states the dealership is telling him he has to pay another $200.00 on top of the $110.00 he paid for the diagnosis. Customer was informed the Case Manager will be contacting the dealership. Customer states he has his appointment tomorrow at 8:00 AM.
CUSTOMER CONTACT-Cell [redacted]
The customer called to see if he had a recall on the clockspring writer advised that he did not have that recall on his vehicle but we do show an incomplete recall for J24.
Customer calls seeking recall information. Advised the customer of incomplete recall J24. for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
Writer transfered to 66187
CUSTOMER CONTACT-Cell: 9[redacted] Customer did not take in the vehicle. Customer stated that the dealer told him he is responsible for the diagnosis fee and the $200 co-pay. Customer wanted to do a conference call with the dealer. Writer informed customer that if he goes in and has the repair done that we will reimburse him the $110 for the diagnosis fee. Customer agreed. Writer advised a follow up on Thursday.
CUSTOMER CONTACT-Cell: [redacted]36. Customer stated that the vehicle is repaired and great. Customer provided email [redacted]. Writer advised customer that we will follow up once we get the documents.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2012-02-02 @ 15:33
***** Customer Document Received *****
Customer Document Reviewed.
CUSTOMER CONTACT-Cell: [redacted]6. Writer informed customer that we received the documents and that we will be reimbursing the customer the $110. Writer verified the customer name and address. Writer informed customer that once the check is issued that the case will automatically close. Customer understood.
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
Reimbursement.
If this is a Recall or Extended Warranty, enter the campaign number.
If this is for a previously made goodwill decision, what is that CAIR #?
Enter the Mileage at the time of the repair.

53396
Enter the Date when the repairs were completed.
1/16/12
What is the total cost of the Parts to be reimbursed?
What is the total cost of the Labor to be reimbursed?
110
What is the total Tax to be reimbursed?
What is the total amount being reimbursed?
110
****End structured narrative T2 - eReimbursement
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BZ3H18 A[redacted]		**Open Date**	01/04/2012	**Built Date**	03/30/2010	
Model Year	2010	**Body**	JKUM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	04/30/2010	**Mileage**	37,000	**Dealer Zone**	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PGN	NATURAL GREEN PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	65571	L & M MOTORS INC			
Dealer Address	1001 S WHITE STREET				
Dealer City	ATHENS	**Dealer State**	TN	**Dealer Zip**	37303

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted] N[redacted]	**Home Phone**	([redacted]
	CLEVELAND TN[redacted]	**Country**	UNITED STATES

Dealer - Sales - Transaction - Warranty Misrepresented - Default	Customer was sold a service contract he cannot use because vehicle is RHD

Why is customer calling:
Customer would like to have a case manager follow-up with dealer 68510 to mediate the reimbursement he should be receiving for the cancellation of his third party service contract.
What does the customer expect from Chrysler:
Customer wants to have a case manager help with contacting the dealer to clarify that he does expect to receive the reimbursement for the canceled service contract and advise that he has paid off the vehicle.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: NA
Who has possession of the vehicle? NA
Has the vehicle been diagnosed by a CDJ dealer? NA
If a CDJ dealer has diagnosed, what is the dealer name or code? NA
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District 88N * * * * * *
DEALERSHIP CONTACT: Writer called Sales Manager Steven Weatherly at 770-945-0839, talking with Angie in Service Contracts payable to his bank, and this was financed in the bank, vehicle is used in a rural post office route, and he has not been nice to the warranty people and they did decide to refund the full amount customer would need a certified letter from his bank saying that we could release the fund to the customer and have the bank send the letter to MALL OF GEORGIA CHRYSLER DODGE 4345 Buford drive Buford, GA. 30518
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] he paid off the loan yesterday, Bp&t out of Charlotte North Caroline. the loan has been satisfied.
DEALERSHIP CONTACT: Writer called Service Contract Angie at 770-945-0839, left message for a callback.

DEALERSHIP CALLED IN: talking with Angie in the Service Contract department and she must have paperwork from the Bank showing payoff they can fax the information to Angie Fax# 770-945-2806 once they get the information they it will take approximately 2 to 3 weeks to cut the check.
CUSTOMER CONTACT: Writer called customer at [redacted] gave the customer the information and the fax number 770-945-2806 and gave the instruction given to me, and customer would like me to follow up with him in two week Friday 01/20/2012
DEALERSHIP CALLED IN: and said that it has been 2 weeks but 2 weeks is not up until Friday, and I will contact him as promised with an update.
CUSTOMER CONTACT: Writer called customer at [redacted], left message
CUSTOMER CONTACT: Writer called customer at [redacted], customer still has not received the check I will check with the dealership and see when they mailed the check.
DEALERSHIP CONTACT: Writer called Service Contract Angie at 770-945-0839, they just received the statement from Zurich on Saturday, they will not receive the refund from Zurich until February the 3rd week. She has to wait for that statement before she can get the check to him.
CUSTOMER CONTACT: Writer called customer at [redacted] gave the information from lines 48-50 customer is going to try and call Zurich and find a faster way to get the money. The customer said he would call me back.
CUSTOMER CONTACT: Writer called customer at 4[redacted]8, will have to wait for zurich to send the invoice with the check around february 10th.
I will follow up with the customer next Monday 02/06/2012
Customer calls to speak with their Case Manager.
CUSTOMER CALLED IN: the skid lights are coming on, and the air bag light and warning light. Customer would like to take the vehicle to dealership
L & M MOTORS INC (65571)
Please contact the Dealership and Let them know this is a problem and he would like them to see him today or tomorrow. customer not happy with the previous dealership.
Per JR1291, reassigning case back to LT690.
DEALERSHIP CONTACT: Writer called Service Manager Terry at 423-745-8773, talked with Terry and they will be watching for the customer and will work with me.
CUSTOMER CONTACT: Writer called customer at [redacted], let the customer know that the Service Manager Terry will work with us on his issue.
CUSTOMER CONTACT: Writer called customer at [redacted], callback in a week. Wife has been really sick and they are dealing with this issue at this time.
CUSTOMER CONTACT: Writer called customer at 4[redacted], customer said that he will take the vehicle in on Monday and talked with SM Terry and he will work with the customer, customer did receive His refund from the dealership for the cancelled service contract.
Dealership Terry Fields called in and wanted to know what was going on with this case .
Agent tranferred customer over to case management .
Customer stated that the repairs were completed and that the vehicle met his satisfaction.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2418	8L[redacted]	**Open Date**	01/05/2012	**Built Date**	03/18/2008	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	05/06/2008	**Mileage**	60,150	**Dealer Zone**	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	66859	B Z MOTORS CHRY-DODGE-JEEP			
Dealer Address	6801 W BRANCH HWY				
Dealer City	LEWISBURG	**Dealer State**	PA	**Dealer Zip**	17837

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	NEW COLUMBIA PA[redacted]	**Country**	UNITED STATES

Corporate - Product Information - Default - Default - Default	Customer inquiry about recall L37
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that the Airbag light is constantly on
Product - Electrical - Horn - Intermittent or Inoperative - Default	Customer states that the horn does not work
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called to see if there is a current recall for L37 on their vehicle. Agent advised customer that recalls are VIN specific and that there are no current recalls on this vehicle. Briefly summarize what the customer is expecting: Customer called to see if there is a current recall for L37 on their vehicle.
POSTMARK DATE: 010612; DATE RECEIVED: 011012
****

01.10.12
PA AG
Terrance F Greene 570-963-4913
BCP-12-05-000457
L37 not coming up - I called customer and asked her to take to dealer - have them call me and I will auth the repair. When recall comes out if shes included we will make sure recall part is installed.
Once settled I will respond to AG office
****

01.23.12
Dlr replaced clockspring on 01.17.12 - send letter to AG explaining
LETTER MAILED. MG17
POSTMARK DATE: 021712; DATE RECEIVED: 022212
****

02.22.12
State of Michigan Attorney Generals Office / 517.373.1140
Bill Schutte, Attorney General
Refer to AG no.: 2012-0003384-A
Reprinted letter sent 01.23.12 sent to PA AG and faxed to MI AG

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5918	7L1[redacted]	***Open Date***	01/05/2012	***Built Date***	05/10/2007	
Model Year	2007	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	05/08/2008	***Mileage***	48,776	***Dealer Zone***	74	DENVER	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	[redacted]
	YORK NE[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Clockspring replacement
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	Recall advised
Corporate - Reimbursement - Default - Default - Default	Reimbursement for clockspring
Corporate - Warranty Coverage - Default - Default - Default	Warranty extended for clockspring (X41)

***** EMAIL BRIEF DESCRIPTION CONTENT *****
clockspring replacement before warranty extention notice
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
the clockspring went bad on my 2007 jeep wrangler causing the air bag light to go on, and I contacted the dealership and was not covered under warranty so I had local shop repair it. The next day I received a letter in the mail stating they extended the warranty on this part due to malfunction. Wanting to get a reimbursement.
*****END OF CUSTOMER EMAIL*****
Dear G[redacted]
Thank you for contacting the Jeep Customer Assistance Center in regards to your 2007 Jeep Wrangler.
According to our records, there has been an extended warranty issued for the clockspring in your vehicle.
I will be happy to send you a documentation link in request for reimbursement. The link will expire in 7 days and is only valid a one time use only.
Please attach your invoice of repair and proof of payment to the link.
Thanks again for your email.
Sincerely,
Katie
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL*****
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2012-01-05 @ 15:32
Recall was advised to customer in email: K13 Inner Fender Liners Safety 12/03/2010 Incomplete
***** C[redacted]mer Document Received *****
Dear [redacted]:
Thank you for contacting the Jeep Customer Assistance Center.
I received your documentation for the reimbursement for the clockspring however you did not submit your proof of payment. I will need to you

attach that documentation to the link I ve resubmitted to your email please.
Thanks again for your email.
Sincerely,
Katie
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL*****
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2012-01-06 @ 12:39
***** Customer Document Received *****
Agent contacted Diesel Pickup Shop and spoke with the SM. SM states that the customer paid by check and that they do not owe the shop any money.
Customer submitted request for reimbursement for the clockspring (X41).
Customer s proof of payment is: Check
In-service Date: 05/08/2008
Date of repair: 01/03/2012
Mileage: 48,776
Labor $70.00
Parts $226.04
Misc. Charges $ 0.00
Tax $15.82
Total $ 311.86
Less Deductible -$ (if applicable) 0.00
Total Reimbursement $311.86
Writer is submitting check for approval in the amount of $311.86
Dear Greg:
Thank you for contacting the Jeep Customer Assistance Center.
I received your documentation for reimbursement to the clockspring on your vehicle according to the extended warranty X41.
I have processed your check and you should receive it within 2-3 weeks.
If you have any further questions or concerns, please contact us back.
Thanks again for your email.
Sincerely,
Katie
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL*****
Please make a correction to line 53 and 56. Please document the telephone number that was used to call the IRF along with the name of the person who verified the proof of payment. Please document how the mailing address was verified. Please update the Primary CAIR Detail with the customers telephone numbers listed in COIN. Please update the Dealer Code to where the repairs were performed. Please make all corrections and reassign to JS1881.
Agent spoke with the SM James and he stated that the repair was paid by Check.
Agent called the number for IRF that was on the invoice [redacted]
Agent verified mailing address when contact customer on behalf of reimbursement.
All information has been updated.
Reassigned to JS1881.
Approved.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2418	8L[redacted]	**Open Date**	01/06/2012	**Built Date**	03/18/2008	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	05/06/2008	**Mileage**	60,300	**Dealer Zone**	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	66859	B Z MOTORS CHRY-DODGE-JEEP			
Dealer Address	6801 W BRANCH HWY				
Dealer City	LEWISBURG	**Dealer State**	PA	**Dealer Zip**	17837

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light on
Product - Electrical - Horn - Complete Failure - Default	horn inoperative
Corporate - CNA Change - Default - Default - Default	updated vehicle owner information

Briefly summarize why the customer is contacting Chrysler: Customer is calling because she is aware of recall issued to Jeep Wranglers (Recall# L37). Customer states her airbag light stays on all the time and that her horn is inoperative. Customer states she filed a complaint about this in Mar/11, and that the air bag indicator light remains on, and the horn also has not been working since then. Customer feels her vehicle should be included in the recall. Customer states she delivers mail in the vehicle, and does not feel safe driving it because of these issues. Customer would like to file another complaint and make Chrysler aware that she is experiencing these recall symptoms.
Briefly summarize what the customer is expecting: Customer is calling to file a vehicle complaint for her 2008 Jeep Wrangler.
Customer advised a call back is required and will take place within one business day.
Preferred Morning/Midday call back number is: [redacted]
Preferred Afternoon/Evening call back number is: [redacted]
Customer email address for case updates: [redacted]
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? None provided
Reassigned to 88F
Status update provided via email to the following email address: [redacted]
My name is Chris, I have been assigned as your Case Manger. Here is some information that will be helpful for you to have. The Chrysler Case Management Telephone number is 1-855-525-5085. My direct ext is 4720269.

My hours are 9:00 AM to 6:00 PM EST Monday through Friday. I will contact you within one business day by telephone to review your case with you.
End of Status Update
CONTACT UPDATE - 1st Contact attempt, phone number dialed,left message [redacted].
Customer called to request that her case manager please call her again. She says she just missed the call and would like to be called back at [redacted]
Customer calls to speak with their Case Manager. Agent transferred customer to extension 4720269.
CM spoke to SA Rhonda. Diagnostic fee is $70.00 an hour. CM did not guarantee any repairs. Mrs[redacted]n contacted the Attorney General in regards to her issue. Mrs[redacted]n would like case to stay open.
Cm will follow up with Mrs[redacted] 1/16/11.
CONTACT UPDATE - 1st Contact attempt, phone number dialed [redacted]
Customer is taking vehicle to dealership tomorrow.
Mrs,[redacted] is speaking to SA Rhonda.
Service writer Tito said the vehicle is ready for pick up. Service took care of customers air bag and horn. There was no charge to the customer. Dealership/Chrysler Good Will the repair.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.
Mrs[redacted] picked up vehicle.

Customer Assistance Inquiry Record (CAIR)# 2[redacted]

VIN	1J4FZ2418	8L5[redacted]	***Open Date***	01/06/2012	***Built Date***	08/22/2007	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	09/06/2007	***Mileage***	121,000	***Dealer Zone***	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60206	LAMPE DODGE CHRYSLER JEEP OF		TULARE	
Dealer Address	1950 S BLACKSTONE ST				
Dealer City	TULARE		***Dealer State***	CA	***Dealer Zip*** 93274

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

Product - Electrical - Unknown - Defective - Default	Clock spring broke twice
Product - Electrical - Lamps and Switches - Defective - Default	Customer states that warning light for airbag has appeared twice

Briefly summarize why the customer is contacting Chrysler: Customer called to inquire about possible recall on vehicle. Customer states they are having same issue as 08 through 12 Jeep Wranglers with clock spring. Customer states that at 40,000 and again at 80,000 miles the warning airbag light has come on due to clock spring. Customer wanted concerns documented incase of further incidents.
Briefly summarize what the customer is expecting: Customer calling about possible recalls on vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8FA5416	7L[redacted]	***Open Date***	01/06/2012	***Built Date***	03/12/2007	
Model Year	2007	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	04/16/2007	***Mileage***	65,000	***Dealer Zone***	74	DENVER	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PGJ	JEEP GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

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

Owner	[redacted] F	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CLARKSVILLE TN [redacted]9	***Country***	UNITED STATES

Product - Electrical - Unknown - Other - Default	Clockspring Issue / Airbag Light
Corporate - Reimbursement - Default - Default - Default	Reimbursement information request

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer wanted to know the proper reimbursement procedure regarding x42 (extended clockspring warranty). Customer also stated that their airbag light is still active and suspects the clockspring is once again not working.
Briefly summarize what the customer is expecting:
Customer is expecting to send in his invoices and receive reimbursement for the previous clockspring repair he had paid for before x42 became active.
****End structured narrative T2 - Beginning Narrative

Customer Assistance Inquiry Record (CAIR)# 2[redacted]

VIN	1J4FA241X	7L[redacted]	***Open Date***	01/07/2012	***Built Date***	06/22/2007	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	08/11/2007	***Mileage***	52,400	***Dealer Zone***	42	DETROIT	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	23355	CROSS MOTORS CORPORATION			
Dealer Address	1501 GARDINER LANE				
Dealer City	LOUISVILLE	***Dealer State***	KY	***Dealer Zip***	40232

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LOUISVILLE KY 4[redacted]3	***Country***	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	
Product - Fuel System - Fuel Tank - Leaks - Default	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer is contacting Jeep because he received a letter about his clockspring having an extended warranty. Customer states that he is experiencing his air bag light coming on as well as his horn not working. Customer is also wanting to know if there is a warranty on his gas tank as he fills his vehicle there is spit back. Customer then went on to describe a knocking noise in his vehicle as he starts it. Customer states he has been to Cross Motors and they advised him that they do not hear any knocking noise and that it is normal for the vehicle to use a quart of oil in 1000 miles.
Briefly summarize what the customer is expecting:
Customer is wanting to know about any recalls, extended warranties or anything related to his vehicle as he is having a few issues.
****End structured narrative T2 - Beginning Narrative
Writer informed the customer that he does have a lifetime warranty on the inlet check valve which would be the reason why he is experiencing the spit back of fuel when he fills up. Writer then gave the customer information on a different dealership to go and have his vehicle diagnosed. Customer will call back if he believes he needs any further assistance with his vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BZ3H19	AL1[redacted]	***Open Date***	01/07/2012	***Built Date***	04/13/2010	
Model Year	2010	***Body***	JKUM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	05/01/2010	***Mileage***	48,000	***Dealer Zone***	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	67688	PETERS CHRYSLER-JEEP			
Dealer Address	4181 N US HIGHWAY 259				
Dealer City	LONGVIEW	***Dealer State***	TX	***Dealer Zip***	75605

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

Product - Electrical - Lamps and Switches - Other - Default	Customer states Airbag light comes on and off
Corporate - Warranty Coverage - Default - Default - Default	Warranty inquiry

Briefly summarize why the customer is contacting Chrysler:Customer called to advise the airbag light comes on and off periodically. Customer states this started around 3-4 months ago when the vehicle was at 40,000 miles. Customer took the vehicle to their dealership and was advised the clockspring would need to be replaced and was not covered under warranty. Customer stated he viewed a recall online for this issue and the vehicle. Agent advised customer no recalls on the vehicle at this time and each recall is VIN specific. Agent advised that customer speak with the dealership for further direction and if pays out of pocket may be able to consider reimbursement.
Briefly summarize what the customer is expecting:Customer wanted to confirm warranty information and if repair would be covered.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5918	7L1[redacted]	**Open Date**	01/09/2012	**Built Date**	08/28/2006	
Model Year	2007	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	10/31/2006	**Mileage**	70,838	**Dealer Zone**	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	60227	GARDEN CITY JEEP CHRYSLER DODGE,	LLC
Dealer Address	283 N FRANKLIN ST		
Dealer City	HEMPSTEAD	**Dealer State**	NY
Dealer Zip	11550		

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	LOUISVILLE KY[redacted]	**Country**	UNITED STATES

Product - Steering - Steering Wheel / Column - Other - Default	X41 airbag light
Corporate - Corporate Warranty Extension Letter - Default - Reimbursement - Default	X41 request
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
X41 Repair Reimbursement -- Request for Electronic Document Submission Link
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Got the clockspring letter last week and would like to submit my request online. X41 Repair Reimbursement -- Request for Electronic Document Submission Link Thanks.
*****END OF CUSTOMER EMAIL*****
Dear[redacted]
Thank you for contacting the Jeep Customer Assistance Center.
To make sure that our records are up to date, we will need your contact information to verify that you are the owner of this vehicle. Please respond back to this email with your full name, mailing address and phone number. Additionally, we cannot send out a reimbursement check if we do not have a mailing address on file. Thank you.
Thanks again for your email.
Sincerely,
Crystal
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
No problem.[redacted] Louisville, KY[redacted]
[redacted]Thanks,[redacted]s
*****END OF CUSTOMER EMAIL*****
Dear[redacted]:
Thank you for contacting the Jeep Customer Assistance Center in regards to your 2007 Jeep Wrangler.
Thank you for providing us with your updated owner information. As we attempted to send you the documentation link, the link was rejected due

to your email address: [redacted]
We will need to send this documentation link to another email address host. Please respond back to this email with a valid email address to send the documentation link.
Our records indicate that the following recall campaigns have not been performed by an authorized dealer:
Recall # Description
J24 MOPAR TOW BAR
K13 INNER FENDER LINERS
We suggest that you contact your local authorized Chrysler, Dodge, Jeep or Ram dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.
Please take a copy of this message with you at the time of service to aid the process. Although not required, it is recommended to bring a copy of the recall notification with you to your dealer s service department when you bring your vehicle in for this service.
If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.
Thanks again for your email.
Sincerely,
Crystal
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
POSTMARK DATE: 122011; DATE RECEIVED: 011712
Writer reviewed documents, claim form and envelope match customer s address. Customer does have the X41 clockspring extended warranty. Customer stated in the letter the repair was completed by himself and there is no labor charge.
Extended Warranty - Clock Spring X41
****

Customer submitted request for reimbursement for extended warranty x41 for the clock spring.
Customer s proof of payment is: MC 06477P
Extended Warranty applies to customer s vehicle: yes
Date of repair: 11/07/2011
Labor $ 0
Parts $169.86
Tax $ 0
Misc. Charges $ 23.96
Total $ 193.82
Writer is submitting check for approval in the amount of $ 193.82

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2417	7L1[redacted]	***Open Date***	01/09/2012	***Built Date***	11/15/2006	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	12/11/2006	***Mileage***	49,000	***Dealer Zone***	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	62012	TETERBORO CHRYSLER PLYMOUTH JEEP		EAGLE	
Dealer Address	469 ROUTE 46				
Dealer City	LITTLE FERRY	***Dealer State***	NJ	***Dealer Zip***	07643

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

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	advise owner of recall
Corporate - Warranty Coverage - Default - Default - Default	extended warranty inquiry
Corporate - CNA Change - Default - Default - Default	updated customer file

Briefly summarize why the customer is contacting Chrysler: Customer received a letter regarding extended warranty X-41. Customer stated that they are experiencing the issue with their airbag light. Agent advised customer to make an appointment at their Jeep dealership to have the clockspring warranty work performed.
Agent also advised customer of open recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3912	8L6[redacted]	***Open Date***	01/09/2012	***Built Date***	05/21/2008	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	11/17/2008	***Mileage***	47,023	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	66999	ED VOYLES CHRYSLER JEEP, INC			
Dealer Address	789 COBB PARKWAY SOUTH				
Dealer City	MARIETTA	***Dealer State***	GA	***Dealer Zip***	30060

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ATLANTA GA 3[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light is on
Corporate - Warranty Coverage - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Caller called in because the air bag light in his daughter s vehicle is on. The caller states that his daughter took the vehicle to the dealership and they were going to charge her $100 for a diagnostic. The caller states that he saw on line that there is a air bag program that has to do with the clock spring and that this vehicle should be included in this.
Briefly summarize what the customer is expecting:
The caller is requesting that Jeep replace the clock spring in the vehicle.
****End structured narrative T2 - Beginning Narrative
Has customer had previous history with current issue? N
Customer has a history of diagnosis for an intermittent problem? N
Has had repair history at Chrysler dealership(s)? Y
Was this vehicle purchased new by this customer? N
Customer has a history of purchasing Chrysler vehicles? N
If yes, number in household?
Customer claims to maintain vehicle as per maintenance schedule? Y
Has a mechanical Chrysler Group Service Contract? N
Warranty coverage code? 801
Ownership status? 2nd owner
Basic warranty component? Y
Powertrain warranty component? N
Service contract or Mopar warranty component? N
Within 3 years or 36,000 miles? N
Within 2 years or 24,000 miles? Y
Within 1 year or 12,000 miles? N
Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is 4[redacted]
Customer email address for case updates:
Who has possession of the vehicle? (Owner/Dealer/IRF) owner
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) no
If a CDJ dealer has diagnosed, what is the dealer name or code?
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District N * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]. Writer appologized Writer called and reviewed with customer about her concerns. Customer states that there is also a concern with the fuel gauge. Customer was asked if she would be willing to have a diagnosis done by the dealer and the repairs are determined warrantable writer would be willing to offer assistance less a co-pay that would be asked of the customer. Customer understood and states she will likely be able to get an appointment next week. Writer will follow-up on 1/16 to confirm appointment date for follow-up with the dealer about assistance. Customer understood and thanked for the consideration. Customer was provided with the case number and writer s contact number.
Writer called dealer and spoke with SA Kurt. Writer advised that the customer has been referred in for a diagnosis and that writer will consider assistance based on the diagnosis. Kurt states he has notated the customer s information. Writer thanked for the help.
1st Contact attempt, phone number dialed, 4[redacted]. Customer states that she has not set an appointment yet but will do so today. Writer will follow-up tomorrow if no appointment date is received from the customer. Customer understood.
1st Contact attempt, phone number dialed, [redacted] Writer left message asking customer to call and advise of her appointment date otherwise writer will try again to reach customer by 1/19.
2nd attempt made to contact customer. Left message.
Caller [redacted] requesting to speak with Case Manager ext 66328, agent not in office yet, went to VM.
Writer called dealer and spoke with Service Manager Alan. Alan states that the vehicle has not been seen for the fuel gauge or the air bag light. Writer will follow-up with customer to review about diagnosis and advised that writer would like to consider assistance as long as repairs are warrantable. Alan understood and was given the case number.
1st Contact attempt, phone number dialed, [redacted] Writer left message asking customer to call to provide her appointment date for diagnosis.
2nd attempt made to contact customer. Left message.
3rd attempt made to contact customer. Left message.
4th attempt made to contact customer. Left message.
5th attempt made to contact customer. Writer was asked to call back because customer is busy. Customer asked for a call back tomorrow. Customer is the second owner, has basic warranty coverage that expired by about 2 months and 5,740 miles. Customer has no other vehicle history, no service contracts for this customer.
6th attempt made to contact customer. Customer states that the diagnosis is scheduled for tomorrow morning at 8:00 AM. Writer advised that follow-up will take place on Monday to review with the dealer about the diagnosis. Customer understood.
Writer called dealer and confirmed with SM Alan that assistance is being considered and to call writer with the diagnosis.
Writer called dealer and spoke with Service Manager Alan. Alan advised that the vehicle will need the clock spring and the fuel pump replaced and that both repairs are warrantable. Alan states that the customer does have history with their dealer and would recommend assistance with $100 co-pay.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair. According to the dealer, the warranty costs of the repair are as follows:
Parts= $573.70
Labor= $130.48
Total= $704.18

Co-pay= $100
########## DIRECT-TO-DEALER ##############
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
If this repair falls under the Digital Imaging (DI) process, you will need to follow the DI process of submitting images or the required DI documents to the Powertrain Service Center for claim approval. Be sure to include in your comments that Customer Care
is involved. Customer Care will add DM Notes to the VIN describing our decision and these notes are available to the DI group for reference.
When repairs are completed, submit your claim as you would normally.
If you need assistance with claim payment, please refer to Warranty Bulletin D-11-19.
This customer has not yet been informed of this decision.
Please update and/or close CAIR when complete.
##################################
1st Contact attempt, phone number dialed, [redacted]9. Writer called and reviewed offer with customer about repairs. Customer accepts offer and was referred to the dealer to have repairs complete. Customer understood and will be contacted by 2/13 to verify repairs.
REASSIGNED TO BC/DLR 66 66999 02/06/12 16:22 C[redacted]
RA has been created.
1st Contact attempt, phone number dialed, [redacted]Writer called and left message for customer asking for a return call to update about the repairs, if they are complete or not yet.
2nd attempt made to contact customer. Left message.
MISS [redacted] called in wanting to speak to NU9, writer sopke to CM through chat and she stated she would call back customer as soon as possible once she came back from lunch, Customer agreed to that and requested to be called back at [redacted]9 she is requesting reimbursement for rental, and because dealership has not finished the work.
Writer advised YH66 that follow-up with the customer is scheduled for tomorrow.
Writer spoke with Service Manager Alan. Alan states that the price of the repair needs to be adjusted and will get back with price details.
Writer called customer to review dealer information. Customer states that she would like to see if she can have assistance with the rental vehicle since the repairs took longer than expected or to have the co-pay lowered to compensate. Writer sympathized and will review with the dealer and call customer back tomorrow. Customer understood.
*Contact Date:02/23/2012
Service Manager at the dealership has updated the CAIR#[redacted]
Parts have been ordered.
Writer spoke with Service Maanger Alan. Alan advised that the repair will be to have the clock spring needs to be replaced and the instrument cluster need to be replaced.
The cost for the repairs will change to:
Parts= $569.00
Labor= $158.44
Total= $727.44
Co-pay= $100.00
Alan states that the customer has been in a rental for 8 days. Writer advised that the customer will be assisted with 5 days of rental and it will be added to the RA.
Customer seeking rental assistance because of a change in repairs and order of parts. Contacted Service Manager, Alan at 66999 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.
RA has been updated.
1st Contact attempt, phone number dialed, [redacted]. Left message advising of update and that writer will call on Monday to see if repairs are complete.
*Contact Date:02/24/2012

DCX goodwill repair is documented on Repair Order[redacted]
Request was reviewed with DM.
CAIR RETURNED FROM DEALER ON 2/24/2012 AT 04:49:262 R[redacted]
2nd attempt made to contact customer. Left message.
3rd attempt made to contact customer. Customer states she has the vehicle back but the horn does not work. Customer states she did contact the dealer and she needs to see when she will be available to go back in for the repair. Writer thanked customer for working with the dealer. Customer states she will go in within the next two weeks. Writer will check back with customer by 3/8 to see if repairs have been made.
1st Contact attempt, phone number dialed, [redacted]9. Left message.
2nd attempt made to contact customer. Left message.
3rd attempt made to contact customer unable to reach
4th attempt made to contact customer. Left message.
Customer[redacted] calls to speak with their Case Manager.
Status update provided via email to the following email address:
[redacted]
My name is ShaNae,
I am your Case Manager. Here is some information that will be helpful for you to have:
Your Case number[redacted]6
Chrysler Case Management telephone number: 800-763-8422
My direct extension: 66038
My work hours: 8:00 am to 3:30pm Mountain Time Monday-Friday
I will contact you within one business day by telephone to review your case with you.
Sincerely,
ShaNae
Jeep Case Management
End of Status Update
Contacted customer, customer stated she has not been able to take vehicle to complete repair on the horn. Writer advised customer to contact the dealer to schedule a repair appointment on the horn. Writer advised customer writer will contact customer on 03/26/12 to confirm when the repair appointment is scheduled.
t[redacted]
Writer attempted contact customer, left message. Confirm diagnosis appointment.
Contacted customer, customer informed writer that she will try to get the vehicle repaired this weekend, writer informed customer writer will contact customer to confirm repair completion on 04/02/12. Writer informed customer that if repairs are no completed we can always close the case & then readdress issues when customer is able to take in vehicle for repairs. Customer stated that the horn was broken by the dealer, they ve admitted it, & just need to replace the horn.
Writer spoke with the customer and was informed that the vehicle was fixed on Saturday and the dealer did a great job. Writer explained the case will be closed, but to call back if further assistance is needed.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BZ3H19	AL[redacted]	***Open Date***	01/09/2012	***Built Date***	04/13/2010	
Model Year	2010	***Body***	JKUM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	05/01/2010	***Mileage***	49,000	***Dealer Zone***	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	67688	PETERS CHRYSLER-JEEP			
Dealer Address	4181 N US HIGHWAY 259				
Dealer City	LONGVIEW	***Dealer State***	TX	***Dealer Zip***	75605

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

Product - Body / Trim / Paint Finish - Air Bag - Install Air Bag On/Off Switch - Front - Driver	Airbag light came on
Corporate - Recall - Default - Default - Default	Customer seeking assistance with a recall she might have

Briefly summarize why the customer is contacting Chrysler:
Customer seeking information about recall and if she has one on the vehicle. Customer stated she is having an issue with the front airbag sensor and that the light comes on. Agent advised that there is no recalls on the vehicle related that that problem.
Briefly summarize what the customer is expecting:
Customer seeking recall information.
*****
Has customer had previous history with current issue? Y
Customer has a history of diagnosis for an intermittent problem? N
Has had repair history at Chrysler dealership(s)? N
Was this vehicle purchased new by this customer? Y
Customer has a history of purchasing Chrysler vehicles? N
If yes, number in household? 1
Customer claims to maintain vehicle as per maintenance schedule? N
Has a mechanical Chrysler Group Service Contract? N
Warranty coverage code? 536
Ownership status? First owner
Basic warranty component? N
Powertrain warranty component? Y
Service contract or Mopar warranty component? N
Within 3 years or 36,000 miles? Y
Within 2 years or 24,000 miles? N
Within 1 year or 12,000 miles? N
*****
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.
* *
Agent advised of a saftey concerned that this should be sent up.
***
Customer advised a call back is required and will take place
within one business day by COB their time
Preferred Morning/Midday call back number [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 U* * * * * *
Original Owner
OOW 13,000
No SC
Status update provided via email to the following email address:
[redacted]
Hello
This is Joni your case manager here at Jeep, case number [redacted]. If you need to contact me I am available from 10-6:30 pm Eastern Time Monday through Friday at 800-763-8422 extension 66313.
Thank you,
Joni
End of Status Update
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Customer states the air bag light is on. Writer informed customer that before Chrysler considers offering any assistance outside of warranty a diagnosis would need to be preformed by an authorized Chrysler, Dodge, or Jeep dealer. Writer informed the customer that any authorization for a CDJ dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time.
Customer was refusing to take the vehicle in and pay any diagnosis fee. Writer advised customer she would need to take the vehicle in before Chrysler can look into any assistance. Customer states she will take the vehicle in for diagnosis. Writer asked customer when she would be able to take the vehicle in. Customer states she doesn t know when she will take it in because she drives the vehicle every day. Writer asked customer if it will be within the next 30 days. Customer states she does not know. Writer advised customer the case will be closed until she can get the vehicle into the dealership for diagnosis. Writer advised customer to contact Chrysler back and the case will be reopened.
Writer left message for service manger David stating customer might be bringing the vehicle in someday to please look into assistance if not neglect or abuse.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GB3910 7[redacted]		***Open Date***	01/09/2012	***Built Date***	01/26/2007	
Model Year	2007	***Body***	JKTM74	JEEP WRANGLER UNLIMITED X 4X2 SPORT UTILITY			
In Service Dt	02/19/2007	***Mileage***	76,000	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	44305	PALMER DODGE INC			
Dealer Address	11460 ALPHARETTA HWY				
Dealer City	ROSWELL	***Dealer State***	GA	***Dealer Zip***	30076

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ATLANTA GA[redacted]	***Country***	UNITED STATES

Product - Electrical - Unknown - Other - Default	customer got letter about the clock spring on the vehicle
Corporate - Warranty Coverage - Default - Default - Default	
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	

The customer called because she received a letter about the clock spring in the vehicle.
Agent advised the customer that the warranty has been extended on the clock spring of her vehicle. Agent advised the customer that her air bag may be affected by this component and if the air bag light comes on, she should have her vehicle checked. Agent advised the customer of incomplete recall J24 but this recall does not apply to her vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2410	7L1[redacted]	***Open Date***	01/09/2012	***Built Date***	10/17/2006	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	12/02/2006	***Mileage***	35,000	***Dealer Zone***	74	DENVER	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PDA	LIGHT GRAYSTONE PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60415	FORT COLLINS DODGE CHRYSLER JEEP			
Dealer Address	3835 S COLLEGE AVE				
Dealer City	FORT COLLINS	***Dealer State***	CO	***Dealer Zip***	80525

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LOVELAND CO 8[redacted]	***Country***	UNITED STATES

Corporate - Product Information - Default - Default - Default	
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	

Customer is contacting Jeep because she received a letter in the mail about her clockspring warranty being extended. Customer is wanting to know what signs may happen when the clockspring goes out. Writer informed the customer that her air bag light will come on and her horn may stop working. Customer is experiencing these symptoms and writer advised customer to contact her local CDJ dealership.
Customer calls seeking recall information. Advised the customer of incomplete recall recall #J24Ù for this vehicle. Customer was advised to
contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6418	7L[redacted]	**Open Date**	01/09/2012	**Built Date**	01/17/2007	
Model Year	2007	**Body**	JKJS72	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	02/28/2007	**Mileage**	80,000	**Dealer Zone**	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PGJ	JEEP GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	65748	PLEASANT HILLS CHRY-JEEP INC			
Dealer Address	600 CLAIRTON BLVD				
Dealer City	PITTSBURGH	**Dealer State**	PA	**Dealer Zip**	15236

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

Product - Engine - Oiling System / Pan / Pump - Other - Default	Vehicle burning too much oil

Customer feels that his vehicle is using too much oil. Customer has called several times before about the same issue and feels as though his claims are not believed and is receiving the run-around. Customer has been to several dealerships and has been told that the engine is consuming oil at a normal rate. Information gathered from other related case files stated that customer has installed several aftermarket parts on the vehicle. Customer would like a call from a case manager regarding what he can do to get the issue fixed properly once and fo all.
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 4[redacted]4
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: n/a
Who has possession of the vehicle? (Owner/Dealer/IRF) Owner
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) No
If a CDJ dealer has diagnosed, what is the dealer name or code?
Reassigned to 88F
CM called customer. Customer stated that the vehicle is consuming 1 quart of oil every 1000 miles. CM advised customer to have the vehicle diagnosed. Customer stated that the the vehicle s consumption rate is normal for the model year/make/model vehicle. Customer further stated that the dealerships are in an alliance against. Customer seeking free oil for in between oil changes due the amount of times customer has to put oil in the vehicle. CM stated that a complaint can filed on his behalf regarding customer concern. Customer stated that he would like for Jeep to admit to selling him a piece of junk (for lack of a better work) vehicle. Customer stated that the air bag light has been on for a while and now their is a fix for it via extended warranty. Customer stated that the engine should have the same warranty. Customer stated that CM couldn t do anything, call ended. CM to close case.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3918	7L[redacted]	***Open Date***	01/09/2012	***Built Date***	01/03/2007	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	05/08/2007	***Mileage***	31,000	***Dealer Zone***	42	DETROIT	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	43527	BOBILYA CHRY-PLYM-DGE INC			
Dealer Address	144 EAST CHICAGO ROAD				
Dealer City	COLDWATER	***Dealer State***	MI	***Dealer Zip***	49036

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

Corporate - Product Information - Default - Default - Default	Asking about recall
Product - Body / Trim / Paint Finish - Air Bag - Other - Front - Driver	clock spring

****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 what the customer is expecting: They changed a module and a week later the engine light came and is sill on . Service manager stated between oil it would use quart and half between oil changes. Customer originally called over a recall notice but when the agent asked about other problems the customer mentioned these occurring problems. The vehicle only has 31000 miles. The customer is thinking about purchasing another but wants to see if these issues can get resolved.
Briefly summarize why the customer is contacting Chrysler: To get these issues resolved
Has customer had previous history with current issue? yes
Customer has a history of diagnosis for an intermittent problem? yes
Has had repair history at Chrysler dealership(s)? N/A
Was this vehicle purchased new by this customer? Yes
Customer has a history of purchasing Chrysler vehicles? N/A
If yes, number in household? N/A
Customer claims to maintain vehicle as per maintenance schedule? Yes
Has a mechanical Chrysler Group Service Contract? Did
Warranty coverage code? 336
Ownership status? 1st owner
Basic warranty component? No
Powertrain warranty component? Yes
Service contract or Mopar warranty component? No
Within 3 years or 36,000 miles? no
Within 2 years or 24,000 miles? no
Within 1 year or 12,000 miles? no

Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is 5[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? 68461
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District V * * * * * *
Original owner, no other cjd, Active 7/70 Added Care SC
As per the above notes, it seems like there are 3 problems:
-Air bag clock spring
-Engine light still on despite a previous repair
-oil consumption
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
Writer wanted to confirm with customer what is the current complaint with the vehicle what was done so far, how long ago was the vehicle at the dealership.
1st Contact attempt, phone number dialed, [redacted]. Phone rang for a long time and finally disconnected. No one picked up.
Writer spoke with SM Greg who said the car has not been at the shop since 2007.
2nd attempt made to contact customer 5[redacted]8. Phone rang endlessly. No Answer.
Contacted customer at [redacted]. Spoke with Mr. [redacted] who said he was at the shop today Bobilya and they wanted him to come back Monday for them to fix the clockspring under warranty extension. Customer said the dealer will also start an oil consumption test on Monday. Advised customer that a follow up will take place by Monday to make sure if there is anything else we can do.
Writer called customer [redacted]88. customer s wife stated that they did an oil change today and will check back with oil consumption in 2000 miles, they did do an oil change and they did not put the cap back on. lost the oil cap,they did replace it but they dont seem to get there vehicle in for service as promised. Writer verified that we would follow up after 4:00 pm EST customer is still at work. Follow up with oil consumption test on 02/14/12.
Writer called customer [redacted]. customer s wife stated that to call back at 2:00 pm today to speak with her husband.
Writer called customer [redacted]. Left message. Follow up 02/22/12.
Customer called in and stated that he had taken his vehicle into the dealership on 02/14/12, and the oil was down a quart, writer called SM Alex, would like to have the customer come in for a oil consumption check and complete diagnosis on 02/22/12. Follow up 02/23/12.
Writer called service manager SM Kip, customer did have oil consumption check for the 1st 1000 miles. Normal use of oil so far. The specification is normal specs. They found no leaks. Customer would need to follow up each in 1000 mile follow up. They have only done 2 oil changes for this customer. Customer would need to provide oil change maintenance. Writer called customer [redacted] Customer s wife stated the dealership said the ball is in our court, writer explained they would need to finish the oil consumption testing. Next 1000 miles. Follow up 03/09/12.
MR [redacted] called in wanting to speak to DF347, writer advised that she is not available or anyone from her team, Cusotmer would like her to call the SM Kip at the dealership because SM said he has never spoke to her about this, Customer stated that she needs to call him today because customer is going to take vehicle to the dealership tomorrow and theyare going to tare down the engine, once CM calls the dealership customer would like a call back and have her leave a message if he is not available.
Writer called service manager SM Kip oil consumption is still being checked on, no issue with the clock spring, they have an diagnosis appointment for today. Writer called [redacted]. They were down a quart, writer will follow up after 2:00pm. on 03/14/12.
Writer called service manager SM Kip he is still in the middle of diagnosing the vehicle. Follow up 03/15/12.
Writer called service manager SM Kip diagnosis 2 cylinder gasket kit right bank head, boar gauge machine shop should hopefully fix this,this

is covered under the warranty.
Writer called customer [redacted]. Left message. per lines 94-96.
Follow up with repair on 03/19/12.
Writer called customer [redacted] Repair is in progress.The dealership gave the customer a loaner vehicle to drive. Follow up with both on 03/23/12.
Writer called service manager SM Kip, they are replacing the bottom end of the short block replacement. ETA check on update. Writer called customer twice. left message. Follow up 03/28/12.
Writer called customer 5[redacted]. Left message. Follow up 04/03/12.
Writer called customer 5[redacted]. Left message.Repair Follow up 04/06/12.
Writer called customer 5[redacted]. Left message.Repair Follow up 04/09/12.
Writer called customer[redacted]. Left message.Repair Follow up 04/16/12.
Writer called customer [redacted]8. Left message. Repair Follow up 04/24/12.
Last contact date for customer was 03/23/12.
Writer called customer [redacted]. Left message. Last contact date for customer was 03/23/12.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3915	8L[redacted]	**Open Date**	01/09/2012	**Built Date**	01/23/2008	
Model Year	2008	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	04/12/2008	**Mileage**	72,000	**Dealer Zone**	70		
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45471	LARRY H MILLER CHRYSLER JEEP			
Dealer Address	1481 W RIVERDALE RD				
Dealer City	RIVERDALE	**Dealer State**	UT	**Dealer Zip**	84405

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	OGDEN UT[redacted]	**Country**	UNITED STATES

Corporate - Product Information - Default - Default - Default	Customer wanted information about the airbag recall for the Wrangler
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer wanted to know about airbag recalls

Briefly summarize why the customer is contacting Chrysler: [redacted] called to find out any information about an airbag recall on the Wrangler that he had seen online. The customer stated that his airbag warning light comes on when the steering wheel is straight. The agent advised the customer that there were no open recalls or closed recalls on his vehicle about the airbag but after looking in answer connect found the recall that the customer was talking about. The agent looked into the L37 recall and inquired if the customer was referring to this recall. The customer stated that he was and the agent escalated the case due to a safety concern.
Briefly summarize what the customer is expecting: The customer is expecting a safety concern to be repaired.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: declined
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 * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Agent informed customer to get the vehicle into the dealership, customer stated that he would try to get it in there on Thursday and asked for a call back on Friday. Agent agreed.
Customer called to speak with case manager. Agent could not locate extension in file or in answerconnect. Agent transferred to case

management team toll free number for next available case manager.
M[redacted] calling to speak with cm. Custmoer took vehicle to the dealer.
dx is the clock spring. Please call back.
CONTACT UPDATE- Agent called customer and informed him that contact with the dealership would be made.
Agent called dealership and spoke with SM Darren and he stated that Parts: $208.60 Labor: $121.80 and the total: $330.40.
Customer copay will be $100. The customer appears to have a service contract that will cover the repair, but if the SC does not cover the repair Chrysler will cover the cost and give the customer a $100 copay.
SM Darren agreed.
CONTACT UPDATE- Agent called customer and informed him of the copay.
Customer thanked agent and will follow up on Friday.
CONTACT UPDATE- Agent called customer and he stated that the vehicle is in the dealership right now and it should be done today. Agent informed customer that a follow up call would be made next Thursday to follow up on repairs.
Agent called dealership to follow up on repairs and SA Zack confirmed that repairs are completed and vehicle is picked up.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8FA5416	7L[redacted]	***Open Date***	01/10/2012	***Built Date***	03/12/2007	
Model Year	2007	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	04/16/2007	***Mileage***	62,154	***Dealer Zone***			
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PGJ	JEEP GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	[redacted]
	CLARKSVILLE TN [redacted]2	***Country***	UNITED STATES

Product - Electrical - Horn - Other - Default	Replaced clockspring.
Corporate - Corporate Warranty Extension Letter - Default - Reimbursement - Default	X41 reimbursement request
Corporate - Recall - Default - Default - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
X41 Repair Reimbursement - Request for Electronic Document Submission Link
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
On June 16 2010 I contacted Perkins Chhrysler Jeep in Colorado Springs, Co. because my airbag light was coming on and off. When I brought my wrangler in to Perkins they had it for two days because they could not figure out why my airbag light was coming on. They finally decided that I had a bad airbag so I was told I had to pay for a replacement airbag, $309.58. Perkins orginally told me it would cost around 500.00, but I was lucky because they found a 'second hand' one for less. Not a week later my airbag light came back on and continues to come on. I was so discussed with Perkins and I had read many articles on the airbag light issue and knew it had to be my clock spring, but I could not afford to pay for another costly repair if I could not talk Perkins in to looking at the clock spring and I certainly wasn t going to pay another 300 to 500 dollars for them to replace the airbag again. So I decided to live with the airbag light instead of dealing with Perkins. The other thing I can t believe is that Jeep would have someone pay to fix a safety issue like an airbag. I own a 1998 Honda Accord which had a safety belt issue in 2008 and Honda replaced it for free with a brand new OEM honda part not a 'second hand' or from the junk yard part and you wonder why someone would prefer to buy foriegn vehicles over american ones.
*****END OF CUSTOMER EMAIL*****
Dear [redacted]:
Thank you for contacting the Jeep Customer Assistance Center regarding your 2007 Wrangler.
I am pleased to provide the link as requested. The link will follow this email and will expire in 7 days. Please do not change the subject of the email, and please follow the instructions in the letter that you received.
Thanks again for your email.
Sincerely,
Maria
Customer Service Representative
Jeep Customer Assistance Center

*****END OF CAC EMAIL*****
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2012-01-10 @ 16:29
***** Customer Document Received *****
Writer can not reimburse the customer since the airbags are not covered under the extended warranty.
Dear [redacted]k:
Thank you for contacting the Jeep Customer Assistance Center regarding your 2007 Wrangler.
We regret to inform you that we will be unable to reimburse for your air bag repair since the air bag is not covered under the X41 extended warranty.
We apologize that a more favorable reply could not be offered.
Thanks again for your email.
Sincerely,
Maria
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2416	8L5[redacted]	***Open Date***	01/10/2012	***Built Date***	09/24/2007	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	12/31/2007	***Mileage***	54,000	***Dealer Zone***	51	CHICAGO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	44507	LARRY HILLIS CHRYSLER DODGE JEEP			
Dealer Address	3211 NORTH WESTWOOD BLVD				
Dealer City	POPLAR BLUFF	***Dealer State***	MO	***Dealer Zip***	63901

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PIGGOTT AR [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light on
Corporate - CNA Change - Default - Default - Default	COIN/PRIMARY CAIR updated
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Recall J24 advised-customer states he does not have the Mopar Tow Bar
Corporate - Recall - Default - Default - Default	Recall inquiry regarding the air bag

Briefly summarize why the customer is contacting Chrysler:MR [redacted] called stating that the air bag light is on in the vehicle. Customer stated that he searched the internet regarding a recall and wanted to know if it applied to his vehicle. Agent indicated that the most recent recall is the (X41) Airbag Clockspring Assembly 2007MY Jeep Wranglers (JK) and is only applied to the 2007 affected vehicles. Agent indicated that there are no open recalls related to the air bag. Agent suggested that if there is a repair completed to keep the dealership invoice and proof of payment in the event that the recall is extended to his vehicle. COIN/PRIMARY CAIR updated.
Briefly summarize what the customer is expecting:Recall inquiry.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GB3912	7L1[redacted]	***Open Date***	01/10/2012	***Built Date***	09/22/2006	
Model Year	2007	***Body***	JKTM74	JEEP WRANGLER UNLIMITED X 4X2 SPORT UTILITY			
In Service Dt	01/16/2007	***Mileage***	60,000	***Dealer Zone***	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PBM	STEEL BLUE METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60265	SANTA BARBARA CHRYSLER JEEP DODGE			
Dealer Address	6290 HOLLISTER AVE				
Dealer City	SANTA BARBARA	***Dealer State***	CA	***Dealer Zip***	93117

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	DENVER CO 8[redacted]	***Country***	UNITED STATES

Corporate - Corporate Warranty Extension Letter - Default - Information Request - Default	X41 clockspring
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light on
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	incomplete recall

Briefly summarize why the customer is contacting Chrysler:
Customer called in stating that she had received a letter in regards to the warranty on the clockspring. Caller states that the airbag light is on.
Briefly summarize what the customer is expecting:
Caller seeking information as to if she can take the vehicle to any dealership for repair. Writer advised the caller to make an appointmnet with any dealership in the area to have the vehicle looked at and if the issue is the clockspring they will cover the repair under the extended warranty. Writer advised to contact if any further questions arise.
Customer calls seeking recall information. Advised the customer of incomplete recall J24 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

Customer Assistance Inquiry Record (CAIR)# 2[redacted]

VIN	1J4GA3917	8L5[redacted]	***Open Date***	01/11/2012	***Built Date***	01/29/2008	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	02/23/2008	***Mileage***	70,400	***Dealer Zone***	74	DENVER	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	24230	THE FARICY BOYS			
Dealer Address	4950 NEW CAR DR				
Dealer City	COLORADO SPRINGS	***Dealer State***	CO	***Dealer Zip***	80923

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

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Advise of recall
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	Advise of recall
Corporate - Technical Assistance - Default - Default - Default	Customer seeking technical assistance

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Airbag light comes on intermittently
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Researched on Jeep forums and found this a fairly common problem but Chrysler only fixes certain 2007 s and right hand drive 2008 Wranglers. Seems to be becoming an issue with later model Wranglers and I am hoping Chrysler will step up before I end up having to pay out of pocket to fix this issue myself.
*****END OF CUSTOMER EMAIL*****
Thank you for contacting the Jeep Customer Assistance Center in regards to your 2008 Wrangler.
Unfortunately, we are unable to diagnose the situation you have outlined in your email.
There are too many variables involved and a detailed inspection of your vehicle is required for proper diagnosis.
Intermittent problems are very difficult for the dealer to duplicate and may cause delay in diagnosis and repair. Often, the malfunction of many different components could produce the same symptoms. Unless the dealer is able to duplicate the problem, they cannot properly diagnose the concern and properly repair your vehicle.
We recommend that you contact your authorized Chrysler Group dealership for an appointment for thorough testing, diagnosis and repair.
If you have been working with an authorized dealership but the problem is not yet resolved, seeking a second opinion from a different dealer may be a viable option.
We have found that if the customer keeps a log or notes on when the problem does occur, this can assist the dealer in diagnosing the problem. The more detailed information given to the dealer regarding the nature of the problem, the more it will assist them in performing prompt and

accurate diagnosis and repair.
We appreciate the time and effort you took to tell us of your dissatisfaction in our product. Comments like yours are one way to learn of problems that develop and the improvements desired. We have documented your comments and provide them to the product development team for review.
Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.
Our records indicate that the following recall campaigns have not been performed by an authorized dealer:
J24 MOPAR TOW BAR SAFETY 11/19/2009 INCOMPLETE
K13 INNER FENDER LINERS SAFETY 12/03/2010 INCOMPLETE
We suggest that you contact your local authorized Chrysler, Dodge, Jeep or Ram dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.
Please take a copy of this message with you at the time of service to aid the process. Although not required, it is recommended to bring a copy of the recall notification with you to your dealer s service department when you bring your vehicle in for this service.
If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.
Thanks again for your email.
*****END OF CAC EMAIL*****
Harry,
Thanks to the wonder of the Internet and numerous Jeep related forums, it is easy to find out problems other owners are having with their Jeeps. The problem simply is that my airbag light intermittently chimes while driving. Sometimes it stays on for a few seconds, sometimes a few minutes. A simple search either on just about any internet search engine for Jeep and clockring brings a lot of responses. To narrow it down to a specific vehicle you can do a search on jk-forum.com, jkowners.com, wranglerforum.com, jeepowners.com and many others. The airbag warning light is a documented fact and even the government has done an investigation that resulted in Chrysler issuing a recall which was limited to certain 2007 Wranglers and right hand drive 2008 Wranglers. What is the difference in the clockspring in the other models. I will ultimately resovle this issue without the help of Chrysler and keep the forums I am a member of informed of how I do it.
*****END OF CUSTOMER EMAIL*****
Thank you for contacting the Jeep Customer Assistance Center with your email response.
The websites you referenced is not ours and may contain erroneous information.
If you think there has been a recall on your vehicle and you haven t been notified, please contact your local authorized Jeep dealer to make arrangements for an inspection and to arrange for any needed repairs. Chrysler Group recall services are performed free of charge.
If you wish to obtain further information, please contact our Recall Assistance Center at 1-800-853-1403.
You can also check online for recall notices on your vehicle using the Vehicle Identification Number (VIN). Go to the Jeep brand website at http://www.Jeep.com/en/owners.
You may register and maintain your vehicle s owner information online using the VIN. This action will ensure that any Customer Satisfaction Notifications, product recalls or other required announcements are promptly delivered. Use the following website to update the Owner Information: http://www.jeep.com/ownerupdate.
Thanks again for your email.
*****END OF CAC EMAIL*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3914	7L1[redacted]	***Open Date***	01/12/2012	***Built Date***	03/05/2007	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	03/27/2007	***Mileage***	0	***Dealer Zone***			
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	([redacted]
	WAUNA WA 9[redacted]	***Country***	UNITED STATES

Corporate - Corporate Warranty Extension Letter - Default - Reimbursement - Default	(X41) CLOCKSPRING
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	recalibration

POSTMARK DATE: 010612; DATE RECEIVED: 010912
Customer submitted POP receipt from dealer and is seeking reimbursement for a repair concerning the air bag light being on under the X41 clockspring extended warranty.
Customer did not provide repair invoice.
There is not a claim showing that the clockspring was replaced under the extended warranty.
Writer contacted customer at [redacted] Customer states that there is still an issue with the air bag light and they have an appointment at the dealership on 1/17/12 at 3:30pm PST.
Writer advised customer that if the cause is the clockspring then we will reimburse for diagnosis & calibration.
Writer also advised that if dealer cannot find the cause that we will forward the file to a case manager for further assistance.
NEXT AGENT
Customer has appointment with dealer on 1/17/12 at 3:30pm PST.
Customer is having an issue with the air bag light flashing.
Document what the repair was.
Writer contacted customer [redacted]. Customer states they were not able to keep appointment with dealer due to the weather. Customer states it may be a few weeks before they can reschedule an appointment.
Writer confirmed that customer had contact information & advised customer to contact us when he is able to take vehicle to dealer.
Customer will call when they are able to schedule dealer appointment.
Writer will close CAIR until customer calls.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3917	9L[redacted]	**Open Date**	01/12/2012	**Built Date**	11/06/2008	
Model Year	2009	**Body**	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	11/14/2008	**Mileage**	34,568	**Dealer Zone**	42	DETROIT	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PV6	SUNBURST ORANGE PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	66231	PINCKNEY CHRYSLER-DODGE-JEEP INC			
Dealer Address	1295 E M36				
Dealer City	PINCKNEY	**Dealer State**	MI	**Dealer Zip**	48169

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	LESLIE MI 4[redacted]1	**Country**	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer looking for recall information
Corporate - Warranty Coverage - Default - Default - Default	customer received extended warranty letter

Customer [redacted], he d received a letter in the mail regarding an extended warranty. Customer stated he already has appointment to take vehicle into the dealership due to an air bag light being on. Customer was curious if there were any recalls on his vehicle.
Customer would like Chrysler to give information regarding recall.
Agent verified there are no outstanding recalls on the vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2411	7L1[redacted]	**Open Date**	01/12/2012	**Built Date**	03/26/2007	
Model Year	2007	**Body**	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	03/29/2007	**Mileage**	57,680	**Dealer Zone**	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	65971	SAN LEANDRO CHRY-PLYM			
Dealer Address	232 EAST 14TH STREET				
Dealer City	SAN LEANDRO	**Dealer State**	CA	**Dealer Zip**	94577

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	ALAMEDA CA[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Replaced clockspring
Corporate - Corporate Warranty Extension Letter - Default - Reimbursement - Default	X41
Corporate - Reimbursement - Default - Default - Default	X41 clockspring

POSTMARK DATE: 010712; DATE RECEIVED: 011012
Customer submitted a extended warranty letter regarding X41 clockspring. Customer stated that the vehicle was brought to San Leandr CJD to have the repairs done. The dealership replaced the clock spring and reset the airbag light. Customer is seeking reimbursement for the cost of the repairs.
EXT Warranty - Template
****

Customer submitted request for reimbursement for X41 Clockspring
Parameters are 12 months or 150000 miles.
Customer s proof of payment is: Credit Card (approval code 01680P)
In-service Date: 03/29/2007
Date of repair: 09/16/2011
Mileage: 57680
Labor $225.00
Parts $249.00
Misc. Charges $0.00
Tax $22.41
Total $496.41
Less Deductible -$0.00
Total Reimbursement $496.41
Writer is submitting check for approval in the amount of $496.41
Writer contacted customer[redacted] at 3:36am. Agent spoke with William and advised customer that a check was being submitted upon approval in the amount of $496.41.
****

Approved and Processed
****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2415 8L[redacted]	**Open Date**	01/12/2012	**Built Date**	03/12/2008		
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	10/02/2008	**Mileage**	85,000	**Dealer Zone**	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45292	MOSS BROS. CHRYSLER JEEP DODGE			
Dealer Address	27810 EUCALYPTUS AVE				
Dealer City	MORENO VALLEY	**Dealer State**	CA	**Dealer Zip**	92555

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	BARSTOW CA[redacted]	**Country**	UNITED STATES

Corporate - Recall - Default - Default - Default	Caller is under belief that clock spring is under warranty
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Clock spring has been repaired in the past
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Customer seeks cost assistance
Corporate - E-Reimbursement - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer states that he never received a recall notice for his Jeep Wrangler. Caller states that he knows several people with the same vehicle (right and drive Jeep Wrangler) with clock spring problems. The customer states that he has had two repairs out of pocket for this already. At this time the customer states that there are no problems with the clock spring at this time. Agent advised the customer to submit request to Chrysler Reimbursement per answer connect document 17420. Agent advised customer that recalls are VIN specific based on various criteria such as but not limited to production dates, parts shipments, and type of vehicle. Agent advised that right or left hand drive does not have a factor in recall as parts are recalled equally.
Briefly summarize what the customer is expecting:
Caller is seeking reimbursement for repairs paid out of pocket that he feels should be recall related.
****End structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler: Customer called regarding air bag light on.This will be the third time the clock spring has been repaired in this vehicle since before 40000m.
Briefly summarize what the customer is expecting: Customer is expecting cost assistance and possibly reimbursement for previous repairs.
Has customer had previous history with current issue? y
Customer has a history of diagnosis for an intermittent problem? y
Has had repair history at Chrysler dealership(s)? y

Was this vehicle purchased new by this customer? y
Customer has a history of purchasing Chrysler vehicles?n
If yes, number in household?
Customer claims to maintain vehicle as per maintenance schedule? y
Has a mechanical Chrysler Group Service Contract? n
Warranty coverage code?336
Ownership status? original
Basic warranty component? y
Powertrain warranty component? n
Service contract or Mopar warranty component? y
Within 3 years or 36,000 miles? y
Within 2 years or 24,000 miles? n
Within 1 year or 12,000 miles? n
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is 7[redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: na
Who has possession of the vehicle? Customer
Has the vehicle been diagnosed by a CDJ dealer? y
If a CDJ dealer has diagnosed, what is the dealer name or code? 64855
* * * * * CASE MANAGER TEAM - District O * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
Customer stated that he had been going to Soutars and was not happy with them so he started driving the longer distance to Victorville Motors.
Customer stated that he just recently heard that there was a recall on these vehicles and was surprised to find out that his vehicle did not have the recall on it as he has had clockspring repairs 2 times already and is having the same issue again now.
Writer asked if customer could e-mail in documents.
Customer provided e-mail of [redacted] but then stated he would not be able to scan them.
Advised customer to submit original repair order & proof of payment to:
Chrysler Customer Assistance Center
PO Box 21-8004
Auburn Hills, MI 48321
Advised customer to make a copy of these documents for their records.
Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependent upon verification of all documents requested.
Customer stated that he would try to take his vehicle in tomorrow for the current issue if he can get it in, if not he will try on Monday.
Writer asked customer to call in when diagnosis is complete and ask if dealership will be willing to call with diagnosis also. Writer stated that it would be documented that the Case Manager would call back by Wednesday if customer or dealer did not call in by then.
Writer contacted the customer who stated that he is taking his vehicle back to the Victorville Motors this Friday to have them diagnosis the airbag light that came on. Customer stated that he received a letter stating Jeepp Wranglers have a part on recall, customer stated that he feels his vehicle should have been a part of that recall as he has paid for 2 clock spring repairs so far. Writer advised the customer that a follow up would be given Friday after the dealership has diagnosed his vehicle.
Caller [redacted] requesting to speak with Case Manager ext 66278, transferred to VM.
Attempt made to contact customer, message left.
Caller requesting to speak with Case Manager.
Writer contacted the customer who stated he took his vehicle to dealership 64855 to have a diagnosis done. Customer stated the was informed the clockspring will need to be replaced again. Customer stated that this is the third time. Customer stated he had previous clockspring repairs at Soutars and Victorville Motors. Customer provided email address, [redacted] Writer informed the customer that his previous

repairs would be reviewed for reimbursement. No promises were made to the customer.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2012-03-06 @ 16:34
Writer contacted the dealership and left a message for Service Manager Lela.
Writer contacted the customer who stated that his wife will be sending over his documents later tonight for his previous repairs. Customer stated that he may have to mail in his documents if the documentation request link does not work for him.
Advised customer to submit original repair order & proof of payment to:
Chrysler Customer Assistance Center
PO Box 21-8004
Auburn Hills, MI 48321
Advised customer to make a copy of these documents for their records.
Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependent upon verification of all documents requested.
Writer contacted the customer who stated he mailed out his previous repair documents and is waiting to have his current repair done. Writer advised the customer a follow up would be given once his documentation has been received.
POSTMARK DATE: 031412; DATE RECEIVED: 031412
Customer s documents received, writer reassigning to DS1243 for review.
Attempt made to contact customer, message left.
Writer contacted the customer who stated he received a letter in the mail 2 days again stating his clocksprings have an open recall. Writer thanked the customer for bringing this to our attention and informed the customer that we would be reimbursing him for $923.00 for his previous clockspring repairs. Writer confirmed customer s address.
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
Reimbursement
If this is a Recall or Extended Warranty, enter the campaign number.
If this is for a previously made goodwill decision, what is that CAIR #?
Enter the Mileage at the time of the repair.
03/01/12
Enter the Date when the repairs were completed.
95075
What is the total cost of the Parts to be reimbursed?
$286.90
What is the total cost of the Labor to be reimbursed?
$636.10
What is the total Tax to be reimbursed?
$0.00
What is the total amount being reimbursed?
$923.00
****End structured narrative T2 - eReimbursement
Recall: L37
Have customer send in a clear copy of the RO s.
Writer contacted the customer to inform him that Chrysler will need him to resend his repair invoices again. Customer was informed they were not legible enough. Customer stated that he would be mailing them in again.
POSTMARK DATE: 033012; DATE RECEIVED: 040112
Check has been approved.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GB3911	7L1[redacted]	**Open Date**	01/13/2012	**Built Date**	01/09/2007	
Model Year	2007	**Body**	JKTM74	JEEP WRANGLER UNLIMITED X 4X2 SPORT UTILITY			
In Service Dt	01/27/2007	**Mileage**	75,000	**Dealer Zone**	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PDA	LIGHT GRAYSTONE PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	59578	GLENDALE DODGE LLC			
Dealer Address	1101 S BRAND BLVD				
Dealer City	GLENDALE	**Dealer State**	CA	**Dealer Zip**	91204

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	NORTH HOLLYWOOD CA 9[redacted]	**Country**	UNITED STATES

Corporate - Corporate Warranty Extension Letter - Default - Consequential Expenses Not Covered - Default	Clockspring Inquiry
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Incomplete recall

Briefly summarize why the customer is contacting Chrysler: customer called in wanting to know what the symptoms are of a concern with the clockspring.
Briefly summarize what the customer is expecting: extended warranty information.
Writer advised customer air bag light comes on and horn may not work. Customer states she has a warning light on that looks like a lightning bolt. Writer advised customer that is for the electronic throttle control and to contact dealer for repair.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6918	7L[redacted]	***Open Date***	01/14/2012	***Built Date***	07/25/2006	
Model Year	2007	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	10/02/2006	***Mileage***	52,000	***Dealer Zone***	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	44807	DICK BOURNIVAL DODGE INC			
Dealer Address	343 ROUTE 1				
Dealer City	YORK	***Dealer State***	ME	***Dealer Zip***	03909

Owner	[redacted] S	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	SANFORD ME 0[redacted]	***Country***	UNITED STATES

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Agent informed customer of incomplete recall
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	Agent informed customer of incomplete recall
Corporate - Product Information - Default - Default - Default	Customer inquiring about fuel tank overflow
Product - Electrical - Lamps and Switches - Other - Default	Customer states concern with dimmer not working
Product - Fuel System - Fuel Tank - Other - Default	Customer states concern with fuel tank overflow
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Escalating for goodwill

Briefly summarize why the customer is contacting Chrysler: Customer states he has been having a concern regarding filling up his fuel tank and it not shutting off. Customer states he was completing further research regarding his concern and found out that this has been on ongoing problem. Customer states he has also been having a concern regarding his lights not for his instrument panel not being able to be dimed to a different setting.
Briefly summarize what the customer is expecting: Customer states he would like to know if something can be done to solve this situation.
Agent informed customer of incomplete recalls for Mopar tow bar (J24) as well as INNER FENDER LINERS (k13). Customer states he was informed that he does not have a mopar front tow bar on his vehicle however he will bring his vehicle into the dealership for the inner fender liners to be looked at since he already replaced the component. Customer states he also received a letter for the clock spring recall. Agent informed customer this is an extended warranty not a recall for the clock spring sir if you are having a concern regarding your air bag light becoming illuminated please bring your vehicle to the dealership. Customer states he has been having the problem but thanks. Agent informed customer of how long he has the extended warranty for the clockspring according to his mileage.
Has customer had previous history with current issue? No

Customer has a history of diagnosis for an intermittent problem? No
Has had repair history at Chrysler dealership(s)? Yes
Was this vehicle purchased new by this customer? No
Customer has a history of purchasing Chrysler vehicles? Yes
If yes, number in household? 1
Customer claims to maintain vehicle as per maintenance schedule? Yes
Has a mechanical Chrysler Group Service Contract? No
Warranty coverage code? 336
Ownership status? Second
Basic warranty component? Yes
Powertrain warranty component? No
Service contract or Mopar warranty component? No
Within 3 years or 36,000 miles? No
Within 2 years or 24,000 miles? yes
Within 1 year or 12,000 miles? No
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? No
If a CDJ dealer has diagnosed, what is the dealer name or code? 44807
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District T * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
Left message.
Customer [redacted] called in. Writer informed customer that Customer needs to take vehicle in for diagnosis before any goodwill can be considered. Customer stated he would take the vehicle in sometime this week and will call Writer when appointment is set. Writer stated that if they do not hear from customer by Friday, Writer will call Customer.
2nd attempt made to contact customer at [redacted]. Left message.
3rd attempt made to contact customer at [redacted]. Left message.
4th attempt made to contact customer at [redacted]. Left message.
5th attempt made to contact customer at [redacted]. Left message.
Writer left message for customer informing him that writer was following up to determine if the vehicle has been taken into the dealer for a diagnosis. Writer also left in the message that case manager will be following up with customer on Monday 2/13 to confirm if an appointment has been set.
6th attempt made to contact customer at [redacted]. Left message.
Writer left message for customer informing that writer was following up to determine if the vehicle was taken into the dealer for a diagnosis. Writer also indicated in the message that writer would be following up with customer again on Thursday 2/16 and if writer did not get a response, the case would be closed.
7th attempt made to contact customer at [redacted] Left message.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2414	8L5[redacted]	***Open Date***	01/16/2012	***Built Date***	08/07/2007	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	09/12/2007	***Mileage***	64,800	***Dealer Zone***	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	26214	BOB MARIANO JEEP DODGE INC			
Dealer Address	146 MANCHESTER ST				
Dealer City	CONCORD	***Dealer State***	NH	***Dealer Zip***	03301

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BARNSTEAD NH [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Airbag light is on
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer states dealership wont work on vehicle

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because she has been informed that there is a recall on her 2008 Jeep Wrangler. Customer listed the recall number is 11Z52800 for a Airbag light issue. Customer said there was no recall and refused to fix vehicle. Agent informed customer that no recall could be found for this issue. Customer asked about previous recalls in vehicle and agent informed customer of 5 previous recalls, which the customer does not recall.
Briefly summarize what the customer is expecting: Customer is expecting to find information about this recall. Customer is also expecting this recall to be fixed.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: N/A
Who has possession of the vehicle? (Dealer)
Has the vehicle been diagnosed by a CDJ dealer? (Yes)
If a CDJ dealer has diagnosed, what is the dealer name or code? 26214
Reassigned to 88F
ots jm2114
* * * * * CASE MANAGER TEAM - District T * * * * * *
Writer spoke to SA Shannon. Customer was in on Sat with a Trans leak. They fixed. Customer has an ESP light. Declined work for senor. Customer needs idler pulley and coolant leak. Customer declined both. Customer has only gone in for warranty work. SM Ken. SA stated all the work are covered under the basic warranty.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted].

Writer provided CM contact information for CM.
2nd attempt made to contact customer. Left message.
Writer called customer [redacted]92, customer states the dealership did not fix anything on her jeep, customer states the other issue she had was for her air bag light being on, steering wheel sensor that is making the air bag light go off, customer states if she got the part and did it herself, she wouldn t be able to get the update for the software.
Customer was advised that writer will call the dealership to see what problems she is having as far as the air bag light, if all the issues stated above by SA are maintenance and/or covered under warranty, customer understood, writer will call customer after dealesrhip has been contacted.
Writer called dealership, Service Manager (SM), Ken 603-228-1345, SM states that customer refused to pay the diagnostic charge, customer took her car and left, states the vehicle needs a steering angle sensor, which is $450.00, transmission cooler line, which is a warranty extension, pcm update for premature oil reminder, all under warranty. SM states he does not want to help the customer, but he will do a 60/40 split.
SM states he will email CM tomorrow with the warranty prices and the copay amount for the customer.
Writer called dealership, Service Manager (SM), Ken 603-228-1345,
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $254.25
Labor = $85.00
Total = $339.25
Co-pay = $250.00
########## DIRECT-TO-DEALER ##############
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
If this repair falls under the Digital Imaging (DI) process,
you will need to follow the DI process of submitting images
or the required DI documents to the Powertrain Service Center
for claim approval. Be sure to include in your comments that Customer Care
is involved. Customer Care will add DM Notes to the VIN describing our decision and these notes are available to the DI group for reference.
When repairs are completed, submit your claim as you would normally.
If you need assistance with claim payment, please refer to
Warranty Bulletin D-11-19.
This customer has not yet been informed of this decision.
Please update and/or close CAIR when complete.
##################################
Writer called customer [redacted]
Customer was advised of the goodwill decision, we are sending over the paperwork, customer will call and make an appointment.
REASSIGNED TO BC/DLR 32 26214 01/20/12 14:19 O 2[redacted]
Writer called customer 6[redacted] left message.
Writer called customer [redacted] customer states she does not have the money yet for the repairs. Customer states she will save up and writer will call her back within the next couple of weeks.
cont.. customer also asked writer if copay could be changed, writer informed customer the decision remains the same and the copay will not change.
Owner has yet to k\make an appt. Dealer will address when ad if owner ever makes an appt.
Agent contacted customer a[redacted] agent spoke to customer and she inform the agent that she got the repairs done at the dealer yesterday. Customer has the vehicle. Vehicle seems to be drving fine. Customer ask for a last follow up next wednesday. Customer advise the agent that the dealer advise her she needed a power steering pump or something repaired. customer was asking for financial assistance on that. Agent advise the customer that chrysler can not financially assist with that being that chrysler has assisted out of warranty on a good will with this repair she just had. Customer was asking if this becomes a recall could she get her

$250 copay back. Agent advise the customer that recalls are VIN specific and if there is a recall that comes out for the repair she had she can submit her documents for review of reimbursement. Customer understood and thank the agent.
Writer called customer [redacted], customer states her vehicle has been repaired and she is satisfied with the repairs, customer thanked writer, case will be closed.
CLOSED LOOP UPDATE - no need for additional follow-up.
Invoices submitted are for the steering angle sensor not the clockspring.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GB3919 7L[redacted]	**Open Date**	01/16/2012	**Built Date**	02/26/2007		
Model Year	2007	**Body**	JKTM74	JEEP WRANGLER UNLIMITED X 4X2 SPORT UTILITY			
In Service Dt	03/29/2007	**Mileage**	34,000	**Dealer Zone**	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PDA	LIGHT GRAYSTONE PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	66732	GALEANA CHRYSLER JEEP INC			
Dealer Address	14375 S TAMIAMI TRAIL				
Dealer City	FT MYERS	**Dealer State**	FL	**Dealer Zip**	33912

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	(X41) CLOCKSPRING
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	MOPAR TOW BAR

Briefly summarize why the customer is contacting Chrysler: Customer received the letter for the (X41) CLOCKSPRING and stated that his airbag light is on. Caller stated that the dealership stated that he will have to have a diagnisis done on his vehicle at his cost. Agent advised the caller that the dealership will charge a diagnosis but if the repair is covered than he will not have to pay the diagnoctic. Caller stated that he doesn t feel he should have to pay the diagnostic when he is having the same problem with the airbag light on.
Agent advised: Agent advised the customer that if the repair is not covered he can call back and an agent can reopen this case and send on to see if Chrysler will assist him with the repair. Agent gave the caller the case number.
Has customer had previous history with current issue? Y / N-no
Customer has a history of diagnosis for an intermittent problem? Y / N-no
Has had repair history at Chrysler dealership(s)? Y / N-yes
Was this vehicle purchased new by this customer? Y / N-no
Customer has a history of purchasing Chrysler vehicles? Y / N-yes
If yes, number in household? 2
Customer claims to maintain vehicle as per maintenance schedule? Y / N-yes
Has a mechanical Chrysler Group Service Contract? Y / N-no
Recalls done on this vehicle Y/N-yes
Warranty coverage code?-336
Ownership status-2nd owner
Basic warranty component? Y / N-yes
Powertrain warranty component? Y / N-no
Service contract or Mopar warranty component? Y / N-
Within 3 years or 36,000 miles? Y / N-no

Within 2 years or 24,000 miles? Y / N-yes
Within 1 year or 12,000 miles? Y / N-no

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5910	7L[redacted]	**Open Date**	01/17/2012	**Built Date**	06/29/2007	
Model Year	2007	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	08/09/2007	**Mileage**	22,000	**Dealer Zone**	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	42674	NICHOLS DODGE INC			
Dealer Address	988 PLANTATION RD				
Dealer City	BURLINGTON	**Dealer State**	NC	**Dealer Zip**	27216

Owner	[redacted]	**Contact Type**	E-MAIL
Address	[redacted]	**Home Phone**	[redacted]
	BURLINGTON NC 2[redacted]	**Country**	UNITED STATES

Corporate - Recall - Default - Default - Default	Clockspring recall inquiry
Dealer - Service/Body Shop - Transaction - Unsatisfactory Maintenance - Default	Customer felt concerns were not addressed

***** EMAIL BRIEF DESCRIPTION CONTENT *****
unsatisfied with servicing dealer customer service
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
i received a notice in the mail regarding a clockspring issue. the letter clearly stated that if the airbag light came on that i needed to have the clockspring replaced at no charge. i took it to the dealer today, after scheduling an appointment a week ago and when i dropped it off, they asked if i was having my brakes worked on. i corrected them on the purpose of service. later in the day i receive a phone call stating that the airbag light was not on and they did not see any error messages in the computer system. i advised the light had been on and off at regular intervals. they rechecked the vehicle and said they determined that the seat needed to be recalibrated as it had negative weight caused from sitting objects in the seat. i normally do not sit anything more than a coat in the seat if it is unoccupied. they advised to recalibrate the seat that i would have to pay $90 in order to do so. i declined as i do not have funds to pay for a safety issue covered under warranty to be fixed. i would like the clockspring to be repaired at no cost to me as stated in the letter as being an issue that is covered. short of driving to another reputable dealer (the closest one to me is 25 miles away)what is the best solution to solve the problem? if i had another choice of places to take it to for

service i would be there but i have no choice but to continue going to the
incompetent customer service technicians at Nichols.
*****END OF CUSTOMER EMAIL*****
Thank you for contacting the Jeep Customer Assistance Center in regards to your 2007 Wrangler.
A review of our records indicates that your Wrangler does not currently require service for any recall campaigns. If your vehicle is involved in a future recall campaign, you will be notified promptly by U.S. mail. Please keep us informed of any change of address.
You may also access the self-service recall site on the internet to check on your vehicle s involvement in any future recalls that are published. Simply go to your brand website Owners page: http://www.Jeep.com/en/owners and enter your Vehicle Identification Number (VIN) where appropriate.
If you are experiencing any problems with an issue you feel deserves attention, we certainly recommend that you contact your local dealer to arrange an appointment so that they can inspect the vehicle and determine an appropriate course of action.
Thank you for your email inquiry.
*****END OF CAC EMAIL*****
This is not a recall and no where in my correspondence did I mention recall. Its an extended warranty for clockspring from 3 to now 10 years. You didn t even address my concerns about the dealer.
*****END OF CUSTOMER EMAIL*****
Thank you for contacting the Jeep Customer Assistance Center with your email response.
We have received your email regarding your recent service experience at Nichols Chrysler Dodge.
I regret your dissatisfaction with the service you received and appreciate the time and effort you took to bring this matter to my attention.
Dealerships are not owned by Chrysler Group, they are independent businesses and are responsible for addressing workmanship concerns like the kind noted in your email. We suggest contacting the dealership service manager and address your concerns further.
Information received from customers such as yourself enables better evaluation of dealers service activities. Your complaint will be forwarded to the Business Center responsible for this dealer and retained in the dealer s permanent file.
Although we recommend that you return to your selling dealer for service, any authorized Chrysler Group LLC dealership can repair your vehicle. You are not limited to the dealership that sold you your vehicle.
Your feedback and opinion is very important to us. We hope this experience will not cause customers to misjudge our products.
On another note, the extended warranty available on your vehicle only pertains to powertrain components. The clockspring issue you have contacted us in regards to falls under the basic 3/36 warranty.
Thanks again for your email.
*****END OF CAC EMAIL*****
Would it help if I scanned a copy of the letter Chrysler jeep sent me in the mail so you can have a better understanding of what I m referring to as I do t think you understand.
*****END OF CUSTOMER EMAIL*****
Thank you for contacting the Jeep Customer Assistance Center in regards to your email response.
We apologize for the miscommunication and misunderstanding with your inquiry. We recommend that you take the letter to your local dealership (Nichols Dodge at 336-229-6901) to further address your concern.
If you are still experiencing issues, we recommend that you seek your next local dealership (Crown Chrysler Dodge Jeep at 336-852-2227) for a second opinion.
Thanks again for your email.
*****END OF CAC EMAIL*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2418	7L1[redacted]	***Open Date***	01/17/2012	***Built Date***	12/11/2006	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	04/30/2007	***Mileage***	45,000	***Dealer Zone***	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PDA	LIGHT GRAYSTONE PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68153	CUTRONES CHRYSLER JEEP DODGE WEST			
Dealer Address	5408 UNIVERSITY BLVD				
Dealer City	CORAOPOLIS	***Dealer State***	PA	***Dealer Zip***	15108

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

Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	INNER FENDER LINERS
Product - Electrical - Lamps and Switches - Other - Default	Illiminated air bag light.
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	MOPAR TOW BAR
Corporate - Recall - Default - Default - Default	Recall letter received on clock springs.

Briefly summarize why the customer is contacting Chrysler: Customer stated that her received a letter for a recall on the clock springs and his air bag light has been intermittent. Customer had vehicle at dealership but they stated there is no recall on the clock spring. Agent confirmed that there is no recall on the clock spring in the list but stated that if the customer has a recall letter to take it to the dealership to show them. Agent advised customer to retain his copy of the letter.
Briefly summarize what the customer is expecting: Customer is seeking the clock spring repair work to be done under the recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5913	7L157643	***Open Date***	01/17/2012	***Built Date***	02/23/2007	
Model Year	2007	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	05/11/2007	***Mileage***	65,000	***Dealer Zone***	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	43639	BERTERA DODGE CHRYSLER JEEP INC.			
Dealer Address	167 SPRINGFIELD RD				
Dealer City	WESTFIELD	***Dealer State***	MA	***Dealer Zip***	01085

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]D	***Home Phone***	[redacted]
	FEEDING HILLS MA 0[redacted]	***Country***	UNITED STATES

Product - Steering - Unknown - Other - Default	clock spring
Corporate - Product Information - Default - Default - Default	extended warranty

Briefly summarize why the customer is contacting Chrysler:Customer states he received a warranty extension letter for the clockspring. Customer Mr. [redacted] stated that he is going to call the dealer because the air bag light does come on.
Briefly summarize what the customer is expecting:Customer just seeking to verify the letter.
Agent advised the customer of the air bag light as well as the horn possibly not working.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2417	7L[redacted]	**Open Date**	01/18/2012	**Built Date**	01/17/2007	
Model Year	2007	**Body**	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	02/08/2007	**Mileage**	43,913	**Dealer Zone**	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	23011	BRIGHAM-GILL MOTORCARS INC			
Dealer Address	817 WORCESTER ST				
Dealer City	NATICK	**Dealer State**	MA	**Dealer Zip**	01760

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	NEEDHAM MA [redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light on
Corporate - Reimbursement - Default - Default - Default	Seeking reimbursement
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Was advised in previous CAIR

POSTMARK DATE: 011212; DATE RECEIVED: 011712
RECALL - Air Bag Sensor J38
****
Customer submitted request for reimbursement for recall J38 for the air
bag sensor.
Customer s proof of payment is: CREDIT CARD recorded on invoice.
Recall applies to customer s vehicle:Yes
Date of repair: 11/25/11
Labor $230.00
Parts $0.00
Tax $0.00
Misc. Charges $4.98
Total $234.98
Writer is submitting check for approval in the amount of $234.98
Line 6 Should read: CASH, disregard 'CREDIT CARD recorded on invoice.'
SECOND INVOICE
RECALL - Air Bag Sensor J38
****
Customer s proof of payment is: CREDIT CARD recorded on invoice.
Recall applies to customer s vehicle: Yes
Date of repair: 11/16/11
Labor $0.00
Parts $178.80
Tax $0.00
Misc. Charges $22.96
Total $201.76
Writer is submitting check for approval of both invoices in the amount of
$201.76.+$234.98=$436.74

Writer confirmed that under CAIR[redacted], Lines 1-5, customer called in and was informed of recall J24.
Writer called dealership:
Dealer Code: 23011
Dealer Name: BRIGHAM-GILL MOTORCARS INC
Dealer Phone: 508-655-4200
Left detailed call back message for Jamie, SA., @1.800.853.1403, and reference your case #21784283.
****
NEXT AGENT:PLEASE VERIFY PROOF OF PAYMENT FROM CALLER. PLEASE DOCUMENT NAME/POSITION OF THE CALLER. THANKS!
****
THIS IS FOR INVOICE[redacted] (FIRST NARRATIVE) IN THE AMOUNT OF $383.85.
CUSTOMER IS SEEKING LABOR FOR CLOCK SPRING IN THE AMOUNT OF $230.00.
Jamie called back to verify payment of $230.00 at his shop. Jamie states that the customer bought a part at another dealership and installed himself. Agent tried to connect Jamie to KH484, however, there is not a phone number or extension number for this agent in the notes. Jamie did not have the time to wait while I looked for the numbers.
Writer verified customers address in COIN to be correct with Claim Form.
******APPROVED******

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3918	7L1[redacted]	***Open Date***	01/19/2012	***Built Date***	02/01/2007	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	02/21/2007	***Mileage***	42,000	***Dealer Zone***	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	36100	LEE CHRYSLER JEEP DODGE			
Dealer Address	777 CENTER ST				
Dealer City	AUBURN	***Dealer State***	ME	***Dealer Zip***	04210

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	AUBURN ME 0[redacted]	***Country***	UNITED STATES

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Recall Inquiry
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	Recall Inquiry
Product - Frame - Trailer Hitch - Other - Default	Recall J240
Product - Body / Trim / Paint Finish - Body Hardware - Other - Fender-Driver	Recall K130
Corporate - Warranty Coverage - Default - Default - Default	X41 Clockspring Inquiry

Customer calls seeking recall information. Advised the customer of incomplete recall J24 & K13 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair. Customer also inquired about X41 Clockspring warranty which agent advised since hear airbag light is illuminated to have dealership take a look at.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2410	8L[redacted]	***Open Date***	01/19/2012	***Built Date***	08/03/2007	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	08/24/2007	***Mileage***	80,000	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60064	CRYSTAL CHRYSLER DODGE JEEP	-BROOKSVILLE
Dealer Address	14358 CORTEZ BOULEVARD		
Dealer City	BROOKSVILLE	***Dealer State***	FL
Dealer Zip	34613		

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

Corporate - Recall - Default - Default - Default	Recall information
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	air bag light is on

Briefly summarize why the customer is contacting Chrysler: The customer called seeking recall information on her vehicle. The ageny advised customer there are no incomplete recalls. The customer was informed they will be notified by letter if a there was a recall on the vehicle using the address on file. The agent asked the customer if there was problems with her vehicle. The customer stated that the airbag light is on. The agent stated to have the vehicle diagnosed at a CJD dealership.
Briefly summarize what the customer is expecting:Recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted] 8						
VIN	1J4FA2419 8L[redacted]	**Open Date**	01/19/2012	**Built Date**	09/28/2007	
Model Year	2008	**Body**	JKJL72	JEEP WRANGLER X 4X4		
In Service Dt	11/29/2007	**Mileage**	90,236	**Dealer Zone**	63	DALLAS
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US
Color	PJR	RESCUE GREEN MET. CLEAR COAT				
Engine	EGT	3.8L V6 SMPI ENGINE				
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION				

Dealer	24050	MACK MASSEY CHRYSLER JEEP DODGE			
Dealer Address	950 CROCKETT STREET				
Dealer City	EL PASO	**Dealer State**	TX	**Dealer Zip**	79922

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

Corporate - Recall - Default - Default - Default	Customer inquiring about recalls on his vehicle.
Product - Electrical - Lamps and Switches - Other - Default	Customer stated air bag light staying on.

Briefly summarize why the customer is contacting Chrysler: Customer stated he had done research online and found a recall on right hand drive Jeep Wranglers for Clock Spring Assembly. Customer stated he has all the symptoms of the recall and that his airbag light was staying on. Agent informed customer there were no open recalls on his vehicle.
Briefly summarize what the customer is expecting: Customer was expecting his vehicle to be covered under recall customer has found on internet. Agent also advised customer to have the issue diagnosed at his local authorized dealer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ241X	8L[redacted]	***Open Date***	01/20/2012	***Built Date***	09/24/2007	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	08/06/2008	***Mileage***	70,000	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	26490	BROWN & WOOD JEEP			
Dealer Address	603 SW GREENVILLE BLVD				
Dealer City	GREENVILLE	***Dealer State***	NC	***Dealer Zip***	27834

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	TARBORO NC [redacted]	***Country***	UNITED STATES

Corporate - NHTSA - Inquiry - Default - Default	Agent gave NHTSA information to customer
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customers air bag light on

Briefly summarize why the customer is contacting Chrysler: Customer states her air bag light if flashing on her Jeep. Customer states she has read on the internet about the airbag recalls for Jeeps and wanted to know if she was effected on that recall.
Briefly summarize what the customer is expecting: Customer seeking recall information for her Jeep.
Agent advised customer that there was no recall information on his vehicle. Agent also advised customer of the contact information for NHTSA.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA5418	7L[redacted]	***Open Date***	01/20/2012	***Built Date***	10/05/2006	
Model Year	2007	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	11/15/2006	***Mileage***	64,884	***Dealer Zone***	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PGJ	JEEP GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45454	CLASSIC DODGE CHRYSLER JEEP			
Dealer Address	4984 S I-35 E				
Dealer City	DENTON	***Dealer State***	TX	***Dealer Zip***	76210

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	HALTOM CITY TX 7[redacted]	***Country***	UNITED STATES

Product - Electrical - Radio/Spkrs/Clock/Antenna - Other - Default	Radio issues
Corporate - Rental Vehicle - Default - Default - Default	Rental request
Corporate - Corporate Warranty Extension Letter - Default - Other - Default	X41 Clockspring as per lines 10-14
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light on
Product - Electrical - Unknown - Intermittent or Inoperative - Default	electrical components acting strange
Product - Suspension - Unknown - Poor Handling - Front	vehicle shakes violently

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
The caller states that the vehicle went over a set of railroad tracks and the vehicle started to shake violently. The caller states that she had to stop the vehicle in order to stop the shaking. The caller states that she has been having problems with the electrical system in her vehicle and it sounds like someone is unlocking the vehicle randomly but there is no one in it. The caller states that the air bag light is also on.
Briefly summarize what the customer is expecting:
Agent advised the customer that she has an extended warranty on the clock spring of the vehicle and this component may be causing the problems with the electrical parts and air bag. Agent advised the caller to have a dealer look at the issues to properly diagnose them. Agent provided the caller with the contact information for a dealer near her.
Agent advised the customer to call back to request the possible use of a rental vehicle once she has an appointment set up.
****End structured narrative T2 - Beginning Narrative
Customer called in stating that she had taken to the dealership with the issues with her vehicle.
Caller is seeking rental assistance. Writer contacted dealership and the SM Donna and they will need to keep the vehicle for a few days to diagnose and try to repair.
Writer escalating to 88R

Customer was advised that due to the nature of their rental request
a call back is required and will take place by close of business today.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: N/A
Reassigned to 88R
* * * * * * CASE MANAGER TEAM - District 88R Ù * * * * * *
Current 2nd owner & 1 new, X41 Clockspring & Ex Fed Em warranty
remaining, No SC.
Agent contacted dealer 45454 and talked to Service Manager (SM) Donna.
Dealer states that she has never seen the vehicle before and still need
to diagnose.
Dealer states that the issues that she can see so far are the radio,
clockspring and death wobble in the front suspension and depending on the
parts availablity do not know at this time what the time frame is for
repairs.
Agent verified with the dealer that the vehicle is OOW other than the X41
Clockspring, Chrysler would offer rental reimbursement for 2 days only.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 9[redacted]
Left a message letting the customer know of lines 33-41. *Agent however
did not state 'death wobble' and just referred to the issues with the
front suspension.
Agent informed the customer that Chrysler will assist with up to $35.00
per day for up to 2 days for rental reimbursement for an authorized CJDR
vehicle and up to $20.00 for another brand vehicle.
Agent provided case manager information and that a call back will take
place within 1-2 business days.
Agent re-assigning to case manager for follow up with rental
reimbursement and repairs.
Caller wanted to be transferred to (800-763-8422) Amber AW572 66200
Writer called Dealer at 940-498-9800, spoke with Service Manager, Allen.
SM states repairs are not complete. Writer will follow up with customer.
Writer called Customer at [redacted], customer states that the
dealership has not started work on her vehicle because Chrysler has not
authorized repairs. Writer advised they will contact the dealership.
Writer called Dealer at 940-498-9800, spoke with Service Advisor, Todd.
SA advised he would call Writer back in a few minutes.
Service Advisor, Todd, called to speak with Writer. SA states that there
is a wobble on the front end, the seat belt issue and a radio flash. SA
states costs for repairs are as follows: parts $231.16 labor $132.93
total $364.09. SA states he the customer also needs a front end alignment
but he thinks customer should pay for that. Writer advised they will
cover the other concerns and assist with the rental.
Writer called Customer at [redacted] Writer advised lines 61-66.
Customer asked how much the alignment is, Writer advised they did not
have that information but Customer could call the dealership and find
out. Customer agreed and thanked Writer.
Dealer 45454 called Writer. Writer spoke with Service Advisor, Todd, who
stated the repairs were complete and customer was happy. Writer advised
they will send the RA.
As a one-time goodwill gesture, Chrysler will be making a policy
adjustment for this repair. According to the dealer, the warranty
costs of the repair are as follows:
Parts = $231.16
Labor = $132.93
Total = $364.09
Co-pay = $0.00
########## DIRECT-TO-DEALER ##############
Customer Care is sending this file to your dealership because a joint
goodwill policy decision has been made on behalf of our mutual customer.
If this repair falls under the Digital Imaging (DI) process,
you will need to follow the DI process of submitting images
or the required DI documents to the Powertrain Service Center
for claim approval. Be sure to include in your comments that Customer
Care
is involved. Customer Care will add DM Notes to the VIN describing our

decision and these notes are available to the DI group for reference.
When repairs are completed, submit your claim as you would normally.
If you need assistance with claim payment, please refer to
Warranty Bulletin D-11-19.
This customer has been informed of this decision.
Please update CAIR when complete.
##################################
REASSIGNED TO BC/DLR 63 45454 01/27/12 14:11 R[redacted]
Writer called Customer at[redacted], left message.
*Contact Date:01/30/2012
DCX goodwill repair is documented on Repair Order#[redacted]
CAIR RETURNED FROM DEALER ON 1/30/2012 AT 10:03:330 R[redacted]
Writer called Customer at[redacted] left message.
Writer called Customer at[redacted] left message.
Writer called Customer at 9[redacted] left message.
Writer called Customer at[redacted] left message.
Writer called Customer at[redacted], left message advising case would
be closed.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA3910 7L[redacted]	**Open Date**	01/23/2012	**Built Date**	10/23/2006		
Model Year	2007	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	01/28/2008	**Mileage**	51,000	**Dealer Zone**	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	26547	THOMPSON CHRYSLER JEEP			
Dealer Address	1102 BUSINESS CENTER WAY				
Dealer City	EDGEWOOD	**Dealer State**	MD	**Dealer Zip**	21040

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	
	ESSEX MD 2[redacted]	**Country**	UNITED STATES

Corporate - Recall - Default - Default - Default	Agent informed customer of incomplete recall
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	Agent informed customer of incomplete recall
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer states clock spring concern
Product - Fuel System - Fuel Tank - Other - Default	Customer states concern with fuel tank overflow
Product - Electrical - Unknown - Other - Default	Customer states concern with head light fogging up
Product - Transmission / Transaxle - Torque Converter - Hard Shifting - Default	Customer states hard shifting concern
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Escalating for goodwill

Briefly summarize why the customer is contacting Chrysler: Customer states he is calling because he has some questions regarding the clock spring for his vehicle he just received an extended warranty in the mail and has been having this issue with the airbag light coming on. Customer states he has also been having concerns with his torque convertor shifting hard/his head light fogging up/abs needing to be reprogrammed on his vehicle as well concerns regarding his fuel tank overflowing. Customer states he has noticed that there are concerns regarding these components and there are service bulletins that are out right now on these issues.
Briefly summarize what the customer is expecting: Customer states would like to know if since these are known concerns and are service bulletins if any of these can be covered under the warranty.
Agent states there is only one open recall for your vehicle sir and that is for (k13) Inner fender liners. Customer states he fixed that himself actually and had already sent in his documents to Chrysler. Agent advised customer it is still showing as being open sir which you would need to bring your vehicle back to the dealership so this can be closed. Agent states so you are aware sir that are no other open recalls or extended

warranty regarding your concerns that you have been having.
Has customer had previous history with current issue? No
Customer has a history of diagnosis for an intermittent problem? No
Has had repair history at Chrysler dealership(s)? Yes
Was this vehicle purchased new by this customer? No
Customer has a history of purchasing Chrysler vehicles? Yes
If yes, number in household? 2
Customer claims to maintain vehicle as per maintenance schedule? Yes
Has a mechanical Chrysler Group Service Contract? No
Warranty coverage code? 801
Ownership status? Second
Basic warranty component? Yes
Powertrain warranty component? No
Service contract or Mopar warranty component? No
Within 3 years or 36,000 miles? No
Within 2 years or 24,000 miles? Yes
Within 1 year or 12,000 miles? no
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day.
Preferred Morning/Midday call back number is [redacted]1-after 4pm he does have voicemail.
Preferred Afternoon/Evening call back number is [redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? No
If a CDJ dealer has diagnosed, what is the dealer name or code? 26547
Reassigned to 96Q
Customer calls to let us know that his mileage is actually 68,638.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 4[redacted]
Left message.
Customer contact Case Manager. Customer states that he does not have the information in front of him. Customer states that he received the letter of recall for fuel tank. WRTIER informs the customer that his vehicle does not have the current recall on his vehicle. Customer request to have WRITER back, customer ends call prematurely.
Customer calls to speak with their Case Manager. Agent transferred customer to extension 4720264.
Customer contact Case Manager. Customer states that his airbag light on his dashboard in on and he received a letter in the mail about extended warranty x41 (Airbag Clockspring Assembly - 2007MY Jeep Wrangler (JK) - Extended Warranty), and the customer wanted to know about the recall on the fuel tank. WRITER informed the customer that extended warranty X41 is still active, and the customer should take vehicle to nearest dealer for diagnosis and repairs via warranty. Customer states that he is an auto repairman himself, and the other issues he will take care of himself. But, if there are repairs done under warranty he would like the repairs done. WRITER informed the customer that his case will be closed until the customer contact CAC back for reopen. Customer thanks WRITER and ends call.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5911	7L1[redacted]	**Open Date**	01/24/2012	**Built Date**	02/17/2007	
Model Year	2007	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	03/20/2007	**Mileage**	76,750	**Dealer Zone**	74	DENVER	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	42219	CENTRAL DODGE			
Dealer Address	1025 WEST SUNSHINE				
Dealer City	SPRINGFIELD	**Dealer State**	MO	**Dealer Zip**	65807

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	SPRINGFIELD MO [redacted]	**Country**	UNITED STATES

Corporate - Corporate Warranty Extension Letter - Default - Reimbursement - Default	X41
Corporate - Reimbursement - Default - Default - Default	X41 extended warranty
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	airbag light goes on when turning

POSTMARK DATE: 011712; DATE RECEIVED: 012312
Writer called dealership at 417-862-9272 and spoke with GL the Service Advisor.
GL stated that the invoice has been paid in full by credit card and the taxes for the clock spring is $17.86.
EXT Warranty Clock spring X41
****

Customer submitted request for reimbursement for clock spring.
Parameters are 120 months or 150,000 miles.
Customer s proof of payment is: invoice is stamped PAID and also see lines 4 and 5 above.
In-service Date: 03/20/2007
Date of repair: 06/28/2010
Mileage: 76750 miles
Labor $ 180.00
Parts $ 235.00
Misc. Charges -$ 41.50
Tax $ 17.86
Total Reimbursement $ 391.36
Writer updated COIN with the Customer Reimbursement Claim Form and the return address on the envelop.
Writer called customer at [redacted] but could not leave a message.
Writer called customer at [redacted] and left a message to call.
Writer (4718192) is waiting for customer to call before submitting check for approval in the amount of $ 391.36
****

NEXT AGENT Please advise customer of the lines 15 to 19. Also let

customer know that line 17 is the 10% discount that was taken off on the invoice. It was written on the bottom of page one on the invoice. Then let customer know that the check will be submitted for approval.
Briefly summarize why the customer is contacting Chrysler: Customer was advised that the check will be mailed with next 14 days as per CO135. Customer asked if there was any open recalls on his vehicle. Agent advised that at this time there are no open recalls.
Briefly summarize what the customer is expecting:
Writer is submitting check for approval in the amount of $ 391.36
****
****
Approved and Processed
****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3913	9L[redacted]	**Open Date**	01/24/2012	**Built Date**	10/28/2008	
Model Year	2009	**Body**	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	03/26/2009	**Mileage**	45,700	**Dealer Zone**	74	DENVER	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	43693	JIM RAYSIK, INC.			
Dealer Address	210 SOUTH SECOND STREET				
Dealer City	CLINTON	**Dealer State**	MO	**Dealer Zip**	64735

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	WARSAW MO 6[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Aig bag light is on, customer feels it is the recall
Corporate - Recall - Default - Default - Default	Customer feels there should be a recall on the air bag clock
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Goodwill request escalated

Briefly summarize why the customer is contacting Chrysler: Caller has a 2009 right hand drive jeep wrangler and the air bag light has come on. Caller took the vehicle to the dealership and they advised there was no recall on the vehicle. Caller states that the clock spring may be faulty as indicated in the recall notice. Caller knows people with the same vehicle and they have had theirs fixed under warranty/recall. Customer states the vehicle has not been diagnosed as of yet, but he spoke with someone at the dealership. Caller has said it is ok to discuss the vehicle with his wife Anita when we call him back.
Briefly summarize what the customer is expecting: Caller is asking that we fix his vehicle as outlined in the recall.
Has customer had previous history with current issue? No
Customer has a history of diagnosis for an intermittent problem? No
Has had repair history at Chrysler dealership(s)? Yes
Was this vehicle purchased new by this customer? Yes
Customer has a history of purchasing Chrysler vehicles? Yes
If yes, number in household? 5
Customer claims to maintain vehicle as per maintenance schedule? Yes
Has a mechanical Chrysler Group Service Contract? No
Warranty coverage code? 336
Ownership status? Original
Within 3 years or 36,000 miles? Yes
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number [redacted]

Preferred Afternoon/Evening call back number is [redacted]0
Customer email address for case updates: s[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? 43693
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District N * * * * * *
Status update provided via email to the following email address:
[redacted]
Hello
My name is Christine and I have been assigned as your case manager
Here is some information that will be helpful for you to have.
Your case numbe[redacted]
Chrysler case management telephone number 1-800-763-8422
My extension is 661157
My work hours are 8.30am to 5.00pm MST Mon Fri
I will contact you within one business day by telephone to review your case
Thanks
End of Status Update
Vehicle history: 1 New
OOW: 9700/
Service contract:NO
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Customer stated hasn t had a diagnostic yet and has appointment set up 01/30/12, writer informed customer that once the diagnostic has been done we will follow up with the dealership to see what repairs are needed, and informed customer as long as not due to neglect or abuse we can possibly assist.
Sm Jim dealer 43693 requesting to speak with Case Manager. SM stated that diagnosis was completed and that vehicle does need a clock spring. SM suggests that there be no co pay. SM stated that customer is aware of the issues with the clock springs and that is why he suggests the no co pay.
Warranty Pricing:
Parts $ 208.60
Labor$ 30.35
Total $ 238.95
SM Jim, seeks a callback since customer is also in for other repairs an will be in at dealer for another hour.
DEALERSHIP CONTACT SM reported that the customer is in having trans cooler lines replaced and SM would like to have repair completed with no co-pay for the customer. Writer advised will process the RA.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $208.60
Labor = $30.35
Total = $238.95
Co-pay = $0.00
########## DIRECT-TO-DEALER ##########
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
If this repair falls under the Digital Imaging (DI) process,
you will need to follow the DI process of submitting images
or the required DI documents to the Powertrain Service Center
for claim approval. Be sure to include in your comments that Customer Care
is involved. Customer Care will add DM Notes to the VIN describing our decision and these notes are available to the DI group for reference.
When repairs are completed, submit your claim as you would normally.
If you need assistance with claim payment, please refer to
Warranty Bulletin D-11-19.
This customer will be informed of this decision by dealership.
Please update and/or close CAIR when complete.
##########
[redacted]

DEALERSHIP CONTACT: SM, David, reported that repairs have been completed and customer has vehicle.
AM Reviewed CAIR with Service Manager David Himes. _
Attempt made to contact customer at [redacted] Customer reported he is grateful for the assistance he received and the vehicle is running good.
Advised of case closure.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA5415	8L[redacted]	**Open Date**	01/24/2012	**Built Date**	09/08/2007	
Model Year	2008	**Body**	JKJP72	JEEP WRANGLER SAHARA 4X4			
In Service Dt	11/21/2007	**Mileage**	55,500	**Dealer Zone**	70		
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	42313	DAMSKOV AUTO SALES			
Dealer Address	707 OKAMA DRIV				
Dealer City	OMAK	**Dealer State**	WA	**Dealer Zip**	98841

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	([redacted]
	TONASKET WA [redacted]	**Country**	UNITED STATES

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Customer vehicle does not have tow bar.
Product - Electrical - Unknown - Defective - Default	clock spring for airbag sensor defective

Briefly summarize why the customer is contacting Chrysler: Customer states last Thursday (Jan.19/12) the airbag sensor came on and would not go out; sometimes it would go out, but only for a moment before it came back on. Customer brought vehicle in to his local Chrysler dealership for diagnosis, where they determined it was the clock-spring for the air bag sensor. Customer researched this issue online, and found that there was a recall issued to vehicles for this problem; however, the recall was only issued to right-side driver vehicles. Customer states that his vehicle is experiencing the same symptoms as those with the recall and was wondering if Chrysler would cover the cost of repairs for his vehicle, just as they did with the right-side driver vehicles. Customer was notified yesterday by dealership that the part came in; they are just waiting for an appointment to be made. Customer feels it would only be fair that Chrysler cover the cost of repairs for his vehicle because he is experiencing the same issues. Customer would like to know what Chrysler can do for him in this situation.
Briefly summarize what the customer is expecting: Customer is wondering if Chrysler will cover the cost of repairs for his vehicle because he is experiencing the same symptoms as those that have been issued the recall.
****Agent notified customer of the recall issued to his vehcile (Recall# J24); however, customer does not have a tow bar and was told to disregard this recall notification.****
Customer advised a call back is required and will take place within one business day.
Preferred Morning/Midday call back number is: [redacted]
Customer email address for case updates: None provided.
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? 42313

Reassigned to 88F
Status update provided via email to the following email address:
[redacted]
My name is Henry, and I have been assigned as your Case Manager
Here is some information that will be helpful for you to have:
Your Case number: [redacted]
Chrysler Case Management telephone number: 800-763-8422
My direct extension: 66118
My work hours: 9:30 am to 6 pm Mountain Time Monday-Friday
I will contact you within one business day by telephone to review your
case with you.
End of Status Update
* * * * * CASE MANAGER TEAM - District O * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
5[redacted]
Customer does not have a Mopar Tow Bar. Customer stated that the air bag
light is on , and bells ring. Customer took vehicle in on Friday.
Customer alleges seeing recall on the righthand-clockspring. Customer
wants to be contacted first at: [redacted]67.
Writer advised customer that the dealer will be contacted to get the
diagnostic information.
DAMSKOV AUTO SALES 509-826-2000.
Jess Rich, is the service manager.
Clockspring is not covered. Customer is in good standing, and deserves
goodwill on the issue. Dealer stated that he would email the warranty
pricing, and the point of failure.
Customer advised of recall J24, but customer does not have a mopar tow
bar.
DAMSKOV AUTO SALES 509-826-2000.
Jess Rich, is the service manager.
Received email indicating warranty pricing information:
Part: $208.60
Labor: $30.00
Total: $238.60
Dealer stated that he would be willing to accept an RA for a $100.00
copay on behalf of the customer.
As a one-time goodwill gesture, Chrysler will be making a policy
adjustment for this clockspring repair. According to the dealer, the
warranty
costs of the repair are as follows:
Parts = $208.60
Labor = $30.00
Total = $238.60
Co-pay = $100.00
########## DIRECT-TO-DEALER ##############
Customer Care is sending this file to your dealership because a joint
goodwill policy decision has been made on behalf of our mutual customer.
If this repair falls under the Digital Imaging (DI) process,
you will need to follow the DI process of submitting images
or the required DI documents to the Powertrain Service Center
for claim approval. Be sure to include in your comments that Customer
Care
is involved. Customer Care will add DM Notes to the VIN describing our
decision and these notes are available to the DI group for reference.
When repairs are completed, submit your claim as you would normally.
If you need assistance with claim payment, please refer to
Warranty Bulletin D-11-19.
This customer has not been informed of this decision.
Please update and/or close CAIR when complete.
##################################
REASSIGNED TO BC/DLR 70 42313 01/27/12 18:32 O 2[redacted]
1-30-12 Customer has appt for tomorrow 1/31 to have repairs
completed.TLP1
Writer re-assigning follow up date to reflect update on lines 92-93.
1-31-12 Repairs completed this date on RO# 33764.TLP1 _
DAMSKOV AUTO SALES 509-826-2000.

Jess Rich, is the service manager.
Dealer stated that the vehicle has been repaired and returned to the customer. Writer advised dealer that the customer will be contacted and the case will be closed.
[redacted]
Left message.
[redacted]
Left message.
[redacted] Left Message
R
Left message.
R
Female answered and stated that they were currently experiencing a family emergency, and to call back another time.
[redacted]
Spoke to Mr. [redacted].
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ241X	8L[redacted]	**Open Date**	01/25/2012	**Built Date**	04/28/2008	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	05/10/2008	**Mileage**	71,000	**Dealer Zone**	74	DENVER	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PYB	DETONATOR YELLOW CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	66856	CAR CITY CHRYSLER			
Dealer Address	3100 S 169 HIGHWAY				
Dealer City	ST JOSEPH	**Dealer State**	MO	**Dealer Zip**	64503

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	DEARBORN MO[redacted]	**Country**	UNITED STATES

Product - Electrical - Radio/Spkrs/Clock/Antenna - Other - Default	Clock springs have broke 2 times
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Customer being escalted to CM
Corporate - Recall - Default - Default - Default	Customer seeking recall information
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Broken or Cracked - Default	Transmission has went out
Product - Electrical - Occupant Classification System - Unknown - Default	clock spring caused interference with airbag sensor
Corporate - E-Reimbursement - Default - Default - Default	customer is seeking reimbursement for clockspring repair

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler seeking recall information. Customer states that he feels there may be a recall L37 for his vehicle. Agent confirms that there are no current recalls on customers vehicle. Customer states he has had to repair this clock spring issue which can affect the air bag light 2 times. Customer states he has had to get the transmission repaired under recall on the vehicle. Customer states repair costs at $406.61 and $405.95 for his multiple clock spring issues.
Briefly summarize what the customer is expecting: Customer seeks to be reimbursed for vehicle repairs to clock spring.
Has customer had previous history with current issue? Y
Customer has a history of diagnosis for an intermittent problem? N
Has had repair history at Chrysler dealership(s)? Y
Was this vehicle purchased new by this customer? Y
Customer has a history of purchasing Chrysler vehicles? Y
If yes, number in household? 2
Customer claims to maintain vehicle as per maintenance schedule? Y
Has a mechanical Chrysler Group Service Contract? N
Warranty coverage code? 336
Ownership status? Original
Basic warranty component? Y
Within 3 years or 36,000 miles? Y
Within 2 years or 24,000 miles? N

Within 1 year or 12,000 miles? N
Customer advised a call back is required and will take place
within one business day.
Preferred Morning/Midday call back number is [redacted]
[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? 66856
Reassigned to 88F
OTS LB546/TL
* * * * * CASE MANAGER TEAM - District N * * * * * *
LOYALTY:
Brand-- original owner, 7 total, 5 new, 2 current
Service contract exp EC312N & EC24N
previous cairs: roadside services 02/2009
STAR: 02/2011-08/2011
Restriction G (transmission)
EXT: X34
OOW 25,000 miles & 8 months
Status update provided via email to the following email address:
[redacted]
My name is Christine and I have been assigned as your case manager. Here
is some information that will be helpful for you to have:
Case management number: 800-763-8422
Your case number is [redacted]
My direct extension is: 66157
My work hours are: 10:00 AM 5:30PM (EST)
I will contact you within one business day by telephone to review your
case with you.
End of Status Update
DEALERSHIP CONTACT: SM, AL, reported that this is a right hand drive
mail carrier vehicle. SM verified that clocksring was replaced 06/2010
and again in 12/2011. SM reported that repair should not have failed
that soon but was OOW by 6 months. SM reported customer is loyal to
dealership (has all maintenance performed at dealership) and brand. SM
suggested assisting customer. Mutual decision made to reimburse $350.00.
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[redacted] Writer advised of contact with dealership and advised that
recalls are vin specific and his vehicle did not fall within the
parameters but since he is loyal to dealership and brand that we will
look into partial reimbursement with the repair in 12/2011 even though
the part is 6 months OOW. Writer advised will send a link via email for
him to provide the repair order. Customer provided email address
[redacted]com.
Customer also reported that he has ordered a 2012 Jeep Wrangler and they
are not producing until 03/2012 but wanted to know what could be done
about the current incentives. Writer advised will make a courtesy call
to sales manager.
DEALERSHIP CONTACT: Sales Manager, Julie, reported that vehicle was
ordered 10/07/2012and is still in C status. Since it is a right hand
drive it goes into a pool and when enought are in the pool then it is
manufactured. Writer explained customer is concerned about the
incentives that expire on 01/31/2012. Writer asked if Julie would
contact customer. Julie advised will contact DM also and see what can be
done to assist customer.
****** Below Customer Contacted for Documentation Request ******
c[redacted] on 2012-01-26 @ 14:31
Customer Contact: Customer called requesting the mailing address to send
the documents. Writer provided address.
POSTMARK DATE: 012812; DATE RECEIVED: 020112
$350 reimbursement approved per CF303
CUSTOMER CONTACT: Attempt made to contact customer. Advised customer of
reimbursement decision. Customer pleased.
****Begin structured narrative T2 - eReimbursement
What has the customer requested?

customer is seeking reimbursement for clockspring repair
If this is a Recall or Extended Warranty, enter the campaign number.
n/a
If this is for a previously made goodwill decision, what is that CAIR #?
n/a
Enter the Mileage at the time of the repair.
70166
Enter the Date when the repairs were completed.
12/30/2011
What is the total cost of the Parts to be reimbursed?
What is the total cost of the Labor to be reimbursed?
What is the total Tax to be reimbursed?
What is the total amount being reimbursed?
$350.00
****End structured narrative T2 - eReimbursement

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6914	8L[redacted]	**Open Date**	01/25/2012	**Built Date**	04/29/2008	
Model Year	2008	**Body**	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	09/29/2008	**Mileage**	39,777	**Dealer Zone**	51	CHICAGO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	23738	REUTHER'S JEEP-CHRY-PLYM			
Dealer Address	11654 OLIVE BLVD				
Dealer City	CREVE COEUR	**Dealer State**	MO	**Dealer Zip**	63141

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	
	SAINT ROBERT MO[redacted]	**Country**	UNITED STATES

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	MOPAR TOW BAR
Product - Electrical - Lamps and Switches - Other - Default	air bag light on

Customer calls seeking recall information. Advised the customer of incomplete recall J24Ù for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair. Customer states the airbag light is on in their vehicle and wanted to know if there was any recall infomration on that amtter we well. Agent advised the following:
Customer calls seeking recall information. Advised the customer there are no incomplete recalls for this vehicle. The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2416	8L[redacted]	**Open Date**	01/25/2012	**Built Date**	12/15/2007	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	09/05/2008	**Mileage**	79,750	**Dealer Zone**	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	66508	HAGANS D-C-P MOTORS INC			
Dealer Address	401 BUILDERS LANE				
Dealer City	MORRILTON	**Dealer State**	AR	**Dealer Zip**	72110

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	PERRYVILLE AR [redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Clockspring requires replacement
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Customer seeking cost assistance

Briefly summarize why the customer is contacting Chrysler: Customer stated that the airbag light in her vehicle has come on. Customer stated that she had the clockspring replaced before and the dealership says it needs to be replaced again. Customer stated that the repair comes to $456.
Briefly summarize what the customer is expecting: Customer seeking cost assistance with the repair of the clockspring.
Has customer had previous history with current issue? Yes
Customer has a history of diagnosis for an intermittent problem? Yes
Has had repair history at Chrysler dealership(s)? Yes
Was this vehicle purchased new by this customer? Yes
Customer has a history of purchasing Chrysler vehicles? Yes
If yes, number in household? 2
Customer claims to maintain vehicle as per maintenance schedule? Yes
Has a mechanical Chrysler Group Service Contract? No
Warranty coverage code? 336
Ownership status? Original
Basic warranty component? Yes
Powertrain warranty component? No
Service contract or Mopar warranty component? No
Within 3 years or 36,000 miles? Yes
Within 2 years or 24,000 miles? No
Within 1 year or 12,000 miles? No
Customer advised a call back is required and will take place within one business day.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: declined

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? HAGANS D-C-P MOTORS INC, 66508
Reassigned to 88F
Escalation approved by: BR37
* * * * * CASE MANAGER TEAM - District U * * * * * *
OOW by time and mileage, Unlimited X32
1 Original, 1 Household
No Service Contract
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Customer alleges dealership replaced the clockspring, and now its out again. Customer alleges has had alot of recalls since she has owned car. Customer alleges is having trouble with her horn, but dealership can t fix it. Customer alleges her vehicle is burning oil and the dealership can t find the issue. Customer alleges the air bag light is on, and customer is concerned her air bag will deploy while driving.
Writer made attempt to contact dealership 66508. Spoke to Mark Service Advisor advised Greg Service Manager is working on this but he is busy with customers. Mark SA took writers information and will give to Greg Service Manager to call writer back.
Writer called dealer and asked to speak with Service Manger Greg he was not at his desk and writer asked for him to be page. SM picked up and asked him if the customer stopped by. SM said they declined and didn t want the repair done. SM said he gave them an estimate for the clock spring. There was no abuse and neglect
Writer called customer at 5[redacted] the reason why they said no was because the cost would have been $456.00. Customer said it was done the first time at 22000 miles. Customer said doesn t want to be out of the $400 dollars every time this happens and can t keep paying the amount every 22000 miles.
Writer called dealer and asked to speak with Service Manger Greg the amount they gave the customer was the amount with labor and parts and tax $450.00 she already paid the diagnosis. Price with out diagnosis and with tax $368.67 tax $39.67.
As a one-time goodwill gesture, Chrysler will be making a policy Adjustment for this repair. According to the dealer, the warranty Costs of the repair are as follows:
Parts = $249.00
Labor = $80.00
Total = $329.00
Co-pay = $50.00
########## DIRECT-TO-DEALER ##############
Customer Care is sending this file to your dealership because a joint Goodwill policy decision has been made on behalf of our mutual customer.
If this repair falls under the Digital Imaging (DI) process,
You will need to follow the DI process of submitting images
Or the required DI documents to the Powertrain Service Center
For claim approval. Be sure to include in your comments that Customer Care
Is involved. Customer Care will add DM Notes to the VIN describing our Decision and these notes are available to the DI group for reference.
When repairs are completed, submit your claim as you would normally.
If you need assistance with claim payment, please refer to
Warranty Bulletin D-11-19.
This customer has been informed of this decision.
Please update and/or close CAIR when complete.
##################################
Writer called customer at [redacted]2 got voicemail and left a message for to call me back and let her know that we gave her $50.00 co-pay.
Writer called customer. Writer called customer got voicemail left a message for her to call me back
Customer called writer. Customer said the light bulb on the left blinker isn t working and it can just be the light bulb. Customer said the horn isn t working before it worked if you moved it a bit and now it s not working at all. Customer is going to go into the dealer tomorrow and give

writer a call
Caller Mrs. [redacted] requesting to speak with Case Manager. Customer indicates she got the vehicle back after Airbag Sensor/light issue was resolved, paid $50 deductible. Airbag light is off, customer pleased.
This weekend while driving her route, discovered that the horn does not work at all. Customer also noticed that the left turn signal is not working. Customer alleges that both of these concerns started after she got her Jeep back (horn and blinkers all worked when she dropped the Jeep off for the Airbag system issue). Customer hopes the dealership can resolve these two new concerns at no additional cost to customer (workmanship issue), possibly related to the service they just performed.
Writer advised Customer to bring this to the attention of the servicing dealership. Customer indicated their location is closed today due to a funeral of dealership management family member; customer will try to set up appointment with the dealer tomorrow. Customer did state that the Jeep has always burned through light bulbs very quickly and this may be the cause of the left blinker failure, but customer expressed concern that this has been an ongoing issue. Customer also indicated that since purchase of the vehicle, the horn does not always work (suspects a short or wiring issue) unless you shake/jiggle the steering wheel first (which is fine when parked but not while driving).
Case Manager MH1301 became available, Caller was warm-transferred to extension 66387
(lines 91-95 actually took place after lines 96-117)
Caller [redacted] requesting to speak with Case Manager ext 66387, transferred to case manager.
Customer will be taking vehicle to dealership today for horn concern.
Customer called writer. Customer wanted to let writer know that she is on her way down tot her horn fixed.
Writer called dealer and asked to speak with Service Manger Greg. SM said he talked with her about what was going on. Writer just wanted to give him a heads up she is on her way.
Writer called customer. Customer said they fixed the horn yesterday.
Writer let customer know we are closing out her case
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3910	9L[redacted]	**Open Date**	01/25/2012	**Built Date**	01/29/2009	
Model Year	2009	**Body**	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	02/15/2009	**Mileage**	102,715	**Dealer Zone**	70		
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	42768	RIVERSIDE AUTO CENTER INC			
Dealer Address	6437 BONNER AVE				
Dealer City	BONNERS FERRY	**Dealer State**	ID	**Dealer Zip**	83805

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	PRIEST RIVER ID[redacted]	**Country**	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer called with dashboard control issues
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer called with electrical issues

Briefly summarize why the customer is contacting Chrysler:Customer called with repeated clockspring issues with his vehicle. Customer states that his interior dash lights are all flashing on and off and air bag light stays on all the time. Customer states this is a safety issue and wanted to have it addressed. Customer states that this will be the second time this issue has to be fixed.
Briefly summarize what the customer is expecting:Customer is expecting to have this concern fixed by chrysler.
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 2[redacted]
Customer email address for case updates: N/A
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code?Riverside Auto
Reassigned to 88F
Status update provided via email to the following email address:
[redacted]
My name is Henry, and I have been assigned as your Case Manager
Here is some information that will be helpful for you to have:
Your Case number [redacted]
Chrysler Case Management telephone number: 800-763-8422
My direct extension: 66118
My work hours: 9:30 am to 6 pm Mountain Time Monday-Friday
I will contact you within one business day by telephone to review your

case with you.
End of Status Update
BASIC/POWERTRAIN 36 Months or 36,000 Miles 0 February 15, 2012 Expired
The vehicle has no active Service Contracts.
Original owner, 1 vehicle owned.
2 new, 2 used vehicle household purchases.
* * * * * CASE MANAGER TEAM - District O * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
Customer is requesting that the repair covered because of a recall on the vehicle. Customer stated that there is a recurring clockspring issue. Informed customer that before Chrysler considers offering any goodwill assistance outside of warranty, a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time. Customer is seeking out of warranty assistance in the form of a clockspring issue.
Based on the information at hand, agent is considering the following:
Pending diagnosis.
Customer advised of case manager update.
Reassigning to KT313.
Case Manager called 208-267-3100 to speak with Service Manager Ed, but was informed that he is out of the office till 1/30/2012. Service Writer Alisha states that the customer had the vehicle at the dealership in August of 2010 for clockspring concerns. SW states that the customer was at the dealership yesterday for the same concern, and that she looked up the customers VIN in VIP to see if the customers vehicle was included in the clockspring extended warranty, which it wasn t. CM informed SW that since this is a known concern with some of the Jeeps, that I am looking into possible partial assistance for the customer. SW states that CM would have to wait until SM is back on Monday to determine goodwill.
Case Manager called 208-267-3100 to speak with Service Manager Ed to determine some goodwill assistance for the customer. CM left a message with the receptionist with callback information.
Case Manager received a call from Service Manager Ed who states that he will get the warranty pricing for the repair the customers vehicle requires, and then he will contact CM to determine goodwill assistance.
Dealer Ed called in with information regarding case and agent transferred to Case Manager and CL329 took call
Case Manager received a call from Service Manager Ed who provided the warranty pricing for the repair. Parts $215.60, labor $31.90, with a total of $247.50. SM and CM have agreed on a co-pay of $150.00 for the customer. SM will give the goodwill offer to the customer, since the customer is due at the dealership today. SM will contact CM to confirm if the customer has accepted the goodwill offer.
Case Manager received a call from the Service Manager Ed stating that the repairs have been completed, but that he accidentally reversed the payment amount when speaking with the customer. The customer paid a co-pay of $97.50, and CM will R/A over $150.00, which is the amount that was supposed to be the co-pay for the customer.
REASSIGNED TO BC/DLR 70 42768 02/03/12 17:06 O [redacted]
*Contact Date:02/08/2012
Customer request has been fulfilled.
CAIR RETURNED FROM DEALER ON 2/08/2012 AT 03:30:315 R [redacted]
Case manager called [redacted] to speak with the customer to confirm that the repairs have been completed. Customer confirmed, and CM informed the customer that this case would be closed, but to contact Jeep ant any time with concerns regarding his vehicle.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ391X 9[redacted]		***Open Date***	01/26/2012	***Built Date***	11/25/2008	
Model Year	2009	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	03/30/2009	***Mileage***	47,000	***Dealer Zone***	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PYB	DETONATOR YELLOW CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68774	MIDSTATE DODGE LLC			
Dealer Address	1365 US ROUTE 302				
Dealer City	BARRE	***Dealer State***	VT	***Dealer Zip***	05641

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	WEBSTERVILLE VT [redacted]	***Country***	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer is contacting Jeep because she is having an issue with her air bag light coming on. Customer states she has not taken it to the dealership as of yet but is calling because she has a friend who had the same issue and it was a repeated issue that cost her a lot of money. Customer also states that a piston on the left hand side in the back window had leaked something out and is now not working.
Briefly summarize what the customer is expecting:
Customer is looking for Jeep to assist with the cost of both repairs.
****End structured narrative T2 - Beginning Narrative
Has customer had previous history with current issue? Yes
Customer has a history of diagnosis for an intermittent problem? No
Has had repair history at Chrysler dealership(s)? No
Was this vehicle purchased new by this customer? Yes
Customer has a history of purchasing Chrysler vehicles? Yes
If yes, number in household? 1
Customer claims to maintain vehicle as per maintenance schedule? Yes
Has a mechanical Chrysler Group Service Contract? No
Warranty coverage code? 336
Ownership status? Original owner
Basic warranty component? Yes
Powertrain warranty component? No
Service contract or Mopar warranty component? No
Within 3 years or 36,000 miles? Yes
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]7

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 T Ù * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
Writer spoke to customer who stated that the airbag has been having issues and the clockspring has been replaced several times. Customer also states that the piston has chocolate color substance coming out of it. Writer explained that the vehicle needs to go in to a Chrysler dealership and be diagnosis before we can look at assistance. Customer stated that she will make an appt. and writer will follow up with customer and dealer
Writer called SM Paul and left message to return writers call
Writer spoke to SM Paul who stated that if the customer customer come he will look at the vehicle but there will be a diagnosis fee to see what the issue is. SM cannot gaurantee anything in the terms of warranty prices.
writer called customer who stated that right now she is unemployed and it will be a little while before she can pay for a diagnosis. Writer explained that she understood and that customer has more important things to worry about. Customer states that she really appreciates that writer called and follow up with the customer. Writer stated that we should close the case and when she can go get the vehicle diagnosis she can call customer back and we can either reopen the case or open a new case if it is over 30 days. Customer stated that would be great and appreciated all the help that writer has been able to provide and will call back as soon as she can afford to get it diagnosis
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2412	8L6[redacted]	**Open Date**	01/26/2012	**Built Date**	05/14/2008	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	11/21/2008	**Mileage**	63,493	**Dealer Zone**	70		
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68904	OLYMPIA CHRY-JEEP			
Dealer Address	2110 CARRIAGE DRIVE SW				
Dealer City	OLYMPIA	**Dealer State**	WA	**Dealer Zip**	98502

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	OLYMPIA WA 9[redacted]	**Country**	UNITED STATES

Product - Electrical - Unknown - Other - Default	airbags need repaired
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	repair assistance requested
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer is contacting Chrysler today because he states that he has been experiencing problems with the airbags in his vehicle. The customer states that he looked online and located the X41 recall and believed that the recall pertained to the problem that he has been experiencing with his vehicle. The customer is seeking assistance with his vehicle s repairs.
Briefly summarize what the customer is expecting:
The customer is expecting repair assistance.
Has customer had previous history with current issue? Yes
Customer has a history of diagnosis for an intermittent problem? Yes
Has had repair history at Chrysler dealership(s)? Yes
Was this vehicle purchased new by this customer? Yes
Customer has a history of purchasing Chrysler vehicles? No
If yes, number in household? 1
Customer claims to maintain vehicle as per maintenance schedule? Yes
Has a mechanical Chrysler Group Service Contract? Yes
Warranty coverage code? 336
Ownership status? Original Owner
Basic warranty component? Yes
Powertrain warranty component? No
Service contract or Mopar warranty component? No
Within 3 years or 36,000 miles? Yes
Within 2 years or 24,000 miles? No
Within 1 year or 12,000 miles? No
Customer advised a call back is required and will take place within one business day.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]

Customer email address for case updates: N/A
Who has possession of the vehicle? Customer
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 68904
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District O * * * * * *
Customer history -
One (1) vehicle - new
Convenience SC
Writer called dealer 68904 and spoke with SA Rick since SM Joe was not available to discuss the repair needed on this vehicle for the airbags.
SA stated that the vehicle was at the dealer and had 60,000 mile service, shift cable (4x4) which was broken replaced, and then, clockspring needs to be replaced - customer declined repair on clockspring. The mileage was 63,352.
The last visit was on Jan. 24th 2012 for the listed repairs and service on lines 39-44.
Writer instructed SA to have SM Joe call CM back at 1-800-763-8422 extension 66093 with case number provided to discuss any assistance for the customer on the clockspring repair needed and the customer will be called with updated information of what is needed from the dealer.
CONTACT UPDATE - 1st Contact attempt, phone number dialed - [redacted]
Writer spoke with customer to discuss the repair needed and maybe if there is any recalls on this vehicle. Customer alleges that the airbag light keeps coming on, he was checking to see if the recall would apply to his vehicle but the person he spoke with yesterday informed him that the recall did not apply to his vehicle. Writer understood and apologized for the inconvenience. Customer understood and would like to see what CAC can do to assist with this repair and the cost would be $300.00. Writer provided callback number, case number, extension 66093 and next follow up call will be placed on Tuesday, Jan. 31st, 2012. Customer also inquired of how many Jeeps RHD have this problem and also will the recall be extended to other vehicles. Writer explained that CAC would not have said information and apologized again for the frustration and inconvenience. Customer understood and appreciates the review but stated that he may just drive the vehicle. Writer explained that if the vehicle is in an accident, the airbag may not deploy because the clockspring which needs to be replaced controls the air bags in the vehicle. Customer understood.
Writer received message from SM Joe at dealer 68904 to discuss the repair on this vehicle. Writer called dealer 68904 and spoke with SM Joe to verify what needs to be replaced to fix this vehicle and reset the airbag light from coming back on. Writer reviewed the information from lines 39-44 and informed SM that the cost provided to customer was $300.00. SM understood and will email the warranty pricing. Writer recommended 50/50 split on warranty pricing and provided email address so the information can be sent over and then, the case can be updated and customer can be contacted with this offer.
Agent attempted to contact dealer 68904 Service Manager (SM) Joe, however,
SM not available. Left message for a return call at extension 66093, email address, last 8 digits of VIN, and last name of customer - next follow up call will be placed Friday, Feb. 3rd, 2012.
**********Dealer email received**********
Warranty pricing -
Part - $208.60 LABOR IS 40.00
**********Dealer email ended**********
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $208.60
Labor = $40.00
Total = $248.60
Co-pay = $124.30
########## DIRECT-TO-DEALER ##############
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.

If this repair falls under the Digital Imaging (DI) process,
you will need to follow the DI process of submitting images
or the required DI documents to the Powertrain Service Center
for claim approval. Be sure to include in your comments that Customer
Care
is involved. Customer Care will add DM Notes to the VIN describing our
decision and these notes are available to the DI group for reference.
When repairs are completed, submit your claim as you would normally.
If you need assistance with claim payment, please refer to
Warranty Bulletin D-11-19.
This customer HAS NOT been informed of this decision.
Please update and/or close CAIR when complete.
##################################
2nd attempt made to contact customer [redacted]
Writer spoke with customer to inform of the offer which his portion will
be $125.00 for the clockspring replacement. Customer stated that there is
recall on this issue but his vehicle is not part of the recall. Writer
understood and apologized so assistance is being provided and confirmed
that the next follow up call will be placed on Tuesday, Feb. 7th 2012 to
see what customer intends to do with this repair. Customer understood.
REASSIGNED TO BC/DLR 70 68904 01/31/12 17:33 O [redacted]
REASSIGNED TO BC/DLR 70 68904 02/03/12 18:40 O [redacted]
3rd attempt made to contact customer [redacted]
Writer spoke with customer to discuss the repair on the clockspring.
Customer alleges that he would need to save some money up before being
able to have the repair completed and he has just spent $800 on the 60,00
miles service and it may be two (2) weeks. Writer confirmed that the
next follow up call will be placed on Monday, Feb. 20th 2012 to see if
the repair $$ has been obtained. Customer understood and also mentioned
that there are other vehicles with the same problems so more calls may be
coming in. Writer understood and will note his case.
Disposition has been updated, however, NJI closing CAIR until the
customer comes up with the funds for repair within a reasonable time
period (i.e. 90 days).

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2412	7L[redacted]	**Open Date**	01/27/2012	**Built Date**	12/09/2006	
Model Year	2007	**Body**	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	01/20/2007	**Mileage**	33,180	**Dealer Zone**	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	23307	ROSENTHAL CHRY-JEEP			
Dealer Address	3400 COLUMBIA PIKE				
Dealer City	ARLINGTON	**Dealer State**	VA	**Dealer Zip**	22204

Owner	[redacted]	**Contact Type**	E-MAIL
Address	[redacted]	**Home Phone**	[redacted]
	ARLINGTON VA[redacted]	**Country**	UNITED STATES

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Agent advised customer of open recall
Corporate - CNA Change - Default - Default - Default	Agent updated current vehicle owner information in COIN
Product - Electrical - Lamps and Switches - Other - Default	Air bag light comes on at random times

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Air bag light comes on at random times. I have brought to a dealer and anot her mechanic and they can not diagnose it. There is no code showing. Can y ou offer a solution and will it be covered by Chrysler. This is a possible safety problem.
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
With the airbag light coming on I ma not confident in the safety of the vehicle. I ask that Chyrsler/Jeep help diagnose and correct the problem.
Thank you.
*****END OF CUSTOMER EMAIL*****
Dea[redacted]
Thank you for contacting the Jeep Customer Assistance Center in regards to the issues you are experiencing with your 2007 Wrangler.
Due to the nature of your concern, I would like to discuss this matter with you in more detail. Therefore, I will attempt to call you soon at the phone number you provided in your email.
My name is Becca and I will be your Case Manager. I look forward to assisting you; as such, here is some information that will be helpful for you to have when I contact you:
*Your case number is: [redacted]
*The Chrysler Case Management telephone number is 877-759-5427
*My direct extension: 4718213
*My work hours are: 10:00 AM - 6:30 PM Eastern Time, Monday- Friday
I will contact you within one business day by telephone to review your case with you.
If you need immediate assistance, please call the Customer Care Center at

1-877-IAM-JEEP (426-5337). Before calling, please have the following information handy.
Vehicle owner name
Vehicle owner address
Day and evening phone numbers
Vehicle Identification Number (VIN)
Current vehicle mileage
Further explanation of the problem
In addition, we have updated the name and address mentioned in your email as the current owner of the vehicle. If in the future your vehicle is involved in a factory recall campaign, we will notify you by US mail.
Should you have any other concerns, please contact your servicing dealership or feel free to contact us.
Thanks again for your email. We appreciate you and your valued business.
*****END OF CAC EMAIL RESPONSE*****
CONTACT UPDATE - Customer contacted RW573 to inquire on case. Customer stated vehicle has been to dealership several times for this concern with no resolution. Agent advised dealership will be contacted and follow up will occur Monday. Agent advised customer to contact 877-759-5427 extension 4718213 in the meantime for further questions or concerns.
Agent attempted to contact SM at dealership but he was unavailable. Agent contacted SA (Harry) at dealership (703-920-8700) to inquire on vehicle situation. SA stated the vehicle needs to be at the dealership to open a STAR case and that the SD would be who to contact for this issue. Agent left voicemail for SD (Mike) requesting call back at 877-759-5427 extension 4718213 to discuss further resolution.
Agent advised customer of open recall.
CONTACT UPDATE - Agent attempted to contact SD (Mike) at dealership (703-920-8700) to inquire about vehicle situation but he had already left for the day. Agent left voicemail for SD requesting call back at 877-759-5427 extension 4718213 to discuss further resolution.
CONTACT UPDATE - SD (Mike) returned call stating the only time this vehicle has been to his dealership was on January 10th of this year for a recall and has never been in otherwise. SD would like customer to contact dealership to arrange a time to have his vehicle looked at. Agent advised customer will be contacted and follow up will occur once vehicle has been brought to dealership.
CONTACT UPDATE - Agent attempted to contact SD (Mike) at dealership (703-920-8700) to inquire on vehicle situation but he was not available. Agent spoke with SA (Larry) who stated the customer had an appointment for today but has not brought in his vehicle yet. Agent advised follow up will occur tomorrow.
Agent left message for customer at [redacted] to advise to bring vehicle to dealership for diagnosis and repair. Agent advised to call Larry at Rosenthal at 703-920-8700 and follow up will occur tomorrow. Agent advised customer to call 877-759-5427 extension 4718213 for further questions or concerns.
CONTACT UPDATE - Agent left 2nd voicemail for customer at 7[redacted] to advise to bring vehicle to dealership for diagnosis and repair. Agent advised to call Larry at Rosenthal at 703-920-8700 and follow up will occur tomorrow. Agent advised customer to call 877-759-5427 extension 4718213 for further questions or concerns.
Customer called agent back because the dealership wants him to pay a diagnostic fee and doesn t want to. Customer stated he will not bring vehicle to dealership for diagnosis if he has to pay this fee. Agent advised customer diagnostic fees are the responsibility of the customer and cannot be covered by Chrysler. Customer stated he is very upset at this. Customer stated he would like a supervisor call back. Agent advised supervisor call backs require 24 hours. Customer stated that would be fine and to have supervisor call him at [redacted]
*** Supervisor callback [redacted] ***
Spoke with someone who advised to try the customer on cellphone [redacted]
*** Supervisor callback [redacted] ***
Customer was not available. Writer left a message advising that we are returning the request for a supervisor callback. Advised that we cannot

do anything to waive a diagnostic fee, the dealer has to inspect the vehicle before any determination of assistance can be made. Advised the file will be sent back to RW573 to followup
Customer called in requesting to speak with NS748.
While agent was in the process of getting supervisor, customer disconnected the call.
Briefly summarize why the customer is contacting Chrysler: Customer was waiting for a supervisor and was disconnected.
Briefly summarize what the customer is expecting: Customer seeking to speak to supervisor.
Agent transferred customer to NS748.
Customer returned supervisors call. He is upset that he has to pay for a diagnostic fee. The light comes on randomly and the dealership has not been able to verify it before, so he lacks confidence that they can find the issue this time. The light came on last night when at a stop light, and was on for the remainder of the 15 minute drive until the vehicle went home and turned the vehicle off.
Writer advised until the vehicle is diagnosed, we cannot make any determination on what may be causing the issue. There currently is an Extended warranty for the clockspring - 120.0 months or 150000 MILES, but that may not be the issue. Advised the customer if the cause is for this X41 extended warranty, he will not be charged for a diagnostic fee
Customer advised he is unsure if he will bring it in, TL closing case

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2414	7L[redacted]	***Open Date***	01/27/2012	***Built Date***	11/16/2006	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	04/18/2007	***Mileage***	31,000	***Dealer Zone***	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PBM	STEEL BLUE METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	44347	JENKINS CHRYSLER SOUTH INC			
Dealer Address	RT 53 WINCHESTER RD				
Dealer City	CUMBERLAND	***Dealer State***	MD	***Dealer Zip***	21502

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	(240) 362-7719
	CUMBERLAND MD[redacted]	***Country***	UNITED STATES

Corporate - Product Information - Default - Default - Default	
Corporate - Warranty Coverage - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler:Customer is contacting Jeep because he received a letter about his clockspring having an extended warranty. Writer advised customer that if he is having issues with his air bag light, which he is, then to contact his local CDJ dealership for further assistance. Customer thanked writer who ended the call after further assistance was declined.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3912	7L[redacted]	***Open Date***	01/27/2012	***Built Date***	03/02/2007	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	03/15/2007	***Mileage***	38,489	***Dealer Zone***			
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Owner	COUNTRY RESORTS , SKI	***Contact Type***	LETTER
Address	PO BOX 649	***Home Phone***	(970) 418-0628
	BRECKENRIDGE CO 80424-0649	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Checked airbag light
Corporate - Corporate Warranty Extension Letter - Default - Reimbursement - Default	X41
Corporate - Reimbursement - Default - Default - Default	X41 extended warranty

POSTMARK DATE: 012012; DATE RECEIVED: 012612
Writer updated COIN as per Customer Reimbursement Claim Form and return address on envelop.
EXT Warranty Clockspring X41
****

Customer submitted request for reimbursement for clockspring.
Parameters are 120 months or 150,000 miles.
Customer s proof of payment is: Invoice is stamped paid
In-service Date: 03/15/2007
Date of repair: 08/25/2011
Mileage: 38489 miles
Labor $ 190.00
Parts $ 249.00
Misc. Charges $ 5.00
Tax $ 14.67
Total $ 458.67
Writer called customer at [redacted] and left a message to call.
Writer (4718192) is waiting for customer to call before submitting check for approval in the amount of $458.67
****

NEXT AGENT Please let customer know about the open recall. Also writer needs to know who to make the check out to. Either David Garrett or Ski Country Resorts.
Writer called customer at [redacted] and spoke with David Garrett.
Writer told customer about the Recall for the J24 Mopar Tow Bar.
Customer does not think that they have it. Writer advised customer that he can contact the dealership to get an appointment if he had the tow bar. Customer stated that he will look into it.
Writer asked customer who to make the check out to.
Customer stated that the check should be made out Ski Country Resorts.
Writer (4718192) is submitting check for approval in the amount of $458.67
****

Approved and Processed
****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2410	7L1[redacted]	**Open Date**	01/27/2012	**Built Date**	02/28/2007	
Model Year	2007	**Body**	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	03/31/2007	**Mileage**	55,000	**Dealer Zone**	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PDA	LIGHT GRAYSTONE PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	43882	O'HARA MOTORS INC			
Dealer Address	50 SPRING BARS ROAD				
Dealer City	FALMOUTH	**Dealer State**	MA	**Dealer Zip**	02540

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	CENTERVILLE MA [redacted]	**Country**	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Airbag light on
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	OOW assistance

Briefly summarize why the customer is contacting Chrysler: customer states she had warranty work performed for her clockspring, as her airbag light was on, caused by the clockspring. Customer states dealer covered the cost of the clockspring repair but charged her to reset the airbag light.
Briefly summarize what the customer is expecting: reimbursement for the light reset as it was caused by the clockspring.
Has customer had previous history with current issue? N
Customer has a history of diagnosis for an intermittent problem? N
Has had repair history at Chrysler dealership(s)? Y
Was this vehicle purchased new by this customer? N
Customer has a history of purchasing Chrysler vehicles? Y
If yes, number in household? 3
Customer claims to maintain vehicle as per maintenance schedule? Y
Has a mechanical Chrysler Group Service Contract? N
Warranty coverage code? 336
Ownership status? Second
Basic warranty component? Y
Powertrain warranty component? N
Service contract or Mopar warranty component? N
Within 3 years or 36,000 miles? N/a
Within 2 years or 24,000 miles? Y
Within 1 year or 12,000 miles? N
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]1
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates [redacted]
Who has possession of the vehicle? (Own[redacted]r/Dealer/IRF) Owner

Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) Y
If a CDJ dealer has diagnosed, what is the dealer name or code? 43882
Reassigned to 88F
Status update provided via email to the following email address:
[redacted]
My name is Ryan [redacted] nd I have been assigned as your Case Manager.
Your Case number is [redacted]
The Jeep Case Management telephone number is: 1-800-763-8422
My direct extension is: 66335
My work hours are 10am to 6:30pm EST Monday-Friday
I will contact you within one business day by telephone to review
your case with you.
End of Status Update
* * * * * CASE MANAGER TEAM - District T * * * * * *
DCC VIN S OWNED:3, 3 used, CURRENTLY OWNS:1, Second Owner
X41 CLOCKSPRING 120 Months or 150,000 Miles 0 March 31, 2017 61 Months or
95,000 Miles
NO CGSC
Contacted Service Manager Steve, SM Steve states the vehicle airbag light
was on and three codes came up, the clock spring, the front passenger
seats weights needed to be reset and two flashes were required. SM Steve
states the clock spring was replaced under the X41 warranty and the
customer was charged $142.50 for the two flashed and the seat weights to
be reset.
Writer consulted MM1448 on a reimbursement of $100.00
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2012-01-30 @ 11:36
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[redacted] Contacted customer and informed customer of documentation
request.
***** Customer Document Received *****
Customer Document Reviewed.
****** Below Customer Contacted for Documentation Request ******
[redacted]
****** Below Customer Contacted for Documentation Request ******
[redacted]
[redacted] speak with their Case Manager. Customer inquired if
documentation had been received. Writer checked and second documentation
not received at this time. Customer stated that she may have tried to
send back on first link so writer resent link and customer will attach
documentation again and call back tomorrow to make all okay.
***** Customer Document Received *****
Customer Document Reviewed.
Writer spoke with SM Steve who had stated the repair was $142.50, The
original reimbursement was going to be for $100.00 leaving the customer
with a cost of $42.50. After reviewing the documents the repair cost
total is $247.59. Writer will reimburse $200.00 leaving the customer with
a cost of $47.59
What has the customer requested?
If this is a Recall or Extended Warranty, enter the campaign number.
If this is for a previously made goodwill decision, what is that CAIR #?
Enter the Mileage at the time of the repair.
Enter the Date when the repairs were completed.
What is the total cost of the Parts to be reimbursed?
What is the total cost of the Labor to be reimbursed?
What is the total tax to be reimbursed?
What is the total amount being reimbursed? $200.00
Contacted customer and informed customer of reimbursement and that case
will be closed.
Writer verified address

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6417 8L[redacted]		**Open Date**	01/27/2012	**Built Date**	08/29/2007	
Model Year	2008	**Body**	JKJS72	JEEP WRANGLER RUBICON 4X4			
In Service Dt	11/10/2007	**Mileage**	59,000	**Dealer Zone**	42	DETROIT	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PYB	DETONATOR YELLOW CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	41600	EXTREME DODGE DODGE TRUCK INC			
Dealer Address	2300 SEYMOUR ROAD				
Dealer City	JACKSON	**Dealer State**	MI	**Dealer Zip**	49201

Owner	[redacted]	**Contact Type**	E-MAIL
Address	[redacted]	**Home Phone**	[redacted]
	JACKSON MI[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light on
Corporate - Policy Issues - Default - Default - Default	Customer wants policy on fixing air bag

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Defective AirBag Clock Spring
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
My instrument light for the airbag started coming on last week. I contacted
Xtreme Dodge about it and they told me it would be approximately $500.00 to
fix. I would think that this would be a manufacturer s defect that should be replaced for me at no charge. The airbags have never been deployed. I would appreciate knowing what your policy is on something like this.
*****END OF CUSTOMER EMAIL*****
Dear C[redacted]:
Thank you for contacting the Jeep Customer Assistance Center.
In regards to your recent email on your 2008 Jeep Wrangler Rubicon, due to the nature of your concern, I would like to discuss this matter with you in more detail. Therefore, I will attempt to call you soon at the phone number you provided in your email.
My name is Crystal and I will be your Case Manager. I look forward to assisting you; as such, here is some information that will be helpful for you to have when I contact you:
*Your case number is: 21819613
*The Chrysler Case Management telephone number is 877-759-5427
*My direct extension: 4718439
*My work hours are: 11:00 AM-7:30 PM Eastern Time today
I will contact you in one business day by telephone to review your case with you.
If you need immediate assistance, please call the Customer Care Center at 1-877-IAM-JEEP (426-5337).

Thanks again for your email.
*****END OF CAC RESPONSE EMAIL*****
CONTACT UPDATE - 1st Contact attempt, phone number dialed [redacted]
Customer unavailable. Agent left voicemail with office hours, phone number , extension and reason I m calling. Agent advised customer will be out of the office all weekend and would return on Monday.
Has customer had previous history with current issue? n
Customer has a history of diagnosis for an intermittent problem? n
Has had repair history at Chrysler dealership(s)? Y
Was this vehicle purchased new by this customer? n
Customer has a history of purchasing Chrysler vehicles? n
If yes, number in household?
Customer claims to maintain vehicle as per maintenance schedule? Y
Has a mechanical Chrysler Group Service Contract? n
Warranty coverage code? 801
Ownership status? second
Basic warranty component? Y
Powertrain warranty component? n
Service contract or Mopar warranty component? n
Within 3 years or 36,000 miles? n
Within 2 years or 24,000 miles? Y
Within 1 year or 12,000 miles? n
Correction to line 39-40. Customer has owned Chrysler products before. Two vehicles were owned.
CONTACT UPDATE - 2nd Contact attempt, phone number dialed [redacted]3.
Agent left voicemail message with hours of operation, phone number and direct extension. Agent advised to have customer to call back to discuss air bag matter.
Customer called regarding voicemail message left. Customer states that he went to Xtreme Dodge to have a diagnosis done on the vehicle. Customer states that Xtreme told him that it will cost around $497.00 to replace the airbag clockspring. Customer does not want to pay for this item. Customer feels that this is a defect in a manufactured part and wants Chrysler to pay for this item. Agent advised will contact the dealership to see what sort of arrangement we can come too.
DEALER CONTACT UPDATE - 1st Contact attempt, phone number dialed 517-783-6200. Agent spoke with the SM David. SM states that the customer told him not to order the part because he was going to go else where because it was cheaper for him. SM states that the part will cost $208.60 and the labour will be approximately $174.00. SM states that the customer has only been there twice including the diagnosis of the clockspring. Agent advised will speak with the customer to see what sort of arrangement we can come to with getting this repaired.
CONTACT UPDATE - 1st Contact attempt, phone number dialed [redacted]
Agent spoke with Clifford and advised that I spoke with the SM at Xtreme. Agent advised what we can do is reimburse him for the cost of the parts only and he will have to cover the labour charges. Customer was happy with this option and will call over to Xtreme Dodge to set up an appointment to have the work done. Agent advised customer to give us a call to let us know when the appointment is set up for that way can keep in contact afterwards to start the reimbursement process on this.
CONTACT UPDATE - 1st Contact attempt, phone number dialed [redacted].
Agent spoke with [redacted]d about the clockspring situation. Customer states that they went to Extreme Dodge on Friday and had the item repaired. Customer states that SM David already worked things out with Chrysler and that he only had to pay the labour for the work done. Customer states paid around $138.00. Customer states that everything is perfect and that the problem was all dealt with. Agent advised customer would be closing the file.
CLOSED LOOP UPDATE - Customer had all repairs taken care of at the dealership.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6919	7L[redacted]	**Open Date**	01/30/2012	**Built Date**	02/23/2007	
Model Year	2007	**Body**	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	05/29/2007	**Mileage**	60,000	**Dealer Zone**	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	44496	STOLTZ OF ST MARYS INC			
Dealer Address	988 SOUTH ST MARYS ROAD				
Dealer City	ST MARYS	**Dealer State**	PA	**Dealer Zip**	15857

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

Corporate - Corporate Warranty Extension Letter - Default - Information Request - Default	X41 extended warranty
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	incomplete recall
Recall - J30: TRANSMISSION FLUID TEMPERATURE WARNING - Advise Owner/Incomplete Recall	incomplete recall
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	incomplete recall

Briefly summarize why the customer is contacting Chrysler:
Customer called in stating that she had received the extended warranty for the clockspring. The caller states that the airbag light is on.
Briefly summarize what the customer is expecting:
The caller is wanting to know if this is something she should take care of immediately. Writer advised to take to a dealership to have the vehicel looked and and repaired. Writer also advised of incomplete recalls J24,J30,K14.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA5912	7L[redacted]2	**Open Date**	01/31/2012	**Built Date**	10/16/2006	
Model Year	2007	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	10/27/2006	**Mileage**	27,872	**Dealer Zone**	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	42244	FRED BEANS DODGE CHRYSLER JEEP			
Dealer Address	858 N EASTON RD				
Dealer City	DOYLESTOWN	**Dealer State**	PA	**Dealer Zip**	18902

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	SOUTHAMPTON PA 1[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Airbag and traction control lights are on
Corporate - Corporate Warranty Extension Letter - Default - Reimbursement - Default	X41 - Clockspring
Corporate - Reimbursement - Default - Default - Default	X41 extended warranty

POSTMARK DATE: 012412; DATE RECEIVED: 012712
Writer called dealership at 810-691-3543 and spoke with John the service manager.
John stated that the customer has paid the invoice in full.
EXT Warranty Clockspring X41
****

Customer submitted request for reimbursement for clockspring.
Parameters are 120 months or 150,000 miles.
Customer s proof of payment is: see lines 2 to 4
In-service Date: 10/27/2006
Date of repair: 12/16/2011
Mileage: 27872
Labor $ 121.73
Parts $ 249.00
Misc. Charges -$ 270.73 (aftermarket warranty)
Tax @ 6% $ 6.00
Total Reimbursement $ 106.00
Writer called customer [redacted]2 and left a message to call.
NEXT AGENT Please update COIN and let customer know of the incomplete recall. Also advise customer of their reimbursement which includes that taxes that they paid on lines 16 and 17.
EXT Warranty Clockspring X41
****

Customer submitted request for reimbursement for clockspring.
Parameters are 120 months or 150,000 miles.
Customer s proof of payment is: see lines 2 to 4
In-service Date: 10/27/2006

Date of repair: 12/16/2011
Mileage: 27872
Labor $ 121.73
Parts $ 249.00
Misc. Charges -$ 270.73 (aftermarket warranty)
Tax @ 6% $ 6.00
Total Reimbursement $ 106.00
PLEASE DISREGARD lines 22 to 34 being that it is duplicated.
NEXT AGENT Please update COIN and let customer know of the incomplete recall. Also advise customer of their reimbursement which includes that taxes that they paid on lines 16 and 17.
Writer (4718192) is waiting for customer to call before submitting check for approval in the amount of $ 106.00
****

Mr. [redacted] called to get in contact with his CM. The agent advised the customer of the incomplete recalls and also of the reimbursement. The agent tried to transfer the customer to the CM but as it went to voicemail the customer would like a phone call at [redacted]2 from the CM JT1004.
Writer called customer at [redacted] with regards to their reimbursement. Writer advised customer of lines 33 and 34. Writer also advised customer of the open recall J24 Mopar Tow Bar.
Writer also updated COIN with the customer.
Writer is submitting check for approval in the amount of $ 106.00
****

Approved.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2413	7L1[redacted]	**Open Date**	01/31/2012	**Built Date**	11/09/2006	
Model Year	2007	**Body**	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	05/17/2007	**Mileage**	40,685	**Dealer Zone**	70		
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	42768	RIVERSIDE AUTO CENTER INC			
Dealer Address	6437 BONNER AVE				
Dealer City	BONNERS FERRY	**Dealer State**	ID	**Dealer Zip**	83805

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]D	**Home Phone**	([redacted]
	BONNERS FERRY ID[redacted]	**Country**	UNITED STATES

Corporate - Corporate Warranty Extension Letter - Default - Reimbursement - Default	X41 - Clockspring
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	airbag light is on

POSTMARK DATE: 012412; DATE RECEIVED: 012712
Writer called customer at [redacted]9 with regards to the clockspring extended warranty.
Writer stated to customer that we are unable to reimburse them for the work done on their vehicle being that it does not state that it has anything to do with the clockspring.
Customer stated that the dealership could not diagnose the problem as to why the airbag light was coming on. When customer received the extended warranty letter for the clockspring they returned their vehicle back to the dealership who in turn replaced the clockspring and it fixed the problem of the light being on.
Writer stated that we will look into it further but will not make any promises for reimbursement and will call them back to let them know either way.
Writer called the dealership at 208-267-3181 and spoke with Ed the service manager.
Ed stated that they were not aware of the problems with the clockspring at the time of the repair. Ed did state that they did everything they could to try to find out why the airbag light kept coming on. Ed also stated that he had forgotten about this work that was done on the customers vehicle and stated that the customer should be reimbursed for it being that it did have to do with the clockspring. The dealership did repair the clockspring after the customer brought back their vehicle with the letter on the extended warranty and it fixed the problem with the airbag light.
Ed also stated that the customer is a very good and loyal customer who should be reimbursed.
Ed had also stated that the customer has paid in cash for the invoice.
Business Case for Goodwill

****
Customer has submitted request for goodwill for repair to airbag light.
Customer has paid out of pocket. Writer is suggesting reimbursement as a goodwill gesture per customer satisfaction.
Customer s proof of payment is: see line 28
Date of Repair: 11/18/2011
In-Service Date: 05/17/2007
Original Owner: Yes
Mileage: 40685
Loyalty: bought one new and one used vehicle
Multiple Repairs: yes
Authorized Chrysler Dealership: 42768 Riverside Auto Center, Inc.
Dealer Opinion: see lines 15 to 27
Service Contract/Warranty: 336
Labor $ 50.00
Parts $ 0.00
Misc. $ 0.00
Tax $ 0.00
Writer is submitting check for approval in the amount of $ 50.00
****
Writer called customer at [redacted] let them know that we had contacted the dealership. The dealership is in agreement with us to reimburse the $50.00 being that they are a very good and loyal customer.
Customer was very satisfied with the decision.
Writer updated COIN with the customer.
Approved

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BZ3H1X	AL[redacted]	**Open Date**	01/31/2012	**Built Date**	06/08/2010	
Model Year	2010	**Body**	JKUM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	06/25/2010	**Mileage**	56,482	**Dealer Zone**	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PQD	SURF BLUE PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68033	MOUNTAIN VALLEY MOTORS INC			
Dealer Address	7535 APPALACHIAN HWY				
Dealer City	BLUE RIDGE	**Dealer State**	GA	**Dealer Zip**	30513

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	TURTLETOWN TN[redacted]	**Country**	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer called about a recall for the clockspring
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer called with clockspring issue

Briefly summarize why the customer is contacting Chrysler:Customer called stating that she researched online with all the right hand side vehicles that has a clockspring recall. Customer states that the dealer is saying that s what is wrong with her vehicle but that they cannot find this to be a recall on her vehicle and won t fix it. Customer is upset that this is a safety issue and that the dealer has refused to fix it with her vehicle. Customer states that her air bag light is constantly on and is worried that it won t deploy with this issue. Customer states that this is a commercial postal vehicle and she uses it for mail.
Briefly summarize what the customer is expecting:Customer is expecting this clockspring issue to be fixed as a safety issue. Agent informed customer that recalls are VIN specific and that is why dealer is not going to fix it. Agent informed customer that her concerns will be reviewed by a CM and she will have a call back.
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 4[redacted]
Preferred Afternoon/Evening call back number is [redacted]6 (after 4pm)
Customer email address for case updates: N/A
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code?
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District N * * * * * *
Customer is the original owner, and is out of the basic warranty that would have covered this repair by mileage, not time. Warranty is expired by 16,000 miles. Customer has 5 vehicles listed in history, 1 new, 4 used.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Left message.
Writer called dealer and spoke with Service Advisor Matt since Service Manager Jeff was not in the office. Matt states he can make decisions with case manager when Jeff is not in. Writer reviewed customer s concern. Matt state that they did have to replace the clock spring and that he would agree to help the customer with $100 co pay. Writer agrees. Customer will be offered assistance due to the fact that this is a safety concern and the customer is the original owner, customer will have a co pay since there are no recalls or warranty extensions that apply to the repair and the vehicle is out of the basic 3/36 warranty that would cover the repair by 16,000.
2nd attempt made to contact customer. Left message.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $215.60
Labor = $35.42
Total = $251.02
Co-pay = $100
########## DIRECT-TO-DEALER ##########
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer. If this repair falls under the Digital Imaging (DI) process, you will need to follow the DI process of submitting images or the required DI documents to the Powertrain Service Center for claim approval. Be sure to include in your comments that Customer Care
is involved. Customer Care will add DM Notes to the VIN describing our decision and these notes are available to the DI group for reference. When repairs are completed, submit your claim as you would normally. If you need assistance with claim payment, please refer to Warranty Bulletin D-11-19.
This customer has not yet been informed of this decision.
Please update and/or close CAIR when complete.
##########
REASSIGNED TO BC/DLR 66 68033 02/02/12 14:14 C[redacted]
*Contact Date:02/03/2012
Service Manager at the dealership has updated the CAIR#[redacted]
The vehicle has been diagnosed.
3rd attempt made to contact customer at [redacted]. Writer called and advised customer of offer. Customer states that she will accept the offer because she can t afford not to but she disagrees with the fact that she is having the same issues as recalled and she is not covered. Writer sympathized and advised the customer that the offer is made to help the customer because it is a safety concern and that the customer is the original owner but customer is expected to participate because the recall does not apply to the vehicle and the vehicle is currently out of warranty for the repair. Customer states that the dealership has been great but she does not agree with the decision. Writer sympathized and advised the offer is valid for 30 days and she will have to follow-up with the dealer to complete repairs. Customer understood and states she does not know when the repairs will be done. Writer will contact customer by 2/10 to get an update on customer going in for repairs.
*Contact Date:02/06/2012
Service Manager at the dealership has updated the CAIR#[redacted]
An appointment has been set with the customer.
*Contact Date:02/09/2012
DCX goodwill repair is documented on Repair Orde[redacted]
CAIR RETURNED FROM DEALER ON 2/09/2012 AT 02:44:652 R[redacted]
1st Contact attempt, phone number dialed, [redacted]. Customer states that the fittings on the transmission line. Customer states that they are leaking a little bit and that she would like to try to get it fixed.
Writer asked when the customer would go to the dealer. Customer states she will go when it is time for he next oil change. Writer provided Jeep CAC number and VIN number to customer to call back for follow-up at time

of repairs. Customer thanked writer and was advised the case will be closed.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs. Customer called in to say that she is taking her vehicle back to the dealer to have the transmission lines replaced. The customer stated that she has an appointment next week and she was advised by NU9 to callback when she was ready to do that. Writer transferred the customer to ext 66328 to leave a message.
Customer called and stated that she had called earlier to speak to NU9 who had advised her to call back when she had an appointment.
The customer stated that she did leave a message but has not heard back from NU9 and her appointment is next week so she is anxious to speak to NU9 regarding this transmission appointment.
The agent called case management for the customer and was unable to connect to NU9 so the agent connected her to CM Jessica who stated that she would assist the customer further.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5911	7L1[redacted]	***Open Date***	02/01/2012	***Built Date***	03/22/2007	
Model Year	2007	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	11/29/2007	***Mileage***	70,000	***Dealer Zone***	74	DENVER	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45364	LEE'S SUMMIT CHRYSLER JEEP DODGE			
Dealer Address	1051 SE OLDHAM PKWY				
Dealer City	LEES SUMMIT	***Dealer State***	MO	***Dealer Zip***	64081

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GRAIN VALLEY MO [redacted]	***Country***	UNITED STATES

Corporate - Corporate Warranty Extension Letter - Default - Information Request - Default	X41
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light on

Briefly summarize why the customer is contacting Chrysler:
Customer called in stating that he had received the X41 extended warranty letter for the clockspring. The caller states that the air bag light will come on intermittently. The caller states that he contacted the dealership and they stated that they would have to first diagnose the issue to ensure that the clockspring is the known cause.
Briefly summarize what the customer is expecting:
The caller was seeking information as to if the dealership would need to diagnose the vehicle prior to replacing the clockspring. Writer advised that the dealership would need to diagnose the issue prior to doing any repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6915	8L[redacted]	***Open Date***	02/01/2012	***Built Date***	02/26/2008	
Model Year	2008	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	03/28/2008	***Mileage***	90,100	***Dealer Zone***	42	DETROIT	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60475	ZIMMER CHRYSLER DODGE JEEP RAM			
Dealer Address	1086 BURLINGTON PIKE				
Dealer City	FLORENCE	***Dealer State***	KY	***Dealer Zip***	41042

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	FLORENCE KY [redacted]	***Country***	UNITED STATES

Product - Electrical - Radio/Spkrs/Clock/Antenna - Other - Default	customer states his clockspring is defective
Corporate - Product Information - Default - Default - Default	customer states this is a well know issue with the clockspring

Briefly summarize why the customer is contacting Chrysler: Customer states he talked to his friends and researched online and found that there were letters going out for an extended warranty for the clock spring. Customer states he needs to have his clock spring replaced but he did not receive the letter. Customer states this is a safety concern and customer feels he should have received the extended warranty letter as well.
Briefly summarize what the customer is expecting: Customer is expecting cost assistance with the repair of the clock spring.
Has customer had previous history with current issue? N
Customer has a history of diagnosis for an intermittent problem? N
Has had repair history at Chrysler dealership(s)? N
Was this vehicle purchased new by this customer? N
Customer has a history of purchasing Chrysler vehicles? N
If yes, number in household?
Customer claims to maintain vehicle as per maintenance schedule? Y
Has a mechanical Chrysler Group Service Contract? Y
Warranty coverage code? 801
Ownership status? currrent
Basic warranty component? Y
Powertrain warranty component? N
Service contract or Mopar warranty component? N
Within 3 years or 36,000 miles? N
Within 2 years or 24,000 miles? Y
Within 1 year or 12,000 miles? N
Customer did not pass the first part of the matrix. Agent is still escalating for consideration as this is a safety feature.
Customer advised a call back is required and will take place

within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: N/A
Who has possession of the vehicle? (Owner/Dealer/IRF) Owner
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 60475
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District V * * * * * *
Second owner
Vehicle purchaced out of warranty.
No other vehicles.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] 8. Left message.
Customer states airbag light goes on and off. Problem started 1/28/12.
Writer advised writer will speak to the dealership and writer or dealer should get back to customer 2/7 at the latest.
Writer called dealership, spoke to service manager RC, unknown if extended warranty is for this exact issue at this time, writer sending case to dealer to make goodwill decision.
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 customer is asking for assistance with the clock springs.
Agent called dealer and spoke to RC, informed that CAIR was being sent. Please update this CAIR with resolution.
# # # # # # # # #

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BZ3H10	AL[redacted]	**Open Date**	02/02/2012	**Built Date**	12/03/2009	
Model Year	2010	**Body**	JKUM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	03/01/2010	**Mileage**	43,000	**Dealer Zone**	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	26214	BOB MARIANO JEEP DODGE INC			
Dealer Address	146 MANCHESTER ST				
Dealer City	CONCORD	**Dealer State**	NH	**Dealer Zip**	03301

Owner	NAULT , [redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	GOFFSTOWN NH [redacted]	**Country**	UNITED STATES

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Customer seeking goodwill regarding the steering column repair.
Product - Steering - Unknown - Other - Default	Customer states component in column needs replacing
Product - Body / Trim / Paint Finish - Body Hardware - Other - F. Door-Pass	Customer states that the door leaks when it rains.
Product - Body / Trim / Paint Finish - Air Bag - Other - Front - Driver	Customer sttates that front airbag needs replacing

Briefly summarize why the customer is contacting Chrysler: 2010 Customer states that there is and Issue with the air bag and something in the steering column caused this issue and needs replacing. Customer states that dealership said that this was caused by vibrations. Customer also states that the passenger side door leaks. Customer is seeking goodwill regarding the steering column.
Briefly summarize what the customer is expecting: Customer is expecting assistance with getting her vehicle fixed.
Has customer had previous history with current issue? N
Customer has a history of diagnosis for an intermittent problem? N
Has had repair history at Chrysler dealership(s)? Y
Was this vehicle purchased new by this customer? Y
Customer has a history of purchasing Chrysler vehicles? Y
If yes, number in household? 5
Customer claims to maintain vehicle as per maintenance schedule? Y
Has a mechanical Chrysler Group Service Contract? N
Warranty coverage code?
Ownership status? Original
Basic warranty component? Y
Within 3 years or 36,000 miles? Y
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back numbe[redacted]
Preferred Afternoon/Evening call back number is [redacted]

Customer email address for case updates:
Who has possession of the vehicle? Dealer
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 26214
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District T * * * * * *
Writer called dealership, Service Manager (SM), Ken, 603-228-1345, left message with Sue in service.
Writer called dealership, Service Manager (SM), Ken, 603-228-1345, SM states the vehicle needs a clock spring, right hand drive vehicle, SM states the floor is dry, they are unable to find a water leak, they have water tested and can t find any leaks, they have had water running on it for several days, SM states the clockspring is causing the airbag light is on, customer does not need a new airbag.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $262.79
Labor = $102.00
Total = $364.79
Co-pay = $100.00
########## DIRECT-TO-DEALER ##############
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
If this repair falls under the Digital Imaging (DI) process, you will need to follow the DI process of submitting images or the required DI documents to the Powertrain Service Center for claim approval. Be sure to include in your comments that Customer Care
is involved. Customer Care will add DM Notes to the VIN describing our decision and these notes are available to the DI group for reference.
When repairs are completed, submit your claim as you would normally.
If you need assistance with claim payment, please refer to Warranty Bulletin D-11-19.
This customer has not yet been informed of this decision.
Please update and/or close CAIR when complete.
##################################
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted], customer states she has brought it up to the dealership, it is there now, customer states with the leak, they replaced the door seal, and the floor remains wet, writer informed customer of lines 34-38.
Customer understood and writer informed customer of the goodwill decision, customer thanked writer and states she will call the delaership to give them permission to begin the work because customer states she needs the vehicle for work on Monday. Writer will follow up with customer mid next week.
REASSIGNED TO BC/DLR 32 26214 02/03/12 16:49 O [redacted]
Customer called in, left message for writer stating that her vehicle has been repaired and she is satisfied with the repairs. Writer can close case.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BZ3H10	AL1[redacted]	***Open Date***	02/04/2012	***Built Date***	09/24/2009	
Model Year	2010	***Body***	JKUM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	10/31/2009	***Mileage***	42,910	***Dealer Zone***	42	DETROIT	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	67311	FLETCHER CHRY PRODUCTS IN			
Dealer Address	3099 NORTH MORTON				
Dealer City	FRANKLIN	***Dealer State***	IN	***Dealer Zip***	46131

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	EDINBURGH IN [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bad light on and chime going off frequently
Product - Steering - Steering Wheel / Column - Other - Default	clock spring possibly needs to be repaired

Briefly summarize why the customer is contacting Chrysler: The customer s husband Mark called and stated that the air bag sensor light is on and the chime goes off frequently. Mark stated that he has contacted the dealership FLETCHER CHRY PRODUCTS to get this corrected. The customer stated that he has found on the internet that this is a recall for other 2010 Right hand drive Jeep Wranglers and he would like to have the repair covered under this warranty as he is having the same problem that this recall is stated for a clock spring or similar problem. The customer is seeking assistance with the cost of the repair. The FLETCHER CHRY PRODUCTS will be doing a diagnoises and repair on Monday evening Feb.6, 2012. The customer stated that he talked to the service department and it is possible that this is a clock spring repair and the cost is approx. $400 for the repair. The customer was calling to see if he had a recall for L37 and stated that he called the dealership and they also showed as we have noted that his vehile is not any incomplete recalls. The agent told the customer that recalls are VIN specific and that in the future if he had any recalls that he would recieve a letter to advise him of the recall addressed by the address we have on file. The customer is still positive that he has a recall and would like to speak to a case manager.
Briefly summarize what the customer is expecting: The customer is seeking a call back from a case manager to assist with getting their vehicle repaired.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is 3[redacted]
Preferred Afternoon/Evening call back number is [redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code? FLETCHER CHRY PRODUCTS
Dealer Code: 67311
WCC 536
Reassigned to 88F
The customer called seeking to speak to a case manager. The customer is seeking to get this repair covered under the right hand Jeep Recall. The agent confirmed the call back number for the customer is cell phone [redacted]0.
The agent advised the customer that on Sat it was indicated that a call back is required and takes place within one business day and that a case manager would be assigned to the case. The agent noted that currently one had not been assisgned yet as he had just called in on Saturday but that the notation had been made in the file that he was requesting a call back regarding getting his vehicle repaired for his wife.
Writer called the dealer and talked to Rob, SM who said the last time the vehicle was there was at 41648 miles last month. Writer informed him the customer will be notified to go to the dealer and have a diagnosis performed for goodwill consideration.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 3[redacted] informed her case has been escalated for goodwill consideration.
######### 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.
Sending this case for goodwill consideration
Agent called dealer and spoke to Rob, SM informed that CAIR was being sent. Please update this CAIR with resolution.
##################################
Service Manager please follow the instructions on Bulletin D-12-08 and close case after costumer s concerns have been addressed.
REASSIGNED TO BC/DLR 42 67311 02/06/12 15:42 O 2[redacted]
*Contact Date:02/07/2012
Dealer goodwill repair is documented on Repair Order#[redacted]
CAIR RETURNED FROM DEALER ON 2/07/2012 AT 10:17:151 R 2[redacted]
The customer is going to take vehicle tomorrow.
Writer called the customer, she said everything is fine.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3911	9L[redacted]	***Open Date***	02/06/2012	***Built Date***	10/15/2008	
Model Year	2009	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	10/31/2008	***Mileage***	65,000	***Dealer Zone***	70		
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	42297	MCCORD BROTHERS DODGE			
Dealer Address	990 TENNANT WAY				
Dealer City	LONGVIEW	***Dealer State***	WA	***Dealer Zip***	98632

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	CATHLAMET WA[redacted]	***Country***	UNITED STATES

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	customer seeking cost assistance for repair
Corporate - Recall - Default - Default - Default	customer seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer called stating the clockspring in vehicle needs to replaced. Customer has heard it was a recall. Agent informed customer the vehicle is not involved in the recall and recalls are VIN specific. Customer is looking for Chrysler to replace the issue. Agent escalating for further review.
Briefly summarize what the customer is expecting: Customer seeking cost assistance for repair.
****

Has customer had previous history with current issue? N
Customer has a history of diagnosis for an intermittent problem? Y
Has had repair history at Chrysler dealership(s)? Y
Was this vehicle purchased new by this customer? Y
Customer has a history of purchasing Chrysler vehicles? N
If yes, number in household? N/A
Customer claims to maintain vehicle as per maintenance schedule? Y
Has a mechanical Chrysler Group Service Contract? N
Warranty coverage code? 336
Ownership status? Original
Basic warranty component? Y
Powertrain warranty component? N
Service contract or Mopar warranty component? N
Within 3 years or 36,000 miles? Y
Within 2 years or 24,000 miles? N
Within 1 year or 12,000 miles? N
****

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time.
Preferred Morning/Midday call back number is [redacted]

Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: N/A
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 42297
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District O * * * * * *
Customer history -
One (1) vehicle - new
NO SC
Agent attempted to contact dealer 42297 Service Manager (SM) Vonia, however,
SM not available. Left message for a return call at extension 66093 with case number and last 8 digits of VIN. Email for CM was provided so the information can be sent over.
CONTACT UPDATE - 1st Contact attempt, phone number dialed - 3[redacted]
Writer spoke with customer to inform that more information is needed before any assistance can be considered. Writer provided callback number of 1-800-763-8422 extension 66093 with case number as reference and next follow up call will be placed on Thursday, Feb. 9th 2012.
Customer confirmed that the clockspring needs to be replaced in the vehicle due to the airbag light coming on in the vehicle. Writer apologized for the frustration.
Customer stated that the vehicle is RHD and there is recall on the RHD vehicle for this issue. Writer understands and will note the case but also after review informed customer that there is no recall open on the clockspring issue with this vehicle. Customer understood. Writer apologized for the frustration and will see what can be done to resolve once the information is received from dealer.
Agent attempted to contact dealer 42297 Service Manager (SM) Vonia, however,
SM not available. Left message for a return call at extension 66093, last name of customer, last 8 digits of VIN and also email will be sent for the information also.
2nd attempt made to contact customer. 3[redacted]
Writer left message for customer concerning the clockspring issue with this vehicle. Writer also informed that the dealer has been contacted, message left for SM Vonia with no response to email or voicemail message left so the next follow up call will be placed on Tuesday, Feb. 14th 2012 to see if the diagnosis has been completed. Writer provided callback number, case number, and extension 66093.
**********Dealer email received**********
Diagnosis was completed in 08/2011 and the total warranty pricing for the concern is $260.70.
**********Dealer email ended**********
Writer informed SM that more current diagnosis would be needed before any assistance can be provided.
3rd attempt made to contact customer [redacted]
Writer spoke with customer to discuss the problem - clockspring with this vehicle. Customer stated that the vehicle has been nothing but trouble, she loses one day of pay when she has to take the vehicle into the dealer for any repairs -recalls and repairs. Also, customer stated that the rugs rolled up under her feet and there is recall out on these vehicles. Writer confirmed that the last diagnosis was completed about 6 months ago and CAC would request that more current diagnosis be completed - also the full cost of the repair will not be covered since the vehicle is out of warranty. Writer apologized for the frustration and then, found that the customer disconnected the call. Writer will follow up again on Tuesday, Feb. 21st, 2012.
[redacted] is seeking information on the goodwill process ,writer was able to explain that it appears that the last diagnose was 6 months ago and Chrysler s policy is to obtain a current diagnose to complete the goodwill process. Caller understood and will seek the dealer
Writer called dealer 42297 and spoke with SM Vonia to verify if the vehicle has been in for diagnosis. SM informed writer that the vehicle has not been brought back in except for the last visit about 6 months

ago.
4th attempt made to contact customer. [redacted]
Writer left message for customer to inform that the vehicle still needs to be taken into the dealer for diagnosis and provided callback number, case number, extension 66093 and next follow up call will be placed on Tuesday, Feb. 28th 2012 to see what is going on.
5th attempt made to contact customer. [redacted]
Writer spoke with customer to discuss the problem with this vehicle. Customer stated that she has already had the diagnosis completed and does not have the $90 diagnosic fee to pay when the vehicle goes back to the dealer. Writer apologized and explained that diagnosis information is needed from the dealer before any assistance can be considered and while the vehicle is at the dealer, SM Vonia will call and discuss the problem. Customer understood and also stated that they do not live close to town and she would need to drive far and works 6 days a week. Writer understood and also verified that the problem would need to be diagnosised within the last 30 days. Customer stated that CAC is wasting her time and she will not take it in until CM guarantees coverage.
Writer will close the case because customer does not want any further f/up calls until CAC will guarantee full coverage. CM reviewed with TB618 and it was determined that the case will be closed.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3915	9L[redacted]	***Open Date***	02/06/2012	***Built Date***	09/18/2008	
Model Year	2009	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	05/27/2010	***Mileage***	69,450	***Dealer Zone***	51	CHICAGO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68462	WASHINGTON CHRYSLER CENTER INC			
Dealer Address	105 EAST VAN TREES				
Dealer City	WASHINGTON	***Dealer State***	IN	***Dealer Zip***	47501

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ODON IN 4[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states clockspring needs to be replaced.
Corporate - Recall - Default - Default - Default	Customer states there is a recall on this make and model for clockspring.

Briefly summarize why the customer is contacting Chrysler: Customer states she has her air bag light staying on. Customer states she took it to dealership 68462 to get diagnosed and they told her it was the clockspring that needed to be replaced. Customer states there is a recall on this vehicle model and year but not on this vehicle. Customer states the dealership confirmed it is the same problem as explained in the clockspring recall.
Briefly summarize what the customer is expecting: Customer is expecting the vehicle to be repaired because she feels it should have been included in the recall because it is the same problem. Agent explained recalls are VIN specific. Customer still feels Chrysler should be responsible for this repair because the vehicle is not very old and she feels the air bag should not have gone on it at this point unless there is something wrong with the way it was manufactured.
Has customer had previous history with current issue? Y
Customer has a history of diagnosis for an intermittent problem? N
Has had repair history at Chrysler dealership(s)? Y
Was this vehicle purchased new by this customer? Y
Customer has a history of purchasing Chrysler vehicles? N
If yes, number in household?
Customer claims to maintain vehicle as per maintenance schedule? Y
Has a mechanical Chrysler Group Service Contract? N
Warranty coverage code? 336
Ownership status? First
Basic warranty component? Y
Powertrain warranty component? N
Service contract or Mopar warranty component? N

Within 3 years or 36,000 miles? Y
Within 2 years or 24,000 miles? N
Within 1 year or 12,000 miles? N
Customer advised a call back is required and will take place
within one business day by COB their time
Preferred Morning/Midday call back number [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 68462
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District P * * * * * *
Email=[redacted]
OOW=not active May 27, 2013 Expired (Odometer) 16000
SC=none
Recall=none incomplete
Household=4/1 NEW
Ownership status=first owner
Current Odom: 52000
Status update provided via email to the following email address:
[redacted]
My name is Brooke and I have been assigned as your Case Manager.
Here is some information that will be helpful for you to have:
Your case number is: [redacted]
Chrysler Case Management telephone number is: 800-763-8422.
My direct extension: 66332.
My work hours are 6:45-3:15 Mountain Standard Time Monday-Friday
I will contact you within one or two business days by telephone to review
your case with you.
I look forward to assisting you in any way I can.
Chrysler Case Manager, Brooke
End of Status Update
Agent attempted to contact dealer 68462 WASHINGTON CHRYSLER CENTER INC at
812-254-3217
Service Manager (SM) , however, SM not available. Assist SM Scott stated
that the customer wanted to wait for a recall clock spring. ASM Scott
stated that customer brought in the vehicle for diagnosis on 11-09-11 at
60309 miles and was brought in for an air bag light.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 812 698 2185.
Customer stated that her quote was over $400.00 and she wanted to know if
there was a recall on the vehicle. Writer advised that there was not and
made no promise to customer, but advised there was a change of goodwill
on this. Customer will take it in this week and call and let writer know
when.
Customer calls to speak with their Case Manager.
Writer transferred to Case Manager.
Customer will take in her vehicle 02/15/12 and parts are in for repair.
Writer advised a call back on 2/15/12.
68462 WASHINGTON CHRYSLER CENTER INC at 812-254-3217 Service Manager (SM)
Jerry, SA Scott advised that the customer pay would be $385.00. SA Scott
will talk to SM and call back with warranty pricing.
SA Scott called back and gave writer customer pay as 392.66.
Parts $215.60
Labor $58.96
Total $289.65 with tax
Total $274.56 without tax
50/50
SM Jerry stated that he would be happy to do a 50/50 split. Writer
agreed.
As a one-time goodwill gesture, Chrysler will be making a policy
adjustment for this repair. According to the dealer, the warranty
costs of the repair are as follows:
Parts = $215.60
Labor = $58.96
Total = $274.56

Co-pay = $13728
########## DIRECT-TO-DEALER ##########
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
If this repair falls under the Digital Imaging (DI) process,
you will need to follow the DI process of submitting images
or the required DI documents to the Powertrain Service Center
for claim approval. Be sure to include in your comments that Customer Care
is involved. Customer Care will add DM Notes to the VIN describing our decision and these notes are available to the DI group for reference.
When repairs are completed, submit your claim as you would normally.
If you need assistance with claim payment, please refer to
Warranty Bulletin D-11-19.
This customer has not been informed of this decision.
Please update and/or close CAIR when complete.
##########
REASSIGNED TO BC/DLR 51 68462 02/10/12 14:38 [redacted]
*Contact Date:02/10/2012
Parts / Service Director at the dealership has updated the CAIR# [redacted]
An appointment has been set with the customer.
*Contact Date:02/13/2012
Service Manager at the dealership has updated the CAIR# [redacted]
An appointment has been set with the customer.
SM Scott called and left message for writer stating the customer is not happy with 50/50.
SM Scott said that he told the customer about it being VIN specific and customer alleged that it will be under the recall. SM Scott stated that the customer hasn t cancelled the appointment yet for 02/15/12.
Customer called to say that she will be taking in for repairs on 02/15.
Writer advised a call back about repairs on 02/21, customer agreed.
*Contact Date:02/15/2012
DCX goodwill repair is documented on Repair Order#1 [redacted]
CAIR RETURNED FROM DEALER ON 2/15/2012 AT 02:38:200 R [redacted]
Contact attempt, phone number dialed, [redacted] Customer stated that repairs are good and that she would call if she needs us in the future.
Writer advised that the case would be close.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3918	8L[redacted]	**Open Date**	02/07/2012	**Built Date**	05/07/2008	
Model Year	2008	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	09/19/2008	**Mileage**	80,000	**Dealer Zone**	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PYB	DETONATOR YELLOW CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68680	PHILLIPS CHRYSLER JEEP INC			
Dealer Address	3440 S PINE STREET				
Dealer City	OCALA	**Dealer State**	FL	**Dealer Zip**	34471

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light is coming on
Corporate - Recall - Default - Default - Default	wanted recall information

Briefly summarize why the customer is contacting Chrysler:customer calling because he read on line that there was a recall for the air bag light coming on. His air bag light is coming on and he feels he should not have to pay for this even thou it is not on his VIN. Customer wants cost assistance to get the air bag light fixed due to the fact that is a safety issue
Briefly summarize what the customer is expecting:Customer wants cost assistance to get the air bag light fixed due to the fact that is a safety issue
Has customer had previous history with current issue? N
Customer has a history of diagnosis for an intermittent problem? N
Has had repair history at Chrysler dealership(s)? Y
Was this vehicle purchased new by this customer? Y
Customer has a history of purchasing Chrysler vehicles? Y
If yes, number in household?2
Customer claims to maintain vehicle as per maintenance schedule? Y
Has a mechanical Chrysler Group Service Contract N
Warranty coverage code?799
Ownership status?Owner
Basic warranty component? Y
Powertrain warranty component? N
Service contract or Mopar warranty component? N
Within 3 years or 36,000 miles? Y
Within 2 years or 24,000 miles? N
Within 1 year or 12,000 miles? N
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: N/A

Who has possession of the vehicle? (Owner/Dealer/IRF)owner
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No)yes
If a CDJ dealer has diagnosed, what is the dealer name or code?68680
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District 88M * * * * * *
OOW by 5 months and 44,000 miles
Currently owns 1 new
Previously owned 1 used
Household No additional vehicles
SC No active Service Contract
Writer called SM at phone number 352-732-7577. Left message.
Writer called SM Gary at phone number 352-732-7577. SM advised writer that on 2/7/12 the customer declined clock spring for steering wheel part and repair. Writer stated he will contact customer for customers expectations.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 3[redacted]Left message.
Customer brought in and had diagnosed $89.00 fee repair would cost over $500 to fix. Customer refused repair with dealer. Writer asked to close case. Customer agreed.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# 2[redacted]

VIN	1J4GA6413	8L[redacted]	**Open Date**	02/07/2012	**Built Date**	05/14/2008	
Model Year	2008	**Body**	JKJS72	JEEP WRANGLER RUBICON 4X4			
In Service Dt	05/27/2009	**Mileage**	41,000	**Dealer Zone**	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	42685	STEVE WHITE MOTORS INC			
Dealer Address	3470 US HIGHWAY 70 EAST				
Dealer City	HICKORY	**Dealer State**	NC	**Dealer Zip**	28602

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	STANLEY NC 2[redacted]	**Country**	UNITED STATES

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Customer seeking cost assistance
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that his airbag light is on

Briefly summarize why the customer is contacting Chrysler: Customer states that the airbag light came on. Customer stopped by dealer 42685 for diagnosis. Dealer SM told customer that the this was due to a number 2 circuit being open. Customer states that dealer did this diagnosis as a favor to him but did not make up a repair order.
Briefly summarize what the customer is expecting: Customer seeking cost assistance.
Has customer had previous history with current issue? N
Customer has a history of diagnosis for an intermittent problem? N
Has had repair history at Chrysler dealership(s)? Y
Was this vehicle purchased new by this customer? Y
Customer has a history of purchasing Chrysler vehicles? Y
If yes, number in household? 2
Customer claims to maintain vehicle as per maintenance schedule? Y
Has a mechanical Chrysler Group Service Contract? N
Warranty coverage code? 799
Ownership status? Original
Basic warranty component? Y
Powertrain warranty component? N
Service contract or Mopar warranty component? N
Within 3 years or 36,000 miles? Y
Within 2 years or 24,000 miles? N
Within 1 year or 12,000 miles? N
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]4
Customer email address for case updates: [redacted]m
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? 42685
Reassigned to 88F
Status update provided via email to the following email address:
[redacted]
Hi this Mary I will be your case manager on this case and I look forward to speaking with you. Here is some information that will be helpful for you to have case number is [redacted]9 my telephone number is 1-800-763-8422 ext 66202 I am in the office from 8:30am 5:00pm mountain standard time.
End of Status Update
* * * * * CASE MANAGER TEAM - District N * * * * * *
Customer has 2 originally owned vehicles, no SC and is OOW by 5,000 miles and still has 3 months with time.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] stated that he wil make an appointment with the dealership and let agent know when the appointment is.
Brook from dealer#42685 called in requesting to speak to MR1145, writer connected caller to CM.
SA Brroke called in and stated that waiting for the decision.
SA stated that the diagnoses showed vehicle need clock spring and this was not caused due to abuse , neglect or any type of outside sources. SA stated that the customer has never been to the dealership before but he does go to Mckenney Dodge.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $208.60
Labor = $37.50
Total = $246.10
Co-pay =$0.00
########## DIRECT-TO-DEALER ##############
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
If this repair falls under the Digital Imaging (DI) process, you will need to follow the DI process of submitting images or the required DI documents to the Powertrain Service Center for claim approval. Be sure to include in your comments that Customer Care
is involved. Customer Care will add DM Notes to the VIN describing our decision and these notes are available to the DI group for reference.
When repairs are completed, submit your claim as you would normally.
If you need assistance with claim payment, please refer to Warranty Bulletin D-11-19.
This customer has been informed of this decision.
Please update and/or close CAIR when complete.
##################################
REASSIGNED TO BC/DLR 66 42685 02/08/12 14:38 O [redacted]
SA stated that the parts will be in tomorrow and repairs done tomorrow.
Writer dialed customer and stated that the vehicle is covered and he is happy with the repairs.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA6918	7L[redacted]3	**Open Date**	02/07/2012	**Built Date**	03/14/2007	
Model Year	2007	**Body**	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	05/14/2007	**Mileage**	64,525	**Dealer Zone**	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	26550	BOB BAKER CHRYSLER JEEP			
Dealer Address	5555 CAR COUNTRY DR				
Dealer City	CARLSBAD	**Dealer State**	CA	**Dealer Zip**	92008

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	SAN MARCOS [redacted]	**Country**	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	Reimbursement for repair to clockspring-X41
Corporate - Corporate Warranty Extension Letter - Default - Information Request - Default	X41 Repair Reimbursement Request
Product - Electrical - Unknown - Other - Default	X41 Repair Reimbursement Request

***** EMAIL BRIEF DESCRIPTION CONTENT *****
X-41 Repair Reimbursement - Request for Electronic Document Submission Link
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
2007 Jeep Wrangler Clockspring Extended Warranty Customer Reimbursement Claim Form Please send information regarding Electronic Submission.
Thanks Justin
*****END OF CUSTOMER EMAIL*****
Dear [redacted]n:
Thank you for contacting the Jeep Customer Assistance Center regarding your 2007 Jeep Wrangler Unlimited.
I am pleased to provide the link as requested. The link will follow this email and will expire in 7 days. Please do not change the subject of the email, and please follow the instructions in the letter that you received. Please note that if you have not received the link in your inbox, it could show up in your junk mail folder or spam folder. Please be aware that the link can only be clicked on once.
Thanks again for your email.
Sincerely,
Sam
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2012-02-07 @ 19:22
Dear [redacted]:
Thank you for contacting the Jeep Customer Assistance Center regarding your 2007 Jeep Wrangler Unlimited.
Our records indicate that we have not received a response to your request

for electronic document submission for X41 repair reimbursement. As the link is now expired, I will send a new link. The link will follow this email and will expire in 7 days. Please do not change the subject of the email, and please follow the instructions in the letter that you received. Please note that if you have not received the link in your inbox, it could show up in your junk mail folder or spam folder. Please be aware that the link can only be clicked on once.
Thanks again for your email.
Sincerely,
Sam
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2012-02-14 @ 12:40
I ended up mailing in the required paperwork. Thanks[redacted]
*****END OF CUSTOMER EMAIL*****
No answer needed, agent waiting for documentation.
*****END OF CAC RATIONALE*****
Waiting for documentation.
*****END OF CAC RATIONALE*****
POSTMARK DATE: 021412; DATE RECEIVED: 021612
Documentation has been received. Reassigning to 86Y for further handling.

Tier 2 Agent

SUBJECT: (X41) Airbag Clockspring Assembly
2007MY Jeep Wranglers (JK) - Issued on/at December 21, 2011
PURPOSE:
To announce an Extended Warranty on Airbag Clockspring Assembly for 2007MY Jeep Wranglers.
This warranty has been extended to 10 years or 150,000 miles (whichever occurs first) under the Basic
Limited Warranty.
TIMING:
Effective Immediately

Extended Warranty applies to customer s vehicle: YES, THE CUSTOMER S REPAIR INVOICE CLEARLY STATES: Customer states that Air Bag Light is On, Clockspring Failure.
In Service Date: 05/14/2007
Date of repair: 11/08/201
Mileage: 63,541

Labor: $147.00
Parts: $ 249.00
Tax: $19.30
Total: $ 415.30
Total Reimbursement: $415.30

Customer s proof of payment is: the customer has provided us with a copy of their Banking Statement which shows a Transaction Date of 11/09/11, a Post Date of 11/09/11, to the dealership, Bob Baker CJD, in the amount of $415.30.
Writer is regarding this as sufficient and proper proof of payment from the customer at this time.

The customer has provided us an updated address within their extended warranty claim form and it reflects what we have on record for the customer.

Writer is submitting a check in the amount of $415.30 for approval.

Customer Assistance Inquiry Record (CAIR)# [redacted]4

VIN	1J4GA5917	7L[redacted]	**Open Date**	02/08/2012	**Built Date**	07/26/2006	
Model Year	2007	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	11/03/2006	**Mileage**	60,000	**Dealer Zone**	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	06971	BUTLER CHRYSLER JEEP, INC.			
Dealer Address	1341 ROUTE 23				
Dealer City	BUTLER	**Dealer State**	NJ	**Dealer Zip**	07405

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

Product - Electrical - Unknown - Other - Default	Customer wants the clockspring replaced under the extended warranty.
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer called in stating that she had received the clockspring warranty. the caller states that the air bag light will come intermittently. The caller states that she had taken the vehicle to the dealership but the light was not on and they could not diagnose. The caller is upset as the light is intermittent and and she cannot get the vehicle into the dealership when light is on.
Briefly summarize what the customer is expecting:
Caller seeking the issue be resolved.
Has customer had previous history with current issue? No
Customer has a history of diagnosis for an intermittent problem? Yes
Has had repair history at Chrysler dealership(s)? yes
Was this vehicle purchased new by this customer? Yes
Customer has a history of purchasing Chrysler vehicles? No
If yes, number in household?
Customer claims to maintain vehicle as per maintenance schedule? Yes
Has a mechanical Chrysler Group Service Contract?No
Warranty coverage code? 336
Ownership status? Original
Basic warranty component? Yes
Powertrain warranty component? No
Service contract or Mopar warranty component? No
Within 3 years or 36,000 miles? Yes
Within 2 years or 24,000 miles? No
Within 1 year or 12,000 miles? No

Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer?
If a CDJ dealer has diagnosed, what is the dealer name or code? 06971
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District T * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Writer contacted customer not available left message to return call.
Customer calls to speak with their Case Manager. The customer stated that she will call the case manager at a later time as she was not available right now.
Caller Mrs. [redacted]k requesting to speak with Case Manager. BA245 is currently unavailable (lunch). Writer offered to connect Customer to leave a voicemail. Customer opted to call us again later and attempt to reach Case Manager then.
Customer calls to speak with their Case Manager.
Writer warm transferred the call to a different case manager JT997 at 66276.
Customer contacts writer.
Customer states they are having difficulties with the light going on randomly. Customer states the dealer is unable to diagnose there is an issue. Customer states there is obviously an issue since we submitted an extended warranty for the concern on the clockspring so we should just repair it.
Writer states that we would in fact need the dealer to diagnose that there is the concern for us to be able to replace it.
Customer states that we know there is an issue so we should just replace it.
Writer states they understand their concern but unfortunately we do need that diagnosis and to be able to see there is in fact the problem in their vehicle to replace anything.
Customer states they don t feel this is right and that if they get in an accident because we refused to help them it would be our fault.
Writer states we do absolutely want to assist, however we need the vehicle to be diagnosed that there is a concern for us to do that.
Customer states they want to escalate this forward and would like to speak to a supervisor.
Writer states a supervisor is not currently available.
Customer states a callback tomorrow would be fine.
Writer states a supervisor callback would take place by end of business tomorrow.
MM1448 reviewed the X41 Extended Warranty. The letter states We are extending the warranty period on your clockspring because some of the affected vehicle population may experience an airbag lamp illumination caused by a steering column clockspring issue. If your vehicle is operating properly, there is nothing you are required to do.'
Based on the information provided by the customer, the concern is intermittent. The dealership will replace the clockspring within the terms of the extended warranty when the dealership gets a code that is disclosed within the extended warranty.
****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
** Supervisor Call to Customer ** MM1448 attempted to contact the customer at [redacted] to discuss the case. Left a message stating the nature of the call. It was advised another contact attempt will be made on 02/14/12, MM1448 will be out of the office on 02/13/12.
** Supervisor Call to Customer ** MM1448 attempted to contact the customer at [redacted] to discuss the concern with the X41 extended warranty. Left a message stating the nature of the call. It was advised supervisor contact attempts have been unsuccessful, therefore it is being

asked they continue to work with the case manager, BA245. BA245 is currently out of the office. The message also advised it appears the dealership has performed the X41 extended warranty as it is stated. Due to unsuccessful contact attempts, no further Supervisor contacts will be made at this time.
Writer contacted customer, not available left message stating another follow up will be Friday 02/17/12.
Mrs. [redacted]k called wanting to speak to BA245, with customer s permission writer connected customer to CM voice mail.
Writer called customer, not available left message stating to return call, writer will try another attempt by the end of business today if not then it will be Monday 02/20/12.
5th attempt was made to contact customer on 02/17/12. Writer contacted customer and not available, asked to return call, if not another follow up will be Wednesday 02/22/12.
MRS [redacted]K requesting to speak with Case Manager. Writer informed of recall J24. Writer transferred to 66349 per request.
Writer contacted customer to return call, customer not available again writer left message asking to give another phone number at work for writer to reach her. Asked to return call.
Have customer provide another phone number.
Writer contacted customer no available, asked to return call. Another follow up will be Monday 02/27/12 if customer doesn t call before then.
The customer called to speak to the customer who was available, writer transferred the customer to ext. 66349.
Writer received a call from customer, Writer provided the information to her from lines 71-79 customer understands that but isn t okay with driving the vehicle and not have her airbag come out. Customer just wants Chrysler to repair the part without having it diagnosed. Writer stated if the dealer can do that writer will find out but no guarantees. Customer understood. Writer stated that if the dealer wont fix it without a diagnostic then they can keep the vehicle and Chrysler can assist on rental for a few days that will be Chryslers second option. Writer will follow up with customer tomorrow after speaking with dealer.
Writer contacted dealer to speak with the SM Chuck, he was not available left message to return call.
Writer contacted dealer to speak with SM Chuck, he was still not available writer did not leave a message, Will contact back later.
Writer contacted customer to let her know writer is trying to get a hold of the dealer, Customer was not available left message to return call, stated if writer does not hear back it could be tomorrow or Wednesday for a follow up.
Writer contacted the dealer and spoke with SM Chuck, he stated there cannot be a repair done without a complete diagnostic and a code that comes up. SM stated the extended warranty that the customer has is good up until November, 2016 or 150,000 miles whatever comes first. SM stated customer will need to wait if anything happens. Writer understood and agreed.
Writer contacted customer to follow up on what writer received from the dealer, left message to return call. If not another follow up will be Thursday 03/01/12
Writer contacted customer to provide what dealer stated, customer not available left message to return call. Another follow up will be Monday 03/05/12
Customer calls to speak with their Case Manager.
Writer transferred the call to the voice mail since the case manager was not available.
Writer contacted customer and explained what the SM Chuck stated. Lines 134-139. Customer understood but just was still upset about the whole situation and writer understands. Writer stated that this will be documented and when the problem occurs to have her call back. Writer stated any chrysler, jeep dealer will accept this warranty and she wont have a problem. Customer understood and will call if it happens. Customer stated as of right now when writer spoke with her last it has not happened. Case will be closed at this time.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2410	8L[redacted]	**Open Date**	02/08/2012	**Built Date**	03/20/2008	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	07/10/2008	**Mileage**	31,654	**Dealer Zone**	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60095	MIKE CRAIG CHRYSLER, DODGE, JEEP			
Dealer Address	106 HWY 36 BYPASS SOUTH				
Dealer City	GATESVILLE	**Dealer State**	TX	**Dealer Zip**	76528

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

Corporate - Recall - Default - Default - Default	J38 recall
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	MOPAR TOW BAR
Product - Electrical - Lamps and Switches - Other - Default	air bag light on

Briefly summarize why the customer is contacting Chrysler: Customer states their air bag light came on and were seeking informaiton on recalls. Customer states they are aware of j38 recall and were wondering why their light may have came on.
Briefly summarize what the customer is expecting: Agent advised the following:
Customer calls seeking recall information. Advised the customer there are no incomplete recalls for this vehicle. The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall. Agent also advised customer it may be a sensor or wiring issue casuing the light to come on but adivsed to contact a dealership for a dignosis and call back if they are seeking any other information on assistnace.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA6913	7L[redacted]	**Open Date**	02/09/2012	**Built Date**	01/08/2007	
Model Year	2007	**Body**	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	01/19/2007	**Mileage**	68,000	**Dealer Zone**	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	23248	ADAMS JEEP			
Dealer Address	1799 WEST STREET				
Dealer City	ANNAPOLIS	**Dealer State**	MD	**Dealer Zip**	21401

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	
	HARWOOD MD [redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light is illuminated
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Customer is seeking cost assistance
Product - Exhaust - Unknown - Other - Default	Left exhaust manifold is cracked

Briefly summarize why the customer is contacting Chrysler: Customer is requesting cost assistance with a number of repairs. His vehicle needs a 1-2 sync sensor, $2100, as well as a left exhaust manifold, $625. Customer has authorized the repair of the manifold, and the dealership is addressing recalls G40, J24, and K13. The customer s air bag light is illuminated, which is believed to be related, and covered, by the extended warranty X41.
Briefly summarize what the customer is expecting: Customer is seeking cost assistance.
CAC advised: Agent advised that the customer s concerns were being documented and escalated. Agent provided CAIR# 2[redacted]
Has customer had previous history with current issue? N
Customer has a history of diagnosis for an intermittent problem? Y
Has had repair history at Chrysler dealership(s)? Y
Was this vehicle purchased new by this customer? Y
Customer has a history of purchasing Chrysler vehicles? N
If yes, number in household? 1
Customer claims to maintain vehicle as per maintenance schedule? Y
Has a mechanical Chrysler Group Service Contract? N
Warranty coverage code? 336 EXT
Ownership status? Original
Basic warranty component? N
Powertrain warranty component? N
Service contract or Mopar warranty component? N
Within 3 years or 36,000 miles? Y
Within 2 years or 24,000 miles? N
Within 1 year or 12,000 miles? N

Customer advised a call back is required and will take place
within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]),
410-980-6908 (wife s cell), [redacted]0 (his cell)
Preferred Afternoon/Evening call back number is 4[redacted](desk),
[redacted] (wife s [redacted] (his cell)
Customer email address for case updates: d[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? 23248
Reassigned to 96F
Status update provided via email to the following email address:
[redacted]
My Name is Quatisha and I have been assigned as your Case Manager. Here
is some information that will be helpful for you to have:
Your case [redacted]
Chrysler Case Management toll free telephone number: 855-525-5085
My direct extension: 4720266
My work hours: Monday- Friday 8:30am-5:00 pm EST
I will contact you by the end of my shift Monday by telephone to review
your case with you.
End of Status Update
CONTACT UPDATE - 1st Contact attempt, phone number dialed [redacted]0.
Left message for customer to contact CM back.
2nd attempt made to contact customer. Left message for customer to
contact CM back.
3rd attempt made to contact customer. Left message for customer to
contact CM back.
4th attempt made to contact customer. Left message for customer to
contact CM back.
Customer seeks to speak with CM. Customer updated phone number for best
contact is [redacted]. Agent transferrred customer to ext. 4720266
Caller is seeking to speak with their CM, caller wishes that all contact
made be at the following [redacted]. Agent transfered caller to
CM and advised to leave a message if CM is not availible.
Customer is calling to speak with his CM. Customer states he was
transferred earlier; however, the system told him he could not leave a
message and dropped the call. Agent looked into this matter. Customer
also wanted agent to change the number on his file because the listed
primary number no longer exists; agent removed the number from the file.
Agent then opened the CAIR and located the contact information for the
customer s CM (QM18; 4720266). Agent transferred customer to his Case
Manager.
Customer contacted chrysler seeking to be transferred to his case manager
at extension 4720266. Agent transferred customer.
CONTACT UPDATE - 1st Contact attempt, phone number dialed [redacted]
Left message for customer to contact CM back.
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
Customer called to speak with their Case Manager. Customer is
transferred to Case Management Team 855-525-5085 ext. 4720266
2nd attempt made to contact customer. Left message with wife at
[redacted] for a return call. Mrs. F[redacted] states that the vehicle is
currently at dealer.
CM left a message for SM at dealer 23248 for a return call.
Customer called to speak with CM QM18. Agent transferred customer to
extension # 4720266
CM spoke with SA Matt who states that the customer vehicle has been ready
to 2-8-12. SA states that the exhaust manifold was replaced, passenger
presence sensor was out of calibration and repaired due to customer doing
some repair work himself prior to taking vehicle to dealer and the 3
open recalls was performed. CM thanked SA for his time, SA informed CM to
reminder customer that vehicle is repaired. CM thanked SA for working
with CAC and ended the call.
SA also advised CM that TECH FOUND INTERNAL FAILURE OF THE TRANS (1-2
SYCHROS) CUSTOMER DECLINED REPAIRS AT THIS TIME.

CM left message for Sue at dealer 23248 for a return call.
Customer trying to contact CM. Agent transferred customer toCM line.
ext. 4720266
CM spoke with customer to inform her that CM is waiting on a return call from SM. CM informed customer that the SA states that the vehicle is ready, but the 1-2 sychros was decline by customer to be repaired. Customer states that it is a known safety issue and Jeep should fix the vehicle for customer. CM informed customer that there are no open recalls on vehicle. CM informed customer that further research has to be done and a return call from SM before a decision can be made. Customer informed CM that her 16 year old teenager is currently driving the vehicle. Customer had no additional concerns, CM informed customer that she would contact her back as soon as the SM return s CM call. CM thanked customer for contacting CAC and ended the call.
2nd attempt made to contact customer. Left message for Sue the service director to contact CM back regarding customer.
CM spoke with service director Sue who states that the customer is not loyal to dealer and only visits when he wants assistance on repair work. Service director states that the customer received goodwill from dealer before on for rocker panel that was rusted. Service director also stated that she spoke with Area Manager who feels that the customer should be denied goodwill assistance because customer has no dealer loyalty. Customer last visit was 6-25-2010 when goodwill assistance was offered, prior to that visit was 2007. CM thanked service writer for her time and working with CAC and ended the call.
CONTACT UPDATE - 1st Contact attempt, phone number dialed [redacted].
Left message for customer to contact CM back regarding decision.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage. Customer has no dealer loyalty, service director, Area Manager and CM agreed on decision. Unless the customer offers new information, decision remains unchanged.
* *
2nd attempt made to contact customer. Left message for customer to contact CM back.
3rd attempt made to contact customer. Left message for customer to contact CM back.
4th attempt made to contact customer. Customer picked up phone and did not say anything, and then phone was disconnected.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3918	8L[redacted]	**Open Date**	02/10/2012	**Built Date**	01/29/2008	
Model Year	2008	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	10/14/2008	**Mileage**	60,000	**Dealer Zone**	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60452	REDLANDS CHRYSLER JEEP DODGE RAM			
Dealer Address	500 W REDLANDS BLVD				
Dealer City	REDLANDS	**Dealer State**	CA	**Dealer Zip**	92373

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	REDLANDS CA [redacted]5	**Country**	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Customer airbag light has come on
Product - Steering - Steering Wheel / Column - Worn - Default	
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Calling to seek assistance on the steering angle sensor, because the repair is declined by service contracts due to it not being covered.
Briefly summarize what the customer is expecting:
For Chrysler to assist with the repair.
****End structured narrative T2 - Beginning Narrative
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 [redacted]5[redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: XXXXX@XXXXX.com
Who has possession of the vehicle? (Owner/Dealer/IRF) 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? 60452
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District O * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 9[redacted] Phone rang until message prompted for remote access code.
Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler stating that they would like to talk to there CM.
Agent transferred them over to 1-800-763-8422 extension 66278
Briefly summarize what the customer is expecting: Customer is seeking to talk to there CM.
D[redacted] states that she paid a co pay already the diagnose is done and wanting to know if assistance is available
writer transferred to assiting agent
Writer states customer is requesting for CM to call on her cell phone [redacted]9.

MS DIANA CHAVEZ called in requesting to speak to DS1243, writer connected her to CM.
****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer s airbag light has come on.
Briefly summarize what the customer is expecting:
Customer stated the repair is over $600.00 and customer is expecting assistance from Chrysler.
****End structured narrative T2 - Beginning Narrative
Customer stated that she has an unlimited powertrain warranty but nothing on her vehicle has been covered so far. Writer advised the customer that the powertrain will cover most mechanical items while her basic warranty will cover the non mechanical components. Customer stated that her airbag light has come on as well as a leak in her vehicle. Customer stated that she does not have to money to keep fixing her vehicle and making payments. Customer was advised of open recall. Writer informed the customer that writer would be in contact with the dealership to gather further information pertaining to her vehicles diagnosis.
Writer contacted the dealership and spoke with Service Manager Mike who stated the airbag clock spring would need to be replaced. SM Mike stated the customer s power steering was leaking but was covered under the customer s service contract. SM Mike stated he would contact his AM to make the decision of goodwill for the customer. SM Mike stated he would contact the customer and his AM.
Writer contacted the dealership and was informed by the receptionist that Service Manager Mike is currently in a meeting. Writer advised that a callback would be given.
Writer contacted the dealership and was informed by the receptionist that the Service Manager is gone for the day.
Writer contacted the dealership and was informed by the receptionist that Service Manager Mike is in a class at this time.
Writer contacted the dealership and spoke with Service Manager Mike who stated the customer was assisted with a $50.00 co-pay and the vehicle repairs have been completed.
Attempt made to contact customer, no option to leave message.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BZ3H16	AL[redacted]	***Open Date***	02/13/2012	***Built Date***	05/09/2010	
Model Year	2010	***Body***	JKUM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	05/28/2010	***Mileage***	32,456	***Dealer Zone***	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	67387	RALPH SELLERS CHRYSLER DODGE JEEP			
Dealer Address	14215 N AIRLINE HWY				
Dealer City	GONZALES	***Dealer State***	LA	***Dealer Zip***	70737

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SLAUGHTER LA 7[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	COIN updated
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states airbag light on and off and vehicle dings all day
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Customer states check engine light comes on
Product - Electrical - Horn - Intermittent or Inoperative - Default	customer states horn doesn't work all the time

****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 calling stating that she is having an issue with her vehicle. Customer states that the airbag light keeps coming on and dinging. Customer states that it comes on and goes off all day long. Customer states it is driving her crazy. Customer was looking online and wants the repair covered under the existing recalls that are out there on the clock spring. Customer states the dealership is far from her. Customer states that there is also a blinking light for a malfunction light the engine light. Customer states that this is right-hand drive jeep that was made for her by jeep. Customer states she is a mail carrier. Customer states that the horn on her vehicle will also not blow all the time.
Briefly summarize what the customer is expecting: Customer would like to get the dinging fixed in the vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2419	8L[redacted]	***Open Date***	02/14/2012	***Built Date***	09/11/2007	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	10/12/2007	***Mileage***	67,655	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45372	CITRUS CHRYSLER JEEP DODGE			
Dealer Address	12020 US HIGHWAY 301				
Dealer City	DADE CITY	***Dealer State***	FL	***Dealer Zip***	33525

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

Recall - J34: STEERING DAMPER - Advise Owner/Incomplete Recall	Advised Customer Of Incomplete Recall
Product - Electrical - Unknown - Worn - Default	Clockspring needs to be replaced.
Product - Suspension - Lower Control Arms/Ball Jnts - Other - Front-Pass	Front passenger side bushing melted due to being close to exhast manifold

Briefly summarize why the customer is contacting Chrysler:
Customer calling inquiring about the clockspring on her vehicle.
Customer states that her airbag light had came on and had went to the dealership who advised her that it would need to be replaced.
Customer s vehicle is a comercial vehicle, as it is right hand drive for postal work.

Briefly summarize what the customer is expecting:
If there was a recall on the clockspring.

Customer states she had gotten a call last summer questioning her about the clockspring. CAIR[redacted] shows customer had contacted Case Management line as a survey department had called her. However no records show from the survey department about why they called her about the clockspring.

Agent advised customer that there was no recalls on her vehicle for the clockspring, and customer also stated that there is no Tow Bar on the postal vehicle so recall J24 does not apply to her vehicle.

Custome also wanted it to be notated that on a previous vist to an IRF it was showin to her that the
Front Passenger control arm bushing melted due to the close proximity of where the exhast manifold was designed to run. Customer didn t know if this was an oversight in design and thought she should make us aware of this.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA691X	7L[redacted]	***Open Date***	02/14/2012	***Built Date***	10/29/2006	
Model Year	2007	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	11/09/2006	***Mileage***	70,000	***Dealer Zone***	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PJR	RESCUE GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	24099	ORANGE COAST JEEP-CHRYSLER			
Dealer Address	2524 HARBOR BOULEVARD				
Dealer City	COSTA MESA	***Dealer State***	CA	***Dealer Zip***	92626

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	ALISO VIEJO CA [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Airbag light on
Corporate - Recall - Default - Default - Default	Recall information
Product - Body / Trim / Paint Finish - Seat Belts - Binds, Sticks, Seized - Front Driver	Seat belt is locked up

Briefly summarize why the customer is contacting Chrysler: Customer seeking information about warranty information. Customer stated that there was a warranty for safety restraints for 8-10 years. Customer also stated that he was having an issue with the air bag light coming on as well as the seat belt is locked and will not retract. Customer wanted to know if there was something that could be done.
Briefly summarize what the customer is expecting: customer seeking information about recalls and warranty information on the vehicle. Agent advised the customer that the only extended warranty for seat belts was in Kansas (answer ID 18358) Customer stated that he will go to the dealership and get a diagnosis and will call back .

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3913	9L[redacted]9	***Open Date***	02/14/2012	***Built Date***	03/12/2009	
Model Year	2009	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	10/20/2009	***Mileage***	40,000	***Dealer Zone***	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60485	HANFORD CHRYSLER DODGE JEEP RAM			
Dealer Address	369 N 11TH AVE				
Dealer City	HANFORD	***Dealer State***	CA	***Dealer Zip***	93230

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

Product - Steering - Unknown - Other - Default	Clockspring recall
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Customer seeking Goodwill

Briefly summarize why the customer is contacting Chrysler:
Customer called stating that she heard about a clockspring recall on the 2009 Jeep Wrangler. Customer states that one of the signs that this recall needs to be addressed is that the airbag light will come on. Customer states that her airbag light has come on and she believes she is experiencing the same issue as the recall. Customer also stated that she is having problems with her seatbelt, but does not need that addressed as she is covered for it.
***
Briefly summarize what the customer is expecting:
Customer expects coverage for the repairs of the clockspring on her vehicle.
***
Has customer had previous history with current issue? N
Customer has a history of diagnosis for an intermittent problem? N
Has had repair history at Chrysler dealership(s)? Y
Was this vehicle purchased new by this customer? Y
Customer has a history of purchasing Chrysler vehicles? N
If yes, number in household?
Customer claims to maintain vehicle as per maintenance schedule? Y
Has a mechanical Chrysler Group Service Contract? N
Warranty coverage code? 336
Ownership status? Original
Basic warranty component? Y
Within 3 years or 36,000 miles? Y
***
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]9 (For after

10:30AM)
Preferred Afternoon/Evening call back number is [redacted] (For after 10:30AM)
Customer email address for case updates: Declined
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 * * * * * *
COIN shows the customer has 1 vehicle in the household, and is the original owner of the vehicle. Customer has no Chrysler Service Contract that would assist with repairs.
CONTACT UPDATE - 1st Contact attempt, phone number dialed [redacted]
Case Manager called to speak with the customer in regards to the concerns that she is having with her vehicle. Customer states that the airbag light has come on in her vehicle, and says that she thinks her vehicle may be part of the clockspring recall. Customer states that she will be taking the vehicle to the dealership today 2/15/2012, for them to determine if it is the clockspring, and that she does have an appointment for 2/21/2012 for the seatbelt. CM informed the customer that I would contact the dealership to let them know that she has an open case with CAC and to find out the results of the diagnosis.
Case Manager called 559-583-7000 to speak with the Service Manager to get the results of the diagnosis. SM states that it was the clockspring,and that they goodwilled the repair of the clockspring and the seatbelt, and that the repairs have been completed, and the customer has the vehicle. CM to contact the customer to confirm.
Case Manager called [redacted]9 to speak with the customer to confirm that the repairs have been completed. CM left a message with callback information.
Case Manager called [redacted]9 to speak with the customer to confirm that the repairs have been completed. CM left a message with callback information. This is the 2nd attempt to contact the customer.
Case Manager called [redacted] speak with the customer to confirm that the repairs have been completed on her vehicle. Customer confirmed, but stated that she couldn t talk on the phone due to delivering mail.
CM quickly informed the customer that this case would be closed, but to call Jeep at any time in the future with any concerns that she may have.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted] *3*

VIN	1J4FZ2415	8L[redacted]	***Open Date***	02/15/2012	***Built Date***	03/29/2008	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	07/03/2008	***Mileage***	49,500	***Dealer Zone***	42	DETROIT	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68745	JEFF WYLER CHRYSLER JEEP DODGE		TRUCK-FT THOMAS	
Dealer Address	100 ALEXANDRIA PIKE				
Dealer City	FT THOMAS	***Dealer State***	KY	***Dealer Zip***	41075

Owner	[redacted] S	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CALIFORNIA [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	customer states that she is having an issue with the air bag light

Briefly summarize why the customer is contacting Chrysler: Customer states that she is having the same issue with the clockspring recall on her vehicle, however, the vehicle does not have that recall on vehicle. While agent was collecting information the call was disconnected. Agent was going to escalate to CM, however, was unable to collect any information from the customer.
Briefly summarize what the customer is expecting:information on recall.
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
Customer called back because she wanted Chrysler to disregard her previous call
Customer stated that she is going to have her dealership call on her behalf

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3910	8L[redacted]	***Open Date***	02/16/2012	***Built Date***	08/27/2007	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	12/22/2007	***Mileage***	25,000	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PYB	DETONATOR YELLOW CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	44719	MCKINNEY DODGE-CHRY-JEEP INC			
Dealer Address	4574 CALHOUN MEMORIAL HWY				
Dealer City	EASLEY	***Dealer State***	SC	***Dealer Zip***	29641

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]3
	MONROE NC[redacted]	***Country***	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Airbag light staying on

Customer calling requesting recall information. Customer states their Airbag light will not shut off until the vehicle is shut off. Agent advised to see a dealership for a diagnosis and to call us back after so we may help him further.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4BJWDG3	CL139395	**Open Date**	02/17/2012	**Built Date**	10/03/2011	
Model Year	2012	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	11/30/2011	**Mileage**	1,700	**Dealer Zone**	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION					

Dealer	26590	DARLING'S AUTO MALL			
Dealer Address	16 KINGSLAND XING				
Dealer City	ELLSWORTH	**Dealer State**	ME	**Dealer Zip**	04605

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	OLD TOWN ME[redacted]	**Country**	UNITED STATES

Corporate - Outbound - Survey Follow-Up - IQS - Customer Contact Complete	2012 JEEP WRANGLER

First Attempt:
JD Power Outbound. Agent contacted the customer regarding their new vehicle. Customer is an amateur Radio Operator and has hooked up his equipment to the Jeep radio. When he transmits the heater fan will speed up and the light for the airbags comes on. Also when he speaks the brake light flashes for each word he says. Customer wants to know what he can do to fix this problem.
Agent informed customer that this will be passed to a Jeep CM who will call him back regarding this problem.
Customer is very happy with this vehicle. Agent offered the customer assistance phone number and the customer declined. Customer confirmed mailing address and agent updated COIN.
Reassigned to 88F
End
* * * * * CASE MANAGER TEAM - District 88Z * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[redacted]
* * * * * CASE MANAGER TEAM - District T * * * * * *
OOW: Within warranty
Loyalty: Original owner one (1) new vehicle, previous original owner of (2) vehicles, 1 used household
SC: No SC
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[redacted] 9. Spoke with custome[redacted]Y. Customer stated that he is an amateur emergency radio operator and has the issues as per lines 2 through 6. Customer also stated that he thought the radio frequency interfered with the computer in the vehicle, causing all of the effects. Customer also stated that he had another Jeep Wrangler with the same problem but his Jeep Compass did not have the same problem. He also stated that the dealer had told him in the past that the problem was caused by a lack of grounding, but the customer thought that it was

already grounded. Writer suggested going in to the dealer for a diagnosis. Customer stated he would prefer to go to a dealer in Bangor because it is closer to him. Writer advised that more research would take place for a possible workaround and a call to the dealer will take place. Called dealership 26590 DARLING S AUTO MALL at phone number 207-667-2571. Spoke with the Service Manager, who stated that he was aware of cases in which radio transmitters interfere with the computer system in the vehicle. The transmitters are very powerful and the waves interfere with the normal function of the vehicle. He stated that to his knowledge there was no workaround aside from reengineering the vehicle. This is something that the average dealership does not have the capacity to do. It is the SM s uinderstanding that there are no fixes for the customer s problem. Agent contacted customer at [redacted] agent advise the customer that currently as there is modifications to the vehicle that the dealer is not able to duplicate or know where to start to see if there is a problem. Customer understood and states he will see if they have a engineer that can come down or a electronic technician from the dealer that can. Agent inform the customer we would not have that information but he can ask the dealer.

Customer Assistance Inquiry Record (CAIR)# 2[redacted]

VIN	1J4GZ3919	9L7[redacted]	**Open Date**	02/20/2012	**Built Date**	10/02/2008	
Model Year	2009	**Body**	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	12/17/2008	**Mileage**	41,000	**Dealer Zone**			
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Owner	[redacted]	**Contact Type**	E-MAIL
Address	[redacted]	**Home Phone**	[redacted]
	LAKELAND FL[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light flashes off and on
Corporate - Recall - Default - Default - Default	Customer inquiring about recall and why there vehicle didnt have one

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Recall ID 11V528000
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
We have a 2009 Right hand drive 4 door wrangler. It is used for postal work. air bag light keeps going off and on. same symtons as all others There is a recall for this but chrysler will not honor it on ours for some reason there is a recall number 11V528000 Air Bags Frontal. They want us to pay for all work on this and it should be included in recall. Vehicle is just out of warranty In the meantime airbags will not work if needed. getting ready to contact National safety
*****END OF CUSTOMER EMAIL*****
Dear J[redacted]h:
Thank you for contacting the Jeep Customer Assistance Center in regards to your 2009 Jeep Wrangler.
A review of our records indicates that your 2009 Jeep Wrangler does not currently require service for any recall campaigns. All recalls are VIN specific and if your vehicle is involved in a future recall campaign, you will be notified promptly by U.S. mail. Please keep us informed of any change of address.
You may also access the self-service recall site on the internet to check on your vehicle s involvement in any future recalls that are published. Simply go to your brand website Owners page: http://www.Jeep.com/en/owners and enter your Vehicle Identification Number (VIN) where appropriate.
If you are experiencing any problems with an issue you feel deserves attention, we certainly recommend that you contact your local dealer to arrange an appointment so that they can inspect the vehicle and determine an appropriate course of action.
Thank you for your email inquiry.
Sincerely,
Erica
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL*****

Thanks for the reply. Yes I have listened to all the reasons to not honor this but I do believe it is the same problem as the others with airbag problems. Did I mention that there should be a recall as many people that I work with and many others have problems with gas shouting out after your pump shuts off. My main problem is I don t feel we should have to pay for the diagnostics as we only have 41,780 miles and its just out of warranty but I think other jeeps warranty were longer and what pisses me off most is that if you look when we bought this jeep it was when Chrysler was hurting and the president was saying buy a new car to help save the company. We were patriotic and did buy one. Could have waited and gotten a tax break if we had bought a few months later. Bottom line is this vehicle is not that old to have this problem and make me pay for it. Just keeping it real

[redacted]

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

Dear [redacted]:

Thank you for your recent email, although it does not contain any information that would cause a change in the previous decision. Your request must again be respectfully declined.

Any future communication related to this issue will be retained in corporate records.

If at some future date, we can be of assistance to you in some other area, please let us know.

Thanks again for your email.

Sincerely,

Erica

Customer Service Representative

Jeep Customer Assistance Center

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

I will give you an update and maybe you all will reconsider. My coworker who I recommended to buy a jeep air bag light came on this week. He has a new reference number in with you number[redacted]. His name is Jimmy and Tonya. They weretold same story as me. Come on Is talked him into buying one of these and he got a tax break and loved his jeep till this. I told him about the national safety website to report this problem. I ask you all to reconsider. We both bought from Fermin Jeep in Plant City that has now moved to Tampa. Hope you can help us in this manner before we move on to the next step. thank you

[redacted]

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

*****NAN*****

What do you know all three of us at work got recall notices last week. Good thing I listened to my wife and held our ground.

Thanks

[redacted]

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

*****NAN*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3912	9L7[redacted]	***Open Date***	02/20/2012	***Built Date***	09/04/2008	
Model Year	2009	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	10/31/2009	***Mileage***	63,616	***Dealer Zone***	51	CHICAGO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60142	SUT HILL PRAIRIE DU CHIEN, INC			
Dealer Address	1621 S. MARQUETTE RD.				
Dealer City	PRAIRIE DU CHIEN	***Dealer State***	WI	***Dealer Zip***	53821

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BLOOMINGTON WI [redacted]	***Country***	UNITED STATES

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Customer seeking cost assistance
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Light turns on and off intermittently

Briefly summarize why the customer is contacting Chrysler: Customer states the airbag light has been turning on and off intermittently on his 2009 Jeep Wrangler. Customer states for about the past 6 months the check engine light will come on and turn off intermittently. Customer has phoned dealership regarding problem however he has not taken vehicle in yet for diagnosis. Agent advised customer that before Chrysler is able to assist we could need him to have vehicle taken in for diagnosis. Customer understood.
Briefly summarize what the customer is expecting: Customer is seeking cost assistance for issue.
Has customer had previous history with current issue? Y
Customer has a history of diagnosis for an intermittent problem? N
Has had repair history at Chrysler dealership(s)? Y
Was this vehicle purchased new by this customer? Y
Customer has a history of purchasing Chrysler vehicles? N
If yes, number in household?
Customer claims to maintain vehicle as per maintenance schedule? Y
Has a mechanical Chrysler Group Service Contract? N
Warranty coverage code? 336
Ownership status? first owner
Basic warranty component? Y
Powertrain warranty component? Y
Service contract or Mopar warranty component? N
Within 3 years or 36,000 miles? Y
Within 2 years or 24,000 miles? N
Within 1 year or 12,000 miles? N
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is xxx-xxx-xxxx

Preferred Afternoon/Evening call back number is [redacted]9
Customer email address for case updates: XXXXX@XXXXX.com
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? No
If a CDJ dealer has diagnosed, what is the dealer name or code?
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District P * * * * * *
OOW=not active October 31, 2012 Expired (Odometer)
SC=none
Recall=none
Household=1 NEW
Ownership status=first owner
Current Odom: 62000
CONTACT UPDATE - 1st Contact attempt, phone number [redacted].
Phone rang several times not giving the option to leave a message.
Contact attempt, phone number dialed, [redacted]9. Phone rang several times not giving the option to leave a message.
Contact attempt, phone number dialed, [redacted]. Customer works during the day and will be working on this Saturday, but will attempt to take it in on 03/03/12. Customer was advised that writer will be gone next week and gave CS1192 s extension: 66395.
Note: vehicle is a left hand steering wheel for his job, as a mail carrier.
Contact attempt, phone number dialed, [redacted] Phone rang several times not giving the option to leave a message.
Customer called and stated that he has had a diagnosis. Writer advised that she would call back after talking to dealer.
Agent attempted to contact dealer Service Manager 60142 SUT HILL PRAIRIE at phone: 608-326-8400 (SM) Mike, clock spring, customer pay $409.00 rounded up. SM Mike will call back with warranty pricing.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $208.60
Labor = $35.95
Total = $244.55
Co-pay = $50.00
########## DIRECT-TO-DEALER ##############
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
If this repair falls under the Digital Imaging (DI) process, you will need to follow the DI process of submitting images or the required DI documents to the Powertrain Service Center for claim approval. Be sure to include in your comments that Customer Care
is involved. Customer Care will add DM Notes to the VIN describing our decision and these notes are available to the DI group for reference.
When repairs are completed, submit your claim as you would normally.
If you need assistance with claim payment, please refer to Warranty Bulletin D-11-19.
This customer has not been informed of this decision.
Please update and/or close CAIR when complete.
##################################
REASSIGNED TO BC/DLR 51 60142 03/05/12 18:05 O [redacted]0
*Contact Date:03/06/2012
Service Manager at the dealership has updated the CAIR# [redacted]
An appointment has been set with the customer.
Contact attempt, phone number dialed, 6[redacted] Customer has no appointment yet, waiting for the parts.
Contact attempt, phone number dialed [redacted] Left message.
*Contact Date:03/07/2012
DCX goodwill repair is documented on Repair [redacted]
CAIR RETURNED FROM DEALER ON 3/07/2012 AT 04:17:679 R [redacted]
Agent attempted to contact dealer Service Manager 60142 SUT HILL PRAIRIE at phone: 608-326-8400 (SM) Mike stated customer is done and seemed very happy.

Customer contact attempt, phone number dialed, [redacted] Left NO message asking about repairs because voice mail is not set up.
Writer spoke with the customer he states everything is working. No other concerns. Closing case
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA5414	7L[redacted]	**Open Date**	02/20/2012	**Built Date**	04/25/2007	
Model Year	2007	**Body**	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	07/16/2007	**Mileage**	40,706	**Dealer Zone**	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	58285	CHERRY HILL DODGE			
Dealer Address	1708 WEST MARLTON PIKE				
Dealer City	CHERRY HILL	**Dealer State**	NJ	**Dealer Zip**	08002

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

Corporate - Product Information - Default - Default - Default
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default
Product - Suspension - Unknown - Vibration - Unknown

[redacted] states that she received an extended warranty for the clockspring.
Agent asked caller if her air bag light comes on.
Caller said yes - agent advised her to have that checked by the jeep dealer.
Agent also states that she has been experienced a weird shake in the front end of the vehicle which started about 3 months ago and has continually gotten worse.
Caller states that she is going to the dealership hopefully on Saturday to have this looked at.
Agent advised caller of extended warranty X32.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3910	8L[redacted]3	**Open Date**	02/21/2012	**Built Date**	08/27/2007	
Model Year	2008	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	12/22/2007	**Mileage**	25,600	**Dealer Zone**	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PYB	DETONATOR YELLOW CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	26118	KEFFER CHRY-JEEP INC			
Dealer Address	8110 E INDEPENDENCE BLVD				
Dealer City	CHARLOTTE	**Dealer State**	NC	**Dealer Zip**	28227

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	
	MONROE NC[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer upset vehicle needs new clockspring
Corporate - E-Reimbursement - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called and would like Chrysler to assist with the cost of a new clockspring due to low mileage on the vehicle.
Briefly summarize what the customer is expecting: Vehicle was taken in yesterday as airbag light on, and it has been diagnosed as a clockspring issue. Customer has viewed this is a known issue on the Internet so is hoping Chrysler will assist.
Has customer had previous history with current issue? N
Customer has a history of diagnosis for an intermittent problem? N
Has had repair history at Chrysler dealership(s)? Y
Was this vehicle purchased new by this customer? N
Customer has a history of purchasing Chrysler vehicles? N
If yes, number in household?
Customer claims to maintain vehicle as per maintenance schedule? Y
Has a mechanical Chrysler Group Service Contract? N
Warranty coverage code? 801
Ownership status? 2nd owner
Basic warranty component? Y
Powertrain warranty component? N
Service contract or Mopar warranty component? N
Within 3 years or 36,000 miles? N
Within 2 years or 24,000 miles? Y
Within 1 year or 12,000 miles? N
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: na
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? 26118
Reassigned to 88F
The service advisor at the dealership is Brant Blackwellder at 704 409 2627.
* * * * * CASE MANAGER TEAM - District N * * * * * *
Customer has 1 currently owned vehicle and no SC and is OOW by time but low miles 25,600.
CONTACT UPDATE - 1st Contact attempt,customer stated that the vehicle is in the dealership and they have done diagnoses on the vehicle found that the vehicle need a new clockspring.
Writer advised customer that the vehicle has 3 recalls that are incomplete.
customer stated that they have had 4 chrysler products
SM emailed the following: customer has a air bag light on and customer agreed to replace the clock spring.
2nd attempt made to contact customer. no voice mail.
[redacted]
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2012-02-28 @ 19:14
Customer stated that they had to get the vehicle repair they did not have a choice.
***** Customer Document Received *****
Customer Document Reviewed.
2nd attempt made to contact customer. Left message.
Writer dialed SM and he stated that the customer paid with a debt card a total $504.65
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
reimbursement for repairs
If this is a Recall or Extended Warranty, enter the campaign number.
na
If this is for a previously made goodwill decision, what is that CAIR #?
na
Enter the Mileage at the time of the repair.
25,841
Enter the Date when the repairs were completed.
2/25/2012
What is the total cost of the Parts to be reimbursed?
$325.50
What is the total cost of the Labor to be reimbursed?
What is the total Tax to be reimbursed?
What is the total amount being reimbursed?
$325.50
****End structured narrative T2 - eReimbursement
Writer dialed customer and informed him of the decision and customer stated that he is unsatisfied with the service.
check approved.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2417	7L[redacted]	***Open Date***	02/22/2012	***Built Date***	03/09/2007	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	05/30/2007	***Mileage***	63,000	***Dealer Zone***	51	CHICAGO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	65814	AUDUBON CHRYSLER CENTER INC			
Dealer Address	2945 US 41 NORTH				
Dealer City	HENDERSON	***Dealer State***	KY	***Dealer Zip***	42420

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	POSEYVILLE IN [redacted]	***Country***	UNITED STATES

Corporate - Corporate Warranty Extension Letter - Default - Other - Default	clockspring
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	

Customer called in and had stated he purchased his vehicle used. Customer stated that his air bag light was coming on. Customer stated he had a friend that had the same issue but had received a letter for the clock spring. Customer wanted to know if we were aware of this. Agent updated customer s information in COIN. Agent also informed customer that they had the extended warranty for the clock spring. Agent advised customer to have the vehicle into a Jeep dealership.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5911	7L[redacted]	***Open Date***	02/22/2012	***Built Date***	03/10/2007	
Model Year	2007	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	03/28/2007	***Mileage***	61,000	***Dealer Zone***	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	23255	DUNCAN JEEP			
Dealer Address	3965 S MAIN ST				
Dealer City	CHRISTIANSBURG	***Dealer State***	VA	***Dealer Zip***	24073

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	PEARISBURG VA[redacted]	***Country***	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	Agent advised customer of extended warranties.
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Agent advised customer of incomplete recall.
Recall - J30: TRANSMISSION FLUID TEMPERATURE WARNING - Advise Owner/Incomplete Recall	Agent advised customer of incomplete recall.
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	Agent advised customer of incomplete recall.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer's air bag light coming on.

Briefly summarize why the customer is contacting Chrysler: Customer stated his air bag light keeps coming on. Agent advised customer of extended warranties X32 and X41 and advised customer to make an appointment with his local dealership. Agent looked up closest dealership and offered to connect customer. Customer preferred to call himself.
Briefly summarize what the customer is expecting:
Customer calls seeking recall information. Advised the customer of incomplete recall J24, J30 and K13 for this vehicle. Customer was advised to
contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2411	8L[redacted]7	**Open Date**	02/23/2012	**Built Date**	10/25/2007	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	11/15/2007	**Mileage**	55,000	**Dealer Zone**	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	41230	ROTHROCK MOTOR SALES INC			
Dealer Address	1648 PLAZA LANE				
Dealer City	ALLENTOWN	**Dealer State**	PA	**Dealer Zip**	18104

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer airbag light is on
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Customer lseeks cost assistance
Corporate - Recall - Default - Default - Default	Customer seeking recall information

Briefly summarize why the customer is contacting Chrysler Customer s air bag light is on.
Briefly summarize what the customer is expecting:Customer expecting cost assistance.
Agent advised customer CM will be in touch i one bussince day
Has customer had previous history with current issue? y
Customer has a history of diagnosis for an intermittent problem? n
Has had repair history at Chrysler dealership(s)?
Was this vehicle purchased new by this customer? y
Customer has a history of purchasing Chrysler vehicles? y
If yes, number in household? 2
Customer claims to maintain vehicle as per maintenance schedule? y
Has a mechanical Chrysler Group Service Contract? n
Warranty coverage code?336
Ownership status? Original
Basic warranty component? y
Powertrain warranty component? n
Service contract or Mopar warranty component? n
Within 3 years or 36,000 miles? y
Within 2 years or 24,000 miles? n
Within 1 year or 12,000 miles? n
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Customer email address for case updates: NA
Who has possession of the vehicle? Customer

Has the vehicle been diagnosed by a CDJ dealer? n
If a CDJ dealer has diagnosed, what is the dealer name or code?
Customer was looking for recall information about the airbag light. Agent advised that there is no open recalls for the airbag.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, CM called [redacted] . CM left message. CM advised calling in regards to vehicle concern, CM provided CAIR number, contact information, hours of operation, CM thanked customer. CM to wait for customer call.
Customer called CM. CM advised calling to gather information in regards to customer concern. Customer stated airbag light is on, customer coworkers advised a recall is available for concern, customer research concern and saw a recall is available. CM advised recalls are VIN specific, no open recalls at this time, if a recall becomes available customer will be notified by mail, if customer pays out of pocket for repair and recall becomes available customer can submit proof of payment and repair order for possible reimbursement, apologized for concern. Customer stated she will not buy another Chrysler vehicle, does not want to pay for diagnosis. CM advised diagnosis is at the customer expense, once vehicle is diagnosed by a Chrysler dealer CM can look into the possibility of assistance. Customer stated she is not interested. CM thanked customer, asked if customer had any questions, confirmed customer had CM contact information. CM to close CAIR. No further action.
CLOSED LOOP UPDATE -

Customer Assistance Inquiry Record (CAIR)# 2[redacted]

VIN	1J4FZ2419	8L6[redacted]	***Open Date***	02/23/2012	***Built Date***	03/04/2008	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	03/13/2008	***Mileage***	96,994	***Dealer Zone***	74	DENVER	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PYB	DETONATOR YELLOW CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	42630	EARL'S DODGE-JEEP			
Dealer Address	2814 PORTER WAGONER BLVD				
Dealer City	WEST PLAINS	***Dealer State***	MO	***Dealer Zip***	65775

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BIRCH TREE MO [redacted]	***Country***	UNITED STATES

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	MOPAR TOW BAR
Recall - J34: STEERING DAMPER - Advise Owner/Incomplete Recall	STEERING DAMPER
Corporate - Product Information - Default - Default - Default	clockspring defective again
Corporate - E-Reimbursement - Default - Default - Default	reimbursement for clockspring repairs completed prior to recall
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	seeking assistance with the cost of the repair

Briefly summarize why the customer is contacting Chrysler: Customer states they had theri clock spring replaced already in the past but it is out of the mopar 12000m /1 year warranty. Customer states they are aware there is TSB on the matter and state that now they are having the same issue. Customer states the repair would be over $300.00. again.
Briefly summarize what the customer is expecting: Customer is seeking for Chrysler to cover the cost of the repair.
Has customer had previous history with current issue? Yes
Customer has a history of diagnosis for an intermittent problem? No
Has had repair history at Chrysler dealership(s)? Yes
Was this vehicle purchased new by this customer? Yes
Customer has a history of purchasing Chrysler vehicles? Yes
If yes, number in household? Owned 5 Current 3
Customer claims to maintain vehicle as per maintenance schedule? Yes
Has a mechanical Chrysler Group Service Contract? No
Warranty coverage code? 336
Ownership status? Original
Basic warranty component? Yes
Powertrain warranty component? No
Service contract or Mopar warranty component? No
Within 3 years or 36,000 miles? Yes
Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is [redacted] Speak with wife
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: XXXXX@XXXXX.com
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code?
Larry Hillis Chrysler Dodge Jeep
3211 north westwood blvd
poplar bluff, MO 63901-8656
573-686-5555
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District N* * * * * *
No Email provided
LOYALTY:
Brand original owner, 5 total, 3 New, 3 current
NO Service Contract
previous CAIR: 05/2010 reimbursement J34 recall
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]. Left message.
CUSTOMER CONTACT: Vehicle is used for rural postal delivery. Customer has a letter that reports that a recall is in process but if having problems to take to dealership for a free diagnostic. Customer reported that had clockspring replaced before and the airbag light came on again and they took it back in but it was OOW (mopar) by miles so customer did not have it replaced. Customer reported having the work completed at dealership 44507 because he was having issues with dealership 42630. Customer reported that he wants to work with 42630 now because they have made changes. Writer advised to take vehicle and letter to dealership for diagnostic. Writer will contact dealership and follow up with customer on 02/20/2012.
Agent attempted to contact dealer Service Manager (SM), however, no answer at dealership.
CUSTOMER CONTACT: Customer reported he has not had it to dealership yet. Customer s wife will be taking to dealership on 03/12/2012. writer advised will contact dealership and assure the part is in stock. and follow up with customer on 03/08/2012
DEALERSHIP CONTACT: Writer advised SM, Craig, of customer s issues and plan to bring to dealership on 03/12/2012. SM advised that he is booked on that day. Writer provided customer s phone number for SM to schedule a time with the customer. Writer advised of open recalls J34 & J24. Writer advised will follow up next week.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Left message.
2nd attempt made to contact customer. Left message.
Writer received call back from customer stating the repairs were completed, it is wife s vehicle and best phone number to call would be 57[redacted] and ask about the repair. Customer requested that Chrysler reimburse customer for the same sensor repair for the airbag that customer paid over $400.00 for. Writer will call back in 2 weeks to check on the repair.
Writer received call back from customer stating the repairs were completed, it is wife s vehicle and best phone number to call would be [redacted] and ask about the repair. Customer requested that Chrysler reimburse customer for the same sensor repair for the airbag that customer paid over $400.00 for. Writer will call back in 2 weeks to check on the repair.
Writer received call back from customer stating the repairs were completed, it is wife s vehicle and best phone number to call would be [redacted] and ask about the repair. Customer requested that Chrysler reimburse customer for the same sensor repair for the airbag that customer paid over $400.00 for. Writer will call back in 2 weeks to check on the repair.
Writer received call back from customer stating the repairs were completed, it is wife s vehicle and best phone number to call would be [redacted]and ask about the repair. Customer requested that Chrysler reimburse customer for the same sensor repair for the airbag that

customer paid over $400.00 for. Writer will call back in 2 weeks to check on the repair.
2nd attempt made to contact customer. Left message indicating that we are seeking to work with customer regarding their concerns. In the middle of the message, writers time ran out.
Writer contacted customer on [redacted] states that he is working and provides his wife s cell number to contact 4[redacted]
3rd attempt made to contact customer on [redacted]. Left message indicating that writer spoke with her spouse and writer is seeking to review her previous repairs for reimbursement. Per Mr. Adams, they went to dealer #44507 for repairs.
Writer contacted Dealer #44507 Larry Hillis Chrysler 573-785-5769.
Writer spoke to SA Ben. He states that the airbag light was on, and the clockspring was faulty, but customer declined the repairs. June 2010 they replaced clockspring and wiring harnees, and 03/2011 they found clockspring faulty again. He notices that there are repair orders, and it is showing that the customer put in an aftermarket twin steering stabilizer which could be the cause of the clockspring failing.
Writer contacted dealer #42630 Earl Dodge Jeep. He states that 3 weeks ago, the customer did have the repairs completed. He states that the customer declined a recall, and they did do other recalls. He states that the repair they did was a recall and the customer was not charged at all.
He also states that the twin steering stabilizer is not the cause of the clock spring failing.
Follow up with the customer to discuss what they paid $400 for.
Customer Mrs [redacted] called, requested to speak with Leah. Writer transferred customer to 66355.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2012-03-30 @ 15:59
Writer spoke to [redacted], customer advised that the issues are with repairs that were needed on the clock spring with the harness ect... the repairs were completed in 2010 and then the recall was issued. Customer is seeking cost of repairs. Writer provided link to process requested. Best phone number to contact customer is [redacted]
***** Customer Document Received *****
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted], writer contacted customer to confirm address and advise that the repairs to the clock spring in 2010 will be reimbursed but the diagnostic fee in 2011 will not be reimbursed. Customer understood and writer advised once check is issued case will be closed. Customer understood and thanked for the reimbursement.
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
reimbursment for repairs that were completed prior to recall being issued.
If this is a Recall or Extended Warranty, enter the campaign number.
L37
If this is for a previously made goodwill decision, what is that CAIR #?
n/a
Enter the Mileage at the time of the repair.
70908
Enter the Date when the repairs were completed.
6-28-10
What is the total cost of the Parts to be reimbursed?
$288.20
What is the total cost of the Labor to be reimbursed?
$140.00
What is the total Tax to be reimbursed?
$15.06
What is the total amount being reimbursed?
$454.98
****End structured narrative T2 - eReimbursement

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6414	7L2[redacted]	***Open Date***	02/24/2012	***Built Date***	06/08/2007	
Model Year	2007	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	08/24/2007	***Mileage***	154,100	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	24022	PATTERSON CHRYSLER DODGE JEEP			
Dealer Address	1994 ROCKFORD STREET EXT.				
Dealer City	MT AIRY	***Dealer State***	NC	***Dealer Zip***	27030

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	WOODLAWN VA[redacted]	***Country***	UNITED STATES

Product - Electrical - Unknown - Complete Failure - Default	Clockspring Failure
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Goodwill Application
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	advise of incomplete recall
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	advise of incomplete recall
Product - Steering - Steering Wheel / Column - Seizes, Sticks, Binds - Default	steering wheel

Customer called in regarding a reimbursement request for lockspring work they had done when the vehicle was at 117,000 miles. Agent provided customer with the reimbursement address. Customer then stated that the clockspring failed again at 154,000 miles, which is 4000 miles above the 150,000 on the extended warranty. Customer feels that this repair should be covered since it was a past issue and customer is only 4,000 miles over the extended warranty.
Has customer had previous history with current issue? Y
Customer has a history of diagnosis for an intermittent problem? N
Has had repair history at Chrysler dealership(s)? Y
Was this vehicle purchased new by this customer? Y
Customer has a history of purchasing Chrysler vehicles? Y
If yes, number in household?
Customer claims to 3maintain vehicle as per maintenance schedule? Y
Has a mechanical Chrysler Group Service Contract? N
Warranty coverage code?
Ownership status?
Basic warranty component? N
Powertrain warranty component? YN
Service contract or Mopar warranty component? Y / N
Within 3 years or 36,000 miles? Y
Within 2 years or 24,000 miles?
Within 1 year or 12,000 miles?
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]

Preferred Afternoon/Evening call back number [redacted]
Customer email address for case updates: je[redacted]
Who has possession of the vehicle? (Owner/Dealer/IRF) Owner
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) Yes
If a CDJ dealer has diagnosed, what is the dealer name or code?
Reassigned to 88F
The cost estimate for this clockspring repair was $565.00.
* * * * * CASE MANAGER TEAM - District U * * * * *
Status update provided via email to the following email address:
[redacted]
Dear Customer:
Case #: [redacted]
My name is Robert and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Chrysler Case Management telephone number: 800-763-8422
My direct extension: 66219
My work hours: 7:30a-4:00p Mountain Time Monday-Friday
I will contact you within one business day by telephone to review your case with you.
Note: This is a system generated message. Please do not reply.
Sincerely, Robert Customer Care
End of Status Update
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
Customer stated that he is sending his documents in to get reimbursed for the first repair to the clock spring repair done at the dealership. Now he is seeking to get cost assistance with the repair the second time because it went out gain. The car was diagnosed was done last Monday, February 20th. Writer informed him that his case manager will be calling to the dealership on Monday to gather the diagnoses information and based on that information, will let Chrysler know if we can assist. Writer assured him that his request for reimbursement and OOW assistance is two separate issues and will not impact each other. Customer understood and was provided the reimbursement address yesterday writer asked him if he would rather do it by email for a faster response. He stated that he does not have a scanner but will talk about this more with his case manager Monday. Writer told him that his case manager will follow up with him n Monday after speaking to the dealership.
Writer called the dealership to speak with the SM Gary stating that he paid for his repairs awhile back and that he had paid for both repairs and is a good customer and SM stated it would be reasonable to help him out with one repair reimbursement. Advised of a call back then for a follow up.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2012-02-27 @ 11:55
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted], Writer called the customer stating that he had paid for a clock spring repair and stated that he travels allot, advised of a call then when the customer takes their vehicle in for the repair.
Writer called the dealership to speak with the SM Gary stating that the customer has not came in yet for a diagnosis, advised of a call then.
Writer called the customer stating that he will be in for a diagnosis around Wednesday of next week and advised of a call then.
Writer called the customer stating that he has an appointment Friday and will be sending in his documentation then, advised of a call then.
Writer called the dealership to speak with the SM who was unavailable and left at message.
*DEALER - writer spoke with Service Manager Gary. (SM) Gary states the customer came in on 3/9/12 and told him someone from Chrysler was going to call right at 1pm. (SM) Gary states the customer stayed there for about an hour then left. (SM) Gary states he called case manager and left him a voicemail yesterday with the parts and labor information. Writer advised (SM) she would take the pricing and help make a decison.
Parts = $379.00
Labor = $98.55
Total = $477.55

(SM) Gary states the customer paid to have the clock spring replaced once before. Customer paid this before the extended warranty came out. Customer paid about $500 out of pocket for repair. (SM) Gary and writer discussed covering the cost for this repair as a goodwill gesture. Writer advised (SM) approval will be needed and she will call back. (SM) Gary provided writer with direct extension 2221
*DEALER - writer left message for Service Manager Gary
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $379.00
Labor = $98.55
Total = $477.55
Co-pay = $0.00
########## DIRECT-TO-DEALER ##############
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
If this repair falls under the Digital Imaging (DI) process,
you will need to follow the DI process of submitting images
or the required DI documents to the Powertrain Service Center
for claim approval. Be sure to include in your comments that Customer Care
is involved. Customer Care will add DM Notes to the VIN describing our decision and these notes are available to the DI group for reference.
When repairs are completed, submit your claim as you would normally.
If you need assistance with claim payment, please refer to
Warranty Bulletin D-11-19.
This customer has not been informed of this decision.
Please update and/or close CAIR when complete.
##################################
Approval from BE115
CONTACT UPDATE - writer left voicemail for customer
If customer calls back please inform customer of no co-pay
REASSIGNED TO BC/DLR 66 24022 03/14/12 17:11 O [redacted]
*Contact Date:03/15/2012
Service Manager at the dealership has updated the CAIR# [redacted]
Parts have been ordered.
Writer was called by the customer stating that he will call to make an appointment with the SM to bring his vehicle in for the repair.
Writer called the dealership to speak with the SM Gary for a follow up stating that the customer will be bringing in their vehicle Friday, advised of a call then.
Writer called the dealership to speak with the SM Gary stating that the customer wants to come in Wednesday of next week for their vehicle to be brought in and advised of a call then for follow up.
*Contact Date:03/28/2012
Service Manager at the dealership has updated the CAIR# 2[redacted]
An appointment has been set with the customer.
Writer called the customer for an update, left a message at # 2[redacted]
*Contact Date:03/30/2012
Customer request has been fulfilled.
CAIR RETURNED FROM DEALER ON 3/30/2012 AT 02:28:862 R[redacted]
Writer called the dealership to speak with the SM Gary for a follow up on the customers vehicle stating that everything is fixed but the horn may not work with the new spring and that steering wheel and a clock spring was in need of these repairs.
Writer called the dealership to speak with the SM Gary Left a message.
Writer called the dealership to speak with the SM Gary for a follow up on the customer s vehicle stating that he is gathering the pricings on everything together, advised of a call back then.
Writer called the dealership to speak with the SM Gary stating the writer called the wrong dealership and advised of a call to the customer for more information.
Writer called the customer stating that the clock spring they put in was the wrong one and that the also broke the clip on the vehicle and was in

need of a new steering wheel and stated that the SM wanted him to bring the vehicle in when he has the part available and advised of a call then.
Writer called the dealership to and spoke with the SM Kevin because Gary was out today and verified that they are in the process of having the customers parts ordered. The Kevin stated that the parts have just arrived and advised of having the customer call in for an appointment to bring the vehicle in.
Writer called the customer to inform them that their parts have arrived and to set up an appointment to have the vehicle brought in for the repair.
Writer called the dealership to speak with the SM Kevin for a follow up on the customer vehicle stating that the customer has not came in yet for their repair and advised of a call then.
Writer called the customer to get a follow up on the status for their appointment, left a message at [redacted]8.
DEALERSHIP CONTACT- 336-789-8105 Writer spoke with SM Gary Phillips customer came in with an air bag check light. The customer had called CAC due to it was previously replaced. SM Gary states that there is now an EXT Warranty, and it had expired. CAC was called and RW592 approved replacedment. SM Gary states there is something that clips into the horn and the steering wheel needs replacement. RW592 approved replacement of the steering wheel at no charge. The customer is traveling and it is hard to get ahold of him. Writer informed SM Gary we cannot retract an offer, but writer can make sure he gets paid out. SM Gary states he was accounting on the SA s to do most of the legg work but does not know if he has been called to set up an appointment or if parts were ordered. Writer asked SM Gary to check with parts department and see if parts have been ordered. SM Gary states the steering wheel is now in, for about a week now. Customer usually has to come in on Fridays.
Status update provided via email to the following email address: jeff@mountainsofvirginia.com
My name is Kristin, and I have been assigned as your case manager. Here is some information that will be helpful for you to have:
Chrysler Case management phone number; 1-800-763-8422
My direct extension: 66275
I work 8 am to 600 pm mountain standard time Monday- Thursday.
End of Status Update
2nd attempt made to contact customer. [redacted] Writer informed customer that the steering wheel is in and ready for installation, writer also informed customer writer is new CM and if he has any issues to contact writer. Writer confirmed e-mail. Customer states he will try to come in this week for repairs, but he is in VA and the dealership is in NC. Writer indicated follow up 5-1-12.
Writer will contact dealership today to see if customer came in.
DEALERSHIP CONTACT- 336-789-8105 Writer spoke with SM Jason Gary Phillips no longer works at 24022. SM Jason stated the clock spring was repaired in march, Writer asked about the steering wheel. and he stated he is not seeing a steering wheel replacement. Writer asked SM Jason if parts are currently at the dealership. SM Jason stated parts are in but does not have pricing yet. Writer offered e-mail kt281@chrysler.com writer indicated to send pricing and writer will make an RA. Writer indicated writer will contact customer today.
Status update provided via email to the following email address: [redacted]
Hey Mr. [redacted] im just wondering if you are planning on getting that steering wheel instalation this week or not? If you can please contact me via phone at 1800-763-8422 ext 66275 and let me know when i can expect you at the dealership.
End of Status Update
parts $ 425.43
labor $ 25.00
As a one-time goodwill gesture, Chrysler will be approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = 425.43
Labor = 25.00

Total = 450.43
Co-pay = 0.00
########## DIRECT-TO-DEALER ##########
Customer Care is sending this file to your dealership because a joint goodwill decision has been made on behalf of our mutual customer.
If this repair falls under the Digital Imaging (DI) process, you will need to follow the DI process of submitting images or the required DI documents to the Powertrain Service Center for claim approval. Be sure to include in your comments that Customer Care is involved. Customer Care will add DM Notes to the VIN describing our decision. These notes are available to the DI group for reference.
When repairs are completed, submit your claim as you would normally.
If you need assistance with claim payment, please refer to Warranty Bulletin D-11-19.
This customer has been informed of this decision.
Please update and/or close CAIR when complete.
##########
RA completed
Writer will follow up with dealership for status.
336-789-8105 spoke with Kevin and he connected to SA Jason who was unavailable to confirm status of repair. Writer asked for him to contact Kristine at extension 66275
DEALERSHIP CONTACT- 336-789-8105 Writer left a VM for SM Jason writer indicated we are seeking if they have tried to contact the customer Writer left call back number, e-mail, last 8 of the V.I.N. and case number 800-763-8422
#66275, kt281@chrysler.com
2nd attempt made to contact customer. [redacted] Customer states he is traveling and switched jobs so it has been really busy. Customer states he still wants to get the repair. Writer introduced self as new CM and confirmed e-mail. Customer states he will call the dealership today and set up an appointment. Writer indicated writer will follow up accordingly.
Writer e-mailed SM jasondraughn96@yahoo.comÙ Jason that writer spoke with customer and the customer should be calling to set up an appointment.
follow up 5-18-12
Writer e-mailed SM Jason to see if the customer has come in and gotten repairs.
DEALERSHIP CONTACT- 336-789-8105 Writer left a VM for SM Jason, asking if the customer has come in for the installation. writer left contact info.
follow up 5-29-12
DEALERSHIP CONTACT- 336-789-8105 Writer left a VM for SM Jason
Writer e-mailed SM Jason
2nd attempt made to contact customer. [redacted] Writer left call back number, and case number- 1-800-763-8422, #66275. Monday through Thursday Writer indicated case has been open for a long time and repairs need to be completed.
Status update provided via email to the following email address:
[redacted]
Mr [redacted]
I show you still have not gone in for your goodwill repairs. These offers do have time restraints so I do need you to get this repair ASAP. Please call me and let me know when i can expect you to come in. 1800-763-8422 ext 66275.
End of Status Update
Writer got an E-mail from SM jason stating customer has not set anything new up.
Writer follow up 6-5-12
4th attempt made to contact customer. Left message. [redacted] Writer left call back number, and case number- 1-800-763-8422, #66275. Monday through Thursday Writer indicated goodwill offer has a time frame. Writer indicated writer is seeking for customer to contact writer before offer expires.
5th attempt made to contact customer. Left message [redacted] 8 Writer left call back number, and case number- 1-800-763-8422, #66275 Writer

indicated for customer to return writers call. Writer indicated the case would be closed due to non contact if the customer does not respond within 30 days.
Writer will try to reach customer today 6-11-12.
6th attempt made to contact customer. [redacted] Writer spoke with customer and he stated he is trying to set up an appointment. Writer informed customer that there is a 30 day time limit starting from today. Writer offered to contact SM Jason to have SM Jason contact the customer to set up an appointment. Writer informed customer that writer will gather appointment information from SM Jason.
Writer e-mailed SM Jason.
DEALERSHIP CONTACT- 336-789-8105 Writer spoke with SA Greg and he stated he is not showing any appointments in the system.
7th attempt made to contact customer. Left message. [redacted]8 Writer left call back number, and case number- 1-800-763-8422, #66275. Monday through Thursday writer indicated the case would be closed today due to non contact. Writer indicated goodwill offer is still valid until 7-11-12. Writer indicated the case would be closed at this time and to contact writer once an appointment has been set up/ with in 30 days.
CLOSED LOOP UPDATE - no need for additional follow-up.
SM Jason contacted writer via email stating he cannot get the claim to pay out. Writer verified pricing and indicated customer had time limit on repairs starting 6-11-12

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ241X8[redacted]	***Open Date***	02/24/2012	***Built Date***	02/29/2008		
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	03/28/2008	***Mileage***	89,003	***Dealer Zone***	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	23027	WILLIE RACINE'S INCORPORATED			
Dealer Address	1650 SHELBURNE ROAD				
Dealer City	SOUTH BURLINGTON	***Dealer State***	VT	***Dealer Zip***	05403

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	WATERBURY CENTER VT[redacted]	***Country***	UNITED STATES

Product - Electrical - Unknown - Defective - Default	Clockspring needs replacement
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Customer seeks cost assistance
Corporate - Lost Customer - Default - Default - Default	Lost customer
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	repeat concern

Lost customer
Customer called right back but file was not updated from previous agent.
Next caller please add any additional information for customer
Briefly summarize why the customer is contacting Chrysler: Customer states she was speaking to an agent previously regarding clockspring issues she has been having with her 2008 Jeep Wrangler. Customer states the clockspring has had to be replaced twice and issue still persists so she was advised the clockspring would have to be replaced for a third time. Customer states her vehicle is currently at the post office as she is unable to driver her vehicle. Customer states when the steering wheel is turned a certain way the airbag light will come on and the horn will sound when the steering wheel is turned in another direction. Customer states she was disconnected from the first agent she was speaking to and was advised by the other agent when she called back that she would have to call back much later in order for us to assist further.
Briefly summarize what the customer is expecting: Customer is seeking a resolution to this issue as well as cost assistance for repair.
Has customer had previous history with current issue? N
Customer has a history of diagnosis for an intermittent problem? Y
Has had repair history at Chrysler dealership(s)? Y
Was this vehicle purchased new by this customer? Y
Customer has a history of purchasing Chrysler vehicles? N
If yes, number in household?
Customer claims to maintain vehicle as per maintenance schedule? Y
Has a mechanical Chrysler Group Service Contract? N
Warranty coverage code? 336
Ownership status? first owner
Basic warranty component? Y

Powertrain warranty component? Y
Service contract or Mopar warranty component? N
Within 3 years or 36,000 miles? Y
Within 2 years or 24,000 miles? N
Within 1 year or 12,000 miles? N
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is xxx-xxx-xxxx
Customer email address for case updates: XXXXX@XXXXX.com
Who has possession of the vehicle? owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 23027
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District O * * * * * *
Customer history -
One (1) vehicle - new
NO SC
Writer called dealer 23027 and spoke with SM Bob to discuss the problems with this vehicle. SM stated that he would put writer with the SA Cindy who was working with the customer. SA confirmed that the vehicle was at the dealer on 02/24/2012, customer does all of her work at the dealer and very loyal.
Writer instructed SA to gather the pricing for the repairs needed and then, provided callback number, case number and extension 66093 so the information can be provided for assistance review.
CONTACT UPDATE - 1st Contact attempt, phone number dialed [redacted]
Writer left message for customer to inform that more information is needed before any assistance can be considered. Writer provided callback number of 1-800-763-8422 extension 66093 with case number as reference and next follow up call will be placed on Monday, March 5th 2012. Writer apologized for the frustration.
Writer received message from SA Sandy to provide the total warranty pricing for the repair to this vehicle. Writer called dealer 23027 and spoke with SA Sandy to obtain the breakdown the parts and labor for this repair. SA stated that the total cost of the warranty pricing would be as follows:
Parts - $215.60
Labor - $104.55
Total cost for repairs -- $320.15
CM instructed SA to have SM Bob contact her back with any decision on how much to assist with this repair and provided case number, callback number and extension 66093 so the case can be moved along. SA understood and will do so.
Writer received call from SA Sandy to discuss the participation for these repairs. SA stated that the SM Bob was not sure what he needed to do so message was left for writer to see what can be done for the customer.
Writer reviewed and found that the customer was loyal to dealer and uses vehicle to deliver mail so CAC would be willing to assist with $100 customer co-pay. SA checked with SM Bob and it was determined that the vehicle will be brought back in and repairs completed.
2nd attempt made to contact customer [redacted]
Writer left message for customer to inform that assistance has been considered on the needed repairs and the SA Sandy has the information on what customer will be responsible to cover. Writer provided callback number, case number, extension 66093 if she has any questions.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $215.60
Labor = $104.55
Total = $320.15
Co-pay = $100.00
########## DIRECT-TO-DEALER ##############
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.

If this repair falls under the Digital Imaging (DI) process,
you will need to follow the DI process of submitting images
or the required DI documents to the Powertrain Service Center
for claim approval. Be sure to include in your comments that Customer
Care
is involved. Customer Care will add DM Notes to the VIN describing our
decision and these notes are available to the DI group for reference.
When repairs are completed, submit your claim as you would normally.
If you need assistance with claim payment, please refer to
Warranty Bulletin D-11-19.
This customer HAS NOT been informed of this decision.
Please update and/or close CAIR when complete.
##################################
Next follow up call will be placed to dealer and customer on Thursday,
March 8th 2012.
REASSIGNED TO BC/DLR 32 23027 03/02/12 10:45 C[redacted]
t7906gl AM spoke w/sm Robert and owner has appointment for the 3-7-2012
for repairs.
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[redacted].
Customer confirmed that she is taking vehicle to dealer 03/07 and repairs
will be done on 03/08.
Writer informed customer that CM will follow up 03/08.
Writer contacted customer at 8[redacted], spoke with Mrs. [redacted]
stated that dealership is working on her vehicle today, writer informed
customer that we would follow up with her next week to make sure
everything was taken care of, customer understood.
Contacted customer at [redacted] not available, left message
indicating we are following up on status of repairs.
Contacted customer at [redacted]1, spoke with Mrs. [redacted] stated
that repairs were completed and light still off, writer asked Mrs.
[redacted] if we could close case at this point, customer stated that is
okay to close case.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3913	9L[redacted]	**Open Date**	02/24/2012	**Built Date**	11/03/2008	
Model Year	2009	**Body**	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	02/09/2009	**Mileage**	120,000	**Dealer Zone**	70		
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	43281	VERGER CHRYSLER JEEP DODGE			
Dealer Address	1400 OCEAN BOULEVARD				
Dealer City	COOS BAY	**Dealer State**	OR	**Dealer Zip**	97420

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	BROADBENT OR [redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light on
Corporate - Reimbursement - Default - Default - Default	Goodwill reimbursement for clockspring repair

Briefly summarize why the customer is contacting Chrysler: Cutomer called in stating he replaced his clockspring at 65,000 miles. He paid out of pocket for the repair. Now, customer found a recall on other 2009 Wranglers with RHD for the same part he paid to have replaced/repaired. Customer states that if he is not reimbursed for the repair, Chrysler will have a class action lawsuit against them.
Briefly summarize what the customer is expecting: Customer seeking reimbursement of past service.
Advised customer to submit original repair order & proof of payment to:
Chrysler Recall Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007
Advised customer to make a copy of these documents for their records.
Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the reimbursement is dependent upon verification of all documents requested.
POSTMARK DATE: 022512; DATE RECEIVED: 022812
Agent contacted VERGER CHRYSLER JEEP DODGE (43281) at 541-888-5594 and spoke with Assistant Service Manager Erik to obtain a dealer opinion on the customer. Erik stated that the customer has purchased many vehicles, he is a good customer, the service department has lots of work history with him, and Erik feels the customer is a good candidate for assistance.
Business Case for Goodwill
****

Customer has submitted request for goodwill for repair to the clockspring on their 2009 JEEP WRANGLER UNLIMITED. Customer has paid out of pocket.

Writer is suggesting reimbursement as a goodwill gesture per customer satisfaction.
Customer s proof of payment is: Mastercard receipt (auth. [redacted]
Date of Repair: 11/12/10
In-Service Date: 02/09/09
Original Owner: Yes
Mileage: 65411
Loyalty: 5 vehicles- 4 new, 1 used
Multiple Repairs: No
Authorized Chrysler Dealership: Yes
Dealer Opinion: Favorable- see lines 21-23
Service Contract/Warranty: No service contract, 336 warranty
Out-of-Pocket: $399.12
Labor $187.00
Parts $256.47
Misc. Discount -$44.35
Tax $0.00
Writer is submitting check for approval in the amount of $399.12
****
Agent attempted to contact customer [redacted] left a voicemail message with call back number 1-800-853-1403, extension 4718352, and reference number [redacted]7. Agent plans to advise customer of reimbursement amount.
Agent contacted customer at [redacted] and informed of goodwill reimbursement and verified mailing address. Customer mentioned that he was told that his vehicle is supposed to have an unlimited powertrain warranty, and agent looked into this and determined that the vehicle only had a 336 WCC, and that this issue would be better addressed by the dealer. Customer also mentioned that he had a warranty repair performed and some bolts later fell out of the repaired area, and he did not think he should have had to pay for the bolts. Agent determined that the vehicle was out of warranty when the bolts fell out, and explained that the customer would also have to discuss this issue with the dealer.
****
Approved and Processed
****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3916 9[redacted]	**Open Date**	02/26/2012	**Built Date**	09/29/2008		
Model Year	2009	**Body**	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	02/17/2009	**Mileage**	64,000	**Dealer Zone**	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PBS	DEEP WATER BLUE PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60348	FERMAN CHRYSLER JEEP DODGE AT		CYPRESS CREEK	
Dealer Address	24314 S.R. 54				
Dealer City	LUTZ	**Dealer State**	FL	**Dealer Zip**	33559

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

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Customer seeking cost assistance.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states airbag light is constantly on.

Briefly summarize why the customer is contacting Chrysler: Customer states that the airbag light has been on constantly for the last week. Customer states that he has a friend who has the same vehicle with the same issue who was notified of a recall on their vehicle. Customer states that they read up on the recall about the clockspring assembly and believes the same thing is happening with their vehicle.
Briefly summarize what the customer is expecting: Cost assistance.
Agent attempted the goodwill matrix.
Has customer had previous history with current issue? N
Customer has a history of diagnosis for an intermittent problem? N
Has had repair history at Chrysler dealership(s)? Y
Was this vehicle purchased new by this customer? Y
Customer has a history of purchasing Chrysler vehicles? N
If yes, number in household? NA
Customer claims to maintain vehicle as per maintenance schedule? Y
Has a mechanical Chrysler Group Service Contract? Y
Warranty coverage code? 336
Ownership status? Original
Basic warranty component? Y
Powertrain warranty component? N
Service contract or Mopar warranty component? N
Within 3 years or 36,000 miles? Y
Within 2 years or 24,000 miles? N
Within 1 year or 12,000 miles? N
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [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? NA
Reassigned to 88F
Agent provided customer with case number [redacted]9 and advised customer to allow one full business day for a case manager to contact them.
* * * * * CASE MANAGER TEAM - District M * * * * * *
Customer is original owner
Customer has 1 new household
Customer is out of 3/36 by 28000 miles/within by timer
Customer has active 2yr/4 oil service contract
Status update provided via email to the following email address:
[redacted]
My name is Sarah and I have been assigned as your Case Manager. Here is some information that will
be useful for you to have:
*Your case [redacted]
*Jeep Case Management telephone:800-763-8422
*My direct extension: 66151
*My work hours are aam-5:30pm Eastern time Monday-Friday.
End of Status Update
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[redacted] spoke with [redacted] and he stated that the airbag went on and has not gone back off. Does not normally service at the dealership
Informed customer that before Chrysler considers offering any goodwill assistance outside of warranty, a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time. Customer is seeking out of warranty assistance for repair. Customer is not sure if he will take into dealership for diagnosis depending on the costs he may not be willing to work with us. Customer will contact back once he decides. Writer advised that if I do not hear back I will contact him next week.
[redacted] spoke with Mr [redacted]L and he stated he has appointment for diagnosis on Tuesday Write advised to follow up with him next week.
727-847-5555 spoke with SA Cliff who connected to Brittany who stated customer was not in their system but provided phone number of Cypress Creek location 813-242-2800.
813-242-2800. phone rang several times but no response will try back later.
813-242-2800 spoke with Bob and he stated vehicle has never been there.
[redacted] spoke to M[redacted] and he stated that he needs to reschedule his appointment Writer asked if it would be within a few weeks Customer stated it would he asked to keep the case open Writer advised the vehicle needs to be taken in for diagnosis by 04.02.12 or case will be closed and he will have to contact back to reopen. Customer agreed.
863-651-2869 Spoke with Mr [redacted] and he stated he still has not been able to take in but will contact us as soon as he gets and appointment.
[redacted] spoke with Mr [redacted]l and he stated he received recall notice and will be taking into dealership to have repaired at no charge he stated it is okay to close the case and if he has any further questions or concerns he will call customer care.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2417 8[redacted]		**Open Date**	02/27/2012	**Built Date**	04/28/2008	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	07/14/2008	**Mileage**	66,685	**Dealer Zone**	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PJR	RESCUE GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	CLARKSVILLE TN [redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air Bag Clockspring concern
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	MOPAR TOW BAR
Corporate - Reimbursement - Status Request - Default - Default	Reimbursement concern
Corporate - CNA Change - Default - Default - Default	system update

Briefly summarize why the customer is contacting Chrysler:Customer states that at 66000 he changed the Clockspring for the Air Bag on the steering wheel. Customer states April 2011 the Air Bag light was staying on and at that time he took it to an independent garage called Gateway Automotive, Clarksville Tennessee. Customer states he works for State Farm Insurance and gets reports on National Highway safety administration. Customer states he had received the report last Friday
Briefly summarize what the customer is expecting: Customer Expecting Chrysler to reimburse for the $422 he spent to replace the clockspring
Agent informed the customer there were no recalls and that the situation would not be escalated.
POSTMARK DATE: 032612; DATE RECEIVED: 032912
RECALL - L37 Airbag System Clockspring
****

Customer submitted request for reimbursement for recall L37 Airbag System Clockspring.
Recall applies to customer s vehicle: Yes
Customer s proof of payment is: Master Card Auth #[redacted] (receipt provided)
Date of Repair: 04/04/11
Invoice #: No invoice number provided by Gateway Automotive
Labor $131.20
Parts $249.00
Misc. Charges $5.00 (shop supplies)
Tax $36.59
Total $421.79
Writer is submitting check for approval in the amount of $421.79
Writer contacted Gateway Automotive phone number dialed 931-906-8560 at 3:39 PM. Writer spoke with Don (owner) who states that customer was charged $421.79 for repair to the clockspring.
No need to contact customer to advise that L37 still shows as an open recall as letter sent to customer states the following: please note that a component intended to provide a permanent remedy for this condition is currently not available. Chrysler will contact you again when the remedy parts are available.

Writer verified address on correspondence matches address in Customer Owner Information Network.
Check Approved

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2418	7L[redacted]	**Open Date**	02/27/2012	**Built Date**	03/08/2007	
Model Year	2007	**Body**	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	03/21/2007	**Mileage**	49,162	**Dealer Zone**	70		
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PDA	LIGHT GRAYSTONE PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	59725	SUNDANCE DODGE INC			
Dealer Address	222 AUTO DRIVE				
Dealer City	BOISE	**Dealer State**	ID	**Dealer Zip**	83709

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	BOISE ID [redacted]	**Country**	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	clockspring replaced
Corporate - Reimbursement - Default - Default - Default	reimbursement for the X41
Corporate - Corporate Warranty Extension Letter - Default - Reimbursement - Default	requesting reimbursement for the X 41

POSTMARK DATE: 010912; DATE RECEIVED: 022312
Customer is requesting reimbursement in the amount of $485.70 for the replacement of the clock spring in the vehicle.
Invoice shows customer was concerned about dash lights and radio going out while vehicle is running.
Invoice shows dealership could not duplicate this concern and indicated there were warning indicators flashing, diagnosed those systems and replaced the clock spring in the steering column as this was the problem.
Invoice does not show which warning lights were on.
Customer has submitted all required invoices.
Writer will contact dealership to find out which warning lights were on as the X41 involves the air bag light.
Writer will call Larry H Miller.
Writer will call 208-947-6500.
Writer spoke with Matt the service advisor. Matt stated the original service advisor from this file has now become a technician and is no longer a service advisor. Matt put the writer on hold to retrieve the original hard copy for information as to what warning lights were flashing.
Matt stated the pcm, the abs and the steering angle sensors were all flashed with computer software upgrades but it does not state anywhere what warning lights may have been on.
Matt stated the ABS module appears to be part of the problem as well.
Writer noticed a cai[redacted] created on 11/10/2010 in which the air bag light was mentioned as being on and fixed by a dealership.
Writer will submit a check for approval in the amount of $485.70.

Extended Warranty - Clock Spring X41
****
Customer submitted request for reimbursement for extended warranty X41
for the clock spring.
Customer s proof of payment is: Debit - 130213
Date of repair:11/11/10
ISD: 03/21/07
Mileage: 49162
Labor $198.00
Parts $256.47
Tax $15.39 (5.65%) parts
Misc. Charges $15.84
Total $485.70
Writer is submitting check for approval in the amount of $485.70
Customer s information matches coin and envelope.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA691X	7L[redacted]	***Open Date***	02/27/2012	***Built Date***	07/28/2006	
Model Year	2007	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	10/23/2006	***Mileage***	70,000	***Dealer Zone***	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PDA	LIGHT GRAYSTONE PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	43290	HUFFINES CHRYSLER JEEP DODGE LEWIS	VILLE
Dealer Address	1024 SOUTH STEMMONS FRWY		
Dealer City	LEWISVILLE	***Dealer State*** TX	***Dealer Zip*** 75067

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	EDMOND OK[redacted]	***Country***	UNITED STATES

Product - Electrical - Electronic Stability Program - Unknown - Default	ESP light concern
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	MOPAR TOW BAR
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	MOPAR TOW BAR
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light concern
Corporate - Recall - Default - Default - Default	recall inquiry
Corporate - CNA Change - Default - Default - Default	system update

Briefly summarize why the customer is contacting Chrysler: Customer states the Air Bag light remains on since a couple days ago and the ESP light remains on since a couple months ago. Customer states that he has information from the National Highway safety administration regarding a recall concerning vehicle of his kind.
Briefly summarize what the customer is expecting: Customer expects to know about outstanding recall on the vehicle.
Agent informed the customer there were no recalls outstanding on the vehicle at the moment.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6910	9L[redacted]	***Open Date***	02/27/2012	***Built Date***	03/10/2009	
Model Year	2009	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	03/31/2009	***Mileage***	42,065	***Dealer Zone***	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	65382	INGRAM PARK C-P-J-E			
Dealer Address	7000 N W LOOP 410				
Dealer City	SAN ANTONIO	***Dealer State***	TX	***Dealer Zip***	78238

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

Product - Electrical - Engine Wiring - Other - Default	customer states the air bags are not working
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	repair assistance requested

Briefly summarize why the customer is contacting Chrysler:
The customer is contacting Chrysler today because he states that his airbags are not currently working. The customer states that he was looking online and found that there was a J13 recall pertaining to this matter. The customer is seeking assistance with the repairs as he states that they will cost $500.
Briefly summarize what the customer is expecting:
The customer is seeking repair assistance.
Has customer had previous history with current issue? No
Customer has a history of diagnosis for an intermittent problem? No
Has had repair history at Chrysler dealership(s)? Yes
Was this vehicle purchased new by this customer? Yes
Customer has a history of purchasing Chrysler vehicles? No
If yes, number in household? 1
Customer claims to maintain vehicle as per maintenance schedule? Yes
Has a mechanical Chrysler Group Service Contract? No
Warranty coverage code? 799
Ownership status? Original Owner
Basic warranty component? Yes
Powertrain warranty component? No
Service contract or Mopar warranty component? No
Within 3 years or 36,000 miles? Yes
Within 2 years or 24,000 miles? No
Within 1 year or 12,000 miles? No
Customer advised a call back is required and will take place within one business day.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: No Provided
Who has possession of the vehicle? Customer

Has the vehicle been diagnosed by a CDJ dealer? No
If a CDJ dealer has diagnosed, what is the dealer name or code? 65382
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District U * * * * * *
New 2
Used 1
O.O.W. 5,000 exp by miles only. unlimited powertrain
SC no
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Left message. Writer left call back number, and case number- 1-800-763-8422, #66275 Writer is seeking to confirm dealership information.
DEALERSHIP CONTACT- 210-684-6610 Writer spoke with SM Lloyd and he stated this customer has never come in before.
2nd attempt made to contact customer. Left message [redacted]. Writer left case and contact information. Writer indicated writer is seeking dealership/diagnosis information.
3rd attempt made to contact customer. Left message [redacted]. Writer left call back number, and case number- 1-800-763-8422, #66275 Writer is seeking diagnostic/ dealership information.
Wroter got a VM from the customer the vehicle has not yet been diagnosed but would like it looked at [redacted]
j13 is a clockspring recall
2nd attempt made to contact [redacted]8 Customer states he is having a clockspring concern. Customer states about 40,000 miles it went out. Customer states it would be $95.00 for the diagnosis and 250.00. Writer explained the goodwill process. Customer states he would like to use Ancira or Ipack. Customer states he has a truck and it has a recall. Customer states he will use Ipack. writer indicated writer will contact SM Lloyd and inform him of the customer.
Writer e-mailed SM lloyd on the customer.
the J13 recall is on 09 jeeps
=DEALERSHIP CONTACT- 210-684-6610 Writer spoke with SA Jess he stated the SM Lloyd is away right now. writer indicated e-mail had been sent.
Writer e-mailed SM Lloyd
Customer has not come in for diag
2nd attempt made to contact customer [redacted] Customer stated he will try to take the vehicle in next week, customer states he had to barrow this jeep to his brother. Customer states he will take the vehicle in on 3-27-12 writer indicated writer will follow up that day and let him know what we can assist with.
SA RON requesting to speak with Case Manager. Transferred to KT281
airbag lamp that comes off and on while turning the wheel
Writer asked what part is causing the failure.
Writer got a VM from the customer and SA Ron regarding the customer and a diagnostic has been completed.
Writer e-mailed SM Lloyd asking what part is needed, mileage, and if the customer has any loyalty with the dealership.
42065 miles
SM Lloyd stated the vehicle has not been fully diagnosed, and the vehicle has been modified.
Suspension has been changed , all the fender flares are off and fender liners are cut , additional roll bars added to original roll bars and many electrical switches for lights etc, also has front driveshaft missing this vehicle is used for offroad rock crawling possibly and shows it.
DEALERSHIP CONTACT- 210-684-6610 Writer called, asked for SM Lloyd, and then SA Steve or SA Ron and no one was able to take the call.
Writer e-mailed SM Lloyd
2nd attempt made to contact customer. Left message [redacted] Customer states the dealership never looked at the vehicle. Customer states he picked up his vehicle, but he will be taking the vehicle back in 4-3-12. Writer indicated writer will follow up that day.
Customer brought vehicle in, no diag yet.
Writer e-mailed SM Lloyd
Writer got a VM from SA Ron stating diag is complete and it is a

clockspring. 331.90 for repairs 210-406-0106
Part for clockspring is 215.60 labor to install including diag 114.00 for a total of $329.60
Part #5156106ac labor op 19852502 .5 85410000 1.0
We did get it diagnosed , it needs a clock spring and it also had a code for steering angle system performance , and the steering wheel is off center and the front end is out of alignment , so without fixing the front end problems the bas , esp , and steering angle performance codes will not go away, this may also cause an airbag lamp to come back , like I said the first time this vehicle has been used for offroading .
Writer e-mailed SM Lloyd for clairification to make sure other repairs need to be fixed first
He picked up yesterday, he needs a clockspring for sure but he also has alignment issues on this vehicle that will cause him additional concerns, the vehicle has several lamps on , bas,esp,sway bar, and airbag. The bas,esp, are on because of the alignment issue. Airbag is on due to clockspring and sway bar is on because he removed it.
writer asked for point of failure on the clock spring, There is no way for SM Lloyd to know it is a sealed part and has an open circuit Internal
other jeeps all 2009 have j13 recall
J13 is for right handed vehicles, this is a left handed one. Writer is thinking if customer does maintenance at the dealership Jeep is thinking 150 copay
2nd attempt made to contact customer. [redacted] Writer informed customer of diagnosis. Customer states the ESP BAS light will always be on, and the sway bar broke, and he has not put that on the vehicle. Customer states an alignment was done. Customer states its 250.00 for the part. Customer states the clock spring should not have failed. Customer states he paid 100 for diagnosis. Customer states he does not want to get an alighnment. Customer states he takes this jeep out off roading. Customer states it just a drag link adjustment. Customer states the sterring wheel is cocked a little bit. Customer states its only the steering wheel, and it is not a big deal. Customer states it does not bother him, as the vehicle drives straight the steering wheel is off center. Writer offered customer $150.00 copay. Customer states to contact him [redacted] customer asked for contact number and employee info so he could post it online. Writer informed customer he does not have writers permission to put writers contact info online. Writer indicated writer will send main jeep number he can post if hed like. Customer states he paid $100 for diag already, writer informed customer that will be taken out of the copay once it is confirmed through the dealership.
Status update provided via email to the following email address: [redacted]
My name is Kristin, and I have been assigned as your case manager. Here is some information that will be helpful for you to have:
Chrysler Case management phone number; 1-800-763-8422
My direct extension: 66275
I work 8 am to 600 pm mountain standard time Monday- Thursday.
this info is for your records only, please do not post this info online, if you d like to post a contact number
Chrysler-1800-247-9753
Dodge- 1-800-423-6343
Jeep- 877-426-5337
Ram-866-726-4636
you will need the last 8 digits of the VIN
End of Status Update
Writer e-mailed SM that the customer accepted, and to order parts and to respond with part and order information.
Writer e-mailed SM for part info
Writer got an e-mail back from SM Lloyd parts are in we are waiting on him and he does not want us to perform alignment.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = 38.80

Labor = 215.60
Total = 254.40
Co-pay = 150.00
########## DIRECT-TO-DEALER ##########
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
If this repair falls under the Digital Imaging (DI) process,
you will need to follow the DI process of submitting images
or the required DI documents to the Powertrain Service Center
for claim approval. Be sure to include in your comments that Customer Care
is involved. Customer Care will add DM Notes to the VIN describing our decision and these notes are available to the DI group for reference.
When repairs are completed, submit your claim as you would normally.
If you need assistance with claim payment, please refer to
Warranty Bulletin D-11-19.
This customer has been informed of this decision.
Please update and/or close CAIR when complete.
##########
RA completed
Clockspring repair completed but not alighnment.
2nd attempt made to contact customer. [redacted] Writer spoke with customer and confirmed repairs. customer was happy with assistance.
Writer indicated the case would be closed at this time.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2416	7L[redacted]	**Open Date**	02/27/2012	**Built Date**	12/16/2006	
Model Year	2007	**Body**	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	01/08/2007	**Mileage**	52,000	**Dealer Zone**	51	CHICAGO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	BELLEVILLE IL[redacted]	**Country**	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	Reimbursement for X41 extended warranty
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light came on
Corporate - Warranty Coverage - Default - Default - Default	customer seeking extended warranty reimbursement

Briefly summarize why the customer is contacting Chrysler:
Customer called in stating he received the extended warranty letter and wanted to send in receipts for reimbursement. Customer wanted to know if he had to send in a copy of how the repair was paid. Customer stated he had the repair done in March/2010 at an IRF for a cost of $325.00.
Briefly summarize what the customer is expecting:
Customer called in seeking information.
Agent informed the customer he has the X41 clockspring extended warranty.
Agent informed the customer he will need to send in the original proof of payment.
POSTMARK DATE: 030612; DATE RECEIVED: 030812
Writer confirmed mailing address matches COIN and HPIMS to the claim form.
Writer contacted IRF JOES REPAIR SHACK at 618-234-8050 to discuss invoice breakdown. Spoke with a person (no name was given) who stated he can not give a breakdown of parts and labor because he would get in trouble with his accountant. Writer asked about payment. Speaker stated that none of that information was available.
Writer contacted customer [redacted] to discuss claim. Writer advised that a price breakdown was needed to process the claim and upon contacting the IRF was denied that. Writer advised the customer to obtain this information in order to continue the reimbursement process. Customer understood and would try to do that today.
Writer contacted customer [redacted] to discuss invoice. Spoke with customer. Customer stated that he dropped a letter off at the IRF on Sunday detailing what he needed and supplied the mailing address for CHRYSLER. Customer asked to be called on Friday to know if the documents were sent in.
Writer contacted customer [redacted] to discuss invoice. Spoke with the customer. Writer advised that the documents had not arrived. Customer stated that he was told on Tuesday that they had been mailed in. Writer advised that we would wait for the documents.

POSTMARK DATE: 031412; DATE RECEIVED: 031612
EXT Warranty - (X41) CLOCKSPRING
****
Customer submitted request for reimbursement for ((X41) CLOCKSPRING)
Parameters are (120.0 months or 150000 MILES).
Customer s proof of payment is:VISA credit card statement
In-service Date: 01/08/2007
Date of repair:03/22/2010
Invoice # [redacted]
Mileage:50,000
Labor $150.00
Parts $150.00
Misc. Charges $0.00
Tax $25.00
Total Reimbursement $325.00
Writer is submitting check for approval in the amount of $325.00
****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2412	8L[redacted]	**Open Date**	02/28/2012	**Built Date**	01/11/2008	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	01/12/2008	**Mileage**	54,000	**Dealer Zone**	42	DETROIT	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PYB	DETONATOR YELLOW CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45464	BILL MARSH CHRYSLER DODGE & JEEP			
Dealer Address	408 W MILE RD NW				
Dealer City	KALKASKA	**Dealer State**	MI	**Dealer Zip**	49646

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

Corporate - Recall - Default - Default - Default	Customer called for recall information on air bags
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer called with issues with her air bag

Briefly summarize why the customer is contacting Chrysler:Customer called stating that she has seen all over the internet recalls related to the air bag sensors on her vehicle and wanted to know if this recall is on her vehicle. Customer states her air bag light has been on for awhile now and this is indicative of this recall.
Briefly summarize what the customer is expecting:Customer is expecting recall information and would like this issue addressed. Agent informed customer of all the incomplete recalls and noted that this air bag recall customer is referencing is not on her vehicle. Customer insisted someone look into this issue further.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: N/a
Who has possession of the vehicle? (Owner
Has the vehicle been diagnosed by a CDJ dealer? (Yes
If a CDJ dealer has diagnosed, what is the dealer name or code?45464
Reassigned to 88F
customer called back and wanted to know why? now. Agetn advised customer that this will take one business day for CM to review and they have to 8:00 pm tomorrow night to do so and then customer disconnected
* * * * * CASE MANAGER TEAM - District VÙ * * * * * *
Notes: no previous CAIRs, no previous CLAIMs involving repair, 1 vehicle currently, 1 used, 1 household, no service contract, 1 year one month and 18000 miles OOW, goodwill consideration 2/24 - yes
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
Customer stated the air bag light has been on for a few months. The

customer stated the problem with her vehicle may be dust getting into the wiring of her air bag. Customer obtained this information off the internet while searching another issue with her vehicle. Customer stated there is a recall for vehicles that are having this problem and believes her vehicle falls into the category. She believes the recall is not vin specific. Customer provied writer with recall number L37, campaign number 11V528000, and national highway number PE11019.
Writer stated the Case Manager will followup with customer on 3/02.
Writer called customer about case. Customer advised she is upset that Chrysler is unable to find the recall for the airbag light. Writer advised customer that there is no Recall currently on her vehicle that pertains to the airbag. Customer advised writer she would like us to look into it further to see if Chrysler can find the recall to her vehicle. Customer advised a call back on 3/5 with the information.
customer advised she is going in 3/6 for the recall and would like answers before she goes in.
[redacted] Writer called customer and left message for call back
Writer calling custome[redacted]No answer left contact information
Writer calling customer [redacted]3 customer states that she has spoke to her local dealership and they told customer she has no current recalls. Writer stated that we have researched customers car and writer stated that she has no open recalls. Customer stated that she got her information from the highway safety control and she feels that her car should be covered. Writer did apoligze to customer that her car does not fit the guide lines for the recall. Writer stated that it is vin specific and that he cas at this time doesn t need this repair and that we are unable to assist with that issue. Customer stated that she has had a lot of issues with her car since she has owned it and that every repair has been a struggle.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA5911	7L[redacted]	***Open Date***	02/28/2012	***Built Date***	12/22/2006	
Model Year	2007	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	01/12/2007	***Mileage***	65,000	***Dealer Zone***	70		
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	24154	NORTHWEST JEEP, INC			
Dealer Address	10600 S W CANYON ROAD				
Dealer City	BEAVERTON	***Dealer State***	OR	***Dealer Zip***	97005

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	PORTLAND OR [redacted]	***Country***	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	Customer checking on extended warranty.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer having issue with airbag light.

****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 having issue with airbag light on. Customer checking on warranty coverage. Agent advised customer of extended warranty X41 on clockspring and advised customer to contact his dealership.
Briefly summarize what the customer is expecting: Warranty information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3911	9L[redacted]	**Open Date**	02/29/2012	**Built Date**	09/15/2008	
Model Year	2009	**Body**	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	03/21/2009	**Mileage**	58,276	**Dealer Zone**	74	DENVER	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	43185	WORLAND CHRYSLER-PLYMOUTH-DODGE			
Dealer Address	500 BIG HORN AVENUE				
Dealer City	WORLAND	**Dealer State**	WY	**Dealer Zip**	82401

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	THERMOPOLIS WY [redacted]	**Country**	UNITED STATES

Corporate - Product Information - Default - Default - Default	Caller asking about recalls (Air Bag)

Briefly summarize why the customer is contacting Chrysler:
Caller asking to see if there is a recall on the Airbag .
light is on.
Briefly summarize what the customer is expecting:
Caller wanted to know if there are any recalls as the airbag light is on.
Caller stated that the closest dealership to him is 32 miles away.
Worland Chrysler Dodge
31.53 miles away
500 Big Horn Avenue
Worland, WY 82401-2681
307-347-4236
Agent tried calling 3 dealerships service department as no one was
available.
Caller stated that he had an 800 number for his dealership and he doesn t
mind calling.
Caller wanted to know how long te repair would take and if this would be
coved under a recall as it was online about the airbag issue.
Agent advised caller to have the issue diagnosed by the dealership.
Agent is sending this to a case manager as it is a safety issue.
Owner has 3 VIN number and vehicles and is a loyal customer.
Customer advised a call back is required and will take place
within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: delined
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
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[redacted] Wrtier advised customer of goodwill process and custmoer

will take the vehicle for diagnosis. Contact information provided.
Writer asked customer to have Service Manager call when a diagnosis is complete.
SM Roxy from dealer#43185 called in wanting to speak to JB1718, writer advised that he is on a meeting, SM wanted to let him know that they checked airbag squib #1 and found that it was open and removed the air bag and installed an air bag simulator on squib#1 at the air bag and the air bag light went out but the code went into store mode, they reassembled and the air bag light came back on so that tells them that there is a terminal issue on the clock spring. Customer cost $438.66 parts and labor, SM feels that customer should pay full amount of repair due to he does not have a lot of loyalty at the dealership for paid services, SM would like a call back by JB1718 to know if he wants to offer assistance or not.
Customer Contact
Writer advised customer that the CAC will reimbure $400.00 (with permission of CF303) of the repair cost of the vehicle. Writer provided the customer with the reimbursement address for mailing the receipts for the repair when available. Customer apprecaites the help.
Writer contacted customer who stated getting repairs done 03/14 and then will send doumentation in. Writer stated the CM will follow up once gets all the documents.
Customer called in seeking to speak with Case Manager. Agent informed customer that he would also document that he has called.
Writer called customer back and customer explained that a recall was issued for concern. Recall L37 was completed on 3/14 at dealer 43185. Customer paid a diagnosis fee on 3/1/2012 for this same concern. Writer asked customer to mail in documents and once documents are received follow up will be made.
POSTMARK DATE: 031612; DATE RECEIVED: 031912
What has the customer requested? Reimbursement for diagnosis that turned into a recall.
If this is a Recall or Extended Warranty, enter the campaign number. L37
If this is for a previously made goodwill decision, what is that CAIR #?
N/A
Enter the Mileage at the time of the repair. 58,276
Enter the Date when the repairs were completed. 3/1/2012
What is the total cost of the Parts to be reimbursed? $0.00
What is the total cost of the Labor to be reimbursed? $79.95
What is the total tax to be reimbursed? $4.80
What is the total amount being reimbursed? $84.75
CLOSED LOOP UPDATE - customer contacted today to confirm repairs. check approved.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2412	8L[redacted]	**Open Date**	02/29/2012	**Built Date**	05/10/2008	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	07/22/2008	**Mileage**	52,000	**Dealer Zone**	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PBM	STEEL BLUE METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	23833	DELMAR HAYNES JEEP-EAGLE			
Dealer Address	2939 ALCOA HIGHWAY				
Dealer City	ALCOA	**Dealer State**	TN	**Dealer Zip**	37701

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	
	ATHENS TN[redacted]	**Country**	UNITED STATES

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	MOPAR TOW BAR
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light flashes off and on

Briefly summarize why the customer is contacting Chrysler: Customer is requesting recall information. Customer states the vehicle air bag light keeps going on and off.
Briefly summarize what the customer is expecting: Customer is expecting information on recalls.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2412	8L[redacted]	***Open Date***	02/29/2012	***Built Date***	05/10/2008	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	07/22/2008	***Mileage***	57,000	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PBM	STEEL BLUE METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	65571	L & M MOTORS INC			
Dealer Address	1001 S WHITE STREET				
Dealer City	ATHENS	***Dealer State***	TN	***Dealer Zip***	37303

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	ATHENS TN[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	customer seeking information on recall

Briefly summarize why the customer is contacting Chrysler:customer seeking information on recall on his airbag sensor light. Customer states that sensor light is going on and off.
Briefly summarize what the customer is expecting:customer is expecting information on recall.
Agent advised customer that there were no recalls on this vehicle that pertains to this issue,however Agent advised customer of the J24 recall --Mopar towing bar.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2415	7L1[redacted]	**Open Date**	03/01/2012	**Built Date**	02/20/2007	
Model Year	2007	**Body**	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	04/07/2007	**Mileage**	34,483	**Dealer Zone**	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	44155	DODGE OF WINTER HAVEN			
Dealer Address	299 CYPRESS GARDENS BLVD				
Dealer City	WINTER HAVEN	**Dealer State**	FL	**Dealer Zip**	33880

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	BARTOW FL 3[redacted]	**Country**	UNITED STATES

Product - Steering - Unknown - Noisy - Default	Clicking in steering
Corporate - Reimbursement - Default - Default - Default	Seeking reimbursement

POSTMARK DATE: 022412; DATE RECEIVED: 022812
Writer called dealership:
Dealer Code: 44155
Dealer Name: DODGE CHRYSLER JEEP OF WINTER
Dealer Phone: 863-299-1243
Verified with Richard, SA., that the customer brought the vehicle in with a clicking sound and doesn t recall that the Airbag light was on. Normally that would be on the ticket. Richard stated the dealership paid 50% of the cost, and the customer paid the other.
Business Case for Goodwill - Template
****

Customer has submitted request for goodwill for repairs to clockspring. Customer has paid out of pocket. Writer is suggesting reimbursement as a goodwill gesture per customer satisfaction. Customer has EXT Warranty for clockspring, although undetermined to whether Air Bag light was on.
Customer s proof of payment is: CASH
Date of Repair: 34483
In-Service Date: 04/07/2007
Original Owner: No
Mileage: 34483
Loyalty: 3 Vehicles-1 Original
Multiple Repairs: No
Authorized Chrysler Dealership:44155
Dealer Opinion: As per lines 6-9. Good customer.
Service Contract/Warranty:SC 35313661 Active EC24N/WCC 336
Out-of-Pocket: $176.29
Labor $99.00
Parts $225.00
Misc. $5.50

Tax $23.07
Discount 50% -$176.28
Writer is submitting check for approval in the amount of $176.29.
Writer verified customers address in COIN to be correct with Claim Form.
******APPROVED******

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2413 8L[redacted]	**Open Date**	03/02/2012	**Built Date**	08/09/2007		
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	08/28/2007	**Mileage**	69,900	**Dealer Zone**	70		
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	24055	JACK KEY MOTOR COMPANY INC			
Dealer Address	1840 NORTH MAIN STREET				
Dealer City	LAS CRUCES	**Dealer State**	NM	**Dealer Zip**	88001

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	
	MESILLA PARK NM[redacted]	**Country**	UNITED STATES

Product - Electrical - Speedo/Gauges/Ometer/EIC - Defective - Default	airbag indicator light stays on
Product - Electrical - Cruise Control - Defective - Default	cruise control inoperative
Product - Electrical - Horn - Other - Default	horn inoperative
Product - Electrical - Wipers / Washers - Defective - Front	wipers inoperative

Briefly summarize why the customer is contacting Chrysler: Customer states he is experiencing electrical issues with his vehicle. Customer states between 15,000-18,000 miles, the issues started. Customer says the airbag light stays on, the cruise control and horn are both inoperative, and the windshield wipers operate on their own. Customer researched this issue online and found there is a recall issued to 2008 Jeep Wrangler vehicles for these issues (recall# L38). Customer brought his vehicle in to the dealership to be diagnosed for this issue. The dealership determined it was the clock spring, which they repaired; however, this repair did not fix the problems. Customer would like to know if Chrysler will cover the cost to repair his vehicle because he has not been issued this recall, but he is experiencing the same problems.
Briefly summarize what the customer is expecting: Customer would like to know if Chrysler will cover the cost to repair his vehicle because he is experiencing the same issues as those vehicles that have been issued the recall (L38).
Customer advised a call back is required and will take place within one business day.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is: [redacted]
Customer email address for case updates: None provided.
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? 24055
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District N * * * * * *
Original Owner, 1 in household
No CSC

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Customer states that he had been in a few months and when he had been in he had been advised that the clockspring needs to be replaced however the customer was not able to have the repairs completed for money issues. Writer advised that call will be placed to dealer to get diagnostic information and determine if and how we can assist. Customer understood. Writer also advised that we may need to get the customer back for complete diagnostic more recent
Writer contacted customer, [redacted] Spoke with customer. Customer informed that recall was L37. Writer informed that more research was needed. Follow-Up scheduled for Thursday, 3.15.12
RESEARCH: Answer Connect ID 22734. Will contact dealer and see if vehicle falls into parameters of Extended Warranty.
Writer contacted dealer, 24055, 575-524-7741. Spoke with Service Advisor, Richard. Informed him of customer situation. SA informed that diagnosis was needed to confirm that vehicle has recall. Writer informed that contact to customer would be made to inform him issue.
Writer contacted customer [redacted]. Informed him of open recall L37. Customer stated he would take the vehicle in for diagnosis and repair on Friday, 3.23.12. Writer informed that follow-up call will be made on Friday, 3.30.12 to confirm repairs
CUSTOMER CONTACT: Writer contacted customer [redacted]. Customer informed that he did take vehicle to dealer to get diagnosis however, dealer did not have part. The dealer has ordered the part.Writer informed that contact to dealer would be made to get an estimated time of arrival for the part. Writer, also, informed that follow-up call would be made on Thursday, 4.5.12
DEALER CONTACT: Writer contacted dealer, 24055, 575-524-7741. Service Manager, Cesear.
SM informed that he past has come in and customer could come in and get her repair completed.
CUSTOMER CONTACT: Writer contacted customer, [redacted].
LEFT VOICEMAIL
Writer informed customer that the part has come in and he can take his vehicle into the dealer to get the repairs completed. Writer scheduled a follow-up for Friday, 4.13.12, to confirm the repairs were completed on the vehicle.
DEALER CONTACT: Writer contacted dealer, 24055, 575-524-7741. SA, Mateo Arnold.
SA informed that SM, Cesear was unavailable. SA informed that customer picked vehicle up yesterday.
CUSTOMER CONTACT: Writer contacted customer, 5[redacted]
LEFT VOICEMAIL
Follow-Up: Monday, 4.16.12
DEALER CONTACT: Writer contacted dealer, 24055, 575-524-7741. SM, Cesear.
Writer inquired how much customer paid for repair. SM informed that Customer had repairs completed under warranty.
CUSTOMER CONTACT: Writer contacted customer [redacted].
Phone rang a couple of times and line went silent, then the call was disconnected. Writer will attempt to dial phone number again.
Writer contacted customer, [redacted] Customer stated that all the repairs were completed, but, his windshield wipers still turn on and off. Writer informed the case would remain open until the windshield wiper repair is completed. Customer stated he will be taking his vehicle back to the dealer on Friday, 4.20.12. Writer informed that a contact would be made on Wednesday, 4.25.12
Follow Up: Wednesday, 4.25.12
CUSTOMER CONTACT: Writer contacted customer [redacted]
Customer informs that he has not taken his vehicle into the dealer for the windshield wiper issue because they are wanting to charge the customer for a diagnosis. Customer states he does not know when he will take the vehicle in for the diagnosis. Writer informed that because the other repairs have been confirmed and the customer does not have a set date of when he will take his vehicle in for repairs, the case would now be closed. Customer thanked Writer for their work on the case and would recontact the CAC if any issues arise in the future.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2412 8[redacted]	**Open Date**	03/03/2012	**Built Date**	05/10/2008		
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	07/22/2008	**Mileage**	58,037	**Dealer Zone**	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PBM	STEEL BLUE METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	42576	JIM COGDILL DODGE COMPANY			
Dealer Address	8544 KINGSTON PIKE				
Dealer City	KNOXVILLE	**Dealer State**	TN	**Dealer Zip**	37919

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	
	ATHENS TN[redacted]	**Country**	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer expected his vehicle to be under the L37 recall
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Customer made aware of J24. Customer does not have tow bar.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states the airbag light is on
Corporate - E-Reimbursement - Default - Default - Default	Reimbursement for Clock Spring replacement.

Briefly summarize why the customer is contacting Chrysler: Mr. [redacted] called to inquire about why his vehicle is not covered under the L37 recall as the Jim Cogdill dealership (dealer code 42576) stated that he should be under the recall. The customer stated that he is having the same problem with his vehicle as is stated under the recall and wanted assistance from Jeep to fix this problem. The agent went through the L37 recall with the customer but as he is having the same problem escalated the case to a CM.
Briefly summarize what the customer is expecting: The customer is expecting assistance from Jeep for this repair.
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: declined
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? 42576
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District Q * * * * * *
Writer contacted 42576 by calling 865-690-1611. Service Manager, Roger, states that vehicle is no longer at dealership. Dealer replaced clock spring on 3/3/12 and customer has vehicle. Customer was charged $257.00 for parts & $180.00 for labor for replacement.
CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[redacted]. Left message requesting customer call back extension 66039.
OOW by 8 months & 22,000 miles.
Original owner of 2 CJDR products.
No SC.
Previous clockspring repair completed.
Writer received call from Debbie Millsaps. Customer states paid for repair for a total of $481.35.
Writer advised can review request for reimbursement. Writer advised will need customer to submit proof of payment and repair order by scanning the documents. Customer agreed. Writer advised will follow-up with customer on 3/12/12 if writer has not received documents, otherwise, writer will follow-up when documents are received.
****** Below Customer Contacted for Documentation Request ******
[redacted]n 2012-03-05 @ 12:48
***** Customer Document Received *****
Attempt made to contact Mrs. [redacted] by calling [redacted] Left message requesting call back to extension 66039.
Writer received call from Mr. [redacted]. Writer advised documentation has been received and writer willing to reimburse the amount of $336.35 for completed repairs. Writer advised cannot reimburse full amount due to vehicle being out of warranty. Writer advised customer should allow 7-10 business days for processing and mailing of reimbursement. Writer confirmed that after check processed, case will be closed. Customer happy with reimbursement and understands. Advised the customer of
incomplete recall J24 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
Customer requested reimbursement for the Clock Spring Assembly.
If this is a Recall or Extended Warranty, enter the campaign number.
N/A
If this is for a previously made goodwill decision, what is that CAIR #?
N/A
Enter the Mileage at the time of the repair.
58,037
Enter the Date when the repairs were completed.
03/03/12
What is the total cost of the Parts to be reimbursed?
$257.00
What is the total cost of the Labor to be reimbursed?
$79.35
What is the total Tax to be reimbursed?
N/A
What is the total amount being reimbursed?
$336.35
****End structured narrative T2 - eReimbursement
Customer Document Reviewed.
CLOSED LOOP UPDATE - reimbursement processed. No need for additional follow-up.
Writer sending case to MC1030 to send check.
RECEIVED CHECK FROM CHECKWRITER. MAILING TO CUSTOMER THIS DATE.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ391X	9L[redacted]	**Open Date**	03/05/2012	**Built Date**	10/02/2008	
Model Year	2009	**Body**	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	06/08/2009	**Mileage**	50,000	**Dealer Zone**	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	64373	FOSTER MOTORS INC			
Dealer Address	ROUTE 7 SOUTH				
Dealer City	MIDDLEBURY	**Dealer State**	VT	**Dealer Zip**	05753

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	NEW HAVEN VT [redacted]	**Country**	UNITED STATES

Product - Suspension - Front Springs - Other - Front-Driver	clockspring needs replacing
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	customer seeking assistance for getting clockspring replaced
Corporate - Recall - Default - Default - Default	there are no incomplete recalls on this account
Corporate - E-Reimbursement - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer calling in because the airbag light came on about
a week ago and she took it in the dealership to have it
looked at and it happens to be the clockspring for the airbag
that need replacing. The approximate cost would be around $350.
****

Briefly summarize what the customer is expecting:
Customer would like to know if she could get some
assistance with this cost.
****

Has customer had previous history with current issue? N
Customer has a history of diagnosis for an intermittent problem? N
Has had repair history at Chrysler dealership(s)? Y
Was this vehicle purchased new by this customer? Y
Customer has a history of purchasing Chrysler vehicles? N
If yes, number in household?
Customer claims to maintain vehicle as per maintenance schedule? Y
Has a mechanical Chrysler Group Service Contract? no
Warranty coverage code? 336
Ownership status? owner
Basic warranty component? Y
Powertrain warranty component? N
Service contract or Mopar warranty component? N
Within 3 years or 36,000 miles? Y
Within 2 years or 24,000 miles? N
Within 1 year or 12,000 miles? N

LEVEL 2
Customer was advised that due to the nature of their
contact a call back is required and will take place within
one business day by COB their time.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Who has possession of the vehicle? dealership
Has the vehicle been diagnosed by a CDJ dealer? yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 64373
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District O * * * * * *
OOW- 20,000 miles
No SC
1 new, 0 used
Writer contacted dealer, 64373, 802-388-6757. Spoke with Service Manager,
Larry. SM stated that customer had repair completed, now seeking
reimbursement.
Parts: 274.99
Labor: 70.20 labor
Total: $345.19
Copay: $100.00
Writer informed will reimburse $245.19
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
Left voicemail.
COTNACT UPDATE: 2nd Contact attempt, phone number dialed, 8[redacted]
Left voicemail
CONTACT UPDATE: 3rd Contact Attempt, phone number, [redacted]
voicemail
****** Below Customer Contacted for Documentation Request ******
c[redacted] on 2012-03-12 @ 14:51
CONTACT UPDATE: 4th Contact Attempt, phone numbe[redacted]. Spoke
with customer, advised her of reimbursement. Customer inquired that due
to recall, should whole amount be reimbursed? Writer spoke with Team
Mentor, TB618. Writer advised that full reimbursement will be made if
repair falls under recall parameters.
***** Customer Document Received *****
Customer Document Reviewed.
CONTACT UPDATE: Writer contacted customer, [redacted]. Left voicemail.
Writer contacted dealer, 64373, 802-388-6757. Spoke with SM, Larry. SM
informed that repair would have been covered under Recall L37. Writer
informed that reimbursement would be made in the amount of: parts and
labor: $327.00 plus tax: 17.99 with a total of: $344.99.
CONTACT UPDATE: Writer contacted customer, [redacted]1. Left voicemail
requesting callback
CONTACT UPDATE: Writer contacted [redacted]1. Left voicemail.
3rd attempt made to contact customer. Left message.
4th attempt made to contact customer. Phone rang multiple times and then
went to a busy signal
Mrs. Dessureault called to speak with her CM CB974. The customer stated
that the phone number for contact is [redacted] The agent transferred
the customer to the CM s voicemail.
CUSTOMER CONTACT: Writer contacted [redacted] Left voicemail
[redacted] called to speak to the case manager CB974, writer
transfered caller to CB974 66152
CUSTOMER CONTACT: Writer spoke with customer advised her of the
reimbursement of $344.99. Customer accepted and was happy. Writer
informed her that check would be received in 7-10 business days. Writer
informed customer that once check is generated case would be closed.
DEALER CONTACT: Writer contacted dealer, 64373, 802-388-6757. Informed of
Reimbursement to customer. Informed that after checking math the pricing
didn t match up. SM broke down the pricing as follows:
Parts: $257.00
Labor: $70.20
Tax: $17.99
Total: $345.19
CUSTOMER CONTACT: Writer contacted customer [redacted]. Writer

informed customer of miscalculation and gave her the new reimbursement amount of: $345.19
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
Recall Reimbursement
If this is a Recall or Extended Warranty, enter the campaign number.
L37
If this is for a previously made goodwill decision, what is that CAIR #?
N/A
Enter the Mileage at the time of the repair.
50,515
Enter the Date when the repairs were completed.
3/5/12
What is the total cost of the Parts to be reimbursed?
$257.00
What is the total cost of the Labor to be reimbursed?
$70.20
What is the total Tax to be reimbursed?
$17.99
What is the total amount being reimbursed?
$345.19
****End structured narrative T2 - eReimbursement
Check Approved.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2418 8L[redacted]	**Open Date**	03/05/2012	**Built Date**	06/13/2008		
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	07/10/2008	**Mileage**	80,000	**Dealer Zone**	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	59150	CULLMAN DODGE CHRYSLER PLYMOUTH IN			
Dealer Address	1302 2ND AVENUE SW				
Dealer City	CULLMAN	**Dealer State**	AL	**Dealer Zip**	35056

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	CULLMAN AL[redacted]	**Country**	UNITED STATES

Product - Differential Gear Assy's - Gears - Other - Unknown	gear shifter
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer is contacting Jeep because she is having an issue with her air bag light coming on and flashing as well as the gear shifter. Customer states she had both of these issues about a year and a half ago and they were repaired, but she is having the same issues again. Customer states she has to pull the gear shifter back just to start the vehicle.
Briefly summarize what the customer is expecting:
Customer states she is wanting to have these repairs done free of charge as both of these issues should have been recalled.
****End structured narrative T2 - Beginning Narrative
Has customer had previous history with current issue? Yes
Customer has a history of diagnosis for an intermittent problem? Yes
Has had repair history at Chrysler dealership(s)? Yes
Was this vehicle purchased new by this customer? Yes
Customer has a history of purchasing Chrysler vehicles? Yes
If yes, number in household? 1
Customer claims to maintain vehicle as per maintenance schedule? Yes
Has a mechanical Chrysler Group Service Contract? No
Warranty coverage code? 336
Ownership status? Original Owner
Basic warranty component? Yes
Powertrain warranty component? No
Service contract or Mopar warranty component? No
Within 3 years or 36,000 miles? Yes
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Customer email address for case updates [redacted]

Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? No
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District M * * * * * *
Status update provided via email to the following email address:
[redacted]
My name is Sam and I have been assigned as your Case Manager.
Here is some information that will be helpful for you to have:
Your Case Number [redacted]
Chrysler Case Management Telephone Number: 800-763-8422
My direct extension: 66009
My work hours: 9:30 AM to 6:00 PM Eastern Standard Time
Monday-Friday
I will contact you within one business day by telephone to review your case with you.
End of Status Update
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 2[redacted] Left message.
2nd attempt made to contact customer. Customer advised Writer that he issue has returned and Writer verified details of case. Customer agreed and Writer advised Customer for CAC to provide assistance, a diagnosis does need to be done on the vehicle. Customer agreed and Writer advised Customer that Wrifter will follow up with dealership and give her a call on tuesday 3/13/12. Customer thanked Writer.
Agent attempted to contact dealer Service Manager (SM) Rick. However, SM not available. Left message for a return call at extension 66009.
Writer made attempt to contact Customer at 2[redacted]. Left message.
Customer calls to speak with their Case Manager. Writer provided the caller with contact information 1-800-763-8422 ext 66009. Writer then transferred the caller for further assistance.
Agent attempted to contact dealer Service Manager (SM) Rick. SM states Customer came on in 3/12/12 and had the L37 performed on that day which resolved the airbag issue. SM states they were unable to duplicate the Customer s transmission concern. Writer thanked SM.
2nd attempt made to contact customer. Customer confirmed information in lines 60 - 63. Customer looking to further address transmission issue and Writer agreed to call SM Rick to open a STAR case when Customer brings vehicle in monday. Customer thanked Writer and advised that 'Jamie' is her ex husband and would like to vehicle owner information changed to her name. Writer understood and Customer thanked Writer.
Writer made attempt to contact Customer at [redacted]. Writer advised in regards to lines 67 - 69, current vehicle registration is needed to change information. Customer understood and Writer provided mail in information. Customer thanked Writer.
Agent attempted to contact dealer Service Manager (SM) Rick. However, SM not available. Writer spoke to Service Advisor (SA) Shaun and Writer advised SA of lines 64 - 67. SA agreed to open STAR case monday. Writer thanked SA.
Agent attempted to contact dealer Service Manager (SM) Rick. SM states they cant open STAR case until vehicle comes back in. Writer agreed to send Customer in.
Writer made attempt to contact Customer [redacted]. Customer states she s gonna 'wait for there to be a recall' and asked Writer to close her case at this time. Writer assured her she can reopen within 30 days should she change her mind and Customer understood.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3917	9L[redacted]	***Open Date***	03/05/2012	***Built Date***	08/12/2008	
Model Year	2009	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	01/02/2009	***Mileage***	38,988	***Dealer Zone***	51	CHICAGO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	23732	LITTLE JESS MOTOR COMPANY			
Dealer Address	3421 MAINE				
Dealer City	QUINCY	***Dealer State***	IL	***Dealer Zip***	62301

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HAMILTON IL[redacted]	***Country***	UNITED STATES

Recall - J31: TRANSMISSION FLUID TEMPERATURE WARNING - Advise Owner/Incomplete Recall	advised customer of open recall
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	advised customer of open recall
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light is on

Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
Customer called today because she wanted to know if there was any open recalls on her vehicle because the air bag light is on
Agent made customer aware of the open recall that is pending on the vehicle, recall code: J31, K13
Customer was not seeking any other form of assistance from customer care at this time
Customer had no further issues or concerns
Agent closed CAIR, no follow-up is required

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2411	8L[redacted]	**Open Date**	03/06/2012	**Built Date**	03/20/2008	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	08/05/2008	**Mileage**	130,980	**Dealer Zone**	51	CHICAGO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	42662	NEUVILLE CHRYSLER DODGE JEEP, LLC			
Dealer Address	1407 ROYALTON ST				
Dealer City	WAUPACA	**Dealer State**	WI	**Dealer Zip**	54981

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	PLAINFIELD WI [redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light is on
Product - Electrical - Alternator/Voltage Regulator - Other - Default	Customer previously had Alternator replaced
Corporate - Lost Customer - Default - Default - Default	Customer said this will be her last JEEP
Product - Body / Trim / Paint Finish - Vinyl Roof - Other - Default	Leaks on customer
Product - Electrical - Remote/Key Fob - Default - Default	Replaced Remote Starter 4 times
Corporate - Reimbursement - Status Request - Default - Default	Seeking reimbursement for clock spring repairs
Product - Transmission / Transaxle - Unknown - Leaks - Default	Transmission Oil Cooler Lines leak

Briefly summarize why the customer is contacting Chrysler: Customer states that her Airbag light has come on for the second time. Customer states that she has had the vehicle repaired for this issue previously, and shouldn t have to pay for it again after only a year. Customer states that her Transmission Oil Cooler Lines are weeping. Customer states that she should not have to pay for the repairs as she received the notice after she had passed the mileage already. Customer states that she has had leaks in her vehicle since she bought it. Customer states she had to put in a new alternator early on in the vehicle s life. Customer states that she has had to replace the remote starter 4 times.
Briefly summarize what the customer is expecting: Customer seeking cost assistance with the Airbag light repair and the Transmission Oil Cooler Lines repair.
Has customer had previous history with current issue? Yes
Customer has a history of diagnosis for an intermittent problem? No
Has had repair history at Chrysler dealership(s)? Yes
Was this vehicle purchased new by this customer? Yes
Customer has a history of purchasing Chrysler vehicles? Yes
If yes, number in household? 2
Customer claims to maintain vehicle as per maintenance schedule? Yes
Has a mechanical Chrysler Group Service Contract? No
Warranty coverage code? 336

Ownership status? Original
Basic warranty component? Yes
Within 3 years or 36,000 miles? Yes
Customer advised a call back is required and will take place within one business day.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is 7[redacted]
Customer email address for case updates: Declined
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? NEUVILLE CHRYSLER DODGE JEEP, LLC - 42662
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District P * * * * * *
Out of basic 3/36 warranty by time and 94,980 miles
Original owner
Active ESSENTIAL CARE - 2 YEARS / 4 OIL CHANGES service contract
Household vehicle history 2, 1 new, 1 used
Currently owns 1
(X32) INLET CHECK VALVE
(X34) TRANS OIL COOLER LINES
Writer spoke to service manager (SM), SM states he is not very aware of this customers case as this customer went to the dealer late yesterday and Service Advisor (SA) Levi assisted the customer. SM states SA is not available to speak at the moment. Writer will contact SA Levi tomorrow 03/08 with an update on case.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Writer contacted customer [redacted], left message requesting a call back and advising another attempt to contact will be made on Friday 03/09.
Writer recieved VM from customer requesting a call back.
Writer spoke to service advisor (SA) Levi, SA states customer is very loyal to dealer and merits goodwill. Writer informed customer there are recalls for right hand drive jeeps however not on this customers vehicle. SA states he will contact recall line and see if customers vehicle qualifies. Writer will follow up on Monday 03-12 to get warranty prices for repairs. Writer will offer goodwill with $100.00 co-pay.
Writer contacted customer [redacted] left message informing customer at this time case is being researched and am waiting to hear from dealer. Advised a follow up for Monday 03-12.
Caller [redacted] requesting to speak with Case Manager. Writer told customer that the CM was not available, but would send a note to the team to have another CM call back as soon as possible.
Agent attempted to contact dealer Service Manager, however, SM not available. Left message for a return call at extension 66264.
Writer spoke to Rod, Service Manager. Dealer stated air bag concern will be covered by recall issued 3/12/12. Vehicle is currently at an IRF having some transmission concerns repaired. Dealer stated part for recall repair has been ordered but did not have any information as to when it will be received.
Writer spoke to service advisor (SA) Levi, SA states the part has arrived. SA states he will contact customer and inform her. Writer advised SA I will contact him on Wednesday 03-21 to follow up on the status of repairs.
Writer contacted customer [redacted] informed customer that part has arrived and she needs to set up an appointment for repairs. Customer states she is very appreciative for all the help, customer states she has other concerns with her vehicle. Customer states there are several leaks from her doors and she was informed from dealer that there is nothing that can be done. Customer also informed writer that her transmission failed and is now at IRF customer states she had to take her vehicle to IRF because it broke down on a Sunday and the dealer was closed. Customer states she was under the impression that she had the 799 warranty as she was promised by her sales rep Brian Anderson. Writer informed customer I will contact dealer and see if any assistance can be provided. Advised customer a follow up for Wednesday 03-21.

Writer contacted [redacted], customer states she has an appointment with the dealer on Monday 03-26, writer advised customer I will be in contact with the dealer and will follow up no later than Monday 03-26. Customer states she has all documents from IRF and she will have SA Levi sent to writer.
Writer contacted customer [redacted] left message requesting a call back. Advised another attempt to contact will be made on Thursday 03-29.
Writer contacted customer [redacted], left message requesting a call back to determine if papers were sent to dealer. Advised another attempt to contact will be made on Tuesday 04-03.
Writer contacted customer [redacted] message requesting a call back.
Agent attempted to contact dealer Service Advisor (SA) Levi, however, SA not available. Left message for a return call at extension 66264.
Writer spoke to service advisor (SA) Levi, SA states customer has not taken him any documents. SA states he has already explained to customer that her vehicle cannot have the 799 warranty because she uses her vehicle for commercial purposes (mailing vehicle).
Writer contacted customer [redacted], left message requesting a call back.
Writer contacted customer [redacted], left message requesting a call back to determine if customer will be sending in her documentation for IRF repairs.
Writer contacted customer [redacted], left message requesting a call back.
[redacted] calling to speak with CN236. Writer advised that cm is unavailable at this time. Writer advised customer that writer will notate the case that customer needs to be called after 4:30 pm central time at [redacted] Writer will make sure this is relayed to team.
EMAIL: customer declined to give an email address.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]. Left message.
Writer left message for customer.
Customer calls to speak with their Case Manager.
Writer transferred the call to the voice mail since the case manager was not available.
Writer contacted customer at [redacted]
Customer is seeking reimbursement for clock spring repairs completed in 2011 at Dealer Code: 42662 Dealer Name: NEUVILLE CHRYSLER DODGE JEEP, LLC
Writer did provide mailing address to customer.
Chrysler Customer Care
P. O. Box 21-8004
Auburn Hills, MI 48321-8004
Customer is seeking reimbursement for cost of transmission also.
Customer said issues with vehicle has put her into tears and she has been stranded multiple times and had to pay for many repairs.
Customer said she purchased vehicle for her job as postal worker and vehicle is not what she expected.
Customer said dealer has been very nice to her and she has no complaints about them.
Customer said T-top leaks every time it rains and dealer has tried many times to repair leaks.
Writer will follow up with customer 05/11.
POSTMARK DATE: 050212; DATE RECEIVED: 050412
What has the customer requested? Reimbursement
If this is a Recall or Extended Warranty, enter the campaign number. n/a
If this is for a previously made goodwill decision, what is that CAIR #? n/a
Enter the Mileage at the time of the repair. 84,244
Enter the Date when the repairs were completed 04/01/2011
What is the total cost of the Parts to be reimbursed? $249.00
What is the total cost of the Labor to be reimbursed? $126.00
What is the total tax to be reimbursed? $20.71
What is the total misc to be reimbursed? $1.45

What is the total amount being reimbursed? $397.16
Writer contacted customer at [redacted] message informing customer of reimbursement amount.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3916	9L[redacted]	***Open Date***	03/07/2012	***Built Date***	02/12/2009	
Model Year	2009	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	08/04/2009	***Mileage***	69,000	***Dealer Zone***	42	DETROIT	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PBS	DEEP WATER BLUE PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	52488	BUTTON MOTORS INC			
Dealer Address	1400 E BOULEVARD				
Dealer City	KOKOMO	***Dealer State***	IN	***Dealer Zip***	46902

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	PERU IN[redacted]	***Country***	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	oil cooler lines
Product - Transmission / Transaxle - Unknown - Other - Default	transmission needs overhaul

Briefly summarize why the customer is contacting Chrysler: Customer states that she had the oil cooler lines repaired last year on extended warranty. Customer states that the lines are still leaking. Customer states that dealer has had transmission inspected and that the transmission needs to be overhauled because of the the leaking cooler lines. Customer states that dealer needs authorization to overhaul the transmission.
Briefly summarize what the customer is expecting: Customer expecting to have transmission overhauled.
Customer advised a call back is required and will take place within one business day.
Preferred Morning/Midday call back number is : [redacted]2
Customer email address for case updates [redacted]
Who has possession of the vehicle? dealer
Has the vehicle been diagnosed by a CDJ dealer? Y
If a CDJ dealer has diagnosed, what is the dealer name or code? 52488
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District V * * * * * *
OOW by 33,000 miles
Vehicles in household- 2
Vehicles currently owned- 1
Service Contracts- None
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
Left message.
Writer contacted Service Manager Tim at 23348, phone number dialed, 765-459-0381. SM stated that SM does not know what is wrong with the customer s transmission, but it does need to be overhauled. SM will need to speak with the technician who did the diagnosis and once SM has that information, SM will contact writer back.

Caller [redacted] requesting to speak with Case Manager. Writer transferred to 66248.
Writer contacted Service Manager at 23348, phone number dialed, 765-459-0381. Left message.
2nd attempt made to contact customer ohone number [redacted] Left message.
Writer contacted Service Manager Tim at 52488, phone number dialed, 765-457-1189. Writer spoke to SA Shannon. SA stated that the customer s transmission needs to be overhauled or completely replaced. The transmission has not been torn down because the dealer has been waiting for authorization to tear it down. Customer brought the vehicle in to the dealer with the same exact concern that another customer had. SA states that the customer has major burnt fluid. Customer states that the vehicle was recently serviced. Dealer also states that the customer s transmission cooler lines are leaking. Dealer needs to tear down the transmission and go through it to determine the point of failure so the dealer can determine if the transmission is worth rebuilding or needs to be completely replaced. SA states that the customer has not given permission for the dealer to tear down the transmission. Writer will contact customer and explain. SA states that some other items were covered under the extended warranty, some joints and the lift gate prop.
CONTACT UPDATE - 2nd contact attempt, phone number dialed, [redacted]
Customer stated that the cruise control has stopped working and the airbag warning light is always on. Writer advised customer of the open recall on vehicle. Customer provided cell number [redacted]. Writer informed customer that the dealer is waiting on the customer s permission to tear down the transmission to determine the point of failure. Customer was not informed by the dealer that the dealer needed the customer s permission to tear down the transmission. Customer will contact the dealer to authorize the transmission tear down.
Customer [redacted] calls to speak with their Case Manager.
Miss [redacted] called in wanting to speak to TN218, writer advised that she is not available but was able to connect her to CM DF347.
Customer stated that her 3rd Party service contract is not going to cover repairs on the transmission because vehicle is a right had drive and she does not want to end up paying for the repair, Writer also advised her of incomplete recall and she stated she will have that done.
Customer called in stating that her SC would not be covering the repair due to the right hand drive. Writer called SM left message. Diagnosis concern.
Dealership contacted chrysler to provide the case manager with some information. Agent transferred customer to extension 66248.
SA Shannon called giving warranty pricing is for her transmission. cooler lines. parts $ 705.19 labor $ 794.43 Total $ 1499.62 customer co-pay $ 500.00. Customer provided cell number [redacted] Left message. Follow up 03/23/12.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $ 705.19
Labor = $ 794.43
Total = $ 1499.62
Co-pay = $ 500.00
########## DIRECT-TO-DEALER ##########
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
If this repair falls under the Digital Imaging (DI) process,
you will need to follow the DI process of submitting images
or the required DI documents to the Powertrain Service Center
for claim approval. Be sure to include in your comments that Customer Care
is involved. Customer Care will add DM Notes to the VIN describing our decision and these notes are available to the DI group for reference.
When repairs are completed, submit your claim as you would normally.
If you need assistance with claim payment, please refer to
Warranty Bulletin D-11-19.

This customer has / has notÙ been informed of this decision.
Please update and/or close CAIR when complete.
##################################
Follow up 03/23/12.
Attempt made to contact customer [redacted]2. Left message. Offer, repair follow up 03/27/12.
Customer calls to speak with their Case Manager.
Writer offered the voice mail choice for the customer ,but she stated that she will call back again.
Attempt made to contact [redacted] They are waiting for parts, customer is wanting to know exact diagnosis, writer called SM /SA left message. Follow up 03/30/12.
Attempt made to contact customer [redacted] Left message. Writer called sM not available, SA shannon stated that rear planetary set failed causing burnt fluid and the friction that metal shavings were found through out the transmission. Follow up 04/03/12.
Attempt made to contact customer [redacted] Customer stated that she feels she shouldn t have had a co-pay due to the trans cooler lines failure. Writer explained that per lines 109-111.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ241X	8L[redacted]	**Open Date**	03/07/2012	**Built Date**	03/12/2008	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	08/05/2008	**Mileage**	65,961	**Dealer Zone**	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	64979	BLACKWELL CHRYSLER JEEP DODGE			
Dealer Address	4874 RIVERSIDE DR				
Dealer City	DANVILLE	**Dealer State**	VA	**Dealer Zip**	24541

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	ROXBORO NC 2[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	airbag light is flashing
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	escalated
Corporate - E-Reimbursement - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states the airbag light comes on and off. Customer states they had to have the clockspring replaced in 2010 and is having the same issue again. Customer states that they called dealership #64979 and they informed her of her incomplete recall on the tow bar and informed her to call us. Customer states she will bring her vehicle into get a diagnoses.
Briefly summarize what the customer is expecting:Customer is seeking cost assistance.
Agent advised customer that she would receive a call back within one business day.
Has customer had previous history with current issue? Y
Customer has a history of diagnosis for an intermittent problem? Y
Has had repair history at Chrysler dealership(s)? Y
Was this vehicle purchased new by this customer? Y
Customer has a history of purchasing Chrysler vehicles? Y
If yes, number in household? 2
Customer claims to maintain vehicle as per maintenance schedule? Y
Has a mechanical Chrysler Group Service Contract? N
Warranty coverage code? 336
Ownership status? Original
Basic warranty component? Y
Powertrain warranty component? N
Service contract or Mopar warranty component? N
Within 3 years or 36,000 miles? Y
Within 2 years or 24,000 miles? N
Within 1 year or 12,000 miles? N
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]

Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: N/A
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? No
If a CDJ dealer has diagnosed, what is the dealer name or code? 64979
Reassigned to 88F
Customer calls to speak with their Case Manager.
Customer states the vehicle is at the dealership and they diagnosing it at 4:00 EST.
Customer was informed a Case Manager will be following up with her today.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
CM spoke with Customer, and customer stated that her airbag light keeps flashing on. Customer stated that she had this same issue repaired 12/2010. Customer also stated the DLR says she needs a new clock spring. Customer wants to know if she gets this repaired will the airbag deploy while driving or if it will deploy if in an accident. Customer states she has not been able to get an answer to her question. Customer states that the DLR 64979 told her warranty for the work has expired. Customer is expecting Chrysler to repair this issue. CM informed the customer he would contact the DLR for further information and would call back by Monday 3/12/2012.
CONTACT UPDATE - 1st Contact attempt to SM, phone number dialed, 434-792-8853.
CM contacted SM (Scott) and was told that the vehicle was diagnosed with a defective clockspring. SM stated that none of the warranty work has been done by this DLR 64979. CM asked SM is this a customer Chrysler should consider helping and the SM said, no this is not a customer he would help because they have never done any repairs for this customer. CM asked the SM what are the repair cost for customer. SM stated the part cost would be $308 and labor cost would be $97. CM also asked the SM for warranty cost. SM stated he would call CM back with the total warranty cost.
2nd attempt made to contact customer.
CM stated to customer that there is a recall on the issue she has with the airbag clockspring. Recall information shows in Agent Workbench and Answer Connect Document number 22734. Customer stated she will call CM when she takes vehicle into DLR(64979) for repair of recall. CM stated to customer that he would call customer back by Friday 3/16/12 if he has not heard back from customer.
2nd attempt made to contact customer.
Customer stated to CM that she has an appointment Wednesday 3/21 at DLR for recall of airbag clockspring. CM stated to customer he would call her Thursday 3/22 to make sure the repair was done and would go ahead and close the customer s case.
3rd attempt made to contact customer.
Customer stated to CM that she was unable to make the appointment on 3/21, but will be going to the DLR(67979) on Tuesday evening 3/27. CM stated to customer that he will call back the customer Wednesday 3/28.
Contact update to customer.
Customer stated to CM that the vehicle was repaired but the issue is worse than the original. Customer stated to CM that the horn would honk on its own and now it doesn t work at all. Customer stated she now has 3 indicator lights on (Airbag, ESPVAS, & Traction control). Customer stated to CM that the DLR 64979 stated the part was ordered again by DLR and will be in tomorrow. Customer stated to CM that she will call the DLR first before she takes her vehicle in tomorrow evening to make sure the DLR received part for repair. Customer stated that the DLR stated the repair should only take 2 to 3 hours. CM stated he will call the DLR to make sure the repair does not take longer and find out if the customer will need a rental vehicle from DLR.
Contact attempt made to contact customer.
Customer stated to CM that she is currently at the DLR having the vehicle repaired. Customer stated that the DLR put on a defective part and the repair will take up to 3 hours. Customer stated that she has already been at the DLR for an hour and is just waiting for the repair to be finished.

CM stated to Customer that he will call the customer later on in the day to find out if the customer is happy with repair.
****** Below Customer Contacted for Documentation Request ******
hporto@saffordauto.com on 2012-03-30 @ 11:41
line correction
Line 98 and 99 does not apply to this case.
CM contacted customer.
Customer stated to CM that the DLR is keeping the vehicle because her horn on vehicle is still not working. Customer stated that the DLR stated they won t be able to work on the vehicle again until Tuesday 4/3/2012. Customer stated to CM that she told the DLR that the vehicle horn was working before the defective part was put into vehicle during the first repair. Customer stated to CM that she is using a vehicle that someone she knows loaned her. Customer stated that the DLR stated that they only have two rental vehicles and they both were unavailable. Customer has stated that she is very upset and the only reason she is laughing during our conversation was so she does not use profanity because of this situation. CM stated to the customer he will contact the DLR for further information.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 434-792-8853. Left message for SA(Marty).
2nd attempt made to contact customer. Left message for SA(Marty) extension 4127.
SA(Marty) contacted the CM and stated that the customer vehicle was repaired. SA stated that there was a wiring problem at the bottom of steering column. SA stated the customer picked up her vehicle Monday evening. CM stated that he will contact customer on repair.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
Called customer to find out how repair went. Left voice message.
Contact update
Customer stated that she is satisfied with repair but she had to pay $148.00 for a new horn for vehicle. Customer stated that her vehicle horn was working before the DLR installed the defective part for recall. CM stated to customer that Chrysler will reimburse the customer the $148.00 for horn as a one time goodwill gesture. CM stated to Customer that she will need to send proof of payment to receive a reimbursement. CM provided the customer with Fax number to send documents.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2012-04-05 @ 14:37
***** Customer Document Received *****
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
Reimbursement of $148.21
If this is a Recall or Extended Warranty, enter the campaign number.
N
If this is for a previously made goodwill decision, what is that CAIR #?
N
Enter the Mileage at the time of the repair.
67371
Enter the Date when the repairs were completed.
4/02/2012
What is the total cost of the Parts to be reimbursed?
10.98
What is the total cost of the Labor to be reimbursed?
137.23
What is the total Tax to be reimbursed?
What is the total amount being reimbursed?
148.21
****End structured narrative T2 - eReimbursement
Customer Document Reviewed.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs. Reviewed receipts, approved reimbursement check

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2417 9[redacted]		***Open Date***	03/09/2012	***Built Date***	02/26/2009	
Model Year	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	05/27/2009	***Mileage***	61,900	***Dealer Zone***	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PBS	DEEP WATER BLUE PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68475	DEQUEEN CHRYSLER PLYMOUTH DODGE JEEP EAGLE			
Dealer Address	1111 EAST COLLIN RAYE DRIVE				
Dealer City	DEQUEEN	***Dealer State***	AR	***Dealer Zip***	71832

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LOCKESBURG AR[redacted]	***Country***	UNITED STATES

Corporate - Product Information - Default - Default - Default	air bag light came on in the vehicle.
Corporate - Recall - Default - Default - Default	inquiring about air bag recalls online

Briefly summarize why the customer is contacting Chrysler:
Customer calling in because he was online looking at the recalls for the air bag sensor. The light came on in his jeep.
Briefly summarize what the customer is expecting:
Agent advised customer that all recalls are VIN specific. Keep all receipts for future use with possible recalls. Should take it to dealership to see what could be causing the light to come on.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5916	8L[redacted]	***Open Date***	03/14/2012	***Built Date***	02/02/2008	
Model Year	2008	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	02/18/2008	***Mileage***	50,000	***Dealer Zone***	42	DETROIT	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PJR	RESCUE GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	25055	LOCHMANDY MOTOR SLS INC			
Dealer Address	920 NORTH NAPPANEE ST.				
Dealer City	ELKHART	***Dealer State***	IN	***Dealer Zip***	46515

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ELKHART IN [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states the air bag light is on

Briefly summarize why the customer is contacting Chrysler: Customer states that the air bag light came on and is staying on. Customer is inquiring what may be causing it and if it is safe to drive. Agent advised that we are unable to diagnose this over the phone and a dealership would be required to diagnose this. Agent recommended that they have the issue checked as soon as possible.
Briefly summarize what the customer is expecting:Customer is inquiring what may be causing the air bag light to be on and if it is safe to drive

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2416	7L[redacted]	***Open Date***	03/16/2012	***Built Date***	02/15/2007	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	03/14/2007	***Mileage***	38,816	***Dealer Zone***	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	60136	FAIR OAKS CHRYSLER JEEP			
Dealer Address	4170 AUTO PARK CIRCLE				
Dealer City	CHANTILLY	***Dealer State***	VA	***Dealer Zip***	20151

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	KENSINGTON MD [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer is contacting Jeep because he received a letter from Chrysler about recalls. After further questions writer found out that his air bag light was on and flashing so writer advised the customer of the extended warranty on his clockspring.
Briefly summarize what the customer is expecting:
Customer is wanting to know what he needs to do to have these issues repaired.
****End structured narrative T2 - Beginning Narrative
Customer calls seeking recall information. Advised the customer of incomplete recall recall #J24,K13Ù for this vehicle. Customer was advised to
contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA6916	7L[redacted]	**Open Date**	03/16/2012	**Built Date**	09/27/2006	
Model Year	2007	**Body**	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	11/06/2006	**Mileage**	66,404	**Dealer Zone**	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PGJ	JEEP GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	65940	FRESNO CHRYSLER JEEP			
Dealer Address	4880 NORTH BLACKSTONE AVENUE				
Dealer City	FRESNO	**Dealer State**	CA	**Dealer Zip**	93726

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	CLOVIS CA[redacted]	**Country**	UNITED STATES

Corporate - Corporate Warranty Extension Letter - Default - Reimbursement - Default	Requesting reimbursement.

POSTMARK DATE: 031412; DATE RECEIVED: 031412
Writer verified address in Coin matches docs sent in.
****

Writer called dealer at 559.431.4000 and spoke with Craig/service advisor who states they only reprogammed the OCM and did not replace the clockspring.
****

Writer called customer at [redacted]7 and advised I cannot reimburse for the diagnosis as the dealer states the problem was with the OCM. Customer states the air bag light came on again two days later.Writer advised customer to contact the dealership and advise the problem is still there. Customer is refusing to go back to this dealership. Writer advised he can go to any CDJ and if the clockspring does get replaced under the X41, we can then consider his request for reimbursement, but cannot guarantee this. Customer became very irate at this point.
****

Customer would like his paperwork mailed back to him.
****

3/20 Pulled paperwork and mailed back to owner.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4HA5H18	BL[redacted]1	***Open Date***	03/18/2012	***Built Date***	06/02/2011	
Model Year	2011	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	06/20/2011	***Mileage***	10,000	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45495	WESTGATE CHRYSLER JEEP DODGE RAM			
Dealer Address	6421 OLD WESTGATE RD				
Dealer City	RALEIGH	***Dealer State***	NC	***Dealer Zip***	27617

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	FAYETTEVILLE NC[redacted]	***Country***	UNITED STATES

Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default	2011 JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY 4-DOOR
Product - Electrical - Unknown - Other - Default	dashboard mechanisms and stalling

Briefly summarize the reason for the call:
Caller states that she had filed lemon law and didn t qualify.
Caller states that she is having the same problem with her vehicle - again.
Caller states that last night, the dashboard went crazy again....every light, etc. on the dashboard went on and then the vehicle shut off.
Caller states that the dealer says to turn the vehicle off and then back on, but, that doesn t work.
Caller states that it may start after it sits for 6 hours or so, but, not right away.
Caller states that the vehicle is currently being towed from the movie theatre she was at to her home.
Caller states that she does not want the vehicle going to HENDRICK CHRY-JEEP, as, she states that they are the worse dealership she has ever dealt with.
Caller states that Hendrick s had her vehicle for 20 days previously because the couldn t locate a part for the vehicle, so, she called her selling dealership herself and they were able to locate a part the next day and sent it to Hendrick.
****
Briefly summarize what the customer is requesting:
Caller states that she wants the vehicle towed to her purchasing dealership.
****
(as per AC22276)
Agent advised caller they she is part of the Enhanced Customer Satisfaction that uses dedicated corporate resources from Technical Service Operations and Customer Care to fix the vehicle and addresses the

customers concerns.
Agent advised the caller that I am assigning her case to a Customer Advocate and that a dedicated Customer Advocate will be in touch with her within 1 business day.
Agent confirmed with caller that the best number to reach her at is: [redacted]
****
Reassign CAIR to 96A.
Customer states that she has not yet heard from a case manager.
Customer seeks contact with her case manager
Agent advised customer that a case manager has not yet been assigned to the case but it is being address by the proper office. Agent contacted the ECS team (Ashley) and was advised to provide customer with the contact number to the ECS team and advise her that she will be contacted when a case manager is assigned. Agent provided customer with the ECS contact number (866-275-1420) and advised her that a case manager has until 8PM EST to contact her.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Left message.
Customer contacted writer and indicated that she has been having the same on going issue where all the icons on her dashboard light up and when she goes to turn the vehicle off it does not restart sometimes customer cannot restart the vehicle for a few days. Customer expressed concern with the fact she planned to give the jeep to her daughter but now does not feel safe because she has been stranded about three times because of this issue Customer stated that West Gate Chrysler is having a tow truck sent out tonite and that she does not need a rental at this time but may later writer confirmed that is fine and writer will contact the dealer in the a.m.
Spoke with Sales manager Steve Hucks in regards to vehicle location he stated he would have service contact me. Writer agreed and thanked
Writer received call from service manager Mehti @ 919-256-1748 and gave him the concerns and customer contact #. SM stated that he will get the mileage and additional information and call back.
Dealer called in stating they have an ECS customer dropping off vehicle for service.
Dealer Code: 45495
Service Manager/Service Advisor Name: Mehti
Service Manager/Service Advisor Phone: 919-256-1748
Technician working on vehicle: n/a
VIN: 1J4HA5H18BL[redacted]
Mileage: 10907
Customer Name: [redacted]
Customer best contact number: [redacted]
Descriptions of issue: all the icons/mechanisms on instrustrument panel i.e.; check engine light, airbag icon,battery icon,etc and the speedometer disables. Customer subsequently turns the vehicle off it does not restart sometimes for extended periods of time has been up to three days.
Writer verified dealer offered a free rental to ECS customer. Writer provided dealer with phone number 866-275-1420 and extension 4720312.
Writer contacted SM Mehti to get status of vehicle repairs as of today cannot duplicate repairs and SM has spoken with customer twice. Writer will update customer as diagnosis becomes available
Writer spoke with SM Mehti they has test driven the vehicle and presently cannot duplicate the concern and are working with the TS SWM15. SM Mehti stated he is waiting on call back from TS SWM15. Writer gave SM Mehti contact # for TS SWM15.
Writer called customer to update Customer agreed thanked writer will follow up
****Per Web Dapis*****Spoke with the tech. He cannot duplicate and all the DTC s were stored. Tech disconnected and cleaned the bulkhead connector, reconnected and made sure the locking tab was engaged.
Customer called in seeking to speak with CM. Writer transferred to case management team for assistance.
Customer contacted writer in regards to vehicle repairs. Writer stated

that at this time the concerns that the customer has experienced have not surfaced and writer has left message for SM Mehti to call writer immediatly. Customer is very upset about them keeping the vehicle for so long. Writer tried to explain that the reason for the lengthy service visit is an attempt at the concerns surfacing. Customer is not satisfied and indicated that she wants a buyback and states she was contacted by a lawyer from Chrysler in regards to that but cannot find there contact information. Customer states she will be contacting her attorney and suing Chrysler because we cannot figure out the cause of her concern. Writer will contact customer as soon as the SM Mehti makes contact
RENEE H SMITH requesting to speak with Case Manager. Customer is requesting a supervisor. Customer stated that CM is not doing anything. Writer advised that she would have to get a supervisor in her department. Customer stated that she is frustrated with vehicle being at dealer so many times. Customer stated that she is going to get an attorney.
.The AnswerCONNECT article that was referenced to provide the answer to the
customer was Answer ID [redacted]
Writer was contacted by SM Mehti he stated that yesterday afternoon the vehicle was unable to start and all the lights and warning signals on the dashboard were illuminated. Dealer tech that is working on the vehicle is in training and will contact TS SWM15 in the A.M to inform him of the new developments.
Writer contacted customer and informed customer that dealer was able to duplicate concern yesterday afternoon and will be running tests and have a better answer in the A.M and Writer will follow up with SM and customer.
customer called writer requesting up date. writer left voicemail for TS SWM15 to call back and writer will contact customer with new information
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 4720312
Per TS SWM15 the recomendation is to replace the PCM per a star case related to 2011 Jeep Wrangler
Writer verified with SM Mehti that the PCM will be replaced and that the part has been ordered and will be in Tuesday April 3rd, 2012
Writer contacted the customer to give update as to the findings of the TS SWM15 and the dealer customer agreed and inquired as to if this part has been replaced prior writer will research and update the customer. Writer will contact customer on Tuesday
Writer contacted SM Mehti and was informed that the PCM has been replaced and appears to be working well SM will test drive the vehicle to assure that everything is operating as designed. Writer will call and update customer
Writer contacted customer and gave update customer understood and agreed. Writer will call customer tomorrow
Briefly summarize why the customer is contacting Chrysler:Customer States that the case manager doesn t call her as she states she will. Customer has been calling and no reults. Customer is not pleased with the performance of the case manager and wishes to have someone else address the case. Customer has requested twice to speak to the SBJ4 supervisor as the customer has had no follow ups from the case manager. Customer states the manager at the Jeep dealership advised the customer that the Chrysler jeep dealership not speak with the customer, customer doesn t understand. Briefly summarize what the customer is expecting:Customer seeks to speak to someone today. Requesting new case manager and still needs to speak to supervisor.
Agent advised to the customer that this has been added to the file. Agent transferred the customer to the number 866-275-1420.
Writer spoke with SM Mehti vehicle has been test driven is performing fine and is waiting on release from TS SWM15
Customer called in and was upset that she feels that CM never returns her calls and customer stated that the CM informed the dealer not to speak with her regarding any issue concerning her vehicle. Customer did not want to speak with CM any longer and is requesting a supervisor call back.
Writer attempted to contact customer [redacted] and customer

disconnected call
CUstomer was informed 24-48 hours for call back
Writer called customer [redacted] left voice message for return call back.
Writer called customer to follow up on repairs vehicle was released 4/11/12 and customer states that there are scratches on the vehicle and the seat belt indicators do not work. Customer states that they have set appointments for both three weeks out writer will follow up with customer in 7days. Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 4720312
Customer stated that since she got her vehicle back from the last repair there is now a rattle in the vehicle and the vehicle has been scratched while at the dealership. Customer is part of the Enhanced Customer Satisfaction Program. Customer is furious that she has not gotten a call from her CM or a CM supervisor as she requested. Customer has her cell phone with her at all times - [redacted]
per lines 165-169 customer was contacted by writer 4/12/12 and customer was contacted by T/L 4/6/12 per lines 163-164
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 4720312
Writer contacted SM Mehti he stated that the customers vehicle has a small scratch on the rear fender that was not done at the dealership but he is willing to fix for the customer. Customer stated to dealer she is not available to address these concerns until the end of the month. SM told writer that the customer gave bad reviews in survey for the dealership and that the customer can come back any time for the repairs.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Left message.
2nd attempt made to contact customer [redacted] Left message.
3rd attempt made to contact customer. [redacted] Left message.
Warranty Admin. -Sherry seeking claim payment assistance due to rejected claim. Directed to DM/AM for further claim payment assistance as dealer did not call ECS prior to starting non maintenance repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2419	8L[redacted]	***Open Date***	03/19/2012	***Built Date***	06/12/2008	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	02/06/2009	***Mileage***	71,791	***Dealer Zone***	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	64373	FOSTER MOTORS INC			
Dealer Address	ROUTE 7 SOUTH				
Dealer City	MIDDLEBURY	***Dealer State***	VT	***Dealer Zip***	05753

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BRISTOL VT [redacted]	***Country***	UNITED STATES

Corporate - Product Information - Default - Default - Default	Customer seeking recall reinbursement.
Corporate - E-Reimbursement - Default - Default - Default	

Briefly summarize what the customer is expecting:
Customer seeking recall reimbursement.
Briefly summarize why the customer is contacting Chrysler:
Customer is seeking reimbursement for a repair done before he received the recall notice.
****
What has the customer requested? reimbursement of recalled repair.
If this is a Recall number L37 AIRBAG SYSTEM CLOCKSPRING SAFETY 03/12/2012
If this is for a previously made goodwill decision, what is that CAIR #?
Enter the Mileage at the time of the repair.
Enter the Date when the repairs were completed.02/28/11.
Customer states that for an Inspection 02/28/11. The air bag light was on, and customer had the clock spring replaced.
Customer is now seeking reimbursement because he just received a recall notice to have it replaced.
* * * * * CASE MANAGER TEAM - District O * * * * * *
OOW: Y - 336 / 2008
SC: Y - GAP GUARANTEED AUTOMOTIVE PROTECTION
VO: 5- 4 New / 1 Used
HH: 5
CONTACT UPDATE - 1st Contact attempt MR [redacted] phone number dialed,
[redacted] 1. Left message.
2nd attempt made to contact customer MR [redacted], phone number dialed, [redacted]. Writer advised customer that the recall is still showing in our system as incomplete. Customer stated the recall was completed on 2/20/12 although the dealership has contacted the customer to bring vehicle back in for confirmation of the repair? Writer advised customer that CM will contact the Dealership for recall repair

information and request the repair order documentation as well. Writer advised a follow up on 3/23/12. Customer stated he works 2 jobs and 1 being a graveyard shift and requested follow up by email. Customer provided emai
64373 Dealer Name : FOSTER MOTORS INC Dealer Phone : 802-388-6757.
Left message
Status update provided via email to the following email address:
Dear Mr.
I just wanted to follow up with you regarding the current status of your case. I am still pending contact with the dealership a meesage has been left for the dealership Service Manager. I will follow up with again on 3/27/12. If you have any questions please call
Thank you and
Have a Wonderful Weekend
Chrysler Case Manager
Krista
End of Status Update
Status update provided via email to the following email address:
Dear Mr
I just wanted to follow up with you regarding the current status of your case. I am still pending contact with the dealership a meesage has been left for the dealership Service Manager. I will follow up with again on 3/27/12. If you have any questions please call
Thank you and
Have a Wonderful Weekend
Chrysler Case Manager
Krista
End of Status Update
64373 Dealer Name : FOSTER MOTORS INC Dealer Phone : 802-388-6757 SA
Tom stated recall was completed on 3/21/12.
Status update provided via email to the following email address:
I have spoken with the Dealership regarding the recall L37 03/12/2012 03/21/2012 COMPLETE. I am sending you a Link for your documents and receipt of the recall to be attached and sent back if you are unable to scan in and attach documents I will also include the address as to where they can be sent to be attached to your case for consideration of reimbursement. If you have any questions or concerns please call.
Advised customer to submit original repair order & proof of payment to:
Chrysler Customer Assistance Center
PO Box 21-8004
Auburn Hills, MI 48321
Advised customer to make a copy of these documents for their records.
Asked the customer to include a brief letter of explanation & request, Including their name, address, phone number, VIN 1J4FZ24198L6 & reference number
. Advised customer the goodwill offer is dependent upon Verification of all documents requested.
Thank you
Chrysler Case Management
Krista
End of Status Update
****** Below Customer Contacted for Documentation Request ******
on 2012-03-27 @ 10:51
Status update provided via email to the following email address:
Dear Mr
I just wanted to follow up with you regarding your Case . I am still pending the attachments of the requested documents. I will follow up with you again on 4/5/12. If you have any questions or concerns please call 1-800)763-8422 ext. 66083.
Thank you and

Have a Wonderful Weekend
Chrysler Case Manager
Krista
End of Status Update
Status update provided via email to the following email address:
[redacted]
Dear [redacted]
I just wanted to follow up with you regarding
your Case [redacted]. I am still pending the attachments of the requested documents. I will follow up with you again on 4/11/12. If you have any questions or concerns please call 1-800)763-8422 ext. 66083.
Thank you and
Have a Wonderful Weekend
Krista
End of Status Update
Status update provided via email to the following email address:
[redacted]
I just wanted to follow up with you regarding
your Case [redacted]. I am still pending the attachments of the requested documents. I will follow up with you again on 4/16/12. If you have any questions or concerns please call 1-800)763-8422 ext. 66083.
Thank you and
Have a Wonderful Weekend
Krista
End of Status Update
Status update provided via email to the following email address:
[redacted]
I just wanted to follow up with you regarding
Your Case [redacted]. I am still pending the attachments of the requested
Questions or concerns please call 1-800)763-8422 ext. 66083.
I will follow up with you again on 4/20/12 or sooner depending on when
The Documents are attached.
Thank you and
Have a Wonderful Week
Krista
End of Status Update
KT313
Status update provided via email to the following email address:
[redacted]
Just wanted to follow up with you regarding
Your Case [redacted]. I am still pending the attachments of the requested
Questions or concerns please call 1-800)763-8422 ext. 66083.
Will follow up with you again on 4/25/12 or sooner depending on when
The Documents are attached.
Thank you and
Have a Wonderful Week
Krista
End of Status Update
Status update provided via email to the following email address:
[redacted]
Just wanted to follow up with you regarding
Your Case [redacted]. I am still pending the attachments of the requested
Questions or concerns please call 1-800)763-8422 ext. 66083.
Will follow up with you again on 4/30/12 or sooner depending on when
The Documents are attached.
Thank you and
Have a Wonderful Week
Krista
End of Status Update
Status update provided via email to the following email address:
[redacted]

Just wanted to follow up with you regarding
Your Case [redacted]. I am still pending the attachments of the requested
Questions or concerns please call 1-800)763-8422 ext. 66083.
Will follow up with you again on 5/03/12 or sooner depending on when
The Documents are attached.
Thank you and
Have a Wonderful Week
Krista
End of Status Update
Status update provided via email to the following email address:
[redacted]
Just wanted to follow up with you regarding
Your Case 2[redacted]. I am still pending the attachments of the requested
Questions or concerns please call 1-800)763-8422 ext. 66083.
Will follow up with you again on 5/08/12 or sooner depending on when
The Documents are attached.
Thank you and
Have a Wonderful Week
Chrysler Case Manager
Krista
End of Status Update
Status update provided via email to the following email address:
[redacted]
Just wanted to follow up with you regarding
Your Case [redacted] I am still pending the attachments of the requested
Questions or concerns please call 1-800)763-8422 ext. 66083.
Will follow up with you again on 5/14/12 or sooner depending on when
The Documents are attached.
Thank you and
Have a Wonderful Week
Chrysler Case Manager
Krista
End of Status Update
3rd attempt made to contact customer MR [redacted], phone number
dialed, [redacted]. Left Message,
CAIR CLOSED: 30+ Days since Document was requested still have not
recieved Documents for Recall Reimbursement. JD1343
MR RONALD SULLIVAN requesting to speak with Case Manager. Transferred to
KT313
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2012-05-15 @ 11:39
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2012-05-15 @ 11:41
***** Customer Document Received *****
Customer Document Reviewed.
Customer calling in to reopen case for reimbursement of the recall L37
for $413.00 address has been verified and updated in COIN. Customer was
advised case will be closed once check is processed.
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
Reimbursement for Recall L37 Clockspring
If this is a Recall or Extended Warranty, enter the campaign number.
Yes L37
If this is for a previously made goodwill decision, what is that CAIR #?
N/A
Enter the Mileage at the time of the repair.
71974
Enter the Date when the repairs were completed.
2/28/12
What is the total cost of the Parts to be reimbursed?
$257.00
What is the total cost of the Labor to be reimbursed?
$156.00
What is the total Tax to be reimbursed?

$0.00
What is the total amount being reimbursed?
$413.00
****End structured narrative T2 - eReimbursement
Check has been approved.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2413	8L5[redacted]	**Open Date**	03/19/2012	**Built Date**	12/14/2007	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	06/06/2008	**Mileage**	69,103	**Dealer Zone**	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	44888	RUSSELL BARNETT CHRY-DODGE-JEEP		INC	
Dealer Address	2756 DECHERD BLVD.				
Dealer City	WINCHESTER	**Dealer State**	TN	**Dealer Zip**	37398

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	FLINTVILLE TN[redacted]	**Country**	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Clockspring caused illumination of air bag light
Corporate - Reimbursement - Default - Default - Default	L37 - Reimbursement

Briefly summarize why the customer is contacting Chrysler: Customer states she recently had an issue with the clockspring and the airbag light 2008 Jeep Wrangler and had issue repaired. Customer states however she just recieved the recall notice for this issue.
Briefly summarize what the customer is expecting: Customer seeks reimbursement.
Advised customer to submit original repair order & proof of payment to:
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007
Advised customer to make a copy of these documents for their records.
Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number ([redacted]. Advised customer the reimbursement is dependent upon verification of all documents requested.
Reassign to 86Y
**** TIER 2 AGENT ********
Customer contacted Chrysler on 03/19/12 and was advised to send in documentation for reimbursement. If documentation is not received by 03/23/12 writer will follow up.
Writer checked and documents have not been received.
Writer checked and documents have not been received.
POSTMARK DATE: 032012; DATE RECEIVED: 032312
Attached docs.
Writer will follow up with CAIR.
Tier 2 Agent
>
L37 Recall: Airbag System Clockspring
****
Customer submitted request for reimbursement for recall L37 for the

airbag system clockspring.
Customer s proof of payment is:Cash (spoke to Allan, Service Manager to verify the amount paid)
Recall applies to customer s vehicle:yes
Date of repair:03/05/12
Labor: $82.88
Parts: $257.00
Tax: $33.64
Misc. Charges: $23.79
Total: $397.31
Writer is submitting check for approval in the amount of: $397.31.
Address on paperwork received matches address in COIN.
****

Approved and Processed
****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2415	8L[redacted]	***Open Date***	03/19/2012	***Built Date***	05/28/2008	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	12/08/2008	***Mileage***	60,000	***Dealer Zone***	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	41067	COMMUNITY MOTORS INC			
Dealer Address	500 WESTIN OAKS				
Dealer City	HAMMOND	***Dealer State***	LA	***Dealer Zip***	70403

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

Briefly summarize why the customer is contacting Chrysler: Customer called in regards to a letter they received. The air bag light was coming on, 2 months ago. Got the letter about the recall today.
Briefly summarize what the customer is expecting: what to do about the repair that was done in regards to the recall
Agent advised she can send in original receipts, invoices and/or repair order to:
Chrysler Customer Assistance Center
P.O. Box 21-8007
Auburn Hills, MI 48321
They will review the paperwork for possible reimbursement.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2417 [redacted]		**Open Date**	03/19/2012	**Built Date**	10/15/2007	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	03/18/2008	**Mileage**	87,185	**Dealer Zone**	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68502	PIEDMONT CHRY-DODGE-JEEP			
Dealer Address	4015 CLEMSON BLVD				
Dealer City	ANDERSON	**Dealer State**	SC	**Dealer Zip**	29621

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	([redacted]
	PENDLETON SC [redacted]	**Country**	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	L37 - Reimbursement
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	L37 air bag warning light

Briefly summarize why the customer is contacting Chrysler: Customer recently had his vehicle repaired with regards to the air bag warning light being illuminated. Customer has been advised to contact CAC to request reimbursement for this repair under recall L37.
Briefly summarize what the customer is expecting: Reimbursement.
CAC advised: Agent advised the customer of CAIR# [redacted] and to submit:
Name
Address
Vehicle owner name (if different)
Vehicle owner address (if different)
Day and evening phone numbers
Vehicle Identification Number (VIN)
Current vehicle mileage and mileage at time issue began
Name of dealership where vehicle was purchased / serviced
Date of purchase / service
Description of the concern
The requested action
Original Repair Order and original proof of payment
And mail the documentation to:
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007
Reassigned to 86Y
**** TIER 2 AGENT ********
Customer contacted Chrysler on 03/19/12 and was advised to send in documentation for reimbursement. If documentation is not received by 03/23/12 writer will follow up.
Writer checked and documents have not been received.
Writer checked and documents have not been received.
POSTMARK DATE: 032012; DATE RECEIVED: 032312

L37 RECALL Airbag System Clockspring
****
Customer submitted request for reimbursement for recall L37 airbag system clockspring.
Recall applies to customer s vehicle:yes
Customer s proof of payment is: Visa Receipt Approval Code 087888
Date of Repair:11/22/11
Invoice #:1[redacted]
Labor $110.00
Parts $249.00
Misc. Charges $18.68
Tax $14.94
Total $392.62
Writer is submitting check for approval in the amount of $392.62.
Address on paperwork received matches address in COIN.
****
Approved and Processed
****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ391X	9L[redacted]	**Open Date**	03/19/2012	**Built Date**	09/16/2008	
Model Year	2009	**Body**	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	10/23/2008	**Mileage**	73,000	**Dealer Zone**	42	DETROIT	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	42183	C & C DODGE			
Dealer Address	1305 PIKE ST				
Dealer City	MARIETTA	**Dealer State**	OH	**Dealer Zip**	45750

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	WATERFORD OH [redacted]4	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	clockspring repair
Corporate - E-Reimbursement - Default - Default - Default	recall on clockspring repair reimbursement

Briefly summarize why the customer is contacting Chrysler: Customer is calling because she states she had the recall L37 completed before the notice came out. Agent informed customer of information on what to mail in and what to include.
Briefly summarize what the customer is expecting: Customer is expecting reimbursement.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: N/A
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 42183
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District 88V * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] and talked to customer who stated that she did have work done with her air bag light before the recall came out. She had other work done at that time so she didn t remember the cost. Writer told customer I will be checking with the SM at the dealership then I will get back to her.
Writer called and talked to Assistant SM who stated that customer had the Clock Spring done which is the air bag light done on December 26, 2011.
Writer called and talked to Customer who stated that she will get the papaer work together and send it this weekend on the recall that was done early and she was charged for it. Customer had been given the address to

send it.
Attempt made to contact customer [redacted] Customer mailed out the documents on 03/26/12. follow up 04/04/12.
POSTMARK DATE: 032912; DATE RECEIVED: 032912
Follow up 04/06/12.
Attempt made to contact customer [redacted]. verified address in coin is correct.
Writer called the SM Matt and verified repair and if he could update the recall on her vehicle as completed.
What has the customer requested? recall repair
If this is a Recall or Extended Warranty, enter the campaign number. L37
If this is for a previously made goodwill decision, what is that CAIR #?
no
Enter the Mileage at the time of the repair. 70098
Enter the Date when the repairs were completed. 12/26/11
What is the total cost of the Parts to be reimbursed? $ 271.41
What is the total cost of the Labor to be reimbursed? $ 123.00
What is the total tax to be reimbursed? $ 0.00
What is the total amount being reimbursed? $ 394.41
Customer co-pay $ 0.00
Writer verified address in coin is correct

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2410 8L[redacted]	**Open Date**	03/20/2012	**Built Date**	01/10/2008		
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	02/02/2008	**Mileage**	74,000	**Dealer Zone**	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	26756	FINNEGAN CHRYSLER JEEP DODGE			
Dealer Address	26433 SOUTHWEST FREEWAY				
Dealer City	ROSENBERG	**Dealer State**	TX	**Dealer Zip**	77471

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]3
	GUY TX[redacted]	**Country**	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	Reimbursement
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	repair completed prior to recall
Corporate - Product Information - Default - Default - Default	seeking recall reimbursement

Briefly summarize why the customer is contacting Chrysler: The customer states that the check airbag light was on in his vehicle. The customer states that he had the vehicle repaired 2 weeks ago and then received the recall notice today. The dealer told him was the same repair as the one completed last week. The dealer advised the customer to contact us for possible reimbursement. The writer provided the following information:
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007
In either instance, please include the following information (where applicable) so we can respond to your issue promptly:
Name
Address
Vehicle owner name (if different)
Vehicle owner address (if different)
Day and evening phone numbers
Vehicle Identification Number (VIN)
Current vehicle mileage and mileage at time issue began
Name of dealership where vehicle was purchased / serviced
Date of purchase / service
Description of the concern
The requested action
Original Repair Order and original proof of payment *
Briefly summarize what the customer is expecting: Recall reimbursement.
POSTMARK DATE: 032212; DATE RECEIVED: 032612
Writer verified customers address in COIN to be correct with Claim Form.
****

RECALL L37 AIRBAG SYSTEM CLOCKSPRING
****

Customer submitted request for reimbursement for recall L37 Airbag System Clockspring.
Recall applies to customer s vehicle:Yes
Customer s proof of payment is:Visa, auth[redacted]
Date of Repair:2/25/12
Invoice #:1[redacted]
Labor $166.50
Parts $308.40
Misc. Charges $15.00
Tax $26.98
Total $516.88
Writer is submitting check for approval in the amount of $516.88.
****
****
Approved and Processed
****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2411	8L[redacted]1	***Open Date***	03/20/2012	***Built Date***	08/24/2007	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	10/14/2007	***Mileage***	81,468	***Dealer Zone***	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	24187	CABRAL CHRY-JEEP			
Dealer Address	1145 WEST YOSEMITE				
Dealer City	MANTECA	***Dealer State***	CA	***Dealer Zip***	95336

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PLYMOUTH CA 9[redacted]	***Country***	UNITED STATES

Corporate - Rental Vehicle - Default - Default - Default	Customer requesting rental
Corporate - Product Information - Default - Default - Default	Customer states the clock spring needs to be replaced.
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Customer was advised of recall
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler stating that he has had a lot problems with his vehicle. Customer states that they are trying to get there vehicle fixed now and the part that needs to be replaced is the Clock spring. Customer states that this issue started happening about a year ago with the cruise control and the air bag light coming on. Customer is seeking cost assistances.
Briefly summarize what the customer is expecting: customer is seeking cost assistances.

Has customer had previous history with current issue? Y
Customer has a history of diagnosis for an intermittent problem? N
Has had repair history at Chrysler dealership(s)? Y
Was this vehicle purchased new by this customer? Y
Customer has a history of purchasing Chrysler vehicles? Y
If yes, number in household? 4
Customer claims to maintain vehicle as per maintenance schedule? Y
Has a mechanical Chrysler Group Service Contract? Y / N
Warranty coverage code? 799
Ownership status? First
Basic warranty component? Y
Powertrain warranty component? N
Service contract or Mopar warranty component? N
Within 3 years or 36,000 miles? N
Within 2 years or 24,000 miles? N
Within 1 year or 12,000 miles? N

Customer advised a call back is required and will take place
within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: N/A
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 24187
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District O * * * * * *
COIN shows the customer had 2 vehicles in the household, but now has 1,
and is the original owner of the vehicle. Customer has no Chrysler
Service Contract to assist with repairs.
CONTACT UPDATE - 1st Contact attempt, phone number dialed [redacted]
Case Manager called to speak with the customer in regards to the concerns
that he is having with his vehicle. Customer states that he has had
ongoing concerns with his Jeep since he purchased it. Customer states
that the cruise control stopped working approximately 1 year ago, and the
airbag light has recently came on. Customer states that he has been to
numerous dealerships, trying to get the concerns resolved, and that some
of them have refused to work on his Jeep. Customer states that his Jeep
uses a lot of oil, and that the same 2 spark plugs foul up all of the
time. Customer says that there are traces of coolant on the sparkplugs,
and that the transmission kicks out of gear. Customer also states that
he was informed by his local mechanic that used to work for a Jeep
dealership prior to it going out of business, that the rear end of the
Jeep is worn out. Customer is concerned about where the oil is going in
his Jeep. Customer says that if it is going to the catalytic converter,
then he will need assistance with that as well. CM informed the customer
that I would contact the Service Manager at the dealership to inform him
of the concerns, and that he should contact the dealership to set up an
appointment to get the vehicle diagnosed. Customer provided his e-mail
address as [redacted]
Status update provided via email to the following email address:
[redacted]
My name is Christina, and I have been assigned as your Case Manager.
Here is some information that will be helpful for you to have:
Your case number [redacted]
Chrysler Case Management telephone number: 800-763-8422
My direct extension: 66389
My work hours: 9:30am-6pm Mountain Time Monday-Friday
End of Status Update
REASSIGNED TO BC/DLR 71 24187 03/21/12 13:20 C [redacted]
Dealership calling for an update on the case. Agent advised dealership
that the case has been reassigned. Dealership wanted to know if he should
close the case and agent advised him not to till there is an outcome to
the case
Case Manager returned call to 209-823-1148 to speak with Service Manager
Ryan who states that the customer has a list of concerns with his vehicle
and that he needs to bring in the vehicle for a diagnosis. SM states
that on the 1st oil consumption, the oil usage was normal, and on the 2nd
oil consumption test, the oil change tech accidentally performed an oil
change without checking the level. Customer needs to get the vehicle to
the dealership.
Case Manager called 209-823-1148 to speak with Service Manager Ryan to
find out if the vehicle has been brought in for a diagnosis. CM left a
message with callback information.
REASSIGNED TO BC/DLR 71 24187 03/29/12 19:36 C [redacted]
*Contact Date:03/30/2012
Vehicle operates properly and explanation has been provided to customer.
Request was reviewed with DM.
CAIR RETURNED FROM DEALER ON 3/30/2012 AT 10:33:736 [redacted]
Writer called customer and spoke with husband, he said they are doing a
oil consumption test. Customer said he is going on Saturday, writer
advised he needs to get diagnosis done. Writer advised customer that this

information will be documented. Customer said he has never recieved phone call from dealer. Writer apologized and advised CM will follow up and call customer by Monday 4*9*12.
Case Manager called 209-823-1148 to speak with Service Manager Ryan, who states that the customer showed up at the dealership on 4/7/2012 and that Service Advisor Gary found that the vehicle used 2 quarts of oil in 1700 miles, and that 2 spark plugs are starting to get oil foul. The dealership is going to start with the valve stem seals on 2 of the cylinders. In regards to the vehicle jumping gears, SM says that there is a TSB which says the boot may be the cause, and they are going to look into that. Service Advisor Pat is going to contact the customer to get an appointment set up.
Case Manager called [redacted] to speak with the customer regarding the information CM received from the Service Manager Ryan at the dealership. Customer confirmed, and asked about the clockspring. CM informed the customer that the SM says that the concerns are similar, but since his vehicle isn t included in the recall, they can t do it as a recall repair, but they would look into the concerns with the clockspring as well. Customer states that he is also concerned about the catalytic converter, since the vehicle has been loosing oil, he wonders if it has been going to the catalytic converter. Cm informed the customer that I would mention his concern to the SM.
Case Manager called 209-823-1148 to speak with Service Manager Ryan who states that the customer has an appointment on 4/21/2012, and they are going to leave the vehicle. CM asked SM about the customers concerns with the oil possibly getting to the catalytic converter. SM says that the oil usually gets burned up in the engine cylinders, and that if the oil was going to the catalytic converter, the vehicle would be blowing white smoke out of the exhaust. SM says that once they complete the repairs, they will check the catalytic converter. SM says that in regards to the clockspring, the vehicle isn t included in the recall, and that with the miles on the vehicle, it is possible that it just needs to be replaced, and that may resolve the concerns with the airbag light, and the turn signals. SM says that we would be looking into possible goodwill assistance for the customer.
Case Manager called 209-823-1148 to speak with Service Manager Ryan to find out about the customers appointment on 4/21/2012. They completed the valve stem seals repair on 4/21/2012. And they are going to repair the shifter popping out of 1st gear, and that repair will be covered under the powertrain warranty. Customer won t be going back to the dealership till June of 2012. The clockspring isn t covered by warranty, and isn t recall related, so the customer would have to pay for the clockspring repair, but the others would be covered under the powertrain warranty.
Case Manager called [redacted] to speak with the customer who states that the dealership thinks that it might be the compression rings. The mechanic wants to continue the oil compression test to find where the oil is leaking from. Customer has an appointment for June 18, 2012 to get the gear shifter concern repaired. Customer states that this has taken so long, and he would like some type of compensation, like being provided with a rental while the vehicle is being repaired. CM informed the customer that I m willing to assist with rental, since the shifter repair would be a warranty repair. Customer would like CM to keep the case open just in case something happens before June 18,2012 with the oil consumption test, and the compression rings.
Case Manager called [redacted] speak with the customer who states that they haven t put enough miles on the vehicle to take it back into the dealership for the oil consumption test. CM informed the customer to call if anything happens before CM calls him next week regarding the compression rings, and the oil consumption test.
Case Manager called [redacted]6 to speak with the customer to find out how the oil consumption test is going, and if anything else has happened with his vehicle. CM left a message with callback information.
Case Manager called [redacted] speak with the customer who states that so far it seems to be doing fine in regards to the oil consumption test, and that he has his appointment on June 18, 2012 for the

transmission concerns. CM informed the customer that I would follow up with him next week, but for him to call CM if anything happens.
Case Manager called [redacted] speak with the customer who states that the oil consumption test is going fine, and that he still has his appointment for June 18, 2012 for the transmission concerns. Customer asked about a rental vehicle while those repairs are being completed. CM informed the customer that CM and the Service Manager have spoke about providing him with a rental or loaner vehicle while the repairs are being completed on his vehicle.
Status update provided via email to the following email address:
[redacted]
Hello, this is Christina from Jeep Customer Care, I m contacting you to make sure that everything is still going fine in regards to your Jeep, and the oil consumption test. If anything happens prior to your appointment on June, 18, 2012, Please call me to let me know. My # is 1-800-763-8422 Ext. 66389. Thanks, Christina
End of Status Update
Case Manager called [redacted] to speak with the customer who states that the oil consumption test is going fine, and that he still has his appointment on 6/18/2012. Customer has agreed for CM to contact customer by e-mail every other week, and the week that isn t an e-mail, for CM to call.
Status update provided via email to the following email address:
[redacted]
Hello, this is Christina from Jeep Customer Care, I m contacting you to make sure that everything is going ok with your Jeep. I do have it documented that you have an appointment on 6/18/2012 to get the transmission concerns diagnosed. Please call me if anything comes up. My # is 1-800-763-8422 Ext. 66389 Thanks, Christina
End of Status Update
Customer checked the oil this weekend, and there was almost no oil in the vehicle. Customer states that customer called the Cabral dealership, and informed Service Writer Pat that the vehicle had almost no oil, since it is in the midst of an oil consumption test. Customer wanted to make sure that CM had this information documented, and also wants to make sure that CM has the rental that was discussed set up with the dealership for the appointment on 6/18/2012. CM informed the customer that CM would contact the dealership to get everything set up.
Case Manager called 209-823-1148 to speak with Service Manager Ryan about a rental or loaner vehicle for the customer since customer has an appointment on June 18/2012. CM left a message with callback information.
Case Manager called 209-823-1148 to speak with Service Manager Ryan, CM was informed that the phone connection was full of static, and was asked to call back.
Case Manager called 209-823-1148 to speak with Service Manager Ryan regarding a rental vehicle for the customer for the appointment that the customer has on 6/18/2012. SM and CM have decided to start with 2 days of rental, and SM will let CM know if the vehicle has transmission concerns that warrant more rental.
Customer seeking rental assistance because vehicle at dealership for transmission concerns. Contacted Service Manager, Ryan at 24187 to discuss the customer s request for rental assistance. Confirmed customer s concern and with Service Manager concurrence, authorized 2 days of rental per guidelines in Warranty Bulletin D-11-53.
REASSIGNED TO BC/DLR 71 24187 06/15/12 13:47 C[redacted]
Case Manager called [redacted] to speak with the customer to inform that the rental vehicle has been set up with the dealership. CM left a message for the customer with the information, and with callback information.
Case Manager called 209-823-1148 to speak with Service Manager Ryan, but SM wasn t available, so CM spoke with Service Advisor Som who states that the customer dropped off the vehicle late last night, and that once SA has more information as to the concerns with the vehicle, that SA will call CM.
Case Manager called [redacted] to speak with the customer regarding the

vehicle currently being at the dealership. Customer confirmed that the vehicle was dropped off at the dealership yesterday, and that the dealership did put customer in a rental. CM informed customer that CM has been in contact with the dealership, and that Service Advisor Som will call CM once SA has the information that CM is requesting regarding the point of failure. Customer wanted CM to make sure that the dealership also address the vehicles oil consumption concerns.
Case Manager received a call from the customer who states that the dealership asked customer for the service receipts. Customer states that he was informed by Pat to call the dealership to remind them to order the parts, and the customer states that today customer was informed that the parts haven t been ordered. Customer states that the Chrysler dealership that customer used to take the vehicle to is no longer in business, and that the Service Advisor from that dealership has worked on customers vehicle ever since, at the IRF that the Service Advisor owns. CM informed the customer that CM would contact the Service Manager to get an update and call customer back on 6/20/2012.
Case Manager called 209-823-1148 to speak with Service Manager Ryan who states that STAR wants the dealership to teardown the vehicles engine. SM states that the dealership is going to remove the heads and send them out to be inspected, and that the dealership will inspect the rest of the engine. SM states that customer provided plenty of documentation regarding maintenance completed on the vehicle. SM says for CM to extend the customers rental for another 5 days.
Customer seeking rental assistance because engine being tore down. Contacted Service Manager, Ryan at 24187 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.
Case Manager called [redacted] to speak with the customer regarding the information that Cm received from the Service Manager at the dealership. Customer states that the Service Advisor that has been assisting the customer informed customer that the vehicle needs the short block replaced. CM informed the customer that SM did mention that as a possibility, but that it wasn t definite until the engine has been tore down, and the exact point of failure has been determined. CM informed the customer that as soon as CM gets updates from the SM, that CM would contact the customer.
Case Manager called 209-823-1148 to speak with Service Manager Ryan, but SM wasn t available, CM was transferred to Service Advisor Som. CM left a message with callback information.
Case Manager called [redacted] to speak with the customer and informed customer that SM and CM have discussed extending the customers rental due to the engine being tore down. Customer states that customer was informed by the dealership that while they are waiting for the engine heads, that the vehicles transmission is being tore down.
Case Manager called 209-823-1148 to speak with Service Manager Ryan to get an update on repairs, and to see if rental needs to be extended. CM left a message with callback information.
Case Manager received a call from Service manager Ryan who states that in regards to the transmission, the dealership is performing the repairs under TSB 21-001-10, and that the repairs will be covered by the vehicles powertrain warranty. In regards to the vehicles engine, SM states that prior to SM being transferred to this dealership, customer was informed that the thermostat housing was leaking, and needs to be replaced, but the customer declined, stating that customer would do the repairs himself. SM states that the cylinder walls look good, but it does appear that the vehicles engine overheated at one time. SM states that the short block has coolant stains. SM states that the coolant leak is on the back side of the short block, which is hard to find unless the engine has been tore down. SM says that it is a common concern, but SM is concerned that with the coolant stains on the shortblock, that the vehicles powertrain warranty won t pay for the repairs. SM states that the customer informed SM that the vehicle has never overheated. SM says that SM is going to do more research into the small block and the coolant stains and contact CM.

Caller MR MIZAR requesting to speak with Case Manager. Cm not available, writer transferred call to CM AD1031 for further assistance.
Email address on line 60.
Writer took call from customer and customer states that the customer is being asked to return the rental vehicle today. Customer not happy customer is in rental vehicle, and customer feels dealership is not working to resolve the concern. The writer states will contact the dealership to see what is going on with the repair, and if further rental is to be authorized. Writer will call customer back in 10-15 minutes.
The writer attempted to contact service manager (SM) Ryan, but got VM. Writer left message stating that the writer would like the SM to contact the writer back regarding the concern and rental.
The writer contacted the customer and advised the customer that the writer could not get hold of the service manager (SM). The customer states that CJ329 did not need dealer approval for the rental. The writer states the writer does need to speak to the dealership to get an idea of how long a rental is needed. The customer states that the dealership had the vehicle for a week without touching vehicle. The writer states will speak to the customer and dealership in the next hour.
The writer spoke to service manager (SM) Ryan, and was told that the teardown was done for the vehicle, and a while ago, the customer declined a repair to the thermostat housing. While there are signs that the vehicle may have overheated, ultimately, it could not be proven that the vehicle overheated. All parts are in except the gasket set, which was just ordered today. The SM did not want the customer to get a rental vehicle, but the concern is warrantable, and the short block was the point of failure. The part # is 680003427AC, the gasket set was ordered today, the order is on a VOR order, though the dealership is seeing if the dealership can get the gasket set from another dealership. The part is on back-order, and there is no ETA. The order # is 4394. The writer states will extend the warranty until 6/29/2012 and see if the part can be expedited.
The writer contacted the customer and advised that the rental has been extended until 6/29/2012. The writer states that the dealership is waiting for the gasket set. The customer states made an appointment for 6/18/2012 way in advance, but the dealership did not order the part, as the customer alleges the dealership forgot. The writer states will see if the writer can get the part expedited. The writer states will get Christina to look at the rental again on 6/29/2012.
Forwarded to 88W. Please see if a part can be expedited. The part is a gasket set. The part # is 68003427AC, the part was ordered on 6/28/2012 with no ETA, the part is on a VOR order, and the order # is 4304. The part is on back-order.
******TOP CARE: SOCIAL MEDIA REFERRAL STAFF******
PLEASE SEE CAIR [redacted] FOR FURTHER HANDLING.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA241X	9L[redacted]	***Open Date***	03/20/2012	***Built Date***	11/20/2008	
Model Year	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	05/11/2009	***Mileage***	50,370	***Dealer Zone***	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	44436	HERB CHAMBERS CHRYSLER JEEP DODGE		OF DANVERS	
Dealer Address	107 ANDOVER ST				
Dealer City	DANVERS	***Dealer State***	MA	***Dealer Zip***	01923

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BYFIELD MA 0[redacted]	***Country***	UNITED STATES

Product - Electrical - Unknown - Other - Default	Air bag in steering concerns
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	customer seeking goodwill
Corporate - Recall - Default - Default - Default	customer states he is having same sympton as the clockspring recall

Briefly summarize why the customer is contacting Chrysler:Customer states
that he is having the exact same issue that is on the recall for the
Clockspring. Customer states that the tire pressure sensor light is
staying on, the air bag light is on. Customer states that there are alot
of people with the same issue and are covered by the recall and thinks
that he should be covered also
Briefly summarize what the customer is expecting:goodwill assistance
Has customer had previous history with current issue? No
Customer has a history of diagnosis for an intermittent problem? No
Has had repair history at Chrysler dealership(s)? Yes
Was this vehicle purchased new by this customer? Yes
Customer has a history of purchasing Chrysler vehicles? Yes
If yes, number in household? 5
Customer claims to maintain vehicle as per maintenance schedule? Y es
Has a mechanical Chrysler Group Service Contract? No
Warranty coverage code? 799
Ownership status? Original
Basic warranty component? Yes
Powertrain warranty component? No
Service contract or Mopar warranty component? No
Within 3 years or 36,000 miles? Yes
Within 2 years or 24,000 miles? Y / N
Within 1 year or 12,000 miles? Y / N
Customer advised a call back is required and will take place
within one business day.
Preferred Morning/Midday call back number is [redacted]

Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates:not provided.
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 (96F)
****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Customer called in and states he was disconnected
Agent advised the customer to have the problem diagnosed by the dealer and that the information he provided would be Escalated to a case manager and that he will be contacted in 1 business day by the case manager
* * * * * CASE MANAGER TEAM - District T * * * * *
OOW by 14000 miles.
Original owner.
1 active CSC.
1 new vehicle.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Left message.
Briefly summarize why the customer is contacting Chrysler: Customer called to speak with CM RS1567 at ext 66187.
Briefly summarize what the customer is expecting: Agent transferred customer to the above extension for further assistance.
[redacted] requesting to speak with Case Manager or any available manager. Customer stated that he about to go to dealer. Writer transferred to 66187.
Customer stated that he has an appointment at 10:30am. Customer stated that he feels that this is an issue and should be covered under the recall. Customer wants to have the issue taken care of in a timely manner. Writer advised customer that once he goes into the dealer to give them his case number and that we will give the dealer a call tomorrow for diagnosis information and that we will follow up with the customer as well. Customer agreed and thanked the writer.
Sm stated that the vehicle needs to be diagnosed. SM stated that she will give us a call back once the vehicle has been diagnosed.
Customer called seeking to speak with RS1567. Agent was unable to reach RS1567. Agent transferred customer to next available CM. Customer states that he would like to have this issue resolved so he is not without a vehicle all weekend.
Caller [redacted] requesting to speak with Case Manager ext 66187, transferred to VM.
Customer states dealer has completed diagnosis, indicates clockspring needs to be replaced.
agent contacted the dealer and spoke to SM michelle, states customer is a good customer but thinks they should have a copay.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $216
Labor = $45
Total = $261
Co-pay = $100
########## DIRECT-TO-DEALER ##########
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
If this repair falls under the Digital Imaging (DI) process,
you will need to follow the DI process of submitting images
or the required DI documents to the Powertrain Service Center
for claim approval. Be sure to include in your comments that Customer Care
is involved. Customer Care will add DM Notes to the VIN describing our decision and these notes are available to the DI group for reference.
When repairs are completed, submit your claim as you would normally.
If you need assistance with claim payment, please refer to

Warranty Bulletin D-11-19.
This customer has been informed of this decision.
Please update and/or close CAIR when complete.
##################################
agent spoke to sm michelle for approvel on RA
agent contacted customer at [redacted], agent advise the customer of the offer. Customer took the offer. Cusotmer vehicle is at the dealer being repaired. Agent advise the customer we will have the case manager follow up next week to make sure issues are resolved. customer thank the agent.
REASSIGNED TO BC/DLR 32 44436 03/22/12 15:22 O [redacted]
*Contact Date:03/23/2012
DCX goodwill repair is documented on Repair Order#4[redacted]
CAIR RETURNED FROM DEALER ON 3/23/2012 AT 08:24:901 R [redacted]
SM stated that the repair is completed. SM stated that the customer was very happy with the vehicle.
Agent contacted customer [redacted], customer stated that the vehicle is doing well so far. Customer stated that the tire pressure censors light is still on. Customer stated that the light in on because the tire pressure sensors have a different frequency and that he is handling it with the dealer. Customer stated that he has to take the vehicle in for an inspection. Customer stated that there is nothing further at this time. Writer advised customer that we will close the case and if there is anything in the future to give us a call. Customer agreed and thanked the writer.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA391X 8[redacted]		***Open Date***	03/24/2012	***Built Date***	01/15/2008	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	04/08/2008	***Mileage***	25,423	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	26732	TROPICAL CHRYSLER JEEP			
Dealer Address	8910 N. E. 6TH AVE				
Dealer City	MIAMI	***Dealer State***	FL	***Dealer Zip***	33138

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

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	advised customer of recall J24 and process to follow
Corporate - Recall - Default - Default - Default	checking for recall on air bag

Briefly summarize why the customer is contacting Chrysler: Customer was checking to see if there were recalls on the airbag because the light is on on the dash. Agent advised the customer that there are no recalls on the airbag but did advise the customer of the recall J24 on the vehicle and the process in which they need to follow.
Briefly summarize what the customer is expecting: Checking for recalls.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA3913	8L[redacted]	**Open Date**	03/26/2012	**Built Date**	10/02/2007	
Model Year	2008	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	01/26/2009	**Mileage**	48,000	**Dealer Zone**	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	24199	MY JEEP			
Dealer Address	444 AUTO CENTER CIRCLE				
Dealer City	SALINAS	**Dealer State**	CA	**Dealer Zip**	93907

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	
	PACIFIC GROVE CA [redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Air Bag light - on
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Customer seeking Goodwill

Briefly summarize why the customer is contacting Chrysler:
Customer called stating that he is looking for coverage regarding an issue with his air bag. Customer states that his air bag light has come on. Customer states that he is looking for coverage regarding this issue. Agent advised customer of his open recalls.

Briefly summarize what the customer is expecting:
Customer expects Chrysler to cover the cost of his air bag issue.

Has customer had previous history with current issue? N
Customer has a history of diagnosis for an intermittent problem? N
Has had repair history at Chrysler dealership(s)? Y
Was this vehicle purchased new by this customer? Y
Customer has a history of purchasing Chrysler vehicles? Y
If yes, number in household? 2
Customer claims to maintain vehicle as per maintenance schedule? Y
Has a mechanical Chrysler Group Service Contract? N
Warranty coverage code? 799
Ownership status? Original
Basic warranty component? Y
Within 3 years or 36,000 miles? Y

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 8[redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: Declined
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? No
Reassigned to 88F

* * * * * CASE MANAGER TEAM - District O * * * * * *
OOW by 2 months 12,000 miles, 1 current vehicle, original owner, 0 used, 2 household, no SC
Status update provided via email to the following email address:
[redacted]
My name is Alexandra and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your Case Number [redacted]
The Chrysler Case Management telephone number is: 800-763-8422
My direct Extension: 66361
My work Hours are 7:30am - 4pm MST Monday - Friday
End of Status Update
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Writer spoke with customer. Customer stated his air bag light comes on all the time. Writer stated that our first step is to have his vehicle diagnosed. Customer stated that his vehicle is at the shop now. Customer stated that a diagnoses costs 4135. Writer stated that with us looking in to assisting we need a diagnoses first and then after the diagnoses is done then we ll make a decision on assistance. There will be a co-pay because you are OOW. It all depends on the diagnoses. Customer stated that he will call the SM now and let them know to diagnose the vehicle. Writer stated that we will call the dealership at around 12 our time to fine out what is going on. Customer gave email for future updates.
[redacted]
Customer calls to speak with their Case Manager. Writer transferred the caller to ext 66361 for further assistance. Writer also provided the caller with CM contact information as per line 40-42.
Customer called. Customer asked for an update on his case. Writer apologized that we haven t contacted to SM yet. But we will do so right now and we will give him a call back. Customer gave phone number that we can contact him at. [redacted] 2
Writer contacted Dealer 24199 at 831-442-1000
Writer left voice mail for SM Chad.
Status update provided via email to the following email address:
[redacted]
My name is Alexandra and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your Case Number: [redacted]
The Chrysler Case Management telephone number is: 800-763-8422
My direct Extension: 66361
My work Hours are 7:30am - 4pm MST Monday - Friday
End of Status Update
Writer contacted Dealer 24199 at 831-442-1000
Writer spoke with SM Chad. SM stated that the customer was there on the 26th. SM stated that the customer will not authorize diagnoses if he has to pay it.
Writer contacted customer 8[redacted]
Writer left voice mail.
Writer contacted customer[redacted]
Writer spoke with the customer. Customer stated that there is not a dealership in the town and that he might be able to do it next week. Writer stated that when he makes the appointment to get it diagnoses if he can give us a call and let us know. Customer stated that he will.
Dealership called seeking to speak to CM. Agent transferred dealership to AD1014 extension 66361.
Customer left voice mail stating that he has an appointment at 8:30 this morning for diagnoses.
Customer called to verify we received the email.
SM Chad called. SM stated that the customer needs an air bag clock spring. SM stated he will let the customer know the goodwill offer and will give us a call back.
parts $215.60
labor $154.24

Total $369.84
Co-pay $100
Writer contacted Dealer 24199 at 831-442-1000
SM Chad stated that the repairs were completed 4/11/2012.
As a one-time goodwill gesture, Chrysler will be making a policy
adjustment for this repair. According to the dealer, the warranty
costs of the repair are as follows:
Total Parts & Labor = $350.56
Co-pay = $100
########## DIRECT-TO-DEALER ##############
Customer Care is sending this file to your dealership because a joint
goodwill policy decision has been made on behalf of our mutual customer.
If this repair falls under the Digital Imaging (DI) process,
you will need to follow the DI process of submitting images
or the required DI documents to the Powertrain Service Center
for claim approval. Be sure to include in your comments that Customer
Care
is involved. Customer Care will add DM Notes to the VIN describing our
decision and these notes are available to the DI group for reference.
When repairs are completed, submit your claim as you would normally.
If you need assistance with claim payment, please refer to
Warranty Bulletin D-11-19.
This customer has been informed of this decision.
Please update and/or close CAIR when complete.
##################################
REASSIGNED TO BC/DLR 71 24199 04/17/12 16:25 O[redacted]
Writer contacted customer [redacted]2. Not available.
Writer tried [redacted]7
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BZ3H1X	BL[redacted]	**Open Date**	03/26/2012	**Built Date**	10/13/2010	
Model Year	2011	**Body**	JKUM74	JEEP WRANGLER UNLIMITED SPORT (RHD) SPORT UTILITY			
In Service Dt	11/02/2010	**Mileage**	37,000	**Dealer Zone**	42	DETROIT	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PGN	NATURAL GREEN PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	43427	NORRIS-NORTHUP DODGE INC			
Dealer Address	252 UPPER RIVER ROAD				
Dealer City	GALLIPOLIS	**Dealer State**	OH	**Dealer Zip**	45631

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	LEON WV[redacted]	**Country**	UNITED STATES

Corporate - Rental Vehicle - Default - Default - Default	Customer requesting rental vehicle during repair
Product - Transmission / Transaxle - Unknown - Defective - Default	Dealer rebuilding transmission
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light due to recall

Briefly summarize why the customer is contacting Chrysler: CUstomer called in stating that the dealership is rebuilding her transmission. Customer states that she is requiring a rental vehicle while her vehicle is being repaired next week. Agent informed customer of recall on vehicle and customer knew about recall.
Briefly summarize what the customer is expecting: Customer requires rental vehicle.
Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: none-given
Reassigned to 88R
disregard line 13, reassign to 96R
CM called customer at [redacted]. Customer notified CM that her vehicle is going in for repair next week on April 3rd and repairs should take about 2 days to complete and customer will be requiring a rental in the mean time. CM notified customer that CM will contact the dealership to review repairs and get back in touch with her. Customer provided CM with her email address [redacted] so CM can email her with CM s contact information. CM thanked Customer. Ended call.
Status update provided via email to the following email address:
[redacted]
Dear CONNIE L SHARP
Case #[redacted]4
VIN: 1J4BZ3H1XBL[redacted]
Vehicle Description: 2011 JEEP WRANGLER UNLIMITED SPORT (RHD) SPORT

UTILITY 4-DOOR
My name is Aly and I have been assigned your Case manager. Here is some information that will helpful for you to have:
Your case number: [redacted]
Chrysler case Management telephone number: 855-525-5085
My direct extension: 4720282
My work hours: 9:30am 6:00pm Eastern time, Monday-Friday
I will contact you within 24 hours by telephone to review your case with you.
Note: this is a system generated message. Please do not reply.
Sincerely,
Aly
Case Manager
End of Status Update
CM called SM Ray, @ 43427. SM notified CM that SM has not been able to in the past process a rental for customer s for warranty work without authorization from Chrysler. CM notified SM that CM will try to find the dealership Warranty Rental Billing Process to supply SM with. CM thanked SM. Ended call.
Agent attempted to contact dealer Service Manager (Ray), however, SM not available. Left message for a return call at extension 4720282
CM returned SM s call. CM supplied SM with the Warranty Rental Billing Process. SM notified CM that he will submit the request today to make sure the rental was authorized. CM notified SM that CM will get in touch with the Customer to ensure her that her rental will be ready at the time of service and that the CM will keep the CAIR open till she hears back from SM stating that rental was approved. CM thanked SM. Ended call.
CM called customer at [redacted]. CM notified customer that rental will be ready for customer pick up when their vehicle is dropped off for service. CM also notified customer that they should bring a valid credit card in case a credit card is required for a safety deposit but that the customer will not be charged for rental. Customer thanked CM. CM thanked customer. Ended call.
Agent attempted to contact dealer Service Manager (Ray), however, SM not available. Left message for a return call at extension 4720282
CLOSED LOOP UPDATE
CM confirmed with SM that rental for customer was authorized and approved. CM thanked SM. Ended call.
CLOSED LOOP UPDATE

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2416	8L[redacted]	**Open Date**	03/26/2012	**Built Date**	10/12/2007	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	01/02/2008	**Mileage**	48,983	**Dealer Zone**	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60330	ALLEGHANY CHRYSLER JEEP DODGE			
Dealer Address	512 S MONROE AVE				
Dealer City	COVINGTON	**Dealer State**	VA	**Dealer Zip**	24426

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	COVINGTON VA 2[redacted]	**Country**	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	Seeking reimbursement

POSTMARK DATE: 032112; DATE RECEIVED: 032312
RECALL L37 Airbag System Clockspring
****
Customer submitted request for reimbursement for recall L16 Left Tie Rod End.
Recall applies to customer s vehicle:Yes
Customer s proof of payment is: CHECK [redacted] paid stamp.
Date of Repair: 3/01/12
Invoice [redacted]
Labor $97.50
Parts $209.00
Misc. Charges $0.00
Tax $10.45
Total $316.95
Writer is submitting check for approval in the amount of $316.95.
Line 4 Should read 'L37 Airbag System Clockspring' not 'L16 Left Tie Rod End.'
Writer called customer [redacted] informed Mr [redacted] that we have received all your documents processed your request for the reimbursement for the amount of $316.95. I will be submitting your check for approval today. Customer verified address in COIN to be correct. It should take 2-4 weeks upon approval. L37 Recall is recorded on your file as Incomplete. Please contact CDJ and have previous repair inspected, so that they will close out and update your file. Customer thanked the writer and will contact the dealership.
******APPROVED******

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2413	8L[redacted]6	**Open Date**	03/27/2012	**Built Date**	10/23/2007	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	11/06/2007	**Mileage**	63,971	**Dealer Zone**	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	67774	PEPPERS CHRYSLER DODGE JEEP			
Dealer Address	2400 EAST WOOD STREET				
Dealer City	PARIS	**Dealer State**	TN	**Dealer Zip**	38242

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	ERIN TN [redacted]	**Country**	UNITED STATES

Recall - L05: TRANSMISSION COOLER LINES - Advise Owner/Incomplete Recall	Customer is advised of open recall L05.
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer replaced the Air Bag Clockspring.
Corporate - Reimbursement - Default - Default - Default	Customer requesting reimbursement for pre recall repairs.

POSTMARK DATE: 032012; DATE RECEIVED: 032312
Writer verified the mailing address matches COIN and the return envelope.
Writer needs to contact the customer to submit the proof of payment in order to proceed with the reimbursement request.
Writer also needs to advise the customer of the two open recalls L37 and L05.
Writer called customer [redacted]2 and spoke to Susan (wife). Writer advised the proof of payment is required, customer advised she will try to get a copy of it and fax it in. Writer provided 877 768 5076 and CAIR [redacted] Customer advised it may be a few days. Writer verified the mailing address and advised customer of the two incomplete recalls L05 and L37, to bring the vehicle to an authorized CJD to have them completed. Writer provided 800-853-1403 ext 4718295 if there are any questions. Writer advised the customer once documents have been received, writer will confirm with the dealership the discount, and then call back. Customer advised the Air Bag light is on again, writer advised if it is the clockspring again, it will be covered under the recall. Customer was satisfied.
Customer called in seeking to speak with Case Manager JS1881. Agent received voicemail and transferred customer in to voicemail to leave a message.
Writer called customer @[redacted] and spoke to Susan who advised she called the bank, and to obtain a copy of the check from 2010 is not possible. Writer advised a call would be made to the dealership to see if the proof of payment could be confirmed. Writer advised a call back would be made once all documents have been confirmed.
Writer called Peppers CJD @ 731 642 5661 and spoke to [redacted]

(Cashier)who advised she would need to research the invoice and call back. Writer provided 800-853-1403 ext 4718295 and reference CAIR # [redacted]
Customer calls to speak with their Case Manager.
Customer wish to be given a call back [redacted]
Writer called customer @ [redacted], was the wrong number.
Writer called customer @ [redacted] and left a voicemail advising: I am returning your call from last night, please contact me back @ 800-853-1403 ext 4718295.
Writer called Peppers CJD @ 731 642 5661 and spoke to [redacted] (cashier) who verified the invoice was paid in full by check, but could not provide the check number. Theresa also advised there was a 9.45% discount on the entire invoice.
RECALL - L37 - AIRBAG SYSTEM CLOCKSPRING
****
Customer submitted request for reimbursement for recall L37 - AIRBAG SYSTEM CLOCKSPRING.
Recall applies to customer s vehicle:Yes
Customer s proof of payment is: Verified by Dealership check, see lines 37-40.
Date of Repair:12/28/2010
Invoice # [redacted]
Labor $157.50
Parts $249.00
Misc. Charges $12.86
Misc Discounts -$39.63
Tax $36.68
Total $416.41
Writer is submitting check for approval in the amount of $416.41
Writer called customer @ [redacted] and advised of the reimbursement amount and to allow 7-10 business days. Customer previously was advised of the open recalls L05 and L37 (see lines 10-13). Customer understood.
Check has been approved.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2415 8[redacted]6	**Open Date**	03/27/2012	**Built Date**	12/11/2007		
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	01/22/2008	**Mileage**	77,823	**Dealer Zone**	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	42350	MELTON SALES INC			
Dealer Address	200 N LYNN RIGGS BLVD				
Dealer City	CLAREMORE	**Dealer State**	OK	**Dealer Zip**	74017

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	CLAREMORE OK [redacted]	**Country**	UNITED STATES

Recall - L05: TRANSMISSION COOLER LINES - Other	Caller states she had paid for this recall
Corporate - Reimbursement - Default - Default - Default	Reimbursement for clockspring repair-L37

Briefly summarize why the customer is contacting Chrysler:Caller is seeking information on the process to get reimbursement for the recalls she has paid to have completed.
Agent informed the caller of the information in AC Doc 17420
Caller states that the L37 recall was completed by an IRF.
Caller is seeking reimbursement.
Briefly summarize what the customer is expecting:Caller is seeking reimbursement.

Agent just received the case file and will follow up with the customer according to reimbursement process.

According to the L37 recall description the vehicle has to be equipped with the RHD steering and the sales codes of AHF or YAA.
After reviewing the vehicle specifications, this vehicle has all of the above requirements, so the customer can be reimbursed for the repair as long as the AIR BAG light illuminated causing the repair.
~~~~~~~~~~~~~~~~~ TIER 2 AGENT ~~~~~~~~~~~~~~~~
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] (1:40pm). Customer was not available, and the message was that the number writer dialed is no longer in service.

Writer did a reverse look up for the phone number and found that the number belongs to:
[redacted]
Claremore, OK [redacted]
Since this number is no longer in service, writer is sending a form letter.
~~~~~~~~~~~~~~~~~

---
61 - PLEASE CALL US

Wednesday, March 28, 2012
[redacted]
CLAREMORE, OK
[redacted]
Reference [redacted]
Dear [redacted]:
Thank you for your recent phone call requesting reimbursement for a repair that has now been issued as a recall on your 2008 Jeep wrangler 4X4.
I have attempted to contact you by phone, [redacted] but have been unable to do so.
Please contact me at 1-800-853-1403, extension (#4718097), to discuss your request for financial reimbursement.
Please refer to the reference number above or have your Vehicle Identification Number (#1J4FZ24158[redacted]) available when you call.
Sincerely,
MICHELLE
CUSTOMER SERVICE REPRESENTATIVE
Letter sent 4/3/12.
Caller called in to speek to CM MB1216 at extension 471 8097. Caller had to leave a message.
Customer calling regarding a letter she had gotten in the mail. Agent transferred customer to ext 4718097 but CM was out at the time. Agent offered customer to leave a voice mail but declined. Customer stated she was going to call back tomorrow.
Customer calls to speak with their Case Manager.
Agent transferred customer to 4718097.

Writer received a call from the customer regarding a letter that was sent to them to contact us. The customer inquired as to what she needed to submit for reimbursement for all of the recall repairs she had completed. Writer provided her with the needed information for reimbursement and the fax number for the submission. The customer inquired about the replacement transmission that she had to complete also, however, writer advised her that unless the trans. Cooler lines caused the transmission to fail, and have an authorized mechanic deem that this was the reason for the transmission failure, then writer could look into reimbursement for that as well.
The customer understood and advised writer that she would fax the information by the end of the week.
Customer stated that she wanted to speak with MB1216 however line was busy. Agent informed customer and Customer just wanted to let the CM know that she would be sending the fax in the morning.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2012-04-12 @ 11:41
***** Customer Document Received *****

Tier 2 Agent

AFAC L37 - Safety Recall - MY 2008-2012 (JK) Jeep Wrangler - RHD - Clockspring
---
Recall applies to customer s vehicle: YES
Date of Repair: 02/20/2012
Mileage: 76,038
Invoice[redacted]

Labor: $70.00
Parts: $276.00
Tax: $25.58
Total: $371.58
Total Reimbursement: $371.58

Customer s proof of payment is: the customer s repair invoice shows typed into the invoice a payment made by: check, in the amount of $371.56. The customer has provided us with a copy of their Cancelled Check, front and rear, with all of the necessary stamps and information needed for proper proof of payment from the customer at this time.
Writer is regarding this as sufficient and proper proof of payment from the customer at this time.

Writer contacted the customer at [redacted] at 2:44pm and advised her of the reimbursement for the Clockspring repair and she stated that she was told that the repair to the Valve Body should have been covered under her warranty coverage and she did state that she was charged for the labor for the other recall repairs. Writer advised her that I would contact the dealership to determine if the customer has coverage for the above 2 items.
Customer requesting to speak with CM MB1216 @ 4718097
Customer calls to speak with their Case Manager.
Agent transferred customer 4718097. Customer very upset and stated she would really like her CM to call back.
waiting for more docs
Customer states they had a recall for the steering damper and they are experiencing the same issue. Customer states they are looking to speak with their CM.
Customer states their Cm does not call them back.
Agent transferred customer to the cm vm.
Agent also advised customer that if the dealership can diagnose the vehicle as the exact same problem that they had before that fell under the recall, they will cover it as the recall.
waiting for more docs

Writer contacted the Melton Claremore CJD dealership at 918-341-1512 at 3:30pm and spoke with Rose the Service Advisor. Writer had Rose explain the Job 1 to writer, and she stated that this would be a valve body within the Transmission that got repaired, and also that the customer was not charged for any labor for any recall work that was performed on the vehicle. Writer thanked Rose for the verifications regarding the repair invoice.

Writer contacted the customer at [redacted] at 4:30pm and spoke with [redacted]. She stated that she was still having issues with the steering in the vehicle and does not have any money to have the vehicle repaired at this time and she contacted the CDJ dealership where she purchased the Jeep and they have not returned her calls. Writer advised her the longevity of the recalls and advised her that even though they have been repaired once, if there are other issues they can be visited again if necessary. The customer understood and stated that she will contact her dealership to set up an appointment. In the meantime, writer advised her that I would issue the check for the clockspring repair so she can get some money together for further repairs if needed. She stated that this would be wonderful. Then, writer will create a new CAIR once the additional documents come in and review the transmission repair also for reimbursement.

The customer has provided us with an updated address within their letter sent in to us and it matches what we have on record for the customer, so writer is regarding it as being correct.

Writer is submitting a check in the amount of $371.58 for approval.
customer calling in to speak with CM. CAC transferred customer over to ext. 4718097. CM unavailable customer left voice mail

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA6913	7L[redacted]	***Open Date***	03/27/2012	***Built Date***	02/26/2007	
Model Year	2007	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	04/01/2007	***Mileage***	53,864	***Dealer Zone***	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PJR	RESCUE GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	24105	JEEP CHRYSLER OF ONTARIO, INC.			
Dealer Address	1202 AUTO CENTER DR				
Dealer City	ONTARIO	***Dealer State***	CA	***Dealer Zip***	91761

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	CORONA CA[redacted]	***Country***	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	Airbag light is on - defective
Product - Body / Trim / Paint Finish - Air Bag - Broken, Cracked - Unknown	Airbag light is on - defective

POSTMARK DATE: 032412; DATE RECEIVED: 032612
Customer submitted documents for reimbursement for the X41 clockspring, on the invoice there is a sublet charge of $150.00, invoice does not say what the sublet charge is for. Writer will call Jeep Chrysler 909.390.9898 later because of time zone.
Writer called Jeep Chrysler 909.390.9898 and spoke with the receptionist, all SA were busy, so she will have one of them call back.
****

When dealership calls back, please read lines 2-4 to the dealership.
****

Kirk SM is returning a call. Kirk states that the charge is for the catalytic converter to be welded on because the customer had an after market exhaust on his vehicle. Kirk states that it does not pertain to the X41 clockspring.Kirk stated if anymore questions his direct contact number is 909-843-6760.
EXT Warranty CLOCKSPRING - X41
****

Customer submitted request for reimbursement for Clock spring X41
Customer s proof of payment is: see below
In-service Date: 04/01/07
Date of repair: 02/25/11
Mileage: 53864
Invoice # [redacted]
Labor $ 125.00
Parts $ 249.00
Misc. Charges $0
Tax $18.05 - 7.25%
Total $ 392.05
Writer is submitting check for approval in the amount of $ 392.05
****

Customer submitted documents for reimbursement for the X41 clockspring,

on the invoice there was a charge of $150.00 customer will not be reimbursed for, SM of dealership Kirk called back, please read lines 11-15 to the customer.
Customer submitted documents and is requesting reimbursement for the X41, writer needs customer to send in POP, credit card slip, cancelled check (front & back), bank statement in order to go forward with the reimburse. Customer can fax (877.768.5076), mail or email link in the POP. When writer receives POP, reimbursement will go forward.
Advise customer that the K13 is showing open recall on customers file, advise customer to make an appointment at a Chrysler dealership and have the recall checked at no cost to the customer.
Address matches COIN, extended warranty letter and envelope.
Wrietr will call Mr [redacted] later because of time zone.
Writer called Mr [redacted] and left a message to call back.
****

When customer calls back, please read lines 31-42 to the customer. Please document what the customer says, so writer can go forward with the reimbursement.
****

Writer will send customer a contact letter.
Writer called Mr [redacted] and left a message to call back.
61 - PLEASE CALL US
April 2, 2012
[redacted]
Corona, CA [redacted]
Reference # 2[redacted]
Dear M[redacted]:
Thank you for your recent letter regarding your 2007 Jeep Wrangler. I have attempted to contact you by phone but have been unable to do so. Please contact me at 1-800-853-1403, extension 4718136, to discuss your letter. Please refer to the reference number above or have your Vehicle Identification Number (VIN) available when you call.
Sincerely,
Melody
Customer Assistance Representative
Writer willl close the CAIR.
****

When customer calls back, please read lines 31-42 to the customer. Please document what the customer says, so writer can go forward with the reimbursement.
****

Customer contacted chrysler and agent read lines 31-42. Customer stated he was satisfied and would be waiting for the check.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2413 8L[redacted]		**Open Date**	03/28/2012	**Built Date**	03/28/2008	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	04/26/2008	**Mileage**	105,115	**Dealer Zone**	42	DETROIT	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60131	BRYAN BOWMAN CHRYSLER-DODGE-JEEP			
Dealer Address	617 W TIPTON ST				
Dealer City	SEYMOUR	**Dealer State**	IN	**Dealer Zip**	47274

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	DEPUTY IN [redacted]	**Country**	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	reimbursement for the L37 recall
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	replaced air bag and clockspring

POSTMARK DATE: 032312; DATE RECEIVED: 032612
Customer requesting reimbursement for the first diagnosis when no repair had been completed. Customer is also requesting reimbursement for the clockspring and air bag replacement completed on 06/16/11.
This vehicle is a right had drive as per vip and does have the L37 recall attached.
****
Writer located information in answer connect ID: 22734
MY 2008 - 2012 - (JK) Jeep Wrangler (RHD - Right Hand Drive vehicles only)
Subject:
The airbag system clockspring on about 5,400 of the above vehicles could experience a compromised driver s airbag circuit. This would cause the airbag light to illuminate or flash intermittently, which indicates the airbag may not deploy and increase the risk of an injury in the event of a frontal crash.
Repair:
The supplemental restraint system must be tested using a wiTECH scan tool Vehicles found with a defective clockspring must have the clockspring replaced.
If other airbag components are found to be faulty, it is the responsibility of the owner unless the airbag is still in the new 3/36 warranty period.
****
The vehicle has 105115 miles and is outside of the basic warranty.
The air bag will be the responsibility of the customer as per answer connect ID: 22734.
Writer spoke with TL JK671 concerning the first diagnostic fee and was

advised this amount may be reimbursed.
Writer will submit a check for approval in the amount of $267.24, this is the first diagnostic fee (67431) plus the labor and replacement of the clockspring with tax. (67579)
Correction line 30 $347.23 is the correct amount.
****
RECALL - Clock Spring L37
****
Customer submitted request for reimbursement for recall L37 for the clock spring.
Customer s proof of payment is: receipt - 40644R
Recall applies to customer s vehicle:yes
Date of repair:06/02/11
Invoice # [redacted]
Labor $79.00
Parts $0.00
Tax $0.00
Misc. Charges $0.00
Total $79.00
Writer is submitting check for approval in the amount of $ 79.99
****
RECALL - Clock Spring L37
****
Customer submitted request for reimbursement for recall L37 for the clock spring.
Customer s proof of payment is: receipt - 01675R
Recall applies to customer s vehicle:yes
Date of repair:06/16/11
Invoice # [redacted]
Labor $79.99
Parts $175.00
Tax $12.25 (7%) parts
Misc. Charges $0.00
Total $267.24
Writer is submitting check for approval in the amount of $267.24
When adding both invoices the amount being sent for approval is $347.23.
Writer will contact customer to advise the dealership should be contacted to have the recall closed.
Writer will cal [redacted]
Writer left a message with 800-853-1403 and cair number for customer to contact regarding request for reimbursement. Extension 4718492.
****
The L37 recall covers the replacement of the clock spring and not the airbag. Writer will send a check for approval in the amount of $347.23 which is the first diagnostic fee as well as the second, the clock spring and the tax.
To find out why the airbag itself had to be replaced the dealership has the trained personal to answer that question.
****
Next Agent please read line 71 to 76 and advise customer to have the dealership close the recall as reminder notices will be sent if this is not completed.
Writer will send a check for approval once the customer has been informed.
Disregard lines 78 to 82.
****
Next Agent please read line 71 to 76. Writer will send check for approval once customer has been informed.
Briefly summarize why the customer is contacting Chrysler: Customer was advised lines 71 to 76.Customer excepted the answer from CM and caller will be calling dealership about the airbag.
Briefly summarize what the customer is expecting:
Writer will submit a check for approval as the customer has accepted.
Customer s information matches coin, letter and envelope.
Approved

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2415	8L[redacted]	**Open Date**	03/28/2012	**Built Date**	12/11/2007	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	12/26/2007	**Mileage**	70,543	**Dealer Zone**	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PBM	STEEL BLUE METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	59150	CULLMAN DODGE CHRYSLER PLYMOUTH IN			
Dealer Address	1302 2ND AVENUE SW				
Dealer City	CULLMAN	**Dealer State**	AL	**Dealer Zip**	35056

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	HALEYVILLE AL [redacted]	**Country**	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	L37 Recall
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light intermittantly goes on and off.

POSTMARK DATE: 032112; DATE RECEIVED: 032612
RECALL Airbag System Clockspring L37
****
Customer submitted request for reimbursement for recall L37 for the clock spring.
Customer s proof of payment is: Invoice stamped PAID with the date
Recall applies to customer s vehicle: Yes
Date of repair: 12/17/2010
Invoice #: [redacted]
Labor $ 80.00
Parts $ 249.00
Misc. Charges $ 4.80
Tax $ 21.17
Total $ 354.97
RECALL Airbag System Clockspring L37
****
Customer submitted request for reimbursement for recall L37 for the clock spring.
Customer s proof of payment is: Invoice is stamped PAID with the date
Recall applies to customer s vehicle: Yes
Date of repair: 12/14/2011
Invoice #: C[redacted]
Labor $ 75.88
Parts $ 254.00
Misc. Charges $ 4.55
Tax $ 21.59
Total $ 356.02
Total from line 14 $ 354.97
Writer (4718192) called customer at 2[redacted] and could not leave a

message.
Writer is submitting check for approval in the amount of $ 710.99
****
Writer updated COIN with customer s letter.
****
Approved and Processed
****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D1X	AL[redacted]	***Open Date***	03/28/2012	***Built Date***	12/07/2009	
Model Year	2010	***Body***	JKJL72	JEEP WRANGLER SPORT 4X4			
In Service Dt	03/26/2010	***Mileage***	44,311	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	44509	RICK HENDRICK DODGE			
Dealer Address	1468 SAVANNAH HIGHWAY				
Dealer City	CHARLESTON	***Dealer State***	SC	***Dealer Zip***	29407

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	JOHNS ISLAND SC[redacted]	***Country***	UNITED STATES

Product - Electrical - Unknown - Defective - Default	Check engine light is on customer believes from water getting in vehicle.
Product - Differential Gear Assy's - Gears - Broken, Cracked - Rear	Gear is broken will not go into 4 wheel drive
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Goodwill
Product - Body / Trim / Paint Finish - Conv Top / Sunroof / T-Top - Loose - Default	The top is not tight
Product - Differential Gear Assy's - Gears - Broken, Cracked - Front	Will not go into 4 wheel drive correctly.
Dealer - By-Pass - Default - Default - Default	clockspring issue cause dashlights
Product - Electrical - Unknown - Other - Default	clockspring issue cause dashlights

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer called goodwill for the repair to the clockspring. The customer claims there are sveral dashlights on and she is nervous to drive the vehicle. The customer has had several repair completed on thise vehicle.
Briefly summarize what the customer is expecting:
Customer is expecting goodwill for the repair.
****End structured narrative T2 - Beginning Narrative
Has customer had previous history with current issue? no
Customer has a history of diagnosis for an intermittent problem? no
Has had repair history at Chrysler dealership(s)? yes
Was this vehicle purchased new by this customer? yes
Customer has a history of purchasing Chrysler vehicles? no
If yes, number in household?one
Customer claims to maintain vehicle as per maintenance schedule? yes
Has a mechanical Chrysler Group Service Contract? no
Warranty coverage code?536
Ownership status?First
Basic warranty component? yes
Powertrain warranty component? no

Service contract or Mopar warranty component? no
Within 3 years or 36,000 miles? yes
Within 2 years or 24,000 miles? no
Within 1 year or 12,000 miles? no
Customer advised a call back is required and will take place
within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: N/A
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code?RICK
HENDRICK DODGE CHRYSLER JEEP
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District M * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[redacted] Left message.
1 vehicle original owner still owns
Customer returning phone call for CM DJ402
at ext 66085, agent transfered through.
Ms. Atkinson calls to speak with their Case Manager. Customer is
traveling and all contact should be on her cell [redacted] Writer
transferred caller to ext 66085
[redacted]
Customer states she is traveling and would prefer email contact. Writer
advisedit is a one way email but can follow up by phone if she has
questions but CM will send status via email.
Status update provided via email to the following email address:
[redacted]m
My Name is Deanetta and I have been assigned as your Case Manager. Here
is some information that will be helpful for you to have:
Your Case #[redacted]
Chrysler case management telephone number 1-800-763-8422
My direct extension is 66085
My work hours are: 7am - 3:30pm Mountain Time Monday - Friday
End of Status Update
SM mark will follow up with customer then call CM.
Writer called SM Mark at 843-296-3657 Left Message
Writer called SM Mark at 843-296-3657 Left Message
Sm states has not had the opportunity to call CM.
Writer called SM Mark at 843-296-3657 Left Message
Writer called SM Mark at 843-763-8400 Left Message
SM Mark states he has not done anything with this is a loyal customer.
Will get the cost estimates and POF and email.
Status update provided via email to the following email address:
[redacted]
This is Angi and I am assisting your case manager Deanetta. At this time
Deanetta is waiting for more information from the service manager on your
case. Thank you.
End of Status Update
Writer attempted to contact SM Mark is out of town for 2 days.
Writer caller dealer 44509 at 843-763-8400,
Writer spoke with receptionist and asked if anyone else is authorized to
make goodwill decisions, and receptionist transferred writer straight to
SM Marks voicemail. Writer left message for SM Mark.
Status update provided via email to the following email address:
[redacted]
Hello my name is Marissa
And I have been assigned as your case manager.
Here is some information that will be helpful for you to have.
Your case number: [redacted]
Chrysler case management telephone number 1-800-763-8422
My extension is 66008
My work hours are 8am-4pm Mountain Time Monday-Friday
I have reviewed your case and I called the Service Manager Mark at the
dealership and left a message. Mark will be out of his office until

Monday 05/14/12, so I will contact you on Monday with any updates I can find. Feel free to give me a call if you have any questions or concerns. Thank you for your patience.
Sincerely,
Marissa
End of Status Update
Writer called [redacted]0 left message.
Writer called [redacted] left message for customer.
Writer called 843-763-8400 left a message for Mark the service manger to return call.
Status update provided via email to the following email address:
[redacted]
I have been assigned your case. Here is some information that maybe helpful to you.
My hours are 8:00 am 4:30 pm
Your case number is [redacted]
Our number 1-800-763-8422 ext 66327
End of Status Update
Writer called [redacted] stated the vehicle has been having issues with the vehicle starting. This has happened 3 times this week. The customer is having issues with the top as well. The top is not locking in. this had happened before. Customer was told that the screw was not tightened in. The dealership then found that there was a top bar that was causing the issue. That had been resolved and now the other side is doing the same thing. Customer can be called on the work number as well. 8[redacted] Writer explained that the dealership has been called. Writer will call the dealership back again today.
****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
The vehicle will not start at time.
Briefly summarize what the customer is expecting:
To have the vehicle fixed.
****End structured narrative T2 - Beginning Narrative
Writer called 843-763-8400 left message for the service manager.
Writer called 843-763-8400 Curtis service manger stated that the vehicle has only been in for warranty work. Customer has been told that the clock spring needed to be replaced. The customer declined the work. The customer has not had any of the maintenance done at the dealership. The customer needs to set up an appointment to have the vehicle checked.
Writer called [redacted] stated that the dealership will be called. Writer explained that the customer will be called back on 5/22/12
Writer called [redacted] stated the vehicle has been taken in to the dealership. The dealership cleared the code and now no code will show up. The dealership is going to call writer and try to find out what has happened. The front wheel differential seal had to be replaced. The customer was told before that the issue was a wheel sensor when the light first came on. The dealership then told customer that the clock spring was the issue. Now the dealership told customer that the code will not show. The customer has the vehicle at this time. Customer is going to work at 10:00 Writer explained that the writer will contact the dealership.
Writer called 843-763-8400 left message.
Writer called 843-763-8400 service manger Curtis stated there was no code in the vehicle. Customer stated that the airbag light had not come back on from time of last diagnosis. There was not a fault code in the system at this visit. There could be an intermittent problem with the clock spring. The customer may have some lights mixed up. The customer stated that there was multiple lights on. Customer thought to be a wheel sensor. The dealership has not record of telling customer it was a wheel sensor this was the customer thought. If there is no light on there is nothing that needs done. The airbag would not be an issue unless the airbag light comes on.
Writer called [redacted] left message
Writer called [redacted] message.
Mrs. [redacted] stated that the information is not true. The dealership

told customer that this is the clock spring needed replaced. The customer thought that there was a recall for the transmission as customer seen online. Customer was told that there was not a recall on the vehicle. The customer now has an issue with the top. The customer feels that the dealership is just messing around with the customer. The customer had always been happy with the dealership until this time. The bar was replaced and a new top had been put in. The latch is so hard to latch and the insulation is pushed in. Customer has not told the dealership about this issue. Customer wanted to tell customer care first. Customer has been spending more money on the vehicle. customer was told that there would be a shuttle for customer and there was not. Customer makes $20.00 an hour. Customer would like to know if the dealership would like to pay customers wages while customer waits for the vehicle to be diagnosed. Customer is tired of going to the dealership. The customer will call and set up another appointment to have the top checked. Customer will make an appointment sometime next week. Writer will be called on Tuesday and told when the appointment is. The customer was told by Clark that the customer should not drive the vehicle as the airbag may not work. Customer is upset over the information that writer was given. Writer explained that the writer will wait for customers call on Tuesday.
Writer called 8[redacted]4 left message.
Writer called[redacted] left message.
Writer called[redacted] stated the dealership is looking into speaking with the boss of the person that had checked the vehicle. The information customer was given is wrong. The customer is going to call the dealership back today. Customer will have the dealership call writer. Customer is going to go call the dealership right now.
Writer[redacted] left message.
Mark fixed operation manager stated that the vehicle did come back in. the light has not came back on. The customer was told of the clock spring. This could be what caused the light to come on. The dealership will not change without showing a cause. The customer or Chrysler would not want to pay for a repair that is not showing to be needed. The airbag will work for customer. The customer does not need to worry about the airbag not working unless the airbag light is on. The customer will be called now by Mark and the service manger. Mark does not want any customer to feel that the customer has been lied to.
Writer called 8[redacted]4 left message.
Writer called[redacted] left message.
Writer called[redacted] explained as the dealership comments. Customer stated that the repair did not fix the top. The customer will make an appointment to take the vehicle in to have the top checked again. Customer will have a law suite if the customer is in an accident and the air bag does not deploy. Customer has been told that the airbag will not work. Customer does not trust what the dealership is saying. Writer explained that the customer should set up and appointment. The customer will be called back next week.
Writer called service manager left message. Writer would like to send the case to dealership for the top as an unresolved issue.
Customer states she will call to set up an appointment this week. Writer let customer know that we will follow up with her on 6/22/12.
Writer called[redacted]4 phone was answered hear a voice speaking and was hung up.
Writer called[redacted]4 Customer not available left message.
Writer called[redacted] Customer not available left message.
[redacted] called and would like to have her CM call her at [redacted]4, please.
Writer called[redacted]4 Customer not available left message.
Writer called[redacted] stated that the customer has not taken the vehicle in. The customer has had classes and has not been able to take in. The person customer works with at the dealership has not been able to take the call. The customer needs to make sure the vehicle is checked as soon as the vehicle is taken in as the customer can not miss work. The customer will go ahead and call now and see about getting an appointment. Writer will follow up on Monday.
Writer called[redacted] stated that the customer has not

been able to get to the dealership. The customer had a storm and the top blew off. The customer is very upset. The customer has been to the dealer several times and not been able to get the issue resolved. Customer wants called back on Thursday or Friday. Customer will only have Wednesday off and the dealer is closed. The customer makes $22.00 an hour and can not afford to miss time off. The customer will have to schedule a day off and take the vehicle in.
Writer called [redacted] stated that the dealership was called. The customer will need to callback tomorrow to see about an appointment on Thursday or Friday as the dealership is busy. Customer would like called tomorrow.
Writer attempted to contact customer [redacted]. Left message advising customer that a diagnosis is needed with in 2 weeks for further assistance. Follow up set for 7/10.
Writer called [redacted] stated the appointment is for tomorrow. Customer would like to be called back on Monday.
Clark the technician at the dealership stated. The customer has had ongoing issues with the top and the seat belt as well. The dealership is going to get the manager involved. The top when folded back about will come un lashed. The only thing that was found last time is the middle latch needs to be hooked. The customer has been complaining about the top for a long time. The dealership could not duplicate any issue. The seat belt is an issue. The belt will not release. The dealership has been able to duplicate. The belt will retract while around the customer. The belt will keep pulling as per customer. This was not found. Clark would like to know what is going to be done for the customer for cost assistance. Writer explained that the file will be sent to the dealership as the vehicle is within the guidelines for the dealerships to make the goodwill decision. Writer will email the information to the service manager as requested.
Status update provided via email to the following email address: mark.hargreaves@hendrickauto.com
Hi Mark.
Clark has called about goodwill for the customer. The vehicle is within the guidelines for the dealership to provide any possible goodwill. The Cair has been sent to you. Please let me know if there is anything that I can do for you.
Cair #[redacted]7
VIN # : 1J4AA2D1XA[redacted]
[redacted]
My phone number is 1-800-763-8422 Ext 66327
My hours are from 8:00 Am 4:30 Pm Eastern Time.
End of Status Update
T2 - D2D - Warranty Bulletin D-12-27
########## DIRECT-TO-DEALER ##########
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this CAIR because this customer appears to fall within the scope of Warranty Bulletin D-12-27 - Warranty Goodwill Administration Process. Please follow the guidelines set forth in this bulletin to come to a resolution. If the customer s request is beyond the limits found within D-12-27, it will require Area Manager documented pre-approval via the DM Notes application. All offers or denials will be delivered to the customer, with an appropriate explanation, by the dealer or the Area Manager. Customer Care will follow-up as appropriate with the customer before the CAIR is closed. If this repair falls under the Digital
Imaging process or the Powertrain Service Center you will need to follow all associated processes and requirements, prior to repair, for claim approval
including tech training requirements.
##########
REASSIGNED TO BC/DLR 66 44509 07/16/12 09:40 C[redacted]
Writer called [redacted] stated that the customer is really getting tired of the vehicle leaking. The customer is concerned that there is going to be electrical issues later with all the water that has been in the vehicle. The customer wants to have this taken care of.

Writer explained that the dealership has called today. The file is being sent to the dealership. The writer will check in with the customer and check for updates.
Writer called 843-763-8400 service manager Curtis not available. Message left. .
Writer called 843-763-8400 service manager Curtis stated the vehicle has been checked. The seatbelt was ordered the technician advisor is coming out tomorrow. The dealership would like to have the vehicle looked at by the tech. The customer will be called by the dealership today.
*Contact Date:07/25/2012
Service Manager at the dealership has updated the CAIR#[redacted]
An appointment has been set with the customer.
7/27/12 AM, Don O Neil approved replacing the conv. top due to Multiple latch failures and in the interest of customer satisfaction. djo1
Writer called [redacted] stated the customer is happy that the dealership found the problem. The customer had tried to show them so many times. This time the top broke and the dealership found the problem. The dealership had told customer that the top had been ordered. Writer explained that the customer will be called when the repair has been made.
ETA for the part?
Writer called 843-763-8400 Clark stated that the soft top was approved. The soft top has been ordered. The customer wants to wait until all the parts are received and checked before the vehicle is taken in. The dealership has been keeping in touch with the customer. The parts maybe in sometime this week. The service manager will be asked to update the Cair with any information available.
Writer called 843-763-8400 Frank stated the vehicle has not been in yet for the repair.
Writer called[redacted]n the vehicle is going to be repaired tomorrow morning. The customer is very happy to have the vehicle fixed. Writer explained that the customer will be called on Thursday to check on the vehicle repair.
Writer called [redacted] stated that the part was ordered and the wrong part came in. the part is being sent overnight. The customer was given a loaner. The part is to be there today. The vehicle should be fixed this afternoon. The customer would like called back tomorrow.
Writer called [redacted] left message.
Writer received a voicemail the vehicle has not been returned to the customer yet.
8/27/12 Vehicle is currently at Rick Hendrick Dodge - 44509, repairs are in process. djo1
*Contact Date:08/29/2012
Customer request has been fulfilled.
CAIR RETURNED FROM DEALER ON 8/29/2012 AT 02:04:725 R[redacted]
Writer called [redacted] stated the vehicle has been fixed. The customer has been having a lot of rain in the area. Writer explained that the case will be closed.
CLOSED LOOP UPDATE - no need for additional follow-up.
9/20/12 SM contacted AM to inform of customer issue with the top. Customer was caught in a rain storm with the top down and was not able to close it until after the interior was drenched. This occurred after the top was recently replaced. The SM had opened and closed the top approximately 10 times just after the top was replaced. Ms. Atkinson is now demanding the vehicle be repurchased.
AM declined. Any repairs needed as a result of the top installation is permissible under the Mopar Warranty but damage to the interior of the vehicle due to rain is not covered. djo1
Customer called in to speak with CM, Agent transferred customer to the Case Management line 800-763-8422 EXT.66327
Briefly summarize why the customer is contacting Chrysler:Customer states she dropped the call.
Briefly summarize what the customer is expecting:Customer seeks to speak to the case manager.
Agent transferred the customer to the extension 66327.

* * * * * CASE MANAGER TEAM - District V * * * * * *
Writer called [redacted] the seatbelt broke again. The customer told the dealership as this was fixed before. The retractor was replaced. The customer told them that the belt was not replaced. The top was replaced. The top had markings that were not even cleaned off. The customer had the top down and there was a rain storm. The customer and 3 of her guy friends could not get the top up. The customer just got the vehicle back and the vehicle is still not correct. The customer is done with this. The customer can not afford to keep missing work. The front and rear seal went out when the vehicle went out at just 3 months old. The customer wants a different vehicle. The customer does not want to have to get an attorney. The customer has been going through this for a year and a half. The customer was told that the vehicle could be traded in.
The customer picked up the vehicle and the screw fell out of the top the customer was told that the tech may have forgot to tighten the screws. The customer is paying $600.00 a month and loves the Jeep. The customer does not even want the Jeep any more. The customer has a check engine light coming on. The seats are starting to mildew. The customer has been going in from 8.000 miles with the issue with the top. The customer is so frustrated. The customer is going to Rick Hendrick dealership. The customer was told that the customer has to speak with writer that the customer can not start a new case as the case was not over the 30 day time frame. The customer wants this taken care of. The customer is tired of being told that the customer is single. The customer has help putting the top up. The customer is going in today to the dealership is going to take care of the sun visor. The customer has a friend that works for the morning news the customer would hate to go that way but will. The customer has been keeping videos. Writer explained that the dealership will be called. The file will be sent to the dealership
Writer called 843-763-8400 left a message for the service manager to call. Writer would like to send the file as an unresolved issue.
****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Repairs to be completed
Briefly summarize what the customer is expecting:
The top to be fixed on the vehicle.
****End structured narrative T2 - Beginning Narrative
Writer sent an email to the area manager DJO1 for direction
Don area manager stated that the information from the service manager 9/20/12 was the customer could not get the top up. The customer was in late that night. The customer was asked to come back the next day. The customer wanted the vehicle repurchased. The mildew was to be the customer s responsibility. If there was a defect with the top and that is the reason that has caused the mildew the decision can be revisited for assistance. The vehicle would need to be checked to see what is causing the electrical issue. The service manager had assured the area manager that the top was fine. The top will be checked to see if there is an issue at that point a decision can be made. Curtis should be contacted at the dealership. Writer explained that the writer has contacted the dealership and is waiting for a response.
Writer called service manager Curtis left message for a callback.
Writer called 843-763-8400 Curtis stated that the screw was replaced. The customer was correct the dealership did not tighten. The cover was replaced and the visor had been ordered. This has been corrected. The dealership has found that the top issue is because the top has not been closed correctly. The vehicle has not been back. The dealership will check the vehicle again. Writer explained the notes from the area manager. Explained that the Cair will be sent back. Writer explained that the area manager can comment with what ever decision is made.
DIRECT-TO-DEALER # # # # # # # #
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.
The unresolved concern is the soft top and check engine light.

Action requested: Check vehicle to see if the top is working as designed.
Check the reason for the check engine light.
Please update this CAIR with resolution.
##################################
Writer [redacted] Writer explained that the customer will want to call the dealership and set up an appointment. The case will been sent to the dealership. Mrs. [redacted] stated that the customer does not want to go back to the dealership. The dealership can not fix the vehicle. The customer does not want to take the vehicle back in. The customer is going to call and see if the customer is going to get outside help. Customer does not know what she is going to do Customer will call back tomorrow.
[redacted] requesting to speak with Case Manager DW735. Transferred to ext 66327.
Mrs. [redacted] stated that the customer was told that the area manager had been contacted. The customer wants the area manager s number. The customer wants to speak with the area manager. The customer has several recordings showing what has been going on with the vehicle. Customer would like the last name of the area manager. Writer explained that the writer can not give out that information. The writer will let the area manager know of the customer s request. Writer explained that there is no guarantee that the customer would be called by the area manager
Writer sent email with the customer s request as per line 431-438
****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Vehicle will not go into 4 wheel drive correctly. Customer feels that the seal is broken.
Briefly summarize what the customer is expecting:
The vehicle fixed.
****End structured narrative T2 - Beginning Narrative
Writer received a voicemail from customer.
Writer called [redacted] stated that the customer has set up an appointment with the dealership. Customer will try one more time and then will be getting an attorney if this is not repaired correctly. Customer is going to request the money for the time down and the gas customer has been out. The customer is not going to be put out over this not being repaired correctly. The customer feels that the customer missed 2 days of work last week as customer could not get the top up on the vehicle. The appointment is for Monday. Customer is not happy and wants the vehicle cleaned out. Customer wants everything fixed. Customer does not want to go back to the dealership. The customer is not happy customer feels that the vehicle is a lemon and the company does not want to admit that the vehicle is a lemon. Customer went through this for a year and was not this upset. The customer wants the black screws put back in the vehicle. The customer is taking a note with everything wrong to the dealership. The dealership has fixed the vehicle 2 times for the transmission. Customer wants this taken care of. The tire pressure light is on. The vehicle would not go into 4 wheel drive. Customer was told that this was operator error. The son in law got the vehicle to go into 4 wheel drive customer was then told that the front and rear differential seals were busted. The dealership replaced this and then this happened again. The customer had not used until Sunday the customer went to the river and had to pull hard to get into 4 wheel drive. Sometimes it will take 2 people to put the vehicle in 4 wheel drive. The customer has never seen a technician that can not complete a job right. The sun visor fell in the customers hand when customer picked up the vehicle. Nobody sits in the front seat there had been nobody but the dealership in the vehicle. There is 3 rod to the top on the rear seat rod there was a rip that was done as the dealership could not pick up the top. The customer thought that the dealership would have fixed this. Customer found that this was not done. The customer is having all the videos burned this weekend. Customer hates the company and the Jeep. Customer will put everywhere customer can not to buy a Jeep. The zipper does not work on the top. The top does not match. The customer was not called by the area manager as requested. Writer explained that the case is being sent to the dealership.

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
vehicle will not go into 4 wheel drive
Briefly summarize what the customer is expecting:
the issue resolved
****End structured narrative T2 - Beginning Narrative
REASSIGNED TO BC/DLR 66 44509 09/26/12 12:08 R[redacted]
*Contact Date:10/01/2012
Assistant Service Manager at the dealership has updated the CAIR#[redacted]
An appointment has been set with the customer.
Writer[redacted] the line was answered and disconnected.
10/2/12 AM reviewed CAIR with SM, Curtis Hackeloer, and was told the vehicle was checked for several issues but returned to the customer without him checking the converible top operation. Curtis Hackeloer was out sick Monday, 10/1/12. Mr. Hackeloer will try and recontact customer and re-arrange and inspection of the top operation.
AM to update CAIR once SM is able to reach customer. djo1
Writer called 843-763-8400 Curtis service manager stated there was an issue with the soft top that was hard to close. The customer stated that there is a front and rear differential leak. Seat belt would not pull out sometimes. The tire pressure light was on. The service manager gave permission to check the vehicle. The service manager was out and the top was not checked. There was not leak in the front or rear differential. The dealership could not duplicate the seat belt issue. The customer is going to come back in to have the top checked. The customer is going to be in this week sometime.
Writer called 843-763-8400 Curtis service manager not available message left. Writer would like an update on the Cair.
Writer called[redacted] left message.
Status update provided via email to the following email address:
[redacted]
Here is the case information you requested.
Your case number 2054697
Our number is 1-800-763-8422 Ext 66327
End of Status Update
Writer called[redacted] stated that the vehicle was taken in but the top was not checked. The dealership could not find anything wrong. Curtis was out at the time sick. The customer had to take the vehicle back in. The dealership broke the linkage for the 4 wheel drive. The customer was then told that the bushing was worn out. The customer is frustrated as the dealership does not even write the times down. Curtis told customer that the dealership has recommended that the customers Jeep be paid off taken back and replace the Jeep. The customer has to borrow a vehicle to go on vacation. The top is not fixed. Curtis told the customer that the top is not functioning right. The customer knew that the top was not right. The customer thinks now that the right person at the dealership has found the issue and Curtis will be able to help the customer now. Before every one just acted like the customer was not telling the truth. Curtis has now found the customer is telling the truth. The customer feels that the dealership had tried to just put the customer off. The customer will be out of town for a few days. The customer may not get reception on the phone. If the call goes to a voicemail the customer would like to be left a message. Writer explained that if the customer is called a message will be left. Writer explained that the writer will contact the customer as soon as there is an update.
Writer contacted dealer. Left message for Service Manager Curtis.
Writer called dealer 44509 at 843-763-8400 and spoke with Service Manager (SM) Curtis. SM stated the problem with the soft top is that the zipper teeth are not meshing and a new soft top will be in the shop tomorrow. During last visit customer stated there was difficulty in shifting the 4-wheel drive system. While SM was shifting between 2 and 4-wheel drove the cable broke. SM stated the replacement cable is in the shop, waiting for customer to return with vehicle. SM stated that customer may wait until comes in for the soft top. SM stated that it is difficult for customer to come in within enough time allowance for the work to be done

so SM stated that dealer will be providing a loaner car for customer when customer is able to leave vehicle.
Writer called customer at [redacted] and spoke with customer. Customer extremely upset that problems are taking so long to repair and getting tired of having to keep returning to fix something that wasn t taken care of in prior visits. Customer wants all of the parts fixed in one visit.
Wants to speak with a supervisor.
Cusotmer hung up while writer was locating supervisor but writer submitted request to supervisor to call customer.
* * * * * Immediate Supervisor Call * * * * * *
Attempt made to contact customer. Left message.
Writer called 843-763-8400 service manager not available left message for Curtis for an update.
Writer called [redacted] left message.
SM, Curtis Hackeloer, called AM to inform of conversations with Ms. Atkinson. SM attempted to schedule a new top replacement, the parts are in, and Ms. Atkinson demanded that interior seat covers and numerous other items be replaced as well. SM informed her that only the top an shifter cable we to be replaced. Ms. [redacted] n refused to schedule the repairs and indicated she would call the Call Center or her Attorney.
AM is reassigning CAIR back to Case Mgr. for handling. If Case Manager, DW735, need to discuss CAIR with AM, contact AM at (407) 463-2523. djo1
******TOP CARE: ESCALATION REFERRAL STAFF******
Writer called owner on 11/1/12 no answer left message with direct line will try back later to make sure issues with vehicle are resolved.
[redacted] stated that the customer has not been called. The customer has left 2 voicemails for ND181 and there has been no response. The customer knew that there would be trouble with the top. The customer is very frustrated and wants to be called back. Writer explained that there is a note that the customer was called and left a message. The customer needs to go in to work but will have the phone on and would like to be called back.
survey bypass due to line 571.
Briefly summarize why the customer is contacting Chrysler: Customer contacted Jeep requesting to speak with her CM. Writer provided a warm transferred to MB97.
Briefly summarize what the customer is expecting: Customer requesting to speak with CM.
Writer spoke to customer on 11/14/12 advised to take vehicle back to dealer willing to assist in getting repairs made or trading owner out of vehicle. Curtis SM will call writer to go over issues and try to resolve.
Dealer ordered top and cable, customer refused to have top replaced shifter was replaced. Owner said she may take vehicle to another dealer or seek legal help. Dealer is willing to fix under warranty owner will not bring it back in for repairs.
Customer called writer back on 2/8/13 said she will have attorney get involved with case. Customer will not bring vehicle back to dealer for repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2414	8L[redacted]	**Open Date**	03/28/2012	**Built Date**	04/05/2008	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	04/22/2008	**Mileage**	130,000	**Dealer Zone**	74	DENVER	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PYB	DETONATOR YELLOW CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	59349	ERDKAMP MOTORS			
Dealer Address	SENECA STREET				
Dealer City	EXETER	**Dealer State**	NE	**Dealer Zip**	68351

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	
	ALEXANDRIA NE [redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states the airbag light is on
Corporate - CNA Change - Default - Default - Default	Customer updated contact information

Briefly summarize why the customer is contacting Chrysler: Customer states the airbag light is on and was diagnosed as the clockspring recall on his vehicle. Customer wanted to clarify if Chrysler would reimburse for work down at an IRF and agent stated that it was not a guarantee. Agent transferred to dealership for setting up an appointment.
Briefly summarize what the customer is expecting: Customer was expecting to find out recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3917	8L[redacted]2	***Open Date***	03/28/2012	***Built Date***	09/26/2007	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	10/22/2007	***Mileage***	34,656	***Dealer Zone***	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60316	TARBOX CHRYSLER JEEP, LLC.			
Dealer Address	676 PLEASANT ST				
Dealer City	ATTLEBORO	***Dealer State***	MA	***Dealer Zip***	02703

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LINCOLN RI [redacted]	***Country***	UNITED STATES

Corporate - Outbound - Survey Follow-Up - CPS - Customer Contact Complete	
Corporate - Outbound - Survey Follow-Up - CPS - Default	
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	

CPS Survey Record Received Date: 03/28/2012
Survey Number : 8L50817207
Quality Survey ID Number: 205190523
Survey Date : 03/21/2012
VIN Number : 1J4GA39178L[redacted]
Mapping Class : Non-Legal/Non-Dealer
Event Type : Year 5 Ownership
CPS Score : 10
* * * * * CASE MANAGER TEAM - District Z * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] at 1:41pm
Owner is concerned about the air bag light on in vehicle and states there is no safety issue, owner states dealer told him that issue is not covered under warranty. Owner states vehicle is out of warranty and states he will go to dealership.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2417	8L[redacted]5	**Open Date**	03/29/2012	**Built Date**	11/05/2007	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	11/03/2008	**Mileage**	44,373	**Dealer Zone**	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68169	DUNCAN CHRYSLER DODGE JEEP			
Dealer Address	19999 VIRGIL H GOODE HIGHWAY				
Dealer City	ROCKY MOUNT	**Dealer State**	VA	**Dealer Zip**	24151

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	HARDY VA [redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	diagnosed the clock spring no repair completed
Corporate - Reimbursement - Default - Default - Default	reimbursement for the L37 recall
Corporate - Recall - Default - Default - Default	requesting reimbursement for the diagnosis of the L37 recall

POSTMARK DATE: 032112; DATE RECEIVED: 032612
Customer requesting reimbursement in the amount of $86.75 for the diagnosis of the clock spring to be the reason the air bag light is on.
The invoice shows the repair was declined at that time.
Writer will contact customer to advise diagnostic fee is the responsibility of the customer and if the vehicle is repaired at a Chrysler dealership this fee may possible be reimbursed.
****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Writer will contact customer @ [redacted]
Disregard line 8 to 11.
Writer will cal[redacted].
Writer left a message with 800-853-1403 and cair number for customer to call regarding the request for reimbursement. Extension 4718492.
****

The invoice shows a diagnostic fee for the clock spring as well as the repair being declined, therefore there will be no reimbursement. If the repair has been since completed please send in the invoice and proof of payment then the first diagnostic fee may be reimbursed.
****

Next Agent please read line 18 to 21.
The customer is calling back. The agent read lines 18 to 21 as requested by DW690.The customer states she did have the vehicle repaired at a CJD dealership, it was a recall repair therefore there would not be any proof of payment. She is not clear on what the instructions are, however she

is submitting what s required to the attention of DW690 ref [redacted]
The agent tried to warm transfer to extension 4718492, DW690 was away from her desk. The customer did not want to leave a message on CM voice message.
Writer will wait for documentation.
Writer located a stamped paid invoice and a master card receipt.
The recall for the L37 was completed on 03/29/12.
Writer will submit a check for approval in the amount of $86.75 plus tax for the original diagnosis of the L37.
****
RECALL - Clock Spring L37
****
Customer submitted request for reimbursement for recall L37 for the clock spring.
Customer s proof of payment is: stamped invoice and MC - 862361
Recall applies to customer s vehicle:yes
Date of repair:02/15/11
Invoice #[redacted]
Labor $86.75
Parts $0.00
Tax $4.20 (4.84%)
Misc. Charges $0.00
Total $90.95
Writer is submitting check for approval in the amount of $ 90.95
Customer s information matches coin, invoice and envelope.
Approved
POSTMARK DATE: 033112; DATE RECEIVED: 040312
Agent attatched documents.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BZ3H15	AL[redacted]	***Open Date***	03/29/2012	***Built Date***	09/22/2009	
Model Year	2010	***Body***	JKUM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	10/08/2009	***Mileage***	44,132	***Dealer Zone***			
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PBS	DEEP WATER BLUE PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	OXFORD PA[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light on
Corporate - Reimbursement - Default - Default - Default	Seeking reimbursement

POSTMARK DATE: 032212; DATE RECEIVED: 032612
RECALL L37 AIRBAG SYSTEM CLOCKSPRING
****

Customer submitted request for reimbursement for recall L37 AIRBAG SYSTEM CLOCKSPRING.
Recall applies to customer s vehicle: 1J4BZ3H15AL[redacted]
Customer s proof of payment is: Mastercard (Auth Code 1283Z)
Date of Repair: 10/11/11
Invoice[redacted]
Labor $70.00
Parts $249.00
Misc. Charges $0.00
Tax $0.00
Total $319.00
Writer is submitting check for approval in the amount of $319.00
****

Note: Customer will be receiving an additional notice for further instructions to repair and have the L37 Recall completed.
****

Writer has verified address in COIN and return documentation for accuracy.
Writer has updated COIN, Dealer Code and Mileage.
****

Check Approved and Processed.
****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA5416 7[redacted]	**Open Date**	03/29/2012	**Built Date**	11/21/2006		
Model Year	2007	**Body**	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	12/06/2006	**Mileage**	66,678	**Dealer Zone**	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PBM	STEEL BLUE METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68472	NORTH POINT CHRY-JEEP INC			
Dealer Address	7726 NORTHPOINT BLVD				
Dealer City	WINSTON-SALEM	**Dealer State**	NC	**Dealer Zip**	27106

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	1[redacted]	**Home Phone**	([redacted]
	WINSTON SALEM NC[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer stated airbag light came on but it was repaired.
Corporate - Reimbursement - Default - Default - Default	Reimbursement for repairs that were completed.

Briefly summarize why the customer is contacting Chrysler: Customer stated that the airbag light came on again that is located on the instruement panal. Customer stated that he has continuous issue with the lights coming on. Customer stated that he just paid for this repair but he doesnt want to continue to pay for repairs. Customer requested reimbursement and that fix be found for this issue.
Briefly summarize what the customer is expecting:Reimbursement and a fix for issue.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]7 cell
Preferred Afternoon/Evening call back number is [redacted]0
Customer email address for case updates: [redacted]m
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? 68472
Reassigned to 88F
Status update provided via email to the following email address:
[redacted]m
My name is Melba and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your case number: [redacted]
Chrysler Case Management telephone Number: 800-763-8422
My direct extension: 66170
My work hours: 9 AM till 5:30 PM Eastern Standard Time. Monday-Friday
I will contact you within one business day telephone to review your case with you.

End of Status Update
* * * * * CASE MANAGER TEAM - District M * * * * * *
Customer has purchased 1 new 1 used CDJR
Customer has 2 CDJR in household
Service contracts- essential care-2 years / 4 oil changes also 6 years /
70,000 miles-100 deductible
Mileage 66678
OOW 3/36 by 3 years / 30678 miles
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[redacted] writer inquired status of vehicle, customer stated that back
in February and again yesterday he has paid for repairs done, customer
states he has been having a lot of issues with the airbag light coming
on. Writer inquired if customer has access to scanner customer stated he
does, writer informed that we will be sending link to attach documents,
writer also informed customer that if another link is needed to contact
writer and we will send another, customer thanked writer and agreed.
Writer also inquired dealership being North point customer confirmed.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2012-03-30 @ 10:11
Writer dialed customer [redacted] left message stating we are inquiring
if customer has sent documents in at this time.
Writer dialed customer [redacted] writer was informed that the email we
have on file is not the correct email address, customer gave address
[redacted] Customer informed customer that he is still having issues
with the airbag light still is continuing to come on, writer inquired if
customer has let dealership know that he is still having this issue,
customer stated that he has not, writer informed customer to do so and
that we will be sending another link, customer stated he will do that and
thanked writer and agreed.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2012-04-10 @ 11:51
WRITER DIALED CUSTOMER 3[redacted] left message.
WRITER DIALED CUSTOMER[redacted] left message.
3rd attempt made to contact customer. Left message.
WRITER DIALED CUSTOMER[redacted]7 left message stating we are inquiring
if customer has sent in documents.
5th attempt made to contact customer. Left message.
6th attempt made to contact customer. Left message stating we are
inquiring if customer has sent in documents.
7th attempt made to contact customer. Left message.
8th attempt made to contact customer. Left message that stated that case
will be closed and he can call back and have case reopened.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA3H17 BL[redacted]	**Open Date**	03/30/2012	**Built Date**	05/12/2011		
Model Year	2011	**Body**	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4 SPORT UTILITY			
In Service Dt	08/15/2011	**Mileage**	4,420	**Dealer Zone**	70		
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60007	SUPERSTITION SPRINGS CHRY-JEEP INC			
Dealer Address	6130 E AUTO PARK DRIVE				
Dealer City	MESA	**Dealer State**	AZ	**Dealer Zip**	85206

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	GILBERT AZ [redacted]	**Country**	UNITED STATES

Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default	2011 JEEP WRANGLER
Corporate - Lemon Law - Default - Default - Default	Customer is requesting Lemon Law / Buy/back
Product - Electrical - Unknown - Other - Default	Customer states the electrical has unknown intermittent problems
Dealer - By-Pass - Default - Default - Default	

Customer states he got the vehicle back a couple of weeks ago for electrical problems and now the vehicle is malfunctioning again. Customer states the airbag light and dash lights flash intermittently. Customer states he wants to file for Lemon Law and the vehicle meets all required criteria for the lemon law. Customer states the dealership shows 4 related repairs, but the vehicle actually has 5 repairs. Customer states Chrysler sent him a $300.00 check for rental, but he won t cashed it. Customer states he s been very patient, but he s not dealing with this anymore. Customer states if it means hiring a lawyer to make Chrysler abide by Arizonas state laws and guideline s then he will. Customer states he just wants the vehicle replaced. Customer states he s not bringing the vehicle back until the dealership replaces it.
Customer informed a call back is required and will take place within one business day.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]9, [redacted]
Customer email address for case updates: [redacted]
Who has possession of the vehicle? Owner
Is this a request for Lemon Law, buy-back or replacement? Lemon Law / replacement
Reassigned to 88L
H restriction. Reassigning to 96A.
Writer contacted customer to introduce self, ECS, and provide contact information. Customer states that customer is not willing to take vehicle

to dealership, as vehicle has been in and out of dealership for numerous repairs without any resolution. Customer states that customer will be filing LL; writer advised customer to reference blue & white book in glovebox. Customer states that there is no blue & white book in glovebox; writer advised customer to speak with state AG s office. Customer is not satisfied with response. Customer states that vehicle has an electrical short; the vehicle would not turn on but lights in dash would light up. Customer states that dealer has had a STAR technician involved and was informed that vehicle had been repaired. Customer states that no further repairs will be made, customer would like buyback/replacement or will file for LL. Customer ended call.
Writer to close CAIR, as customer is declining repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA3919	7L[redacted]	***Open Date***	03/31/2012	***Built Date***	05/08/2007	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	05/31/2007	***Mileage***	47,500	***Dealer Zone***	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	23171	HUNTINGTON JEEP CHRYSLER INC			
Dealer Address	1220 EAST JERICHO TURNPIKE				
Dealer City	HUNTINGTON	***Dealer State***	NY	***Dealer Zip***	11743

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	JAY VT [redacted]	***Country***	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	Customer looking for extended warranty information

Briefly summarize why the customer is contacting Chrysler: Customer states they are looking for extended warranty information. Customer states airbag light is on but dealership states the issue is not with the clockspring. Customer states she took her vehicle in for an oil change and tire rotation and when she got the vehicle back it had a bad shimmy and was pulling to the right. Customer states the dealership needed to balance the tires. Customer states a rear defroster strip broke and needed to replace it. Agent advised customer of extended warranty information. Agent offered to escalate case to CM but customer declined for now.
Briefly summarize what the customer is expecting: Customer seeks information on extended warranty.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3912 9[redacted]		***Open Date***	04/03/2012	***Built Date***	10/03/2008	
Model Year	2009	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	12/10/2008	***Mileage***	85,000	***Dealer Zone***	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PV6	SUNBURST ORANGE PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	23257	ROYAL JEEP			
Dealer Address	1901 PATRICK STREET PLAZA				
Dealer City	CHARLESTON	***Dealer State***	WV	***Dealer Zip***	25362

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ELEANOR WV [redacted]	***Country***	UNITED STATES

Briefly summarize why the customer is contacting Chrysler:Customer states she brought the vehicle to the dealership to have the L37 recall completed and the air bag light is still on and horn does not work now. Customer is wanting to know what was suppose to be inspected and repaired under this recall to correct the clockspring. Customer states the dealer put it on the machine and it shows the clockspring to be fine. Customer feels there was nothing done to correct this recall and wants it investigated.
Briefly summarize what the customer is expecting:Customer is expecting this recall repair to be investigated to see what was done because she has concerns with it not being done correctly.
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] in the afternoon only or today
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: N/A
Who has possession of the vehicle? (Owner
Has the vehicle been diagnosed by a CDJ dealer? (Yes
If a CDJ dealer has diagnosed, what is the dealer name or code?23257
Reassigned to 96F
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted], customer stated she took vehicle in for recall work, she asked dealership to check her horn out which was not working. Customer stated she was told the key pin was not broken there fore checking the horn would be an added cost. Customer stated due to her last experience with a different dealership and a recall not being done at all she has question and doesn t feel this one was done either. Customer stated the airbag light is still illuminated, she would like to know; how is the key pin diagnosed, why is the airbag still illuminated. CM will contact dealership to get answers for customer.

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call.
Called dealership 23257 to inquire of issue. CM spoke to SA Rex, SA explained the recall must fail the inspection in order to replace otherwise recall is complete. CM inquired of the horn not working and the full diagnosis of the vehicle, SA could not find the RO and asked to give CM a return call. CM gave SA her contact information.
SA Rex returned call, stated he has not been able to find the paperwork at dealership, SA will wait for SM to return from lunch to see if he has the folder in his office. CM will await the SA.
Called customer informed her of findings and that CM is awaiting a call from the SM at dealership for information. Customer satisfied.
Called dealership and spoke to SM Shane, SM insisted that the customer is referring to CAMPAIGN instead of keypin. SM stated after the diagnosis, it appeared the component covered under the recall did not fail nor did it produce the needed codes as preferenced by the Service Bulletin, however the clockspring does need to be replaced and this will restore the horn and remove the airbag light. The recall L37 was electrial and the ongoing issue with the vehicle is internal.
Called customer informed her of lines 46-52. CM explained the issue and apologized to customer for her inconvenience. Customer satisfied.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2418	8L[redacted]	**Open Date**	04/04/2012	**Built Date**	06/04/2008	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	12/27/2008	**Mileage**	71,333	**Dealer Zone**	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60464	CHAMPION CHRYSLER DODGE JEEP			
Dealer Address	2321 STATE HIGHWAY 155				
Dealer City	PALESTINE	**Dealer State**	TX	**Dealer Zip**	75803

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	BUFFALO TX[redacted]	**Country**	UNITED STATES

Dealer - By-Pass - Default - Default - Default	MOPAR TOW BAR
Recall - J24: MOPAR TOW BAR - Information Request	MOPAR TOW BAR
Corporate - Reimbursement - Default - Default - Default	Reimburesment for L37 AIRBAG SYSTEM CLOCKSPRING
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	replaced the clockspring

Briefly summarize why the customer is contacting Chrysler: Customer had Recall L37 AIRBAG SYSTEM CLOCKSPRING completed before they received the Recall Notice via US Postal Service.
Briefly summarize what the customer is expecting:to send for reimbursement.
Agent reviewed process for reimbursement.
Recall Repair Reimbursement Request - Mailing Address
Answer ID 17064.
POSTMARK DATE: 040412; DATE RECEIVED: 040912
Customer is requesting reimbursement in the amount of $494.54 which is the amount of the diagnostics and the actual replacement of the clock spring.
Customer did not send in proof of payment.
Writer will contact customer @ [redacted]8.
Writer spoke with Mrs. [redacted] and advised proof of payment is required.
Mrs [redacted] stated that holds things up to get their money back.
Writer apologized and advised it is a requirement. [redacted] stated they paid by check. Writer supplied the fax number 877-768-5076 and asked Mrs. [redacted] to write the cair number [redacted] on the page. Mrs. [redacted] tt will send as soon as possible.
******* Below Customer Contacted for Documentation Request ******
[redacted] on 2012-04-11 @ 14:52
***** Customer Document Received *****
Writer will call Champion Auto for verification of payment of the diagnostic fee @ 800-723-4177.
Writer spoke with Service Advisor Matt who stated the customer did pay

for the diagnosis of the air bag light in full.
Writer supplied the customer s name for Matt to search for the information.
****
Writer will submit a check for approval in the amount of $ 494.54.
RECALL - L37 Clock Spring
****
Customer submitted request for reimbursement for recall L37 clock spring.
The airbag system clock spring assembly that connects the driver s airbag to the electrical system on about 5,400 of the above vehicles could experience a compromised driver s airbag circuit. This would cause the airbag light to illuminate or flash intermittently, which indicates the airbag may not deploy and increase the risk of an injury in the event of a frontal crash.
The supplemental restraint system must be tested using a wiTECH scan tool. Vehicles found with a defective clock spring must have the clock spring replaced.
Recall applies to customer s vehicle: Yes
Customer s proof of payment is: verified by SA at dealership
Date of Repair:07/06/11
Invoice #[redacted]3
Labor $90.00
Parts $0.00
Misc. Charges $0.00
Tax $0.00
Total $90.00
Writer is submitting check for approval in the amount of $90.00
****
RECALL - L37 Clock Spring
****
Customer submitted request for reimbursement for recall L37 clock spring.
The airbag system clock spring assembly that connects the driver s airbag to the electrical system on about 5,400 of the above vehicles could experience a compromised driver s airbag circuit. This would cause the airbag light to illuminate or flash intermittently, which indicates the airbag may not deploy and increase the risk of an injury in the event of a frontal crash.
The supplemental restraint system must be tested using a wiTECH scan tool. Vehicles found with a defective clock spring must have the clock spring replaced.
Recall applies to customer s vehicle: Yes
Customer s proof of payment is: front and back of check
Date of Repair:07/21/11
Invoice [redacted]
Labor $135.00
Parts $249.00
Misc. Charges $0.00
Tax $20.54 (8.25%) parts
Total $404.54
Writer is submitting check for approval in the amount of $404.54
****
When adding both invoices the amount for approval is $494.54.
Customer s information matches coin, invoice and envelope.
Writer did not advise customer to go the dealership for verification as the letter sent to the customer stated the will be notified when a permanent remedy is located.
****
Approved and Processed
****
RECEIVED REQUST FROM ACCOUNTS PAYABLE TO REISSUE THE CHECK AS CUSTOMER DID NOT RECEIVE THE CHECK AND IT IS NOW STALE. LMM14 WILL VOID AND CLOSE THE CAIR AND SMM25 WILL REISSUE.
POSTMARK DATE: 110712; DATE RECEIVED: 110712
***REISSUED CHECK IN CAIR [redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8FA2419	9L[redacted]	**Open Date**	04/04/2012	**Built Date**	03/11/2009	
Model Year	2009	**Body**	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	03/27/2009	**Mileage**	82,000	**Dealer Zone**	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	60376	WHITTEN BROTHERS OF ASHLAND, INC			
Dealer Address	11409 WASHINGTON HWY				
Dealer City	ASHLAND	**Dealer State**	VA	**Dealer Zip**	23005

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	MANQUIN VA 2[redacted]	**Country**	UNITED STATES

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer is contacting Jeep because he is having an issue with his air bag light coming on. Customer states he took it to one of his mechanic friends who advised him that the clockspring may need to be replaced. Customer states that he has contacted the CDJ dealership in his area and he cannot get an appointment for about a week.
Briefly summarize what the customer is expecting:
Customer is looking for Jeep to assist with the cost of the repairs.
****End structured narrative T2 - Beginning Narrative
Has customer had previous history with current issue? Yes
Customer has a history of diagnosis for an intermittent problem? Yes
Has had repair history at Chrysler dealership(s)? No
Was this vehicle purchased new by this customer? Yes
Customer has a history of purchasing Chrysler vehicles? Yes
If yes, number in household? 2
Customer claims to maintain vehicle as per maintenance schedule? Yes
Has a mechanical Chrysler Group Service Contract? Yes
Warranty coverage code? 799
Ownership status? Original owner
Basic warranty component? Yes
Powertrain warranty component? No
Service contract or Mopar warranty component? No
Within 3 years or 36,000 miles? Yes
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]

Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? No
Reassigned to 88F
Status update provided via email to the following email address:
[redacted]
My name is Naima and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your Case number is listed above.
The Chrysler Case Management telephone number is: (855) 525-5085
My Direct Extension is: 4720259
My work hours are: 8:30am-5pm EST Monday-Friday
I will contact you within one business day by telephone to review your case with you.
End of Status Update
CM contacted customer. Customer stated that the dealership does not have an opening until Monday April 16th. CM advised that the diagnostic fee is the responsibility of te customer and if the repair is not covered by the Service Contract, CM will research the concern in an attempt to provide assistance. CM to contact SM.
CM contacted SM. CM advised that the customer opened a case regarding the concern. SM understands. CM to contact SM on Monday April 16th.
CM to contact SM on April 16th.
Agent attempted to contact dealer Service Manager Steve however, SM not available. Left message for a return call at extension 4720259.
CM contacted SM. SM stated that the clockspring needs to be replaced. SM further stated that the customer s Service Contract covers the repair minus a $100 deductible. CM understands. CM to contact customer.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] ext 305. Left message.
CM called customer. CM advised customer that the service contract is covering the repair minus the $100 deductible. Customer stated that he just wanted to make sure the repair was covered under his service contract. CM stated that the customer will be contacted in a few day to follow up with the repair.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3910 9[redacted]		**Open Date**	04/04/2012	**Built Date**	09/05/2008	
Model Year	2009	**Body**	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	10/13/2008	**Mileage**	42,160	**Dealer Zone**	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	26355	EMPIRE CHRYSLER DODGE JEEP			
Dealer Address	2000 US 421 B				
Dealer City	WILKESBORO	**Dealer State**	NC	**Dealer Zip**	28697

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	([redacted]
	MILLERS CREEK NC[redacted]	**Country**	UNITED STATES

Recall - L05: TRANSMISSION COOLER LINES - Advise Owner/Incomplete Recall	Advised owner
Corporate - Reimbursement - Default - Default - Default	Seeking reimbursement

POSTMARK DATE: 032912; DATE RECEIVED: 040112
L05 TRANSMISSION COOLER LINES
RECALL L37 Airbag System Clockspring
****
Customer submitted request for reimbursement for recall L37 Airbag System Clockspring.
Recall applies to customer s vehicle:Yes
Customer s proof of payment is: CASH parts invoice
Date of Repair: 2/4/11
Invoice #1[redacted]
Labor $0.00
Parts $183.30
Misc. Charges $0.00
Tax $14.67
Total $197.97
Writer is submitting check for approval in the amount of $197.97.
Disregard Line 2
Writer called customer [redacted]1, informed Mr. [redacted] that we have received all your documents processed your request for the reimbursement for the amount of $197.97. I will be submitting your check for approval today. Customer verified address in COIN to be correct. It should take 2-4 weeks upon approval. L05 TRANSMISSION COOLER LINES Recall is recorded on file as Incomplete. Please contact CDJ and have Recall completed, so that they will close out and update your file.
Writer explained to customer that she could not reimburse labor, as customer completed himself. Customer was OK with this.
******APPROVED******

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2419	8L[redacted]	**Open Date**	04/04/2012	**Built Date**	12/21/2007	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	03/28/2008	**Mileage**	74,319	**Dealer Zone**	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	43549	BREWBAKER DODGE CHRYSLER JEEP			
Dealer Address	300 EASTERN BLVD				
Dealer City	MONTGOMERY	**Dealer State**	AL	**Dealer Zip**	36117

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	GOSHEN AL [redacted]	**Country**	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	Seeking reimbursement

POSTMARK DATE: 032812; DATE RECEIVED: 040112
RECALL L37 Airbag System Clockspring
****
Customer submitted request for reimbursement for recall L37 Airbag System Clockspring.
Recall applies to customer s vehicle:Yes
Customer s proof of payment is: SEE BELOW
Date of Repair: 4/5/11
Invoice #3[redacted]
Labor $0.00
Parts $248.83
Misc. Charges $5.50
Tax @7.735% $19.67
Total $274.00
Writer is submitting check for approval in the amount of $274.00.
Writer called customer 334.566.6206, left detailed message for a call back @1.800.853.1403, EXT 4718249 and reference your case [redacted]
****
NEXT AGENT:PLEASE ASK CUSTOMER FOR PROOF OF PAYMENT. INFORM CUSTOMER THAT REIMBURSEMENT AS PER LINE 15 WILL BE PROCESSED ONCE IT ARRIVES. OFFER FAX #1.877.768.5076. THANKS!
****
PLEASE ADVISE CUSTOMER TO CONTACT CDJ TO HAVE PREVIOUS REPAIR INSPECTED OF RECALL L37 AIRBAG SYSTEM CLOCKSPRING, SO THEY CAN CLOSE OUT THEIR FILE.
Customer calling in to speak with CM. CAC advised customer of above notes however she still wanted to speak with CM. CAC attempted to transfer over however CM was unavailable. Customer seeking a call back on customers cell phone[redacted]
Writer called [redacted] explained the proof of payment to Mrs. Henderson. Writer offered FAX #1.877.768.5076 and advised her to include CASE[redacted], on all documents. Customer will send in

information.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2012-04-05 @ 10:57
***** Customer Document Received *****
Customer sent in proof of payment by VISA receipt, Auth [redacted]
Customer verified address in COIN to be correct @9:43AM EST. Writer also explained that the check would be sent for approval upon receipt of all the documents and that the check would take approximately 2 weeks.
Customer thanked the writer.
Writer is submitting check.
******APPROVED******

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ241X	8L[redacted]	**Open Date**	04/04/2012	**Built Date**	12/04/2007	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	01/17/2008	**Mileage**	50,848	**Dealer Zone**			
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	HENDERSON MD[redacted]	**Country**	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	reimbursement for the L37 recall
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	replaced the clock spring
Corporate - Recall - Default - Default - Default	requesting reimbursement for the L37

POSTMARK DATE: 033012; DATE RECEIVED: 040112
Customer s letter stated the air bag light was on and the clock spring had to be replaced. This vehicle does have the L37 recall attached.
Customer did not send in proof of payment.
Writer will contact customer to advise proof of payment is required to process this request.
Writer will call customer @[redacted].
Writer left message with 800-853-1403 and cair number for the customer to contact regarding the request for reimbursement. Extension 4718492
****

Proof of payment is required to go forward with the request for reimbursement. The invoice shows a check was used to pay for this repair. Please send in a copy of the front and back of check or a bank statement showing payment.
****

Next Agent please read line 11 to 14 and supply the customer with the fax number 877-768-5076 and ask the customer to write the cair number [redacted]1 on the top of the page.
Customer called in requesting status of case. Agent informed customer of lines 11 - 14.
Customer understood.
Writer will wait for documents.
Writer checked and no documents have arrived.
Writer will call customer to see if documents have been sent in.
Writer will call [redacted]4.
Writer left a message asking the customer to call if documents have been sent. Writer left 800-853-1403 and cair number.
Customer calling back to speak with DW690
Agent inquired to customer if he had yet mailed in his documents.
Customer stated that he did not. Customer states to get the back the of the check he needs to first setup an online banking account to get access to the images of the check.
-
Customer did there there probably will be some confusion due to the

amount of the check which he believes he made out for $525.00 or so.
Customer had both his Clock Spring and his EGR valve replaced at the same time at the dealership which came up to around $517.00 and then he always tipped his mechanic which comes to around $525.
Customer had the mechanic rewrite the invoice before he sent it to us because the labor charge for both EGR and clockspring were added together and he didn t want Chrysler to think he wanted us to reimburse the labor for the EGR valve as well.
-
Customer will work on it tonight to get his paperwork together and also the bank statement that shows the check number listed on the invoice clearing and will submit the original invoice as well that shows both the EGR and clockspring repair.
Writer will wait for the documents.
Writer checked and no documents have arrived.
Writer checked and no documents have arrived.
Writer will call customer @ 4[redacted] to see if documents have been sent.
Writer was disconnected as a message was being left.
Writer will [redacted].
Writer left a message asking if documents have been sent for possible reimbursement and left 800-853-1403 with the cair number for customer to return the call. Extension 4718492.
Caller wanted to speek to CM DW690 at ext.4718492. Agent transferred the caller over to the CM.
****
Writer received voice mail message on 04/17/12 @ 12:20 pm. [redacted] advised the documents had been sent last week with regular mail. Mr. [redacted] stated his cell phone number as [redacted] to contact should the documents not show up in a couple of days.
POSTMARK DATE: 041112; DATE RECEIVED: 041312
Writer will follow up.
****
Writer will submit a check for approval in the amount of $317.94 for the repair completed on 12/17/10.
****
RECALL - Clock Spring – L37
****
Customer submitted request for reimbursement for recall L37 for the clock spring.
Customer’s proof of payment is: front and back of check
Recall applies to customer’s vehicle:yes
Date of repair:12/17/10
Invoice #:N/A
Labor $54.00
Parts $249.00
Tax $14.94 (6%) parts
Misc. Charges $0.00
Total $317.94
Writer is submitting check for approval in the amount of $317.94
Customer s information matches coin, letter and envelope.
****
Writer did not call to ask customer to take the vehicle to the dealership for closure of the recall as the letter sent to the customer states they will be contacted when a permanent remedy is located.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4AJWAG3 C[redacted]	**Open Date**	04/05/2012	**Built Date**	11/10/2011		
Model Year	2012	**Body**	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	02/18/2012	**Mileage**	2,000	**Dealer Zone**	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION					

Dealer	43084	BIG O DODGE OF GREENVILLE INC			
Dealer Address	2645 LAURENS RD				
Dealer City	GREENVILLE	**Dealer State**	SC	**Dealer Zip**	29606

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	GREENVILLE SC [redacted]	**Country**	UNITED STATES

Product - Wheels and Tires - Tires - Other - Unknown	Tires are too big.
Corporate - Lemon Law - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer is contacting Jeep because he purchased this vehicle from the dealership with a 2 lift and 35 tires on it. Customer states the vehicle has it s 'Trail Rated' badge on the side so he thought he could take it off road. Customer states he went over a minor uneven ground and his tire ended up going into his rear fender. Customer states he brought it back to the dealership and they put a 4 lift on the vehicle and made the customer pay half price for it. Customer states he advised them it was still too big and now the dealer wants to put a 2 lift on the vehicle and change the tires out to 33 . Writer advised customer that with tires that big, the trail rating is no longer valid and the customer states he bought this vehicle believing it was trail rated.
Briefly summarize what the customer is expecting:
Customer is looking for the vehicle to be bought back as this vehicle wasn t what he thought he was buying.
****End structured narrative T2 - Beginning Narrative
Customer informed a call back is required and will take place within one business day.
Preferred Morning/Midday call back number [redacted]
Customer email address for case updates: [redacted]
Who has possession of the vehicle? Owner
Is this a request for Lemon Law, buy-back or replacement? Buy-back
Reassigned to 88L
Status update provided via email to the following email address:
[redacted]; bc [redacted]
Dear MR[redacted]:
Case [redacted]8 VIN: 1C4AJWAG3CL[redacted] Vehicle Description:
2012 JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR

My name is Charlie and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your Case number [redacted]
Chrysler Case Management telephone number: 800-763-8422
My work hours: 7:30am-4:00pm Mountain Time Monday-Friday
I will contact you within one business day by telephone to review your case with you.
Note: This is a system generated message. Please do not reply.
Sincerely,
Charlie
Customer Care
End of Status Update
* * * * * * * * * * QUALIFIER TEAM * * * * * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
This customer is seeking lemon law buyback/replacement. Preliminary research has determined this vehicle doesn t appear to qualify for lemon law/Buyback/Replacement. The customer has been informed of this research and was told that we are willing to assist in getting the vehicle repaired
The customer was also informed that a case manager will be assigned to them for further follow-up.
RESEARCH RESULTS:
Explain why this vehicle either appears to qualify or not: Vehicle does not appear to have the needed repairs under the terms of protection.
Number of related repair attempts = 0
Number of days out of service = 0
Writer informed customer that their vehicle does not appear to qualify for buy-back/replacement. Writer let customer know that we do want to see their vehicle fixed. Writer informed customer that a case manager will follow up for further handling.
Writer left message for John, Service Manager with Lee SA, that the customer requested LL/buyback and did not appear to qualify. Writer let SM know that we want to show we are making ourselves available for repairs. Advised customer that a case manager will follow up in one business day.
Appears vehicle may have had modifications to the vehicle at dealer but was unable to verify at this time.
* * * * * CASE MANAGER TEAM - District 88N * * * * * *
Status update provided via email to the following email address:
[redacted]
Hello
My name is Linda and I have been assigned as your case manager
Here is some information that will be helpful for you to have.
Your case number: 2[redacted]
Chrysler case management telephone number 1-800-763-8422
My extension is 66283
My work hours are 7.30am to 4.00pm MST Mon Fri
I will contact you within one business day by telephone to review your case
Thanks
Linda
End of Status Update
Vehicle history: Original Owner, 3 New.
OOW: Not out of warranty
Service contract: 1 SOUTHEAST BUS. CENTER - OWNER CARE - 2YE
DEALERSHIP CONTACT: Writer caller Service Advisor Lee at 864-304-6511
Service Manager John and Area Manager Rick Dibble have approved that I will work with Lee for all decisions on the case s.
left message for callback.
CUSTOMER CONTACT: Writer called customer [redacted], the problem is that he bought the Jeep and was told it was told this was trail rated and it had lifts and 35' tires. they made him paid $300.00 to get the vehicle fixed and then to put a 4 inch lifts, but the tires were to large and should not have had these size tires, customer wants 33 inch tires and 2 inch back and the $300.00 back that he had to pay and the dealership lied

to him and told him it was trail rated vehicle. Writer informed the customer that I will follow up on Thursday 04/12/2012
CLOSED LOOP UPDATE - no need for additional follow-up.
closed loop in error
DEALERSHIP CONTACT: Writer caller Service Advisor Lee at 864-304-6511 they will put 33' tires on the vehicle and put it back at the 2' lift and the vehicle will be trail rated again.
CUSTOMER CONTACT: Writer called customer [redacted], informed the customer of lines 100-102 customer is happy but said the dealership had not called him and let him know that they will fix the issue. Writer will follow up with the customer when the repair is done.
MR WILLIAM DURHAM called in wanting to speak to LT690, customer would like a call back as soon as possible, with caller s permission writer connected to CM voicemail.
[redacted]
CUSTOMER CONTACT: Writer called customer at [redacted] customer is having other problems and said that Service Advisor Jeff and he does not listen on Saturday he had to put gas to the vehicle and the vehicle left front came up off the ground, customer also said the rear end rattles.
DEALERSHIP CONTACT: Writer caller Service Advisor Lee at 864-304-6511 they are waiting for the tires and parts to arrive and will call him when they are there for the repair.
CUSTOMER CONTACT: Writer called customer at [redacted] customer informed that we are waiting on the tires and as soon as it comes they will call to have this repaired and they will check the rear end rattle and have a rental ready for the customer for during the repair customer is upset about the $300.00 was promised $150.00 from the dealership. Writer will reimburse the amount of $150.00 to the customer when satisfied with the repair.
DEALERSHIP CONTACT: Writer caller Service Advisor Lee at 864-304-6511 parts and tires are there and they are going to reimburse the customer $150.00 when the work is finished.
CUSTOMER CONTACT: Writer called customer [redacted] left message for the customer that the tires are in and customer can call and make an appointment for the repair of the vehicle, ask for update when possible.
CUSTOMER CONTACT: Writer called customer at [redacted] the tires and lifts have been repaired and customer was told that the oil was change but it had not been done, and the windshield water was half way down. Will send the documentation link for reimbursement to customer email:
[redacted]
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2012-04-25 @ 16:09
CUSTOMER CONTACT: Writer called customer at 8[redacted]2 customer lost the link Writer will resend to the customer.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2012-05-02 @ 12:32
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2012-05-07 @ 09:34
customer lost the documentation link. Agent sent a new documentation link. Customer states that he is not happy with the service department at dealer 43084.
Customer called to speak to his case manager; writer transferred the customer to ext 66283 for further assistance.
CUSTOMER CALLED IN: customer is very unhappy with the service department at Big O, customer said the change oil light is on again so Big O did not change the oil and so the charged him for an oil change they did not do. Customer also feels they have lied to him to many times customer will take his vehicle to Mckinney Dodge-Chry-Jeep (44719) to have the oil changed and Writer will take care of the cost and customer will have the air bag light checked because it came on. Customer will send in his documentation for reimbursement.
CUSTOMER CONTACT: Writer called customer at [redacted] this number is disconnected and can not get ahold of the customer
Status update provided via email to the following email address:
[redacted]

The phone number [redacted] show disconnected, I would love to hear from you and get an update, did you get the oil change for your vehicle? Please call me back.
Linda
Case Manager
1-800-763-8422 extension: 66283
End of Status Update
CUSTOMER CONTACT: Writer called customer at [redacted] line is still disconnect.
Status update provided via email to the following email address:
[redacted]
I have not heard from you and can not assist you any further, I will need to close this case if you do not contact me by Wednesday 05/23/2012
Please call me 1/800/763-8422 extension: 66283
Thanks Linda
End of Status Update
Writer has attempted to contact the customer phone number is disconnected and customer did not respond to the email. Writer is closing this case.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3917	9L[redacted]	**Open Date**	04/06/2012	**Built Date**	11/06/2008	
Model Year	2009	**Body**	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	11/14/2008	**Mileage**	48,819	**Dealer Zone**	42	DETROIT	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PV6	SUNBURST ORANGE PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	66231	PINCKNEY CHRYSLER-DODGE-JEEP INC			
Dealer Address	1295 E M36				
Dealer City	PINCKNEY	**Dealer State**	MI	**Dealer Zip**	48169

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	([redacted]
	LESLIE MI [redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	clock spring replaced
Corporate - Reimbursement - Default - Default - Default	reimbursement for the L37 recall
Corporate - Recall - Default - Default - Default	requesting reimbursement for the L37 recall

POSTMARK DATE: 040212; DATE RECEIVED: 040412
Writer locate three invoices one for a diagnosis that shows only a code, one for purchase of the part and one for the installation of the clock spring.
There was only one invoice sent for the installation of the part and there should be two pages. The dealership showing for the purchase of a part writer was not able to find dealer code. Writer went to dealer search on Chrysler.com and located:
Berry Chrysler Dodge Jeep
4.52 miles away
1971 east hwy 31corsicana, TX 75110-8055903-654-3116
The other invoice shows a diagnosis but only a code and no clarification as to what the problem is.
****

The customer did not send proof of payment.
Writer will contact Mullins Auto @ 517-589-8543 for information as to what the code means.
Writer will contact the customer to have the second page of the invoice sent as well as proof of payment for all three invoices.
Writer spoke with personal at Mullins who stated Delbert is the person to ask about the codes and he is test driving a vehicle at the moment.
Writer will call back.
Writer will contact customer @ [redacted].
Writer left a message with 800-853-1403 and cair number for customer to call regarding reimbursement request. Extension 4718492.
****

In order to proceed with the request the second page of the invoice from Pickney is required along with proof of payment for the diagnosis, labor, and the part purchased. If the payment for these three items have been paid with a check the front and back of the check is required, if by credit card the credit card receipt or statement is required or a bank statement showing payment.
****
Next Agent please read line 27 to 32 and supply the customer with the fax number 877-768-5076 and ask the customer to write the cair number [redacted] the page.
Writer will call Mullins @ 517-589-8543.
Writer spoke with Delbert. Writer gave the name of the customer and the code of B1B06. Delbert stated that was the air bag.
Customer calling to speak to CM DW690, agent informed customer that CM was not in and invited him to leave message on voice mail. Agent then transferred customer to ext. 4718492.
Writer checked messages and Mr. Bogert stated invoices were sent. Mr. Bogert stated he did not understand what was needed and would be away today.
Writer will contact the customer tomorrow.
Customer calls to speak with their Case Manager. Agent transferred to CM s voicemail with customer s permission at extension 4718492.
Writer received a message form Mr. Bogert and will call make a return call.
Writer will call [redacted].
Writer will contact [redacted] as this is the phone number left in the message.
Writer received a message stating this customer is not available please try later.
Writer will try [redacted]30.
Writer left a message with 800-853-1403 and cair number advising customer writer did try the other phone number as well.
****
The invoice was received showing the purchase of the part, proof of payment is required. The invoice from Pickney shows there should be two pages and only page one was sent the second page is required as well as proof of payment. The third invoice showing diagnosis was received, proof of payment is required for this invoice as well.
If these invoices were paid for with a check the front and back of check is required, if payment was made with credit card the credit card receipt is required, a bank statement is also acceptable for proof of payment.
****
Next Agent please read line 60 to 67 and supply customer with the fax number 877-768-5076 and ask the customer to write the cair number [redacted] on the top each page sent.
Customer called back and agent readlines 60 to 67. Customer will fax receipts in as well as the name of the mechanic and shop where he paid cash for one of the items so we can call them to confirm it was a cash transaction.
Writer will wait for documents.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2012-04-13 @ 09:46
***** Customer Document Received *****
Customer has sent in required documents with the invoice for the diagnosis showing cash payment.
Writer will contact Mulling Auto @ 517-589-8543 for verification.
Writer spoke with Delbert who stated the diagnosis was paid in full.
****
The invoice for diagnosis is for $70.00 dollars with no tax, the invoice for the installation is for $150.00 dollars tax charged on parts not labor, there fore no tax will be added and the invoice for the part purchased shows no tax but does have freight. The customer is asking for a portion of the freight charges. Writer will allow this request making the amount to send for approval $419.21.
****
RECALL - L37 Clock Spring

****
Customer submitted request for reimbursement for recall L37 clock spring.
The airbag system clock spring assembly that connects the driver s
airbag to the electrical system on about 5,400 of the above vehicles
could experience a compromised driver s airbag circuit. This would cause
the airbag light to illuminate or flash intermittently, which indicates
the airbag may not deploy and increase the risk of an injury in the event
of a frontal crash.
The supplemental restraint system must be tested using a wiTECH scan
tool. Vehicles found with a defective clock spring must have the clock
spring replaced.
Recall applies to customer s vehicle:yes
Customer s proof of payment is: verified by the owner of Mullins as cash
Date of Repair:01/17/12
Invoice #:F148217
Labor $70.00
Parts $0.00
Misc. Charges $0.00
Tax $0.00
Total $0.00
Writer is submitting check for approval in the amount of $70.00
****
****
RECALL - L37 Clock Spring
****
Customer submitted request for reimbursement for recall L37 clock spring.
The airbag system clock spring assembly that connects the driver s
airbag to the electrical system on about 5,400 of the above vehicles
could experience a compromised driver s airbag circuit. This would cause
the airbag light to illuminate or flash intermittently, which indicates
the airbag may not deploy and increase the risk of an injury in the event
of a frontal crash.
The supplemental restraint system must be tested using a wiTECH scan
tool. Vehicles found with a defective clock spring must have the clock
spring replaced.
Recall applies to customer s vehicle:yes
Customer s proof of payment is: visa - 51708B
Date of Repair:02/06/12
[redacted]
Labor $150.00
Parts $0.00
Misc. Charges $0.00
Tax $0.00
Total $150.00
Writer is submitting check for approval in the amount of $150.00
****
****
RECALL - L37 Clock Spring
****
Customer submitted request for reimbursement for recall L37 clock spring.
The airbag system clock spring assembly that connects the driver s
airbag to the electrical system on about 5,400 of the above vehicles
could experience a compromised driver s airbag circuit. This would cause
the airbag light to illuminate or flash intermittently, which indicates
the airbag may not deploy and increase the risk of an injury in the event
of a frontal crash.
The supplemental restraint system must be tested using a wiTECH scan
tool. Vehicles found with a defective clock spring must have the clock
spring replaced.
Recall applies to customer s vehicle:yes
Customer s proof of payment is: bank statement
Date of Repair:01/16/12
Invoice #[redacted]
Labor $0.00
Parts $189.23
Misc. Charges $9.98 (freight)

Tax $0.00
Total $199.21
Writer is submitting check for approval in the amount of $199.21
****

When adding all together the amount being sent for approval is $419.21
Customer s information matches coin, invoice and envelope.
Writer did not advise customer to have the vehicle taken to close recall as the letter sent advises notification will be sent once a permanent remedy becomes available.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6919	8L[redacted]	**Open Date**	04/09/2012	**Built Date**	01/23/2008	
Model Year	2008	**Body**	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	02/02/2008	**Mileage**	47,000	**Dealer Zone**	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	45107	DODGE CITY OF MCKINNEY			
Dealer Address	700 S CENTRAL EXPY				
Dealer City	MCKINNEY	**Dealer State**	TX	**Dealer Zip**	75070

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	MCKINNEY TX 7[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	customer feels he has clockspring air bag recall
Corporate - Recall - Default - Default - Default	requesting recall information

Briefly summarize why the customer is contacting Chrysler: customer called in requesting recall information on vehicle. Customer feels that he has the clock spring recall for front air bags. Customer states he knows 2007 vehicles have recall 91663 for air bags and he thinks that his vehicle has it. Customer states that his air bag light has been on for the last 5000 miles and nothing has fixed it. Customer is concerned that his air bags wont deploy if he gets in an accidents. Customer states that he bought vehicle from the following dealer:
Huffines Chrysler Jeep Dodge
4500 w plano pkwy
plano, TX 75093-5607
972-867-6000
Customer states that he would get vehicle repaired at the following dealership.
Chrysler Jeep Dodge City Of McKinney
2.39 miles away
700 s central expy
mckinney, TX 75070-3834
972-569-9650
Briefly summarize what the customer is expecting: Customer wants to know if his vehicle can qualify for clockspring recall.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: none-givne
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? unknown
If a CDJ dealer has diagnosed, what is the dealer name or code?

Reassigned to 88F
* * * * * CASE MANAGER TEAM - District U * * * * * *
Customer is original owner
Customer has 1 vehicle in the household, original, current
Customer is out of basic warranty by 1 year, 2 months and 11,000 miles
Customer has 1 active service contract, max care
Customer s phone number is [redacted]
Customer s email is [redacted]
Status update provided via email to the following email address:
[redacted]
Hello!
My name is Amber Leigh and I have been assigned as your Case Manager with Jeep
Here is some information that will be helpful for you to have:
Your Case Number: [redacted]
Chrysler Case Management Telephone Number: 1-800-763-8422
My Direct Extension: 66200
My work hours: 8:30 - 17:00 Mountain Time, Monday-Friday
I will contact you within one business day by telephone to review your case with you
Thank you for choosing Jeep and have a great day!
Amber Leigh
End of Status Update
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] customer states he would like to work wtih Dealer 45107 since they re closer. Writer advised they will contact the Assistant Service Manager, Steven, and discuss the case with him. Customer agreed. Writer will email customer after speaking with ASM.
Writer called Dealer at 972-569-9650, spoke with Assistant Service Manager, Steven. ASM states he would be willing to look at the vehicle. Writer will email customer.
Status update provided via email to the following email address:
[redacted]
I just spoke with Steven over at City of McKinney. He is willing to check out your vehicle to see if your concerns have anything to do with the recall. Please call them for an appointment at 972-569-9650. Thank you so much!
Amber Leigh
End of Status Update
Writer called Dealer at 972-569-9650, spoke with Assistant Service Manager, Steven. ASM states Customer came in for repairs and they were covered under the max care service contract. ASM states customer will be picking up the vehicle later tonight.
Writer called Customer at [redacted], customer states he will be picking up the vehicle later today. Writer advised they would follow up with customer on 4/16-4/17
Writer called Customer at [redacted], customer states the vehicle is working well and he is very happy with the dealership. Writer advised the case would be closed. Customer agreed and understood.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA3914	7L1[redacted]	***Open Date***	04/09/2012	***Built Date***	04/24/2007	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	05/31/2007	***Mileage***	21,000	***Dealer Zone***	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	44812	SMITH HAVEN CHRYSLER JEEP DODGE			
Dealer Address	794 JERICHO TURNPIKE				
Dealer City	ST JAMES	***Dealer State***	NY	***Dealer Zip***	11780

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]5
	HUNTINGTON MA 0[redacted]	***Country***	UNITED STATES

Corporate - Corporate Warranty Extension Letter - Default - Information Request - Default	CLOCKSPRING
Recall - K13: INNER FENDER LINERS - Information Request	inner fender liners

Customer called stating that their air bag light is on and the horn stopped working. Customer brought it to the attention of the dealer who did not know anything about it. Agent informed customer they had the extended warranty for the clockspring and to bring that up to the dealer. Agent informed it is not a recall it was an extended warranty. Agent also informed customer of their open recall. Customer stated they also had a problem with the gas spilling back out. Agent informed customer they had an extended warranty for the inlet check valve as well.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3913	9L[redacted]	**Open Date**	04/09/2012	**Built Date**	10/02/2008	
Model Year	2009	**Body**	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	01/06/2009	**Mileage**	113,000	**Dealer Zone**	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45538	BOB MOORE CHRYSLER DODGE JEEP RAM			
Dealer Address	4627 S MEMORIAL DR				
Dealer City	TULSA	**Dealer State**	OK	**Dealer Zip**	74145

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	TULSA OK[redacted]	**Country**	UNITED STATES

Product - Engine - Unknown - Noisy - Default	Makes loud clunk when starting, tapping when running.

Briefly summarize why the customer is contacting Chrysler:
Customer calling in stating she has a right hand drive Jeep since she does mail routes.
Her fist complaint was that we only offered right hand drive vehicles the basic 336 warranties when her friends who have the same model and year but are left hand drive gets the 5yr/100000 mile warranty.
Customer states she s had to replace her transmission already, and is now facing the possibility of needing to replace the engine as well at a cost of $4000.
Customer states that the vehicle makes a very loud and heavy sounding Clunk, and once the vehicle is running, she hears a consistent tap tap tap noise.
Customer has been taking her vehicle to IRF for the majority of her repairs because she states its cheaper than dealing with a dealership.

Briefly summarize what the customer is expecting:
To express her dissatisfaction with her Jeep.

Agent apologized to customer for the difficulties that she has experienced with her Jeep and that her complaint has been documented as requested.
As well agent informed customer of incomplete recall L37 on her vehicle.
Customer states her airbag light had been on since last summer but didn t want to pay $400 to replace it.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6414	8L5[redacted]	**Open Date**	04/10/2012	**Built Date**	10/04/2007	
Model Year	2008	**Body**	JKJS72	JEEP WRANGLER RUBICON 4X4			
In Service Dt	10/26/2007	**Mileage**	60,000	**Dealer Zone**	74	DENVER	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	43491	GLADSTONE DODGE INC			
Dealer Address	5610 NORTH OAK				
Dealer City	GLADSTONE	**Dealer State**	MO	**Dealer Zip**	64118

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	PARKVILLE MO[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light is on
Product - Electrical - Cruise Control - Complete Failure - Default	Cruise Control does not work
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Customer seeking cost assistance

Briefly summarize why the customer is contacting Chrysler: Customer states his cruise control has stopped working. Customer states his airbag light has come on. Customer states there is a warning buzzer going off every 30 seconds. Customer states the clockspring needs to be replaced. Customer states the cruise control stopped working 6 months ago.
Briefly summarize what the customer is expecting: Customer seeking cost assistance with repairs.
Has customer had previous history with current issue? No
Customer has a history of diagnosis for an intermittent problem? No
Has had repair history at Chrysler dealership(s)? Yes
Was this vehicle purchased new by this customer? Yes
Customer has a history of purchasing Chrysler vehicles? No
If yes, number in household?
Customer claims to maintain vehicle as per maintenance schedule? Yes
Has a mechanical Chrysler Group Service Contract? No
Warranty coverage code? 799
Ownership status? Original
Basic warranty component? Yes
Within 3 years or 36,000 miles? Yes
Customer advised a call back is required and will take place within one business day.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]
Who has possession of the vehicle? Customer
Has the vehicle been diagnosed by a CDJ dealer? No
If a CDJ dealer has diagnosed, what is the dealer name or code?

Reassigned to 88F
* * * * * CASE MANAGER TEAM - District N * * * * * *
Status update provided via email to the following email address:
[redacted]
My name is Christine and I have been assigned as your case manager. Here is some information that will be helpful for you to have:
Your case number is: [redacted]
Chrysler case management number is: 800-763-8422
My direct extension is: 66157
My work hours are: 10:30 AM 7:00PM (EST)
I will contact you within one business day by telephone to review your case with you.
Christine
Chrysler Case Management
End of Status Update
LOYALTY
Brand 1 new
NO Service Contract
OOW
NO previous CAIRs
open recalls K13. L05, J24
DEALERSHIP CONTACT:
Agent attempted to contact dealer Service Manager (SM), Mike, however, SM not available. Left message for a return call at extension 66157
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
Informed customer that before Chrysler considers offering any goodwill assistance outside of warranty, a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time. Customer is seeking out of warranty assistance in the form of replacement of clockspring.
Based on the information at hand, agent is considering the following:
$100 customer copay
Customer will take to dealership for diagnosis today or tomorrow.
DEALERSHIP CONTACT: SM reported appt scheduled for 04/13/2012. SM and writer agreed on $100 customer copay
DEALERSHIP CONTACT: SM, Mike reported did not show for appt today.
DEALERSHIP CONTACT: SM, Mike reported customer has not been in and no appt has been scheduled.
CUSTOMER CONTACT: Customer reported that he missed his appt on Friday. Customer asked if he should call dealership beforehand or just show up. Wrtiter advised it would probably be best to call just to assure he does not make a wasted trip if the dealership is busy. Customer reported he will call dealership when he hangs up from this call.
DEALERSHIP CONTACT: SM, Mike, reported customer has appt on 04/24/2012
DEALERSHIP CONTACT: SM, Mike, unavailable, spoke with SA, Heather, who reported customer was in today. Writer asked if clockspring has been replaced. Diagnosis only was completed. The clockspring does need replaced. Writer advised that SM and writer have agreed upon a $100 customer copay for the repair. Heather requested the customer contact her and she will take care of it.
CUSTOMER CONTACT: at [redacted] attempt made to contact customer. Left message.
sent email to Sm, Mike.
DEALERSHIP CONTACT: SM, Mike, reported customer has not scheduled the appt to have the repairs completed
DEALERSHIP CONTACT: SM, Mike, reported customer has not scheduled the appt.
CUSTOMER CONTACT: [redacted] attempt made to contact customer. Customer reported he spoke with SA, Heather on 04/17/2012 and has not heard anything since. Writer advised would contact dealership and follow up with customer next week.
DEALERSHIP CONTACT: Agent attempted to contact dealer Service Manager (SM), Mike, however,

SM out til 05/09/2011. Spoke with SA, Heather, who reported she has not heard back from the parts department. SA placed writer on hold and checked with Parts. On backorder with eta of 05/08/2012.
DEALERSHIP CONTACT: SM, Mike, out of office, Ass t SM, Wes, at lunch. Writer attempted to speak with another SA but both werte busy. Writer placed on hold for over 10 minutes.
DEALERSHIP CONTACT:
Agent attempted to contact dealer Service Manager (SM), Mike, however, SM not available. Left message for a return call at extension 66157
DEALERSHIP CONTACT: SM, Mike, reported that part has not arrived.
DEALERSHIP CONTACT: SM, Mike, reported that part has ETA 05/14/2012
DEALERSHIP CONTACT: SM, Mike, reported repairs have not been completed.
DEALERSHIP CONTACT: SM, Mike, reported that part has not arrived. Writer advised waiting for part since 04/24/2012 and offered to assist in getting part. SM contacted parts department and discovered part arrived today. SM reported will contact customer to schedule repairs.
SM, Mike, not available. SA, Heather reported that part arrived today and she will contact customer to schedule repairs.
DEALERSHIP CONTACT: Agent attempted to contact dealer Service Manager (SM), Mike, however,
SM not available. Left message requesting an update, is appt scheduled.
DEALERSHIP CONTACT: SM, Mike, reported SA Heather contacted customer to schedule appt
DEALERSHIP CONTACT: SA, Heather reported repairs completed on 05/19/2012
DEALERSHIP CONTACT: Writer advised SM, Mike, of open recalls and asked if they were completed on 05/19/2012. SM reported they were not completed and he will contact customer.
DEALERSHIP CONTACT: SM, Mike left VM wanting info to close out case and get claim paid. Writer returned call. Writer provided cair # and verified authorization had been completed. SM reported that he has not had customer back to have recalls completed.
CUSTOMER CONTACT: Writer confirmed repair completed and everything is good. Writer advised customer of recalls. Customer reported that he completed the transmission cooler lines and has removed the fenders. Writer advised case will be closed. Customer appreciative of assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ241X	8L[redacted]	**Open Date**	04/11/2012	**Built Date**	12/05/2007	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	12/28/2007	**Mileage**	49,382	**Dealer Zone**	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	23050	LAHTI'S INC			
Dealer Address	223 CENTRAL ST				
Dealer City	LEOMINSTER	**Dealer State**	MA	**Dealer Zip**	01453

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	LEOMINSTER MA [redacted]	**Country**	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	L37 Recall
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	replaced clockspring

POSTMARK DATE: 040412; DATE RECEIVED: 040912
Writer needs to get the rest of the second invoice. Customer has only submitted the first page.
Writer called dealership at 978-840-3363 and spoke with Bob the service manager. Writer was questioning what was done with regards to the clockspring on RO [redacted]. Bob stated that they had checked it out being that the airbag light was on and that they determined that it needed a new clockspring. Bob also stated that the customer had declined the work to be completed due to their financial situation.
Writer called customer at 9[redacted] with regards to lines 2 and 3. Writer also stated that we need to get proof of payment. Writer gave customer the fax number 1-877-768-5076 and stated to put the case number [redacted] on the top of each page. Customer stated that they will probably fax the information tomorrow. Writer stated that the first invoice RO [redacted] we are unable to reimburse for the clockspring due to the fact that they had declined the work but will be reimbursing for the second invoice with regards to the clockspring.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2012-04-12 @ 13:08
***** Customer Document Received *****
RECALL Airbag System Clockspring L37
****

Customer submitted request for reimbursement for recall L37 for the clock spring.
Customer s proof of payment is: Capital One statement
Recall applies to customer s vehicle: Yes
Date of repair: 01/26/2012
Invoice #: [redacted]
Labor $ 122.20
Parts $ 273.90

Misc. Charges $ 0.00
Tax $ 17.12
Total $ 413.22
Writer is submitting check for approval in the amount of $ 413.22
****

Writer called customer at [redacted] to let them know that we did receive their fax.
Writer updated COIN with the return address on the envelop.
****

Approved and Processed
****

Customer Assistance Inquiry Record (CAIR)# 2[redacted]

VIN	1J4FA2416	8L[redacted]	***Open Date***	04/11/2012	***Built Date***	09/26/2007	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	10/05/2007	***Mileage***	40,743	***Dealer Zone***	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PJR	RESCUE GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	42905	HARR DODGE			
Dealer Address	120 GOLD STAR BLVD				
Dealer City	WORCESTER	***Dealer State***	MA	***Dealer Zip***	01613

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	WORCESTER MA [redacted]	***Country***	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	air bag warranty
Corporate - CNA Change - Default - Default - Default	updated customers information

Briefly summarize why the customer is contacting Chrysler:Customer contacted us today because he wanted to know if he had any warranty for the air bag because the light keeps coming on. Advised customer that he would need to bring his vehicle into a dealer and have it looked at.
Briefly summarize what the customer is expecting:to have basic warranty left

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2411	8L5[redacted]	**Open Date**	04/12/2012	**Built Date**	08/02/2007	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	08/31/2007	**Mileage**	73,871	**Dealer Zone**	70		
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	58323	RUSS CARRIGAN MOTORS INC			
Dealer Address	308 E 125 N				
Dealer City	MORGAN	**Dealer State**	UT	**Dealer Zip**	84050

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	EDEN UT [redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light stays on, replaced clockspring
Corporate - Reimbursement - Default - Default - Default	reimbursement for extended warranty

POSTMARK DATE: 040512; DATE RECEIVED: 041012
Agent verified address.
RECALL - L37 AIRBAG SYSTEM CLOCKSPRING
****
Customer submitted request for reimbursement for recall L37 AIRBAG SYSTEM CLOCKSPRING.
Recall applies to customer s vehicle: yes
Customer s proof of payment is: see below
Date of Repair:09/13/2010
Invoice #:4[redacted]
Labor $72.00
Parts $249.00
Misc. Charges $9.63
Tax $19.67
Total $350.30
Writer is submitting check for approval in the amount of $350.30
Agent called Carrigan Motors at 801-829-3245 at 4:41 pm. Agent spoke to Clay (SA). Agent received verbal confirmation of payment received for the invoice submitted.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4AJWBG8	CL[redacted]	***Open Date***	04/12/2012	***Built Date***	07/26/2011	
Model Year	2012	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	01/15/2012	***Mileage***	850	***Dealer Zone***	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION					

Dealer	45527	CONCORD CHRYSLER DODGE JEEP RAM			
Dealer Address	4901 MARSH DR				
Dealer City	CONCORD	***Dealer State***	CA	***Dealer Zip***	94520

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	CONCORD CA [redacted]9	***Country***	UNITED STATES

Corporate - Outbound - Survey Follow-Up - IQS - Customer Contact Complete	2012 JEEP WRANGLER

First Attempt:
JD Power Outbound. Agent contacted the customer regarding their new vehicle. Customer is Spanish, asked for Spanish interpreter. Agent contacted Interpreter Services at 800-707-4004 and talked with Ariadna #12724 who dialed customer and made contact. Agent relayed information to customer.
Customer stated that the air bag light had come on and when he took it to the dealership he was told they were too busy to look at it. Customer has not been driving vehicle because he was concerned that the air bag would deploy. Agent apologized for the dealerships comments and advised customer to call and make an appointment to take vehicle in for diagnosis. Customer will call for an appointment for Saturday. Agent advised customer to call into the hotline number if he was not satisfied with his next visit to the dealership.
Agent provided the customer assistance phone number for any future questions or concerns. Customer confirmed mailing address and agent updated COIN.
*****
Customer s name in COIN is backwards, should read Pedro Hernandez, agent reassigning to 88F for correction.
* * * * * CASE MANAGER TEAM - District O Ù * * * * * *
Within warranty
No service contract
Only vehicle currently or by history
Purchased new
CONTACT UPDATE - 1st Contact attempt, phone number [redacted]
Spoke with customer who was able to speak basic english. Was able to tell him he needed to call the dealership and schedule an appointment for a specific day and hour to take his vehicle in. Customer understood. Gave customer dealership ph #. He stated he would call them today to schedule an appointment. Advised customr I would call him back next

Friday to see if he was able to successfully resolve his issue.
2nd attempt made to contact customer [redacted] Left message requesting callback.
CUSTOMER CONTACT[redacted], left message requesting callback.
CUSTOMER CONTACT. Received a call from customer who stated the dealership had addressed the problem with his vehicle at this point in time. He asked that I give him a call back in a week to see if the problem continues to be resolved.
CUSTOMER CONTACT[redacted] Customer stated that so far the problem with the air bag light seemed to be repaired. Decided with customer to close his case at this point in time.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5914	8L[redacted]	***Open Date***	04/16/2012	***Built Date***	12/20/2007	
Model Year	2008	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	01/15/2008	***Mileage***	68,000	***Dealer Zone***	70		
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PGJ	JEEP GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	45326	TATE BRANCH DODGE CHRYSLER JEEP			
Dealer Address	919 S 1ST ST				
Dealer City	ARTESIA	***Dealer State***	NM	***Dealer Zip***	88210

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LAS CRUCES NM[redacted]	***Country***	UNITED STATES

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	incomplete mopar tow bar recall
Corporate - Warranty Coverage - Default - Default - Default	informed of extended inlet check valve warranty

Briefly summarize why the customer is contacting Chrysler: Customer called in wanting to know if he has any recalls on his vehicle.Customer states he just purchased this vehicle in December.
Briefly summarize what the customer is expecting:Customer is seeking recall information.
Agent informed customer that he has one incomplete recall #J24 for the mopar tow bar. Agent informed customer that he had an extended warranty for the inlet check valve.
Customer states that he was speaking with another agent and the call lost signal. Customer states that he would like recall information. Agent advised customer of the following J24 MOPAR TOW BAR SAFETY 11/19/2009 INCOMPLETE as well, advised customer of the extended warranty.
Customer states that the Air bag light is coming on. Agent advised customer that he should get the light checked out by the dealership.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA5917	8L[redacted]	***Open Date***	04/18/2012	***Built Date***	02/20/2008	
Model Year	2008	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	03/29/2008	***Mileage***	82,000	***Dealer Zone***	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PGJ	JEEP GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	68392	PORT JEFF CHRY JEEP INC			
Dealer Address	5130 NESCONSET HWY				
Dealer City	PORT JEFFERSON STATION	***Dealer State***	NY	***Dealer Zip***	11776

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MILLER PLACE NY 1[redacted]	***Country***	UNITED STATES

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	MOPAR TOW BAR
Product - Electrical - Lamps and Switches - Other - Default	air bags light is flashing off and on
Corporate - Recall - Default - Default - Default	requesting recall information

Briefly summarize why the customer is contacting Chrysler: Customer states the air bag is going off and on. Customer is requesting recall information. Agent advised of open recall.
Briefly summarize what the customer is expecting: Customer is expecting recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2413 8L[redacted]	**Open Date**	04/20/2012	**Built Date**	03/15/2008		
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	08/21/2008	**Mileage**	63,046	**Dealer Zone**	51	CHICAGO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PYB	DETONATOR YELLOW CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	23727	CAIN'S, INCORPORATED			
Dealer Address	1400 NORTH 641				
Dealer City	MURRAY	**Dealer State**	KY	**Dealer Zip**	42071

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	MURRAY KY[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Airbag light is on
Corporate - Reimbursement - Default - Default - Default	L37 Recall
Product - Electrical - Lamps and Switches - Other - Default	seatbelt alarm would not go off

POSTMARK DATE: 041612; DATE RECEIVED: 041812
Writer called dealership at 270-753-6448 and spoke with Bobby the service manager who stated that the customer had paid the invoice in cash. Bobby also stated that when she typed the invoice she has no idea why the Brakes - ABS came up which was a mistake. Bobby stated that the labor was for the clockspring.
Writer called customer at [redacted] to verify COIN and to double check the spelling of their last name being that it was different from the return address on the envelop.
Writer updated COIN.
Writer also advised customer of their reimbursement.
RECALL Airbag System Clockspring L37
****

Customer submitted request for reimbursement for recall L37 for the clock spring.
Customer s proof of payment is: printed on invoice payment cash $429.84. Also see lines 2 and 3
Recall applies to customer s vehicle: Yes
Date of repair: 11/11/2011
Invoice #: [redacted]
Labor $ 150.00
Parts $ 249.00
Misc. Charges $ 15.00
Tax $ 15.84
Total $ 429.84
Writer is submitting check for approval in the amount of $ 429.84
****
****

Approved and Processed

****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA241X	7L[redacted]	**Open Date**	04/21/2012	**Built Date**	12/09/2006	
Model Year	2007	**Body**	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	12/29/2006	**Mileage**	100,818	**Dealer Zone**	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PGJ	JEEP GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45072	CHRY-JEEP-DODGE OF WARWICK LLC			
Dealer Address	185 ROUTE 94 SOUTH				
Dealer City	WARWICK	**Dealer State**	NY	**Dealer Zip**	10990

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

Corporate - Technical Assistance - Default - Default - Default	customer requesting gas cap light information
Corporate - Survey By-Pass - Default - Default - Default	no contact for 31+ days

Briefly summarize why the customer is contacting Chrysler:Customer states that she has taken her vehicle to 2different dealerships because the gas cap light keeps coming on. Customer states that the dealership will turn the light off but when she drives away, the light will come back on.
Customer states that she took her vehicle to the following dealership:
Chrysler Jeep Dodge Of Warwick
185 route 94 south
warwick, NY 10990
845-986-2021
and she also states that she took the vehicle to a dealership called Totawa in New Jersey, but agent could not find any information on this dealership in Dealer Search or Web site.
Briefly summarize what the customer is expecting:Technical information
Customer advised a call back is required and will take place within one business day.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: not provided
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?
Reassigned to 88F (96F)
* * * * * CASE MANAGER TEAM - District T * * * * * *
Writer called dealer 45072 attempted to speak to Service Manager Dan. SM Dan stated customer was in on 1/10/12 at 87566 miles for air bag light on, dealer did extended warranty repair for the air bag light and no charge. The vehicle did have a gas evaporative leak code. Dealer could not duplicate concern and cleared codes. Could be a bad cap or loose cap since some one else pumps gas.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
Writer called customer at [redacted] Left message.
3rd attempt made to contact customer. Left message.
4th attempt made to contact customer. Left message.
5th attempt made to contact customer. Left message.
Writer called customer at 9[redacted] left message. Called [redacted]
left message.
Writer called customer at [redacted]. Left message.
Writer called customer. Left message.
Writer called customer. Left message.
Agent contacted customer at [redacted]0, left message
left call back number with case number and case is being closed, no
contact with customer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA3H16 A[redacted]	***Open Date***	04/22/2012	***Built Date***	04/14/2010		
Model Year	2010	***Body***	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	05/17/2010	***Mileage***	37,348	***Dealer Zone***	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PVG	MANGO TANGO PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	66460	GREENBRIER CHRYSLER JEEP			
Dealer Address	1414 SOUTH MILITARY HWY				
Dealer City	CHESAPEAKE	***Dealer State***	VA	***Dealer Zip***	23320

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	
	NORFOLK VA [redacted]	***Country***	UNITED STATES

Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default	2010 JEEP WRANGLER UNLIMITED X 4X4
Product - Electrical - Lamps and Switches - Defective - Default	Air bag light goes off and on
Corporate - CNA Change - Default - Default - Default	Updated cna information

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Air bag light
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Some time last fall I had this same issue with the air bag light coming onand going off. it s back My issue is that after ready various forum this
seem to be an on going issue is there will there be a racall on this? If not how do I disable the thing, a ding every cuople of minute is very destracting. I am over the warranty and from what I i have found it will cost between 250- 1200, depending on this issue it seems to be the spring failing from what i understand due to the interior getting wet, it a jeep and the top should be able to be left off on occation.
*****END OF CUSTOMER EMAIL*****
Dear E[redacted]
Thank you for contacting the Jeep Customer Assistance Center. In regards to your 2010 Jeep Wrangler Unlimited X 4X4 Sport Utility 4-Dr.
You are part of the Enhanced Customer Satisfaction (ECS Program) that proactively reaches out to dissatisfied customers based on your past ownership history and uses dedicated corporate resources from Technical Service Operations and Customer Care to fix the vehicle and addresses your concerns to drive increased loyalty. I will be assigning your case to a Customer Advocate and that dedicated Customer Advocate will be in touch with you within 1 business day.
Thanks again for your email.
Sincerely,
Kevin
Customer Service Representative
Jeep Customer Assistance Center

*****END OF CAC EMAIL*****
Writer-e-mailed SA81 to see if this needs to be re-assigned to DR954 or if she would like me to take it.
CONTACT UPDATE - 1st Contact attempt, phone number dialed [redacted] Left message.
Customer called to speak with CM. Writer transferred customer to extension 4720261.
Customer contacted CM Customer stated that he wanted to let CM know about the air bag issue and stated that he is out of warranty by 2,600 miles and is worried about the cost of the repair. CM asked customer if he has had the issue diagnosed and received a quote for the issue. CUstomer stated he has not and it would cost him $100.00 just to assess. CM recommended that the customer take the vehicle to the dealer, have the ECS TS work with the SM/SA at the dealer and perhaps the TS would consider using TS discretion in assisting customer with the repair as customer is part of ECS and only 2,600 miles out of warranty, however CM stated that TS may determine that ECS will not assist. Customer acknowledged, understood, and stated he would bring the vehicle to the dealer in the near future. CM thanked the customer for working with ECS and for choosing Jeep.
CM will follow up with customer 5/04/12.
CONTACT UPDATE - 1st Contact attempt, phone number dialed [redacted] Left message.
CM contacted customer. Customer stated that he is still busy with many projects and has not had the time to get to the dealer. CM understood and stated that CM would contact customer in 1 week, and if customer goes to a dealer prior to CM contact, customer should have CM contact information with him for assistance. Customer agreed, CM thanked the customer for choosing Jeep.
Dealer called in stating they have an ECS customer dropping off vehicle for service.
Dealer Code: 45497
Service Manager/Service Advisor Name: SM Sam
Service Manager/Service Advisor Phone: 757.855.2277 x1217 or Cell 757.761.6375
Technician working on vehicle: n/a
VIN: AL[redacted]
Mileage: 38,354
Customer Name: Earl Gunn
Customer best contact number: 7[redacted]
Descriptions of issue: Airbag light ON.
Writer verified dealer offered a free rental to ECS customer. Writer provided dealer with phone number 866-275-1420 and extension 4720283.
SA Mandy contacted CM with findings and diagnosis up to this point on the custoemrs vehicle./ CM stated that the SA would need to contact the TS with this information. SA agreed.
Customer contacted CM to ask if the dealer had contacted CM . CM stated yes, SA Mandy had contacted CM with update on diagnosis and CM requested SA contact the TS with the updates. Customer requested CM s email address, CM provided email address, Customer thanked CM for assistance . CM thanked customer for patience, apologized fro any inconvenience and thanked customer for choosing Jeep.
CM to add: Customer asked CM what warranty coverage does the air bag fall under, CM stated that an educated guess on CM s part would be the 3/36 basic but that CM would research further and provide answer to customer via email. Customer thanked CM.
CM contacted customer. Customer stated he is satisfied with the service at the dealer and the question has been answered by the dealer regarding the air bag warranty. CM thanked customer for feedback and stated CM would contact customer in 1 week to determine if customer is completely satisfied with the recent repair. Customer agreed. CM thanked customer for choosing Jeep.
CM to note 1st 7 day follow up due 5/23/12.
7 Day Follow Up
CM contacted customer. Customer stated that he is satisfied with the recent repair and asked CM if there are any outstanding Recalls for his

vehicle, CM responded no and asked what the concern is. Customer responded that he was reading online that there is a recall for about 80,000 2010 Wranglers for the skid plate which can force material onto the exhaust system and cause fires. Cm stated that there is no open Recall for his specific VIN. Customer stated that he has an after market skid plate and does not have this issue but is wondering if it is applicable to his vehicle. CM responded that Recalls are very VIN specific and related to particular build dates and his VIN has none, but if customer is concerned he should contact his dealer for assistance. CM asked as far as the most recent repair is the customer satisfied, customer responded yes. CM thanked customer for working with the ECS, apologized for any inconvenience or frustration and thanked customer for choosing Jeep.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2417 8[redacted]		***Open Date***	04/23/2012	***Built Date***	06/27/2008	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	05/18/2009	***Mileage***	47,300	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PGJ	JEEP GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	42080	RINGGOLD CHRYSLER DODGE JEEP			
Dealer Address	7154 NASHVILLE STREET				
Dealer City	RINGGOLD	***Dealer State***	GA	***Dealer Zip***	30736

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	COHUTTA GA[redacted]	***Country***	UNITED STATES

Dealer - Parts - Transaction - Parts N/A / Backordered - Default	Backordered part for clockspring repair
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Clockspring repair
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Cost assistance request
Product - Body / Trim / Paint Finish - Conv Top / Sunroof / T-Top - Broken, Cracked - Default	rear window on soft top is broken.

Briefly summarize why the customer is contacting Chrysler: Customer states that his airbag light came on and would not go out. Customer states that his dealership has diagnosed this vehicle with needing a replacement clockspring. Customer states that the dealership has offered to repair with part less a $100 deductible. Customer states that he does not believe that he should need to pay anything for a electrical malfunction. Customer states that this part is also on backorder and until the part is replaced he does not feel safe in this vehicle.
Briefly summarize what the customer is expecting: Customer seeks cost assistance for clockspring repair. Customer seeks part expediting assistance.
Has customer had previous history with current issue? N
Customer has a history of diagnosis for an intermittent problem? N
Has had repair history at Chrysler dealership(s)? Y
Was this vehicle purchased new by this customer? Y
Customer has a history of purchasing Chrysler vehicles? N
If yes, number in household?
Customer claims to maintain vehicle as per maintenance schedule? Y
Has a mechanical Chrysler Group Service Contract? N
Warranty coverage code?
Ownership status?
Basic warranty component? Y
Powertrain warranty component? N
Service contract or Mopar warranty component? N
Within 3 years or 36,000 miles? Y

Within 2 years or 24,000 miles? N
Within 1 year or 12,000 miles? N
Customer advised a call back is required and will take place
within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]4
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? 42080
Reassigned to 88F
Warranty coverage code? 799
Ownership status? Original
* * * * * CASE MANAGER TEAM - District N * * * * * *
Customer is the original owner, has expired Essential Care SC, there are
two new and one used vehicle in history. Customer has one related repair
for the clock spring in 2009.
Writer called dealer and spoke with Service Manager Ted. Ted advised that
they would like to help the customer and that the clock spring does need
to be replaced and the customer has authorized to order the parts. Ted
states that the vehicle is drivable and it is safe to drive while waiting
for the parts. Ted states that the part is on daily order with the ETA
showing as 5/1.
Part #: 5156106AC
Order #[redacted]
Ted advised that the customer does have loyalty to the dealer. Writer
reviewed with Ted that because of customer s loyalty that the co-pay can
be lowered to $50. Ted agreed.
As a one-time goodwill gesture, Chrysler will be making a policy
adjustment for this repair. According to the dealer, the warranty
costs of the repair are as follows:
Parts= $215.60
Labor= $58.56
Total= $274.16
Co-pay= $50
########## DIRECT-TO-DEALER ##############
Customer Care is sending this file to your dealership because a joint
goodwill policy decision has been made on behalf of our mutual customer.
If this repair falls under the Digital Imaging (DI) process,
you will need to follow the DI process of submitting images
or the required DI documents to the Powertrain Service Center
for claim approval. Be sure to include in your comments that Customer
Care
is involved. Customer Care will add DM Notes to the VIN describing our
decision and these notes are available to the DI group for reference.
When repairs are completed, submit your claim as you would normally.
If you need assistance with claim payment, please refer to
Warranty Bulletin D-11-19.
This customer has not yet been informed of this decision.
Please update and/or close CAIR when complete.
##################################
Status update provided via email to the following email address:
[redacted]
Hi, my name is Nikki and I have been assigned as your case manager here
at Jeep. I wanted to provide you with some details that should help while
working with me on your case:
Your case number: 2[redacted]
My phone number: 800-763-8422 extension 66328. I am in the office from
9:30 AM 6:00 PM EST Monday-Friday. I appreciate you contacting us for
help and I will do my best to resolve your concerns. Thank you.
End of Status Update
RA has been created.
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
7[redacted] Writer called customer and reviewed co-pay. Customer
accepted and asked why there was no recall for this issue. Writer advised
that his concerns are documented with Jeep and that if a recall is issued

he will be notified and can seek reimbursement but at this time assistance would have to be based on warranty and loyalty. Writer advised that the ETA is showing as 5/1 and that writer will be keeping track to see if the ETA changes, writer advised if the ETA moves further out the case will be reassigned to have Expediting support. Customer understood and was advised of follow-up by Tuesday, 5/1 to confirm the part is in. Customer states that the soft top rear window needs to be replaced, the window zipper has come off and he would like to know if there could be assistance provided for this repair as well. Writer offered to review and follow-up on 5/1. Customer states that he would prefer email updates.
Status update provided via email to the following email address:
[redacted]
Hi Mr. [redacted],
This is Nikki, your Jeep Case Manager. I wanted to let you know that I have asked the Service Manager, Ted, to get me the pricing details for the soft top window repair to finish review for assistance and that the clock spring is showing that it will be sent to the dealer next week and will hopefully arrive by Thursday or Friday. I will be updating you again by Monday to go over the soft top repair. Thank you.
Call me with any questions.
Nikki, Jeep CM
800-763-8422 extension 66328
Case [redacted]
End of Status Update
Writer left message for SM to provide details of repair and pricing and confirmed ETA with SA Tod.
Writer contacted the dealership to speak with SM Ted. Operator advised that he s not in today but she will take a message for him. Writer asked for VM and she advised that she can take a message. Writer advised her to have SM Ted contact CM back. Writer provided her with CM contact information.
Status update provided via email to the following email address:
[redacted]
I apologize I was not able to contact you yesterday; I was out of the office. I will be contacting you tomorrow though to review about the repairs for the soft top window. Thank you for your patience and I apologize again.
End of Status Update
Writer called dealer and spoke with Service Manager Ted. Ted states that the clock spring is showing on back order. Ted states that the part s ETA keeps getting pushed back and shows as national back order. Ted states the order is on daily order. Writer asked for order to be upped to special handling. Writer advised that Parts Expediting will be contacted to see what can be done to rush the order. Ted understood.
Part #: 5156106AC
Order #: [redacted]
Writer asked about customer s window. Ted states he has not seen the window but if the customer would like to come in to have it looked at; Ted would be willing to do it himself. Ted states for the customer to call ahead and ask for him so he can expect the customer. Writer asked for a quote on the repairs once Ted looks at it. Ted agreed.
Status update provided via email to the following email address:
[redacted]
Hope you are having a good day. I wanted to let you know that as of right now the clock spring is showing as back ordered so the ETA of May 10th may not be accurate. I am going to escalate your case to Jeep Expediting to have them push the order. You will be contacted once new information is available and I will contact you once the part is confirmed as being shipped to the dealer. I also spoke with Service Manager Ted Bolt and he asked to look at your window personally so he can get me an accurate estimate on repairs. Ted call him at the dealer, just ask for him in service, and he will look at it for you.
Thank you for working with us Mr [redacted]
Nikki, Jeep CM

800-763-8422 extension 66328
Case [redacted]
End of Status Update
Writer escalating to 88w for expediting to be contacted. Need ETA confirmed and verify part is shipped. Thank you.
* * * * * District 88 W * * * * * *
Part # 05156106AC, order # [redacted] daily order, current ETA 05/15/12.
STEERING COLUMN CONTROL MODULE
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITING
on 2012-05-10 @ 10:34
****** START OF SUPPORT ESCALATION by T8692JS******
forced dealer order as special handling to increase priority per CaiR policy. STock currently in transit to national PDC 03110 from packaging. ETa to dealer approximately week of 5/14/12. will advise.
****** END OF SUPPORT ESCALATION ****** by T8692JS
As per GPOP part delivered via UPS 1[redacted]
As per 88W guidelines, the parts have been delivered to the dealership. Writer is sending CAIR back to the Zone Case Manager, to follow up with the customer, confirm repairs completed and close CAIR accordingly. Writer called dealer to speak with service manager Ted, however, Ted was not in. Writer spoke with Service Advisor Pat. Pat confirmed parts are in stock and that the customer has an appointment set for Thursday to complete repairs. Writer thanked for the information.
Status update provided via email to the following email address:
[redacted]
Hi Mr. [redacted]y,
I have your case back from our Expediting team and I understand that the part has arrived at the dealer and you have an appointment for tomorrow to complete the repairs. I am sorry about the delay of the part and I am glad to see the part has arrived. Thank you for working with us on the repairs. I will be contacting you next week to make sure the repairs are satisfactory with you and that the vehicle is doing well for you. If you need help before then please contact me.
Thank you.
Nikki, Jeep CM
800-763-8422 extension 66328
Case [redacted]
End of Status Update
Writer called dealer and spoke with Service Manager Ted. Ted confirmed that the clock spring was replaced on the 17th. Ted states he did not get a chance to look at the window on the day that the customer was in because Ted was at the hospital. Writer asked if the customer could be referred back in to have Ted look at the window. Ted states that he would need the customer in before Friday because Friday Ted is going back to the hospital and will be out for two months.
1st Contact attempt, phone number dialed, [redacted]. Customer states that the repairs seem to have his vehicle working properly, no indicators are on at this time. Writer thanked customer for working with Jeep on his repairs. Customer asked about repair warranty. Writer advised of MOPAR 12/12 warranty. Writer asked customer if he had the top looked at by someone else in the dealer. Customer states that he won t worry about the top for now, he found a set on eBay for $100 and will just have it replaced. Customer thanked for the consideration and states he has no further questions or concerns. Writer asked customer if case can be closed. Customer agreed. Writer welcomed customer to call Jeep back if he has any future questions or concerns.
CLOSED LOOP UPDATE - no need for additional follow-up.
****** START OF SUPPORT ESCALATION by T8692JS******
order shows received at dealer 5/15/12 UPS TRACKING# [redacted]
****** END OF SUPPORT ESCALATION ****** by T8692JS

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA5D14	AL[redacted]	**Open Date**	04/24/2012	**Built Date**	04/26/2010	
Model Year	2010	**Body**	JKJP72	JEEP WRANGLER SAHARA 4X4			
In Service Dt	09/03/2010	**Mileage**	40,000	**Dealer Zone**	42	DETROIT	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	66989	SHUMAN MOTOR SALES INC			
Dealer Address	1111 SOUTH COMMERCE				
Dealer City	WALLED LAKE	**Dealer State**	MI	**Dealer Zip**	48390

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

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Air Bag clock spring inquiry
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Customer seeking Goodwill

Briefly summarize why the customer is contacting Chrysler:
Customer called stating that he is experiencing problems with his clockspring. Customer states that his air bag light turned on and his horn will no longer work. Customer states that he is just barely out of warranty.

Briefly summarize what the customer is expecting:
Customer expects Chrysler to cover the cost of the clockspring repair that needs to be done on his vehicle.

Has customer had previous history with current issue? N
Customer has a history of diagnosis for an intermittent problem? N
Has had repair history at Chrysler dealership(s)? Y
Was this vehicle purchased new by this customer? Y
Customer has a history of purchasing Chrysler vehicles? Y
If yes, number in household? 2
Customer claims to maintain vehicle as per maintenance schedule? Y
Has a mechanical Chrysler Group Service Contract? N
Warranty coverage code? 536
Ownership status? Original
Basic warranty component? Y
Within 3 years or 36,000 miles? Y

Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]
Who has possession of the vehicle? Dealership
Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code? 66989
Reassigned to 88F / 96F
* * * * * CASE MANAGER TEAM - District V Ù * * * * * *
Writer called dealership 248-669-2010. Spoke to service advisor Stan who stated that he would like to help the customer with a $50.00 Co pay. Parts: $215.60 Labor: $119.28. Writer advised stan she would put an RA in.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $215.60
Labor = $119.28
Total = $334.88
Co-pay = $50.00
########## DIRECT-TO-DEALER ##############
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
If this repair falls under the Digital Imaging (DI) process, you will need to follow the DI process of submitting images or the required DI documents to the Powertrain Service Center for claim approval. Be sure to include in your comments that Customer Care
is involved. Customer Care will add DM Notes to the VIN describing our decision and these notes are available to the DI group for reference.
When repairs are completed, submit your claim as you would normally.
If you need assistance with claim payment, please refer to Warranty Bulletin D-11-19.
This customer has not been informed of this decision.
Please update and/or close CAIR when complete.
##################################
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Customer stated that he took the car into the dealership and was told that it would cost $500 to repair. Customer states that he then decided to call Jeep because his car is just barely outside of warranty. Writer advised customer of line 44. Customer was fine with that. Writer advised customer to call the dealership and let them know that he had accepted the offer. Customer stated he would. Writer advised customer she would follow up on 4/27/12.
REASSIGNED TO BC/DLR 42 66989 04/25/12 11:06 O[redacted]
Service manager on vacation will contact on 4-29
Writer called customer [redacted] Left message.
REASSIGNED TO BC/DLR 42 66989 05/01/12 13:18 O [redacted]
Writer called customer [redacted] 5. Customer states that the repairs went well and he is happy. Writer advised customer she would close the case.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BZ3H14	AL[redacted]	**Open Date**	04/27/2012	**Built Date**	10/26/2009	
Model Year	2010	**Body**	JKUM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	01/04/2010	**Mileage**	74,000	**Dealer Zone**	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45144	WRIGHT CHRYSLER DODGE JEEP			
Dealer Address	1858 TENAHA ST				
Dealer City	CENTER	**Dealer State**	TX	**Dealer Zip**	75935

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

Product - Transmission / Transaxle - Gear Selector / Linkage - Improper Shift - Default	customers vehicle is stuck in 2nd gear again.
Corporate - Lemon Law - Default - Default - Default	
Corporate - Rental Vehicle - Default - Default - Default	
Product - Transmission / Transaxle - Unknown - Seizes, Sticks, Binds - Default	

Briefly summarize why the customer is contacting Chrysler: Customer calling back very angry that for the fifth time her vehicle is stuck in 2nd gear. (Please note previous case[redacted]) Customer requires the vehicle for her job as she does mail deliver. Customer has called the dealership who advised that she bring it back.
Briefly summarize what the customer is expecting:Customer wants a replacement vehicle or a rental vehicle paid for by Chrysler until the vehicle is fixed. Customer will not be taking vehicle in until she hears back about the rental or replacement.
Customer informed a call back is required and will take place within one business day.
Preferred Morning/Midday call back number is[redacted]
Preferred Afternoon/Evening call back number is[redacted]
Customer email address for case updates: na
o has possession of the vehicle?Owner
is a request for Lemon Law, buy-back or replacement? Replacement
Reassigned to 88L
********** QUALIFIER TEAM **********
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Left message for the customer with contact information and follow up 5-1-12.
This customer is seeking lemon law buyback/replacement. Preliminary research has determined this vehicle doesn t appear to qualify for lemon law/Buyback/Replacement. The customer has been informed of this research and was told that we are willing to assist in getting the vehicle repaired

The customer was also informed that a case manager will be assigned to them for further follow-up.
RESEARCH RESULTS:
Explain why this vehicle either appears to qualify or not: Second owner purchased outside the terms of protection.
Number of related repair attempts =0
Number of days out of service =0
CallerC [redacted] requesting to speak with Case Manager LW407.
Transferred caller to ext 66037 VM.
Immediate Supervisor Call
Customer is extremely frustrated that this is the 5th time she s had problems with her transmission. Customer states that she has not taken the vehicle back to the dealership, because she doesn t feel that they can repair it. Writer apologized, and advised that vehicle doesn t appear to qualify for LL, however, JEEP does want to work with the dealership to resolve her concerns. Customer inquired about a rental vehicle. Writer advised that a rental vehicle is not provisioned in her warranty, however, JEEP would be more than willing to look into the possibility, once the vehicle has been diagnosed by the dealership. Writer advised that customer s case would be reassigned to a CM and they would get in contact with the dealership regarding diagnosis, and what the next step is for the needed repair. Customer became irate, stating that none of this is helping, and disconnected call.
Writer called to the dealership and spoke to the SM Cliff. He stated that the customer has been in several times for this issue with her transmission and that they had pulled off some stored codes. He stated that the codes are showing the gear 1st gear and the solenoid latch. They had contacted STAR for further assistance but will need to have the Jeep at the dealership in order to do this successfully. The SM is willing to accept and RA for rental but have no right hand Jeeps available.
. .. Dialed [redacted] .. .
Writer called to the customer and spoke to Mr [redacted] and that he stated that when they bought it, the last owner just did not want it. They stated that they got a hold of the first owner and that they found out that the owner got rid of the car because of this issue. Writer told him that we can provide a rental for 5 days maximum for diagnosing time but if the dealership can not provide a repair in those 5 days, rental will no longer be provided. If the dealership is able to determine a repair, then we can look into extending the rental at that time. Customer stated that they just want out of the car and that they had bee experiencing this from day one. Writer told him that he car does not qualify for the lemon law per their state guide lines and that Chrysler haves any control over that. Writer told him that he can always work with the dealership sales department to seek other avenues of getting out of the car. Customers concern is that this will not get resolved while under warranty and that would have to be responsible, writer told him that we have OOW assistance but that is never a promises or guarantee that assistance will continually be granted and this includes rental. Customer stated that he will call his wife and see when they would be able to get the car to the dealership. Writer told him that if he runs into any questions or concerns to call us back. Writer asked him to call back when they have a date of when the car is going in to the dealership; he agreed that he or his wife would.
Writer called to the dealership to advise the SM Cliff tat the customer will bring in the car and Jeep will offer the first 5 days of diagnosing until a repair is in place. Any days after that would be at the customer digression.
Customer called in and he wanted to know if that the just five days or five working. Writer had informed him that this is 5 days only. He stated that he was going to take it on Monday because the dealership will most likely not work on it over the weekend. Customer also stated that they had paid for a airbag light and a few months later got a recall notice. He stated hat they paid around $450 for the repair and will like to get reimbursed. Writer had provided the customer with the following information,
- -- - -- - --

Advised customer to submit original repair order & proof of payment to:
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007
Advised customer to make a copy of these documents for their records.
Asked the customer to include a brief letter of explanation & request,
including their name, address, phone number, VIN, & reference number
[redacted] Advised customer the reimbursement is dependent upon
verification of all documents requested.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2012-05-03 @ 17:07
Customer called in to have a documentation link sent. Writer informed
customer of documentation expiration 7days one time usage. Customer would
like to contacted no later then 05/04/12. Customer called in requesting
to speak with case manager.
Case manager is unavailable, writer informed customer a message will be
left with case manager to contact customer. Writer successfully
transferred customer to case manager s voice mail.
[redacted]
EMAIL: [redacted]
. .. Dialed [redacted] 2 .. .
Message left stating that a follow up call will be placed on Thursday as
writer wants to give the dealership sometime to look over the car.
Writer called to the dealership and spoke to the SM Cliff and he stated
tat the SA+TAR is recommending something that they have already done. He
stated that he will most likely get a higher tech involved. Writer told
him that we will authorize 5 more days of rental, totaling 10 days. At
this point writer will follow up with the dealership on Tuesdays to see
if the SM Cliff haves further information.
######### 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 intermittin transmission concern.
Agent called dealer and spoke to SM Cliff, informed that CAIR
was being sent. Please update this CAIR with resolution.
##################################
. .. Dialed [redacted] .. .
Writer was informed that this is an issue that is not being able to get
duplicated and writer told her that we can provide 5 more days of rental.
But at the 10th day, if the dealership is unable to say exactly what
repair is needed, rental will stop. Writer told her that the dealership
is working with their resources to get the fixed and writer will be
following up soon to see if any updated information is available.
REASSIGNED TO BC/DLR 63 45144 05/10/12 12:33 O 2[redacted]
Writer called to the dealership and spoke to SM Cliff and he stated that
they did open a STAR case but they have already done what they
recommended. There has been several STAR cases opened and that they have
done all recommended repairs, none to fix the car. The dealership is at a
stand still and writer will send the case to 88W for further TAPS
involvement.
. .. Dialed [redacted] .
Message left stating the case is going to 88w for further assistance.
****** Following Corporate Resource has been contacted ******
TAPS
on 2012-05-15 @ 12:22
Writer contacted TAPS to see if they have further instruction.
Caller [redacted] requesting to speak with Case Manager. Writer
offered voice mail and customer accepted. Writer transferred to the CM s
voice mail.
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
Per STAR CASE #:1[redacted], TAPS has responded, writer is reassigning case
back to original CM YO437 for further handling.
Writer received a message from customer requesting further rental. CM

YO437 will need to contact customer and discuss rental.
1 x only p.a. on rental on transient vehicle
Caller [redacted] requesting to speak with Case Manager. CM not available, writer offered customer CM s voice mail, customer accepted. Customer transferred to voice mail. Email address listed on line 103.
[redacted] called in to speak to YO437, writer advised that the case manger is not immediately available the customer would like a callback today writer advised that we will document that request but can not promise a callback today
. .. Dialed [redacted]2 .. .
No message left.
Customer called to speak to her case manager; writer transferred the customer to ext 66316 for further assistance.
Customer called in and she wanted to know if the rental was going to be covered, writer had informed her that rental is no longer being covered. Ten days was the total number of rental coverage and that both her and her husband was aware of this way before they left out of state. At this point, no more rental services will be provided. Writer advised the customer with out calling the dealership to see if the recommended repair is covered under the warranty, writer could not say for sure. Writer explained that the car still haves it s power train warranty but the basic is expired. Writer told her that we can look into goodwill assistance to help with some of the cost but it s not a promise or a guarantee at this point. Customer stated that she wanted to speak with some one higher, writer placed her on hold and while on hold, she disconnected.
Writer called to the dealership and spoke to the SM Cliff, he stated that he haves been trying to get a tech rep to come in the shop and haves not been able to get one. Writer had informed him that the case was sent up to see if TAPS can get involved but it was just back. SM stated that he does not want to do the repairs that STAR is recommending as he feels this will not fix her issue and that hot wiring the cluster is not something that Chrysler r will ever approve of. It s not covered under warranty and need to get the Jeep back to his customer. Writer told him that this will get looked into and see if we can get him a field tech.
Customer C[redacted] requesting to speak with a supervisor. Customer will not speak with another CM. Customer informed that Supervisor WE43 already has the request (from customers earlier call) and will call customer back.
Writer emailed Arear Manager Jimmy Neel for his input on the case.
am jpn will contact svc mgr c berry to inquire about owners concerns
**********SUPERVISOR**********
Writer called the customer on this line[redacted]. Writer advised the customer that the Area Manger is looking into this matter and to please allow us the time to look into this further. The customer inquired about a rental extension. Writer advised the customer that he should take the vehicle back so he does not occur further rental expenses. Writer advised the customer that I can look into 2 days of rental reimbursement. The customer provided the writer with his cell [redacted]
MARTIN CRAIN to speak with WE43. Writer advised customer that WE43 has left for the day. Customer stated he will call and request to speak to WE43 tomorrow (5/18/2012).
Caller [redacted] requesting to speak with WE43. Writer told customer that the CM was not available, but would call back as soon as possible. Customer said to call him [redacted].
Customer called to speak to WE43, writer transferred him to ext 66088 for further assistance.
Writer received a call from the customer who states he returned the rental . Writer informed the customer that I am still waiting to hear from the Area manager and when I do hear from him I will notify the customer. The customer alleges that was told by the service manager that he should pick up his vehicle and when a tech advisor is available then he should return to the dealership. Writer advised the customer that I am still waiting to clarify what the next best step is.
The customer states he would like the Area Manager to know that he is frustrated because he spent $300.00 on a rental and nothing has happened.

Customer calls to speak with their Case Manager. Writer provided the case number and transferred the customer to the case management team for further assistance.
Caller [redacted] requesting to speak with a Case Manager. Caller is upset as she feels nothing is being done to assist with case. Caller is asking for assistance with rental car expenses. Customer is a mail carrier and has been without her vehicle for 3 weeks. The Attorney General has been contacted.
- Email recieved from area manager, Mr. Neel Monday, May 21, 2012 5:56 AM
- - I have contacted the BC Tech Rep as requested by dlr [redacted] called to speak with WE43. As per EG704, writer advised customer that WE43 is not currently available, WE43 has not received the needed information from the executive resources yet and that WE43 will call customer back next week. Customer stated she wanted it noted that she uses this vehicle to deliver the mail.
Writer called to the dealership to speak to the SM Cliff but was not available, message left for SM Cliff.
Service Manager Cliff called back and he stated that his technician did the repairs for the STAR technician Jeff Drisco. He stated that the tech found nothing wrong with the wiring and tech body and they have been unable to duplicate the customers concerns. HE stated that he will be test driving the car to see if it can happen again. Writer informed him that the case will be sent over to him for further documentations.
######### 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 intermitten.
Agent called dealer and spoke to Service Manager Cliff, informed that CAIR
was being sent. Please update this CAIR with resolution.
##
REASSIGNED TO BC/DLR 63 45144 05/30/12 15:36 O[redacted]
Caller Mr. [redacted]n requesting to speak with Area Manager Bill WE43. Writer advised the AM works with the SM to find a resolution for caller.
Recommended to contact SM at the dealership.
Error on line 259. WE43 is not an AM.
Caller Mr [redacted] requesting to speak with a Supervisor. Writer advised a Supervisor will call back by EOB 5/31/12
This case will be sent to 88W to have TAPS contacted. As the dealership has done all recommended repairs from STAR.
. .. Dialed[redacted] .
Customer was upset because he stated that there has been nothing done to his car and that he has been paying out of pocket for a rental. Writer informed him that a field tech can t just come out to the dealership; proper steps have to be followed in order to make sure all repairs have been completed. Customer stated that he is very upset that nothing has been done and that the dealership is just trying to get a field techs out there and they cant. Writer apologized to him and told him that his case is getting worked on and the supervisor has not called him. Writer told him that the supervisor is assisting writer with the case and that he would be contacted once there is more information.
area manager jpn called dlrship...cliff svc mgr was on vacation..am reviewed owners concerns w/ James acting svc mgr & Johhny the tech. Per dlr, inspected valve body per JJD10 BC tech...'normal'...'npf'...no problem found...no defects in materials or workmanship. STAR ALSO SUGGESTED ADD L SVC AS CUSTOMER PAY & OWNER DECLINED TO HAVE THESE SERVICE PERFORMED per James....am sent this info to ccac & copied jjd10
* * * * * CASE MANAGER TEAM 88W* * * * * *
As per 88W guidelines. Writer is sending the cair back to the original case manager. The dealer needs to continue working with star.
am contacted cliff @ dlr...vlave body removed and there is 'npf'...intermittent condition since day 1...dlr has never been able to duplicate owners concern since...dlr believes previous dlr repairs may have been completed incorrectly..area manager ok s a complete xmission

assembly in an effort to satisfy & retain owner to Jeep brand...am asked dlr to contact STAR/PSC/BC tech to review w/ the aforementioned and receive add l approval(s) as needed
Status update provided via email to the following email address:
[redacted]@[redacted]
I m sending you this email because I wanted to let you know that we are still working with the technician and the dealership. I will call you and the dealership again tomorrow the latest Wednesday. In the mean time if you have any questions please call me back at 1-800-763-8422 ext 66316.c
End of Status Update
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66014.
Service manager James at 45144 stated,
That writer is going to need to speak with service advisor Chris tomorrow Chris is the one that has been working on it and knows more about issues.
Writer thanked Service manager for time and informed SM that YO437 will be updated.
****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Writer called to the dealership to speak to the service manager and gather an update. Service manager Cliff stated that they got authorization from warranty to replaced the transmission assembly and that this was completed on June 11th. The customer has not called back and after some test drive, it appears all is corrected.
. .. Dialed 3[redacted] .. .
Message left.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2419	8L5[redacted]	***Open Date***	04/30/2012	***Built Date***	01/17/2008	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	03/18/2008	***Mileage***	48,691	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	64804	CRYSTAL CHRYSLER DODGE JEEP			
Dealer Address	2077 HIGHWAY 44 WEST				
Dealer City	INVERNESS	***Dealer State***	FL	***Dealer Zip***	34450

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BEVERLY HILLS FL 3[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	AIRBAG SYSTEM CLOCKSPRING
Corporate - Reimbursement - Default - Default - Default	L37 recall
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	clockspring replaced airbag light flashing
Corporate - Recall - Default - Default - Default	recall inquiry
Corporate - CNA Change - Default - Default - Default	telephone number changed in COIN

Briefly summarize why the customer is contacting Chrysler: Customer states that she paid for the recall L37 prior to the recall being issued on her vehicle.
Briefly summarize what the customer is expecting: Advised the customer she can submit for reimbursement on the recall. Advised the customer to request reimbursement on repair work done on your vehicle prior to the recall notification, send your original documentation (repair order and proof of payment) to the following address for review:
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007
Include the following information (where applicable) so we can respond to your issue promptly:
Your name
Your address
Vehicle owner name (if different)
Vehicle owner address (if different)
Day and evening phone numbers
Vehicle Identification Number (VIN)
Note: Original documentation from the repair facility is generally needed for reimbursement. If original receipts are not available, contact the service provider and request a duplicate original. Keep a copy for your records.
Please allow up to 60 days for processing.
Also provided the fax number 1-877-768-5076.
****

Telephone number updated in COIN.
Reassigned to 86Y
Agent reviewed CAIR for attached documents, none at this time. Writer
will monitor this CAIR for attached documents.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2012-04-30 @ 15:14
***** Customer Document Received *****
RECALL - L37 Airbag System Clockspring
****

Customer submitted request for reimbursement for recall L37 Airbag System
Clockspring.
Recall applies to customer s vehicle: Yes
Customer s proof of payment is: Check #604 (provided)
Date of Repair: 07/15/11
Invoice #:4[redacted]7
Labor $170.00
Parts $249.00
Misc. Charges $20.00
Tax $26.34
Total $465.34
Writer is submitting check for approval in the amount of $465.34
Writer verified address on correspondence matches address in Customer
Owner Information Network.
Check Approved
Closed Loop- no need for further follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3914 7[redacted]		***Open Date***	04/30/2012	***Built Date***	01/23/2007	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	02/27/2007	***Mileage***	132,000	***Dealer Zone***	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	68822	PINE BELT CHRYSLER JEEP, INC.			
Dealer Address	1400 ROUTE 88				
Dealer City	LAKEWOOD	***Dealer State***	NJ	***Dealer Zip***	08701

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

Corporate - Company Information Contact - Default - Default - Default	Customer wanted information on Extended Warranty

Briefly summarize why the customer is contacting Chrysler: Customer called in about the fact that the vehicle is at the Dealership now. Customers vehicle has been experiencing problems with the air bag light coming on as per Extended Warranty Letter sent to him. Customer stated that the Dealership told him that they would have to diagnose the problem first. Customer stated he is not sure if the Dealership is charging him improperly or not. Agent advised the customer to have the repairs completed and if he feels he has been improperly charged to call back. Agent provided Cair No.
Briefly summarize what the customer is expecting: Customer wanted information on Extended Warranty X41
Briefly describe what customer is expecting: Customer wanted information on Extended Warranty

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2412	8L[redacted]	***Open Date***	04/30/2012	***Built Date***	10/30/2007	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	01/04/2008	***Mileage***	60,000	***Dealer Zone***	70		
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60023	AIRPARK CHRYSLER JEEP			
Dealer Address	15656 N HAYDEN ROAD				
Dealer City	SCOTTSDALE	***Dealer State***	AZ	***Dealer Zip***	85260

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	SCOTTSDALE AZ[redacted]	***Country***	UNITED STATES

Referral - Other - Default - Default - Default	BBB complaint

POSTMARK DATE: 043012; DATE RECEIVED: 043012
BBB referral
Owner states the airbag light is on and he said it is due to the clock spring. He is requesting that this work be paid for by the manufacturer.
***I spoke to Megan, at the dealership, who has not received a complaint from the owner on this issue. _
A message was left for the owner with the file # and my direct line and hours of contact.
***A second message was left for the owner with my direct line for further contact.
POSTMARK DATE: 050812; DATE RECEIVED: 050812

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6916	7L[redacted]	**Open Date**	04/30/2012	**Built Date**	03/21/2007	
Model Year	2007	**Body**	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	05/30/2007	**Mileage**	74,000	**Dealer Zone**	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	**Market**	U	US		
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	36952	S J DENHAM INC			
Dealer Address	772 N MARKET ST				
Dealer City	REDDING	**Dealer State**	CA	**Dealer Zip**	96003

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	customer reports airbag light comes on intermittently

Briefly summarize why the customer is contacting Chrysler: Customer moved last year and an extended warranty letter was mailed to her previous address last December with regard to the clockspring. Customer is currently experiencing a flashing airbag light and is concerned that there may be more wrong with the vehilce than is covered by the extended warranty.
Briefly summarize what the customer is expecting:
Agent updated contact information and advised customer of the numbers of the two dealerships in Redding and advised her to call each and find out what their diagnostic fees are, in case the issue is not covered by the extended warranty.
Briefly summarize why the customer is contacting Chrysler: Customer is calling because she states that she informed Chrysler her boyfriend disconnected the wiring becase the chyme is going off again. Customer is wondering if she should not have to pay the diagnoses fee. Customer states that she was told by two people at S J DENHAM CHRYSLER - JEEP that the diagnoses was covered and that her IRF diagnose was good enough for the Chrysler dealership. Agent advised that a Chrysler dealership does have to diagnose the vehicle. Customer states that she does not appreciate the different answers from everyone. Customer states that she would like something done about this. Customer states that she is not happy she was charged $85 for something that she told was already disconnected.
Briefly summarize what the customer is expecting:Customer is expecting right information.
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 [redacted]
Preferred Afternoon/Evening call back number is [redacted] after 3)
Customer email address for case [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? 36952
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District Q * * * * * *
OOW: Y - May 30, 2010
SC: N
VO: 1 Used - 3rd Owner
ISD: 5/30/07
Purchased: 11/1/10 - 48805m
HH: 1
Status update provided via email to the following email address:
[redacted]
Dear: MS [redacted]
Case # [redacted]
VIN# 1J4GA69167L [redacted]
Vehicle Description: 2007 JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY 4-DOOR
My name is Krista and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your Case [redacted]
Chrysler Case Management telephone number:1-800)-763-8422
My direct extension: 66083
My work hours: 7:am to 3:30pm Mountain Time, Monday Friday
I will contact you by the end of my shift today by telephone to review your case with you.
End of Status Update
CONTACT UPDATE - 1st Contact attempt MS [redacted] Phone number dialed [redacted] Customer stated she had taken vehicle in for the repair on the clock spring. Customer stated the dealership diagnosed the vehicle and stated the tech ran a check and an error message had come up in regards to the chime for the clock spring so the tech plugged it back in and ordered the clock spring. Customer stated the dealership charged her $85 to diagnose and plug the chime back in. Customer stated she never requested a diagnosis or for the chime being plugged back in. Customer is requesting reimbursement from the dealership for unauthorized diagnosis and repair.
Customer stated that later the SM advised customer that the $85 was for the diagnosis fee for the warranted repair of the clockspring and Chrysler will reimburse the diagnosis fee.
36952 Dealer Name : S J DENHAM CHRYSLER - JEEP Dealer Phone : 530-241-1756. SM Ryan stated the fee was for the diagnosis and repair of the chime. SM stated the customer never disclosed that customer was the one that disconnected the chime. SM requesting Chrysler reimburses the Diagnostic fee to the customer.
2nd attempt made to contact customer MS [redacted]. Phone number dialed [redacted]. Writer spoke with customer in regards to customer request for reimbursement of diagnostic fees. Writer advised customer that Chrysler will be assisting with the reimbursement.JD1343. Customer verified amount being reimbursed $85 and updated address in COIN. Writer advised customer Case will be closed once reimbursement is processed. Customer thankful
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2012-05-17 @ 12:39
Writer contacting customer MS [redacted]. Phone number dialed [redacted] 1. Writer requested Documentation for reimbursement
Status update provided via email to the following email address:
[redacted]
I am still pending the attachment of the requested documents to your case #2 [redacted]. I will follow up with you again on 5/25/12. if you have any questions please call 1-(800)763-8422 EXT. 66083
End of Status Update
Status update provided via email to the following email address:
[redacted]

I just wanted to follow up with you in regards to
Your Case # [redacted] am still pending the attachment of the requested Documents. I will follow up with you again on 5/30/12. If you have any Questions please call 1-800)763-8422 EXT: 66083.
Thank You
Chrysler Customer Service
Case Manager
Krista
End of Status Update
Status update provided via email to the following email address:
[redacted]m

I just wanted to follow up with you in regards to
Your Case # [redacted]. I am still pending the attachment of the requested Documents. I will follow up with you again on 6/4/12. If you have any questions or concerns please call
1-800)763-8422 EXT 66083.
Thank you
Jeep Customer Service
Case Manager
Krista
End of Status Update
kt313
Status update provided via email to the following email address:
[redacted]

I just wanted to follow up with you in regards to
Your Case # [redacted]5. I am still pending the attachment of the requested Documents. I will follow up with you again on 6/4/12. If you have any questions or concerns please call
1-800)763-8422 EXT 66083.
Thank you
Chrysler Customer Service
Case Manager
Krista
End of Status Update
Status update provided via email to the following email address:
[redacted]

I just wanted to follow up with you in regards to
Your Case # 22182075. I am still pending the attachment of the requested Documents. I will follow up with you again on 6/6/12. If you have any questions or concerns please call
1-800)763-8422 EXT 66083.
Thank you
Chrysler Customer Service
Case Manager
Krista
End of Status Update
Status update provided via email to the following email address:
[redacted]

We are still pending the attachment of the requested documents for Consideration reimbursement. Case # [redacted] This Process can take up to 30 days. I will follow up with you again on 6/8/12. If you have any questions or concerns please call
1-800)763-8422 EXT 66083.
Thank You
Jeep Customer Service
Case Manager
Krista
End of Status Update
Writer spoke to customer. Customer states that dealership 36952 has already reimbursed her and this has been settled with the dealership. Customer is happy with outcome from SM. Writer advised case will be closed, customer agrees.

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

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2416	8L[redacted]	**Open Date**	04/30/2012	**Built Date**	09/08/2007	
Model Year	2008	**Body**	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	10/27/2007	**Mileage**	95,000	**Dealer Zone**	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PJR	RESCUE GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	44709	MAGNUSSEN'S AUBURN CHRYSLER JEEP	DODGE
Dealer Address	1901 GRASS VALLEY HWY		
Dealer City	AUBURN	**Dealer State** CA	**Dealer Zip** 95603

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	GARDEN VALLEY CA[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag sensor coming on
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	informed customer of open recall and she doesnt have tow bar
Corporate - Recall - Default - Default - Default	requesting recall information for airbag sensor

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that she has exact same issue as recall for air bag sensor campaign number 91849. Customer states that she has incurred numerous costs to get this repaired and feels that it should be considered as recall. Agent informed customer that there is no open recall for airbag sensor on her vehicle and that recalls are VIN specific.
Briefly summarize what the customer is expecting: Customer wants to have repair issued as recall since it is the exact same issue.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: none-given
Who has possession of the vehicle? (IRF) Gold Country Auto Repair 916-631-7337
Has the vehicle been diagnosed by a CDJ dealer? Unknown
If a CDJ dealer has diagnosed, what is the dealer name or code?
Reassigned to 88F
Customer called to ask why this is not a recall on her vehicle. Customer states that this is a safety issue.
Agent explained to customer that the recalls are very vin specific and that the issue has been sent to CM and she should recieve a call back by the end of next business day.
* * * * * CASE MANAGER TEAM - District Q * * * * * *
RECALL: J24 MOPAR TOW BAR SAFETY 11/19/2009 INCOMPLETE
OOW: Y 2010

SC: N
VO: 1 New
HH: 1 New
CONTACT UPDATES - 1st Contact attempt MISS [redacted] phone number dialed,
[redacted] Writer spoke with customer regarding airbag sensor light being on. Writer advised customer this is not a recall on customer s vehicle because recalls are VIN specific. Writer advised customer that we would like to get the customers vehicle in for diagnosis at a CJD dealership. Customer stated the vehicle was diagnosed at an IRF. Writer advised customer that we would need to have the diagnosis completed at a CJD because out techs are specially trained for Chrysler vehicles. Customer stated if we are not willing to fix the vehicle for free customer is in contact with the trade commission. Writer advised customer that we would like the customer to go in for a diagnosis so that we can look not possible assistance but at this time cannot make any guarantees of assistance or 100% cost assistance. Writer verified Customers address and updated COIN. Customer stated she is not sure if the Dealership on file is the closest because address on file is a PO Box. Customer stated she will look around for a dealership and call CM back if further assistance is required. Writer provided customer with CM contact information and hours.
Writer advised customer of recall J24 MOPAR TOW BAR SAFETY 11/19/2009 INCOMPLETE
Follow up set for 5/3/12
Customer calling in requesting Case # and stated she may sell the vehicle and will call back later after reviewing her options.
SA Chris calling in Need a new clockspring Warranty pricing Labor $143.00 Parts: $215.60 Co Pay $100.00. Writer advised once the offer is accepted by the customer D2D will be sent over.
2nd attempt made to contact customer MISS [redacted], phone number dialed, and 530-919-4479. Writer contacted customer repair complete customer happy and accepted the $100.00 co pay and has already paid and picked up the vehicle. Sending CAIR over for D2D wrap up.
As a one-time goodwill gesture, Chrysler will be approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $215.60
Labor = $143.00
Total = 358.60
Co-pay = $100.00
########## DIRECT-TO-DEALER ##########
Customer Care is sending this file to your dealership because a joint goodwill decision has been made on behalf of our mutual customer.
If this repair falls under the Digital Imaging (DI) process, you will need to follow the DI process of submitting images or the required DI documents to the Powertrain Service Center for claim approval. Be sure to include in your comments that Customer Care is involved. Customer Care will add DM Notes to the VIN describing our decision. These notes are available to the DI group for reference.
When repairs are completed, submit your claim as you would normally.
If you need assistance with claim payment, please refer to Warranty Bulletin D-11-19.
This customer has been informed of this decision.
Please update and/or close CAIR when complete.
##########
REASSIGNED TO BC/DLR 71 44709 05/03/12 12:36 O[redacted]
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2417	8L5[redacted]	**Open Date**	05/02/2012	**Built Date**	10/20/2007	
Model Year	2008	**Body**	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	10/23/2007	**Mileage**	47,500	**Dealer Zone**	70		
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	08625	BILL LUKE CHRYSLER-JEEP&DODGE			
Dealer Address	2425 WEST CAMELBACK ROAD				
Dealer City	PHOENIX	**Dealer State**	AZ	**Dealer Zip**	85015

Owner	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	**Home Phone**	(602) 615-0784
	PHOENIX AZ [redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air Bag Light On concerns
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Customer seeking goodwill for safety soncerns
Product - Electrical - Horn - Complete Failure - Default	Horn not working concerns
Recall - L05: TRANSMISSION COOLER LINES - Advise Owner/Incomplete Recall	TRANSMISSION COOLER LINES
Corporate - Recall - Default - Default - Default	recall inquiry
Corporate - CNA Change - Default - Default - Default	system update

Briefly summarize why the customer is contacting Chrysler: Customer states 3 Weeks ago the vehicle s Horn stopped working and now the Air Bag Light is on. Customer states she went on the Web to investigate the matter and found that there are some Jeeps with the e same problems and has recalls for this situation Customer states the Web also gave information that the 2 problems she is having are inter related.
Briefly summarize what the customer is expecting: Customer expecting Chrysler to assist and repair the Horn and the Air Bag Light problem.
Has customer had previous history with current issue? No
Customer has a history of diagnosis for an intermittent problem? No- however the vehicle has been owned by this customer for only 1 year and has had no reason to take the vehicle in for repair.
Has had repair history at Chrysler dealership(s)? No
Was this vehicle purchased new by this customer? No
Customer has a history of purchasing Chrysler vehicles? No
If yes, number in household?
Customer claims to maintain vehicle as per maintenance schedule? Yes
Has a mechanical Chrysler Group Service Contract? No
Warranty coverage code? 336
Ownership status? Second
Basic warranty component? Yes
Powertrain warranty component? No
Service contract or Mopar warranty component? No

Within 3 years or 36,000 miles? No
Within 2 years or 24,000 miles? No
Within 1 year or 12,000 miles? No
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: declined
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 * * * * * *
Vehicle shows 47500 miles, Used 2008 Jeep Wrangler 3rd owner, no SC, no other vehicles listed, 336/pt wty expired on 10/23/2010, x32 inlet check valve still valid, Recall L05-trans cooler lines incomplete, all other recalls J24, J30, K13 have been completed.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 6[redacted] spoke with Dotti Johnson states purchased vehicle used on 04/2011 and confirms can go to Bill Luke Chrysler dealership for diagnoses and to have recall performed, seeks goodwill assistance due feels horn and airbag concerns might be a safety issue.
Writer informed customer will review her request and will contact dealership for information, give until the end of business day Monday for update, if information is known sooner then will call customer on update.
Customer said okay and provided email address: D[redacted]
Writer advised the customer of incomplete recall L05 for this vehicle.
Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
Status update provided via email to the following email address:
[redacted]
My name is Becky and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your Case number: [redacted]
Chrysler Case Management telephone number: 800-763-8422
My direct extension: 66082
My work hours: 8:30am-5:00pm Mountain Standard Time Monday-Friday.
End of Status Update
Writer sent email to Dan (SM) at dealer 08625 regarding case information and input.
Writer received email from Dan (SM) at dealer 08625 feedback; dealer said the standard diagnostic charges of $97.00 would apply in this case, sounds like vehicle might have a clockspring issue, do not run into many of those on these jeeps and dealer would have to check it out.
Writer called customer at [redacted], spoke with [redacted] and informed that vehicle needs to be brought in for diagnoses and diagnostic of $97.00 is customer expense in order to review, considering some goodwill assistance with deductible in mind but will need pricing from dealership of what exactly is going to need replacement to determine deductible.
Customer said she will check if can get into dealer this Saturday but wants to check if her boyfriend can just purchase part and install himself due to he is a mechanic.
Writer informed customer will follow up with her on Monday to check what she decided. Customer said okay.
Writer called customer at [redacted]4, spoke with [redacted] states that decided that she is going to order part and have boyfriend install, main reason for the call was to check if there was any pending recalls on the component and hoping for full coverage on repairs, cannot afford diagnostic or deductible. Writer informed customer willing to help with the repairs but there would be a deductible required and there is no recalls on the air bag component, will document her information in the case and close since customer is deciding not to go to dealership.
Customer said okay.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA5913	8L[redacted]	**Open Date**	05/02/2012	**Built Date**	01/05/2008	
Model Year	2008	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	02/21/2009	**Mileage**	50,800	**Dealer Zone**	70		
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PJR	RESCUE GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45455	LARRY H MILLER CHRYSLER JEEP			
Dealer Address	8528 LOMAS BLVD NE				
Dealer City	ALBUQUERQUE	**Dealer State**	NM	**Dealer Zip**	87110

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	ALBUQUERQUE NM [redacted]	**Country**	UNITED STATES

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Agent escalated the case
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states the air bag light comes on intermittently
Corporate - E-Reimbursement - Default - Default - Default	Reimbursment for clockspring

Briefly summarize why the customer is contacting Chrysler: Mr [redacted] called to inquire about getting help from Jeep for a safety concern. The customer stated that the airbag light is coming on intermittently and that he took it to the Larry H Miller dealership (dealer code 45455) who told him to contact Jeep for help as it could be the clockspring. The agent put the customer through the goodwill matrix and escalated the case to a CM for assistance.
Briefly summarize what the customer is expecting: The customer is expecting help from Jeep.
Has customer had previous history with current issue? Yes
Customer has a history of diagnosis for an intermittent problem? No
Has had repair history at Chrysler dealership(s)? Yes
Was this vehicle purchased new by this customer? Yes
Customer has a history of purchasing Chrysler vehicles? Yes
If yes, number in household? 2
Customer claims to maintain vehicle as per maintenance schedule? Yes
Has a mechanical Chrysler Group Service Contract? No
Warranty coverage code? 799
Ownership status? Original Owner
Basic warranty component? Yes
Powertrain warranty component? No
Service contract or Mopar warranty component? No
Within 3 years or 36,000 miles? Yes
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted] or

[redacted]
Customer email address for case updates: declined
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? 45455
Reassigned to 88F
Customer called in looking too speak with his cm. Agent advised customer that he needs to allow the proper time for the case manager to review the file and get back to him. Customer will be calling back at 8 if he has not heard anything from the case manager.
* * * * * CASE MANAGER TEAM - District O * * * * * *
Customer loyalty:
Original owner, only vehicle in household history, no Service Contract.
Greg, Service Manager (SM), sent e-mail stating that Howard, Service Advisor (SA), is authorized to make goodwill decisions.
Howard, SA, stated that he does not show any recent history on this vehicle and nothing about the current concern. SA stated that the customer has been to the dealership starting in February this year and does not know if the customer has moved and is why customer had not come in previous to that. SA stated that he would like to know who the customer spoke to about the clockspring because he could not find anything in the system that this vehicle has clockspring issues.
Writer called customer [redacted]. Writer advised customer he would need to take vehicle into dealership and have a diagnosis done that customer will have to pay OOP. Customer accepted. No promises were made at this time. Customer stated he will take vehicle into dealer tomorrow.
Status update provided via email to the following email address:
[redacted]
My name is Shari and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have. The Chrysler Case Managment telephone number is 800-763-8422. My direct extension is 66329. My work hours are 9:15am-5:45pm Mountian Time Monday-Friday. Thank you.
End of Status Update
CONTACT UPDATE - 1st Contact attempt, phone number dialed, see line 50.
MR [redacted] requesting to speak with Case Manager. Caller will have SM Brandon call in the details of his diagnosis.
Service Advisor Brandon requesting to speak with Case Manager.
Writer informed SA that Case Manager is unavailable to take call.
SA states that customer is at the dealership.
Writer will send a note to Case Manager to contact SA.
SA Brandon called to speak to the case manager, but she wasn t available.
Writer transferred him to DV248 at ext 66156 for further assistance.
SA Brandon called from dealer 45455 and stated vehicle needs a new clock spring. SA stated POF was an open circut, no abuse/neglect, this is a manufactures defect, current mileage 51005, no dealer loyalty. SA is wanting to know if Chrysler is going to assist.
SA Brandon DC45455 requesting to speak with Case Manager. Transferred to SH950
Writer spoke to Brandon and was then transferred to Howard, SA.
Howard confirmed that the repair needed was due to a defect, but stated that customer has only been to the dealership for warranty work and no maintenance. SA stated that he did not want to assist.
SA stated that the repair will cost about $350.
Writer will inform customer that after receiving documents for repair of the clockspring that he will be reimbursed less a $100 customer co-pay.
As per TB618.
Caller [redacted] requesting to speak with Case Manager. CM not available. Writer transferrred call to CM DV238 for further assistance.
Writer states customer called and accepted the offer. Writer states customer requested that writer is his new CM.
Status update provided via email to the following email address:
[redacted],
My name is Dawn. Telephone number is 800-763-8422 ext 66156.
Thank you.

End of Status Update
[redacted] calling to speak with case manager DV248. Writer transfer customer to cm.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2012-05-04 @ 13:50
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2012-05-04 @ 13:50
Customer called and stated repairs are done and is sending in documents.
***** Customer Document Received *****
Writer called customer [redacted] 1. Writer left message.
Writer states parts $274.19 labor $210.00 tax $33.90 total $518.09.
Writer states $418.09 will be reimbursed. Mileage 51005, repair date 5-4-2012.
MR [redacted] requesting to speak with Case Manager. Transferred to DV248
Customer called writer. Writer verified address.
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
Reimbursment for clockspring
If this is a Recall or Extended Warranty, enter the campaign number.
n/a
If this is for a previously made goodwill decision, what is that CAIR #?
n/a
Enter the Mileage at the time of the repair.
51001
Enter the Date when the repairs were completed.
5-4-2012
What is the total cost of the Parts to be reimbursed?
$174.19
What is the total cost of the Labor to be reimbursed?
$210.00
What is the total Tax to be reimbursed?
$33.90
What is the total amount being reimbursed?
$418.09
****End structured narrative T2 - eReimbursement
Check has been approved.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA541X	7L1[redacted]	***Open Date***	05/03/2012	***Built Date***	09/19/2006	
Model Year	2007	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	12/08/2006	***Mileage***	93,932	***Dealer Zone***	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	23657	CHRIS NIKEL CHRYSLER JEEP DODGE			
Dealer Address	2920 N ASPEN AVE				
Dealer City	BROKEN ARROW	***Dealer State***	OK	***Dealer Zip***	74012

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer stated the air bag lights were on

Briefly summarize why the customer is contacting Chrysler: Customer stated that her vehicle has the airbag lights on and both need to be replaced. Customer stated she purchased the vehicle in March and wanted to know if there were any warranties that may cover it. Agent informed customer that there were no warranties that would apply to it and advised customer to update information through the dealership. Customer stated that she may be seeking a lawyer regarding this.
Briefly summarize what the customer is expecting: Customer was expecting to find warranty information about her vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5910	9L[redacted]	***Open Date***	05/03/2012	***Built Date***	03/26/2009	
Model Year	2009	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	10/21/2009	***Mileage***	21,256	***Dealer Zone***	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68732	SPIRIT CHRY-JEEP			
Dealer Address	4611 AVENUE Q				
Dealer City	LUBBOCK	***Dealer State***	TX	***Dealer Zip***	79412

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

Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default	2009 JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY
Product - Electrical - Horn - Intermittent or Inoperative - Default	air bag light on and no horn

****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
****Begin structured narrative Enhanced Customer Satisfaction
Enhanced Customer Satisfaction Team*
Owner is being handled by the
Enhanced Customer Satisfaction Team.
Transfer the customer to 866-275-1420.
****End structured narrative Enhanced Customer Satisfaction
SM Wally called from dealer 68732 about a rejected claim. Writer advised Wally that since they did not call the ECS team prior to doing the repairs that he must contact his AM for further claim assistance.
Customers issues was with the air bag light on and the horn not working.
Dealer replaced clock spring and vehicle was returned to customer.
Customer contact[redacted].
Writer called customer at[redacted] and got a message that # is incorrect, please check the number and dial again.
Writer called customer a[redacted]7 and this # is not correct.
Writer called dealer 67832 to see if there was another phone # to contact customer at. Writer spoke with John in parts. John supplied writer with a cell # of 806-928-4239.
Writer called customer at[redacted]. Writer left message for customer to return writers call at 866-275-1420 x 4720303.
Customer calls to speak with their Case Manager at 1-866-275-1420 ext 4720303,
customer left voicemail.

Writer called customer back at [redacted] Customer was not at this # and writer was asked to call customer at [redacted]
Writer called customer at 8[redacted]3. Customer is still having an issue with the Jeep. Customer is sitting at the dealership in the GM Brian Blacks office. GM Brian stated that the vehicle has a gear box issue that Spirit CDJ will take care of and poor fuel economy that he believes a flash will correct. Writer asked that customer be put into a rental vehicle today and customer and GM Brian agreed. Writer also asked that the SM/SA call writer at 866-275-1420 x 4720303 once vehicle is written up. Writer will get his TS involved at that time. All parties agreed.
SM Wally called from dealer 68732 at 806-928-0913. Customer had to jump start the vehicle this morning, still having suspension issues with the vehicle where there is a steering wobble, and he is getting poor fuel economy. Dealer has replaced the battery and starter in the past. Was told by SM Wally that the vehicle has a 4' lift on it and that it had a programmer on it but not at this time. Customer is in a rental vehicle. Miles on vehicle are 21256.
Writer called customer to follow up and make sure that the dealer put him into a rental vehicle. Customer is still waiting at the dealer for a rental vehicle. Customer has had a rental vehicle for about 70 days - estimated. So many times that the Jeep has been in the shop. Customer is getting real frustrated with all of the repairs to the vehicle. Customer had a rental vehicle before and customer got a flat tire on the rental. When customer went to replace the tire there was no tire and no jack. Customer had to have the vehicle towed on there was some damage to the truck and he is being blamed for the damage which he did not cause. Customer is working with the rental company to get this corrected. Customer really loves his Jeep. Customer is thinking about getting a Lawyer to get his vehicle replaced. Writer spoke Carley at Enterprise to find out what is keeping the customer from getting a rental vehicle. Customer has a 2009 Jeep with only 21K miles and he stated that he has not been able to drive his Jeep a lot since it has been in the shop many times. Customer stated that the dealer took off the customers oversized tires (35' tires) and put smaller tires on the Jeep. Customer will call writer if he needs assistance. Customer thanked writer for someone finally getting involved with his issues.
Writer called customer to update him on the vehicles repairs. Writer left message for customer to return writers call.
Writer was contacted by customer stating that he requires a reimbursement of 2,000 dollars for a insurance deductible due to a repair that was to be covered by chrysler. Customer stated that when he purchased the vehicle is was custom and Writer will give message to CM to call customer in the A.M
Writer called Sm Wally to get an update on the vehicle. Writer left message for Wally to return writers call at 866-275-1420 x4720303.
Writer called SM Wally to get an update on the vehicle. David was not able to come to the phone. Writer left message with Sylvia to have David call writer back at 866-275-1420 x 4720303.
SM Wally called writer back and stated that the dealer could not find any issues with the steering. Technician did tighten up the front suspension and did alignment on vehicle. Wally stated that the dealer has spent over $7000 trying to make customers vehicle right. Wally also mentioned that the vehicle had an aftermarket lift kit on it at one time up until just a few months ago when a MOPAR lift kit was installed. Regarding customers concern about a $2000 insurance deductable Wally stated that the one of the wheels fell off the vehicle causing damage. Writer will call customer and speak to him this afternoon.
Writer called customer at [redacted] Writer advised customer of the repairs to the vehicle. Battery replaced, suspension tightened, and vehicle aligned. Customer states that he bought the vehicle from the dealer with the lift kit, large tires already installed. Customer brought in $50,000 cash for the vehicle. Customer had the Rh front wheel fall off the vehicle on 1-3-2010. Dealership advised customer that they would not cover the repairs. Customer did himself. Customer has done research online about a 'death wobble' with the Jeep. Dealer will not re-install customers larger tires back on the vehicle. Customer is asking for

Chrysler to cover his $2860.72 insurance bill. Customer has been in and out of the dealer with this vehicle and even had it to Five Nights who installed the lift kit on the vehicle for dealer. Customer is looking to get reimbursed. Writer advised customer that he needs to research his issue and will contact him next week. Customer agreed.
Technical Specialist: Jonathan Sundstrom has confirmed successfull repairs for VIN: 1J4GA59109[redacted]
Writer called customer at[redacted] Call was dropped by customer.
Writer called customer back at[redacted]. Customer test drove the vehicle the other day and it drove pretty good off-road. Customer is still getting a little 'bounce' and feels that it could be the dampener. Customer went on to states that the dealer will not put the 35' Mickey Thompson tires back on his Jeep. Customer also stated that his fuel economy is back up. Customer has been in contact with SM Wally and is waiting to hear about getting the 35' tires put back on the vehicle. Customer also asked SM Wally about the tires since they are starting to separate. Customer was told that he needs to take this up with Discount tire since they were the ones who sold tires to dealer. Customer went on to mention that he has had the dampener replaced 7 times on this vehicle. Writer will check with his TS Jon to see what assistance can be offered. Items in question were dealer installed before customer bought the vehicle. Customer stated that he paid $4106 for the larger tires and rims and would like to have them replaced or refunded since they are separating. Customer agreed and thanked writer for looking into this for him.
Writer was instructed to check answer connect for Mopar Performance parts warranty by TS Jon. Since these parts (lift kit and large tires) were installed by the dealer prior to customer purchasing the vehicle the customer will need to work with the dealer in resolving the issue. There is No Warranty on Mopar performance parts - sold 'as is'.
Writer called customer and left message for customer to return writers call.
**** 7 DAY FOLLOW UP ***
Writer called customer and left message for him to return writers call.
Writer called customer to see how the Jeep is driving for him. Customer stated that the Jeep is driving fine for him now. Writer also advised customer that any issues that he has with the lift kit, tires, or any other aftermarket item added to the Jeep he would need to speak with the dealer. Customer agreed. Writer did advise customer that if there is anything else he can assist customer with to please call. Writer to close cair.
Writer received call from SM Wally attempting to process a claim, but claim is being rejected. Writer advised SM to speak to TS and provided TS contact information. Writer thanked SM.
SM WAlly called writer about submitting his claim. Writer advised Wally to call TS Jon for assistance. Wally also stated that the vehicle is coming back in today. Writer asked that Wally call once vehicle is back at dealer.
Dealer called in stating they have an ECS customer dropping off vehicle for service.
Dealer Code: 68732
Service Manager/Service Advisor Name: SM Wally
Service Manager/Service Advisor Phone: 806 928 0913
Technician working on vehicle:
VIN: 9L[redacted]
Mileage: 23122
Customer Name:[redacted]
Customer best contact number:[redacted]
Descriptions of issue: power steering fluid leaking; front end wobles going over bumps; water leaking in the rear
Writer verified dealer offered a free rental to ECS customer. Yes, customer in rental
Writer provided dealer with phone number 866-275-1420 and extension 4720303
Writer called customer[redacted] and the # is not correct.
Writer called customer at[redacted] and this # is no longer in

service.
Writer called customer at [redacted] Writer advised customer that the dealer is going to replace the power steering pressure line and the leak is coming in at the weather stripping on the rear bar. Parts have been ordered for vehicle. Wrier also advised customer that the ECS program will not be able to assist with the wobble since the vehicle has been modified. Customer stated that the problem with the power steering is the power steering pump not being able to handle the load. Customer stated that he is going to go to the media and possibly consult a lawyer. Customer has been doing a lot of research online about his issues. Writer apologized to customer and stated that the dealer has determined that the power steering leak is from the pressure line.
TS Jon called writer and advised him that the ECS program will no longer be addressing any suspension or steering issues customer is having with the vehicle due to the fact that the vehicle has been modified with a lift kit and other performance parts by the dealer. If customer has an issue he needs to work with the dealer about steering and suspension issues. Dealer was responsible for modifying the vehicle prior to selling to customer.
Writer called SM Wally to get an update on the vehicle. Writer left message for Wally to return writers call.
Writer called SM Wally to get an update on the vehicle. Writer left message for SM Wally to return writers call.
Writer called SM Wally at 806-928-0913 to get an update on the vehicles repairs. Writer left message for Wally to return writers call.
Writer called SM Wally at 806-747-4461 to get an update on the vehicle. Receptionist advised that Wally is on vacation now. Writer spoke with SA Ben. Ben stated that Greg is the SA for this vehicle. Writer was not able to leave a message for SA Greg to return writers call.
Writer called SA Greg to get an update on the vehicles repairs. Greg was in a meeting. Writer will call SA Greg on Friday to get update.
Technical Specialist: Jonathan Sundstrom has confirmed successfull repairs for VIN: 1J4GA59109L[redacted]
*** 7 Day Follow Up ****
Writer called customer to follow up on repairs to the vehicle. Customer stated that the repairs were done to his satisfaction however customer feels that the power steering pump that was replaced should have been replaced with a heavy duty pump. Vehicle is lifted and modified. Customer will be contacting ABC and CBS to get his story out about his Jeep Customer also mentioned that we will be hearing from his lawyer. Customer is upset that the 'death wobble' will continue to be an issue. Note from Dapis and TS Jon: TS advised that due to the unauthorized aftermarket modifications to the vehicle suspension, ECS cannot assist with front end wobble concern. Writer to close cair.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA391X	8L[redacted]	**Open Date**	05/07/2012	**Built Date**	08/10/2007	
Model Year	2008	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	09/06/2007	**Mileage**	90,000	**Dealer Zone**	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	67396	BOB FRENSLEY CHRYSLER JEEP DODGE			
Dealer Address	2210 GALLATIN ROAD				
Dealer City	MADISON	**Dealer State**	TN	**Dealer Zip**	37115

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	PORTLAND TN[redacted]	**Country**	UNITED STATES

Corporate - Recall - Default - Default - Default	L27 recall inquiry
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Warning light illuminated

Briefly summarize why the customer is contacting Chrysler: Customer is calling with regards to an issue with the vehicle s clock spring. The customer s vehicle is a left hand drive, and the air bag warning light is illuminated, lights are flashing, washer arms are spraying/moving, and the horn is sounding off. The battery needs to be disconnected to disable the vehicle s issues.
Briefly summarize what the customer is expecting: Recall information.
CAC advised: Agent advised that the customer s concern was being documented, and escalated. Agent provided CAIR#[redacted]. Customer inquired about the powertrain warranty, and agent advised that it was lifetime limited for the original owner, but there was no option to transfer to the subsequent owners, and was 3 years or 36,000 miles.
Has customer had previous history with current issue? Y / N
Has had repair history at Chrysler dealership(s)? Y
Customer has a history of purchasing Chrysler vehicles? Y
If yes, number in household? 4
Customer claims to maintain vehicle as per maintenance schedule? Y
Warranty coverage code? 801
Ownership status? Third
Basic warranty component? N
Powertrain warranty component? N
Service contract or Mopar warranty component? N
Within 3 years or 36,000 miles? N
Within 2 years or 24,000 miles? N
Within 1 year or 12,000 miles? N
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is[redacted]8
Preferred Afternoon/Evening call back number is[redacted]
Customer email address for case updates:[redacted]t

Who has possession of the vehicle? (Owner/Dealer/IRF) Owner
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) No
If a CDJ dealer has diagnosed, what is the dealer name or code?
Reassigned to 96F
Briefly summarize what the customer is expecting: Recall information and cost assistance.
CONTACT UPDATE - 1st Contact attempt, phone number dialed [redacted] 8. Spoke with Brian. WRITER informed the customer that the vehicle does not appear to be apart of the recall of L27. The customer states that his issues fit the symptoms of the recall. And dealer #67396 has diagnose the issue. WRITER informed the customer that he will contact the dealer for more information on the issue. Once information is received, WRITER will contact customer with decision. Customer thanks WRITER and ends call.
Agent attempted to contact dealer #67396 Service Manager Randy (SM), SM not available. Left message for a return call at extension 4720264.
SM Randy requested to speak with CM, writer transferred to vm, ok per SM
Agent attempted to contact dealer #67396 Service Manager Randy(SM). SM states that this issue is not caused by any recall. This customer is the third owner, and the customer does not show any loyalty to Chrysler or the dealer. The customer s vehicle show wigns that someone tried to steal the airbag. WRITER thanks SM and ends call.
CONTACT UPDATE - Contact attempt, phone number dialed [redacted]. Spoke [redacted]. WRITER informed the customer that he has spoken with the the dealer and the issue does not appear to be caused by any recall at this time. The customer wish to know why did they put a recall out for the right side clock spring and not the left. WRITER informed the customer that Chrysler LLC. reviews the cases and many different reasons why they would create and recall. The customer wish to speak with WRITER supervisor. WRITER informed the customer that supervisor will contact the customer with in 48 business hours. Customer ends call.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GB5915 7[redacted]	***Open Date***	05/08/2012	***Built Date***	04/21/2007		
Model Year	2007	***Body***	JKTP74	JEEP WRANGLER UNLIMITED SAHARA 4X2 SPORT UTILITY			
In Service Dt	06/06/2007	***Mileage***	70,000	***Dealer Zone***	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45528	CALIFORNIA SUPERSTORES VAN NUYS			
Dealer Address	6110- 6114 VAN NUYS BLVD				
Dealer City	VAN NUYS	***Dealer State***	CA	***Dealer Zip***	91401

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SHERMAN OAKS CA [redacted]	***Country***	UNITED STATES

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Advised Customer Of Incomplete Recall
Recall - J30: TRANSMISSION FLUID TEMPERATURE WARNING - Advise Owner/Incomplete Recall	Advised Customer Of Incomplete Recall
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Cuistomer staets her airbag light is on.
Recall - K13: INNER FENDER LINERS - Information Request	Inquiring on nearest dealership to get her recall taken care of at.
Corporate - Dealer Information - Default - Default - Default	Inquiring on nearest dealership to get her recalls taken care of at.

Briefly summarize why the customer is contacting Chrysler:
Inquiring on the nearest dealership to take vehicle to, to get recall K13 completed and wanted to know of any other incomplete recall.
Customer had contacted her selling dealership 24118. However, they are no longer an authorized dealership and advised her to contact us as they cannot perform the recalls for her.
Customer also stated that her airbag light on her vehicle is on and if the recall would take care of it.

Briefly summarize what the customer is expecting:
To be provided information on the nearest dealership to her, and to know if there was any other recalls that needed to be done other than K13.

Agent advised customer of the two dealerships she was interested in dealership 45528 and 24095.
Agent did not transfer customer to either dealership, as customer wanted to decide which to take her vehicle to, as both were in areas she didn t like but were better then the other dealerships that were listed within her area.
Agent advised customer that none of the recalls listed dealt with her airbag system. Agent advised customer that the dealership diagnostic and repair for the airbag would be an out-of-pocket expense as her vehicle is

no longer under warranty.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA6917 8[redacted]		***Open Date***	05/10/2012	***Built Date***	08/20/2007	
Model Year	2008	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	09/06/2007	***Mileage***	112,000	***Dealer Zone***			
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. [redacted]					

[redacted]	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	[redacted]
	KANSAS CITY MO[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Install Air Bag On/Off Switch - Both Air Bags	Clockspring problem
Corporate - Warranty Coverage - Default - Default - Default	no extended warranties

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Warranty on airbag situation
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
I have a clockspring issue with my 08 Jeep Rubicon that is causing the airbag light to come on. I have been informed that this is a common problem with these Jeeps and that Chrysler is extending the warranty on this particular item to 150,000 miles. I would like to confirm this.
Thanks Tom Prudden
*****END OF CUSTOMER EMAIL*****
CUSTOMER CONTACT - 1st attempt, phone number dialed 816-536-1130. Agent spoke with customer whom was looking for extended warranties or recalls on clocksprings. Agent advised that there isn t any recalls or warranties and apologize we won t be able to assist.
CLOSING LOOP- Goodwill denied

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5919	8L5[redacted]	***Open Date***	05/11/2012	***Built Date***	11/30/2007	
Model Year	2008	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	12/29/2007	***Mileage***	53,000	***Dealer Zone***	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	44740	DODGE OF PARAMUS INC			
Dealer Address	315 ROUTE 4 WEST				
Dealer City	PARAMUS	***Dealer State***	NJ	***Dealer Zip***	07652

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

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	advised of recall
Corporate - Recall - Default - Default - Default	seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer seeking recall information on the air bag light in the vehicle.
Briefly summarize what the customer is expecting: Customer seeking recall information on the vehicle, agent advised that there was no recall on the vehicle for the airbag. Agent advised the customer that the vehicle can be brought to the dealership for an inspection on the airbag light.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA6413	9L[redacted]	***Open Date***	05/11/2012	***Built Date***	07/22/2008	
Model Year	2009	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	02/28/2009	***Mileage***	31,000	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	43731	ALEXANDER DODGE CHRYSLER JEEP, INC	.		
Dealer Address	6764 US HWY 431				
Dealer City	ALBERTVILLE	***Dealer State***	AL	***Dealer Zip***	35950

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GADSDEN AL 3[redacted]	***Country***	UNITED STATES

Product - Electrical - Unknown - Other - Default	engine light for air bag showing on dash
Corporate - Warranty Coverage - Default - Default - Default	warranty coverage left on vehicle

Briefly summarize why the customer is contacting Chrysler:
Customer would like to know if there was any warranty coverage left on his Jeep. The customer stated that the engine light for the airbag is on. He brought it to the dealer and they told him that it was not under warranty.
Briefly summarize what the customer is expecting:
The customer wanted to know if his airbag wiring could be covered under his warranty.
Agent advised that the ISD was 02/28/09 and all his basic warranty expired by time at the end of FEB/09.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D18	BL[redacted]	**Open Date**	05/12/2012	**Built Date**	12/20/2010	
Model Year	2011	**Body**	JKJL72	JEEP WRANGLER SPORT 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	01/17/2011	**Mileage**	17,784	**Dealer Zone**	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	65233	HELFMAN RIVER OAKS CHRYSLER JEEP			
Dealer Address	4807 KIRBY DRIVE				
Dealer City	HOUSTON	**Dealer State**	TX	**Dealer Zip**	77098

Owner	[redacted]	**Contact Type**	ROADSIDE
Address	[redacted]	**Home Phone**	[redacted]
	WOODINVILLE WA[redacted]	**Country**	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	air bag light on
Product - Electrical - Lamps and Switches - Other - Default	check engine light on due to ambient temp switch
Recall - L35: REPROGRAM PCM - OXYGEN SENSOR AND EGR MONITOR -	completed on this repair
Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Customer Unavailable	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2012-05-12
Road Side File Created 05-12-12 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
3323 MCCUE ROAD 4807 KIRBY DRIVE
****

HOUSTON HOUSTON
TX USA TX
PROVIENCE UP TOWN// VEH IS IN THE PARKING GARAGE O
DEALER CODE : 65233 HELFMAN RIVER OAKS CHRYSLER JEEP
* * * * * CASE MANAGER TEAM - District X * * * * * *
DEALER CONTACT Dealer 65233, (713)524-3801
Service Manager (SM), Joseph Laperna 713-831-1539
SM unavailable. Spoke with Service Advisor (SA) Ed
Who did you speak with at the dealer and what is their dealer code? SA Ed, dealer 65233
Is the vehicle at the dealer now? Yes
When did it arrive at the dealer? 5/14/2012 does not show this was towed.
What is the current mileage? 17784
If known, what is the reason for the tow? check engine light on

Have the repairs been completed? yes - ambient temperature switch, installed
Air bag light on, part (horn pad) is in and the vehicle is being worked on today.
Recall L35 completed
If yes, when were they completed? N/A
If no, what is the estimated repair date? 5/16/2012
Are there any parts that need to be ordered? N/A
If yes, what are the part & order # s? N/A
Rental provided? No
If yes, how many days? N/A
SA verified customer s phone number [redacted] Cell.
Joseph P. (JP) is the service advisor for this repair.
Case manager will follow up with the dealer on 5/17/2012 to check if customer has picked up vehicle.
Case manager contacted dealer 65233, (713)524-3801
Service Manager (SM), Joseph Laperna 713-831-1539
SM unavailable. Spoke with Service Advisor (SA) Joseph P.
Customer has not picked up yet.
The repairs that were done are customer pay, nothing done under warranty, execpt the recall.
The vehicle is showing signes of being wrecked and was missing some parts.
Case manager will follow up with dealer to check if customer has picked up, 5/18/2012.
DEALER CONTACT: writer contacted dealer 65233, (713)524-3801, requested for Service Manager (SM), Joseph Laperna. Confirmed repairs, took customer took posession of the vehicle.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]. Spoke to customer, confirmed repairs. Stated at the dealership they took care of the tracking control, passenger air bags. However the customer has a concern with the traction control. Customer stated they told him at the dealer that wnever he has time to call and make an appointment. SM will have a technitian to drive in with him. Customer wasn t sure when he is going to be able to do that because of his work schedule. Writer Provided brand contact number (800-IamJeep) & requested customer to call us back if further assistance is needed. Customer appreciated.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3912 8[redacted]		***Open Date***	05/12/2012	***Built Date***	07/27/2007	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	08/18/2007	***Mileage***	79,100	***Dealer Zone***	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PJR	RESCUE GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	45448	NORTH STAR DODGE CHRYSLER JEEP			
Dealer Address	7242 SAN PEDRO				
Dealer City	SAN ANTONIO	***Dealer State***	TX	***Dealer Zip***	78216

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air Bag Light Concerns
Product - Electrical - Cruise Control - Complete Failure - Default	Cruise Control concerns
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Customer seeking goodwill
Product - Fuel System - Fuel Tank - Other - Default	Fuel spills out if unattended at the fuel station
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	INNER FENDER LINERS
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	MOPAR TOW BAR
Corporate - Recall - Default - Default - Default	recall inquiry

Briefly summarize why the customer is contacting Chrysler: Customer states the Air Bag Light is coming on also the cruise control isn t working and whenever he turns the vehicle to the left the Air Bag Light will go out and then when he straighten up the vehicle the Air Bag Light will come back on.
Customer states when he fills the fuel tank and if he is not attending to the pump the fuel will spill over back at him. Customer states he has done some research and found that other Jeep owners have experienced this problem with the Air Bag Light.
Briefly summarize what the customer is expecting: Customer expecting Chrysler to assist and correct the Clock Spring on the vehicle.
Has customer had previous history with current issue? No- this has been going on for the past 1 1/2 years
Customer has a history of diagnosis for an intermittent problem? No
Has had repair history at Chrysler dealership(s)? No- the vehicle has been great
Was this vehicle purchased new by this customer? Yes
Customer has a history of purchasing Chrysler vehicles? No however the customer s mother has purchased a Jeep back in 2008 because of his recommendation
If yes, number in household? 1
Customer claims to maintain vehicle as per maintenance schedule? Yes

Has a mechanical Chrysler Group Service Contract? No
Warranty coverage code? 799
Ownership status? Original
Basic warranty component? Yes
Powertrain warranty component? Y / No
Service contract or Mopar warranty component? Y / No
Within 3 years or 36,000 miles? Y / No
Within 2 years or 24,000 miles? Y / No
Within 1 year or 12,000 miles? Y / No
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: declined
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
Authorized override by PG725
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
Customer was advised that his case managers name is William and his extention is 66088 and that he should be calling within a day or two.
* * * * * CASE MANAGER TEAM - District U * * * * * *
OOW by 2 Years and 42000 Miles
0 Used, 1 New
Service Contract:
EC312N Expired
HHM560N Cancelled
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
Spoke to [redacted] e states when filling vehicle the fuel filler does not shut off automaticly, Mr Doucette also states he has problems with power steering and air bag light, Customer states he believes the power steering and air bag light are related to the clockspring, Customer states he has not had diagnosis due to dealer quoted him $100 diagnosis fee, Writer advised diagnosis fee would be his expense, Writer also advised diagnosis is needed to move foward with case, Customer stated he will take vehicle to dealer this weekend, Writer advised will follow up Monday.
Writer Called Customer Mr [redacted] at Phone Number [redacted], Left Message.
Received call from Customer [redacted] tte, Customer stated he was able to take vehicle to dealer for diagnosis at Dealer 45448, Customer states dealer diagniosed problem as the clock spring, Writer advised need to follow up with dealer and will follow up with customer on Tuesday
Received call from Customer [redacted] Writer advised we have not had the opportunity to contact the dealer yet, Writer advised will contact dealer next and get back to him, customer accepted.
Writer Called Dealer 45448 at Phone Number 210-249-7500 Left Message for SM Pat requesting Diagnosis
Writer called Dealer at 210-249-7500, left message for Service Manager, Pat.
Writer Received Email from SM Pat at Dealer 45448
Vin - [redacted]
Cust = Ducette
08 wrangler, brought in for a ABS lite on, needs clock spring
Prt# 5156106AC $ 216.60 (war price) shows to be b/ordered
Labor $ 132.80
Total $ 349.40
Received VM from Customer [redacted] requesting status of case, Writer will follow up
Writer Called Dealer 45448, left message for Service Manager Pat
Received VM from SM Pat at Dealer 45448, SM stated the part is not ordered at this time and is expecting to have Clockspring ordered by Tomorrow.
Received Call from Customer [redacted] requesting status of case, writer advised still attempting to contact dealership to make decision on

coverage of repairs, Writer also advised the clockspring is currently backordered and will be ordered by tomorrow, Writer advised will follow up tomorrow.
Writer Called Dealer 45448, Spoke to Service Manager Pat, SM stated first time they have seen vehicle at their dealership, SM stated failure was no fault of customer, Writer and SM Agreed on $150 Copay, Writer asked SM to email the order number.
Writer called customer [redacted] Left message follow 6/1/12.
Received call from Customer Mark Doucette requesting status of case, Writer advised customer of decision with the $150 copay, customer accepts copay, Writer advised customer to schedule an appointment with dealership.
As a one-time goodwill gesture, Chrysler will be approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = 349.40
Labor = 132.80
Total = 482.20
Co-pay = 150.00
########## DIRECT-TO-DEALER ##############
Customer Care is sending this file to your dealership because a joint goodwill decision has been made on behalf of our mutual customer.
If this repair falls under the Digital Imaging (DI) process, you will need to follow the DI process of submitting images or the required DI documents to the Powertrain Service Center for claim approval. Be sure to include in your comments that Customer Care is involved. Customer Care will add DM Notes to the VIN describing our decision. These notes are available to the DI group for reference.
When repairs are completed, submit your claim as you would normally.
If you need assistance with claim payment, please refer to Warranty Bulletin D-11-19 or for tech training requirements see Warranty Bulletin D-12-13.
This customer has been informed of this decision.
Please update and/or close CAIR when complete.
##################################
RA needs to be put in system.
SM Pat emailed writer asking for copay amount. Writer updated CAIR and informed SM Pat 45448 $150.00.
REASSIGNED TO BC/DLR 63 45448 05/30/12 19:39 C[redacted]
*Contact Date:05/31/2012
Service Director at the dealership has updated the CAIR# 2[redacted]
Parts have been ordered.
Writer called Dealer 45448, Spoke to SM Pat, Writer advised following up on parts order to see if we need to look at expediting due to backorder, SM stated parts ordered for customers vehicle, SM stated Parts Department advised him the backorder had been released but no time of arrival available, SM stated he contacted customer and SM advised customer that parts order could take 10 days or so to arrive, SM stated customer asked to be notified when parts arrive, Writer will follow up with customer.
Writer called Customer Mark Doucette, Left Message will follow up 06/05
Writer called Customer Mark Doucette, Left Message Advising customer of dealer waiting on parts, Writer advised will follow up with customer and dealer on 06/08
*Contact Date:06/08/2012
Service Director at the dealership has updated the CAIR#[redacted]
Parts have been ordered.
Writer called Dealer 45448, Spoke to SM Pat, Writer asked if there is a delivery date for parts yet, SM stated parts off backorder but no delivery date yet, Writer asked if we need to look into expediting parts, SM stated will email CM part number and order number.
Writer called Customer Mark Doucette, Writer advised customer that dealer is waiting for parts for repairs, Writer also advised we will be looking into expediting parts and no follow up until we receive an update on parts, Customer accepted, Customer asked about X32 Extended warranty notice, Customer asking what he needs to do to use warranty, Writer advised customer to contact dealership for warranty repair.

*Contact Date:06/11/2012
Service Director at the dealership has updated the CAIR#[redacted]
An appointment has been set with the customer.
Writer called Customer [redacted], Writer asked customer if he had set appointment for repairs, Customer stated repairs were completed on Monday, Writer asked if there had been any further problems with original complaint, Customer stated he has not driven vehicle much since repaired so he is not sure, Writer offered to Follow up Monday to verify concerns resolved, Customer accepted.
Writer called [redacted], Writer asked customer if there were any further problems with vehicle, Customer stated he went for a 6 hour road trip over the weekend and no problems with power steering, Writer advised we will be closing case.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4AJWAG4	CL2[redacted]	**Open Date**	05/12/2012	**Built Date**	02/11/2012	
Model Year	2012	**Body**	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	03/03/2012	**Mileage**	2,485	**Dealer Zone**	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	44781	DANBURY DODGE			
Dealer Address	100B FEDERAL ROAD				
Dealer City	DANBURY	**Dealer State**	CT	**Dealer Zip**	06810

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	KENT CT 0[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air Bag light is on

Briefly summarize why the customer is contacting Chrysler: Customer states his vehicle is in for repairs. Customer states this is the third time it has been in for repairs now and the issue is still not fixed. Customer states he was told by the dealership they need to keep the vehicle longer to try and repair it. Customer states the airbag light came on after 500 miles. Customer states the right airbag sensor was replaced and the computer was replaced, but the same issue remains.
Briefly summarize what the customer is expecting: Customer seeking rental assistance.
Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today.
Preferred Morning/Midday call back number is[redacted]
Preferred Afternoon/Evening call back number is[redacted]
Customer email address for case updates: [redacted]@[redacted]
Reassigned to 88R
* * * * * RENTAL CASE MANAGEMENT - District R * * * * * *
- Is the Original Owner
- Has 1 NEW CDJR
- Has 0 USED CDJR
- 0 cancelled service contract
- 0 active service contract
- 0 expired service contract
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
Writer contacted the dealer 44781, spoke with the Service Manager Paul (SM) and SM stated that the vehicle has had the issue for the for the air bag but the vehicle is not in the dealership. Sm is okay with the customer getting into a rental vehicle. SM stated that the dealership would like to start the rental off with 3 days then if the dealership needs more the dealership will contact Chrysler Customer Assistance Center to extended the rental. Customer seeking rental assistance because

air bag light coming on. Contacted Service Manager, Paul (SM) at 44781 to discuss the customer s request for rental assistance. Confirmed customer s concern and with Service Manager concurrence, authorized 3 days of rental per guidelines in Warranty Bulletin D-11-53.
****
authorized 3 days of rental per guidelines in Warranty Bulletin D-11-53.
****
Status update provided via email to the following email address:
[redacted]t
My name is Breeyanna and I have been assigned as your rental case manager. Here is some information that will be useful for you to have:
Your case number[redacted]7
Chrysler Case Management telephone number: 800-763-8422
My direct extension: 66396
My work hours: 8:00 am 4:00 pm EST Monday-Friday.
I will contact you within one business day by telephone to review your case with you.
Thank You, Breeyanna
End of Status Update
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[redacted]
Writer contacted the customer and writer explained lines 25 - 32. Writer explained that the case will be forward to case manager to follow up with the repairs. Customer stated that the customer will be contacting the dealership to set up an appointment to drop off the vehicle.
Status update provided via email to the following email address:
[redacted]
My name is Sherri and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Case[redacted]
Chrysler Case Management telephone number: 800-763-8422
My direct extension: 66213
My work hours: 8am-4:30pm EDT Monday-Thursday Friday 8:00-11:30
I will contact once the repairs are done. If you have any questions please call.
Thank you
Sherri
End of Status Update
Writer called customer who stated that she returned the vehicle on Friday and that the vehicle has been repaired and that everything is great. Writer stated that the case will be closed and to call if there are any more problems or questions. Customer agreed
Customer seeking rental assistance because Air bag light Contacted Service Manager, Rich at 44781 to discuss the customer s request for rental assistance. Confirmed
customer s concern and with Service Manager concurrence, authorized 7 days of rental per guidelines in Warranty Bulletin D-11-53.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6914	7L1[redacted]	***Open Date***	05/14/2012	***Built Date***	03/13/2007	
Model Year	2007	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	04/24/2007	***Mileage***	94,000	***Dealer Zone***	42	DETROIT	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PDA	LIGHT GRAYSTONE PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68341	NORTHGATE CHRYSLER DODGE JEEP,	INC.
Dealer Address	8536 COLERAIN AVE		
Dealer City	CINCINNATI	***Dealer State*** OH	***Dealer Zip*** 45251

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	WEST HARRISON IN[redacted]	***Country***	UNITED STATES

Corporate - Dealer Information - Default - Default - Default	requesting local dealership information
Corporate - Recall - Default - Default - Default	seeking recall information for vehicle

Customer is calling to check on the recall information for her vehicle; customer states she has been experiencing an issue where the passenger air-bag indicator light comes on after she s been driving for a short period of time. Customer would like to know if a recall has been issued to her vehicle for this matter. Agent notified customer that has been no recall issued to her vehicle pertaining to this issue. Agent then advised customer to contact her local Chrysler dealership about this matter and have them diagnose the vehicle; customer then requested the contact information for her local Chrysler dealership, agent provided the following information:
Jeff Wyler Chrysler Jeep Dodge Of Lawrenceburg
875 E Eads Pkwy
Lawrenceburg, IN 47025-8508
812-537-2525
Customer was appreciative.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3912	9L[redacted]	**Open Date**	05/17/2012	**Built Date**	08/06/2008	
Model Year	2009	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	11/06/2008	**Mileage**	69,000	**Dealer Zone**	42	DETROIT	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PGJ	JEEP GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	63975	MILOSCH DODGE, INC			
Dealer Address	677 SOUTH LAPEER ROAD				
Dealer City	LAKE ORION	**Dealer State**	MI	**Dealer Zip**	48362

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light on
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer called in stating that the airbag light keeps going on.
Caller is seeking assistance with the cost of the repair
Caller is seeking recall information. Writer advised there are no recalls. Caller states that the vehicle is out of warranty and is seeking if there is any possible cost assistance.
Has customer had previous history with current issue? No
Customer has a history of diagnosis for an intermittent problem? Yes
Has had repair history at Chrysler dealership(s)? No
Was this vehicle purchased new by this customer? Yes
Customer has a history of purchasing Chrysler vehicles? Yes
If yes, number in household? 9
Customer claims to maintain vehicle as per maintenance schedule? Yes
Has a mechanical Chrysler Group Service Contract? No
Warranty coverage code? 799
Ownership status? original
Basic warranty component? Yes
Powertrain warranty component? No
Service contract or Mopar warranty component? No
Within 3 years or 36,000 miles? Yes
Within 2 years or 24,000 miles? No
Within 1 year or 12,000 miles? No
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? No
If a CDJ dealer has diagnosed, what is the dealer name or code 65399

Reassigned to 88f
* * * * * CASE MANAGER TEAM - District 88VÙ * * * * * *
Original owner
Owned 6
New 6
Current 2
Out of warranty of 3/36 by 33,000 miles 6 months, unlimited mileage/time powertrain.
No service contract.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
Status update provided via email to the following email address: [redacted]
My Name is Ondreana and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your Case Number: [redacted]
Chrysler Case Management telephone number: 800-763-8422
Case manager direct extension: 66301
My work hours: 6:30 am 3:00 pm Mountain Time Monday-Friday.
End of Status Update
Writer contacted customer. Customer states that the light kept coming on. Customer states they have not had a diagnosis done yet at the dealership. Customer did states they are getting ready to trade the vehicle in for a new 2013 Jeep in the next couple of months. Writer advised customer I would need a full diagnosis before any goodwill assist can be give. Customer states she will have her husband call and make appt with the dealership. Writer advised customer there would be a diagnosis fee and a co-pay. Customer would like updates by him. Next follow up no later then 5/23/2012.
Informed customer that before Chrysler considers offering any goodwill assistance outside of warranty, a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time. Customer is seeking out of warranty assistance in the form of goodwill assist.
Agent attempted to contact dealer Service Manager Jim, however, SM not available. Left message for a return call at extension 66301.
Writer received call from SM Jim which states vehicle has not come in.
Attempt made to contact customer. Left message and next follow up no later then 5/25/2012.
2nd attempt made to contact customer. Left message and next follow up no later then 5/31/2012.
Writer called customer [redacted] 1. Left message.
Writer called customer [redacted] 1. Left message follow up set for 6/8/12 CF303.
Writer called customer [redacted] 1. Left message.
Writer called customer [redacted]. Writer was advised that customer had sold this vehicle for a 2012. Writer advised customer of main line number and that case would be closed.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA5917	8L[redacted]	**Open Date**	05/17/2012	**Built Date**	08/30/2007	
Model Year	2008	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	08/31/2007	**Mileage**	40,000	**Dealer Zone**	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	43026	THOMPSON CHRYSLER DODGE JEEP			
Dealer Address	124 N POINT BLVD				
Dealer City	BALTIMORE	**Dealer State**	MD	**Dealer Zip**	21224

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	
	MIDLOTHIAN VA[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Air bag light
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Recall Information
Recall - J30: TRANSMISSION FLUID TEMPERATURE WARNING - Advise Owner/Incomplete Recall	Recall Information
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	Recall Information

Briefly summarize why the customer is contacting Chrysler:Customer called seeking assistance from Chrysler with diagnosing the air bag light. The customer claims that the air bag light will come on and beep. The customer has had the vehicle looked at by 3 different dealership and they have not been able to diagnoses this issue.
Briefly summarize what the customer is expecting:Customer is expecting assistance from Chrysler with daignosing the issue.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Unable to
If a CDJ dealer has diagnosed, what is the dealer name or code?Thompson Chrysler Jeep
Reassigned to 96F
****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Agent advised customer of the three outstanding recalls.
Customer called to say he brought his vehicle to the dealer to diagnose the intermittent airbag light. The customer stated that the dealer could not find the problem as it is intermittent and he has had to pay the

diagnostics fee again. The customer would like to know if the fee could also be covered. The customer also stated he has left the vehicle at the dealer as he does not feel safe driving the vehicle because of the clockspring.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Left message.
Customer calls to speak with their Case Manager.
Customer stated that vehicle airbag light keeps coming intermittently. Customer stated that Thompson CJ in Baltimore, MD has not been able to duplicate the issue. Customer stated that he has video showing the light flashing and off with a beeping sound. Customer stated that he is to pick vehicle up today because of recalls that were repair on vehicle. Customer stated that he would like to have vehicle diagnosed but does not want to pay the diagnosis fee. CM stated that the diagnosis fee is the responsibility of the customer. CM stated that if vehicle is diagnosed with the airbag light coming on then Chrysler will consider assisting with the repair because he has taken vehicle into several dealers without the issue being resolved. CM stated that he will contact the SM at Thompson CJ in Baltimore, MD. Customer provided phone number for dealership as (866-271-2842) and the SM name (Dick Norwood). CM stated that he will contact the SM today and call the customer back.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 866-271-2842
CM was directed to service manager voice mail.
Left message for SM(Bob)
SM Bob called to speak with CM ms1821, transferred by CM cl560
SM(Bob) stated to CM that the customer vehicle has not been to dealership for diagnosis or recall repairs. CM stated that the customer provided phone number 866-271-2842 along with the name Dick Norwood as the SM. SM stated that he has no one by the name of Dick Norwood at DLR.
Customer calls to speak with their Case Manager.
CM stated to Customer the SM from the number Customer provided stated that he did not have a representative by the name of Dick Norwood. Customer provided the CM with another phone number ([redacted] CM stated that he will call back the customer.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
SA-Dick Norwood stated to CM that they were unable to duplicate the customer issue with air bag light. SA stated that he is aware that the customer had gone to several other dealerships and they had the same result. SA stated that he can t throw parts at the vehicle to see if the issue will be resolved. SA also stated that the service tech that worked on vehicle spent 2 days doing diagnosis for the air bag light and the other issues the customer was having with vehicle along with doing recalls that were not done.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
CM stated to customer that the DLR was unable to duplicate the issue with airbag light. CM stated to Customer that without the issue being duplicated he is unable to do any further diagnosis. Customer asked for case number. CM stated that the customer information is documented within the case and Chrysler has the customer information in database of the repairs done at dealership.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3919	9L[redacted]	***Open Date***	05/18/2012	***Built Date***	09/09/2008	
Model Year	2009	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	09/25/2008	***Mileage***	68,961	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	44912	LAKE KEOWEE CHRY-DODGE LLC			
Dealer Address	10815 CLEMSON BLVD				
Dealer City	SENECA	***Dealer State***	SC	***Dealer Zip***	29678

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

Corporate - Recall - Default - Default - Default	customer seeking information on airbag recalls
Corporate - Dealer Information - Default - Default - Default	transfered customer to dealership

Briefly summarize why the customer is contacting Chrysler:Customer called seeking recall information for an air bag light. Informed customer that the recall on the air bag clock spring had already been completed. Customer stated the air bag light is on. Customer was advised to take vehicle to local Chrysler dealership for inspection. Customer was transferred to dealer (44912)
Briefly summarize what the customer is expecting: Customer was looking for information on recalls for airbags.
Customer is the orginal owner of the vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA3H1X	AL[redacted]	***Open Date***	05/18/2012	***Built Date***	06/03/2010	
Model Year	2010	***Body***	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	10/23/2010	***Mileage***	19,957	***Dealer Zone***	74	DENVER	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	44526	NEW COUNTRY AUTO CENTER			
Dealer Address	333 SOUTH BROADWAY				
Dealer City	CORTEZ	***Dealer State***	CO	***Dealer Zip***	81321

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	KAYENTA AZ [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light flashing
Recall - L34: REPROGRAM PCM - OXYGEN SENSOR MONITOR - Other	incomplete recall

Mr. [redacted] (employee) calling in on behalf of owner
Briefly summarize why the customer is contacting Chrysler: Caller states he is calling on behalf of his employer (owner of vehicle). Caller states his employer has been having concerns with the air bag light on the vehicle coming on flashing when they hit a bump in the road while driving. Caller states was advised by employer to give Chrysler a phone call to see what can be done on this concern. Caller verified owner s information of vehicle.
Briefly summarize what the customer is expecting: Caller states would like to know what can be done regarding air bag light flashing.
Agent advised caller it is recommended to bring the vehicle over to the dealership so this can be looked in to. Agent advised caller of closest dealership New Country Auto Center according to zip code. Agent advised caller of incomplete recall as well for L34 REPROGRAM PCM - OXYGEN SENSOR MONITOR. Caller states thanks for your time he will inform Mr. and Mrs [redacted] information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D11	AL[redacted]	**Open Date**	05/21/2012	**Built Date**	03/24/2010	
Model Year	2010	**Body**	JKJL72	JEEP WRANGLER SPORT 4X4			
In Service Dt	04/08/2010	**Mileage**	55,967	**Dealer Zone**	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PGN	NATURAL GREEN PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	45019	LUCAS CHRYSLER-JEEP-DODGE, INC.			
Dealer Address	1624 ROUTE 38				
Dealer City	LUMBERTON	**Dealer State**	NJ	**Dealer Zip**	08048

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

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Customer meets matrix and will be escalated
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states the airbag light came on

Briefly summarize why the customer is contacting Chrysler: Customer states the airbag light in his vehicle came on and was told it may be a clock spring. Customer stated he had a friend who had gotten it covered by Chrysler through goodwill and wanted to see if he could have a similar set up. Customer meets goodwill matrix and will be escalated.
Briefly summarize what the customer is expecting: Customer is expecting to get goodwill assistance.
Has customer had previous history with current issue? N
Customer has a history of diagnosis for an intermittent problem? N
Has had repair history at Chrysler dealership(s)? Y
Was this vehicle purchased new by this customer? Y
Customer has a history of purchasing Chrysler vehicles? Y
If yes, number in household? Customer states this is the second wrangler one Cherokee and one CJ
Customer claims to maintain vehicle as per maintenance schedule? Y
Has a mechanical Chrysler Group Service Contract? N
Warranty coverage code? 536
Ownership status? Original
Basic warranty component? Y
Powertrain warranty component? N
Service contract or Mopar warranty component? N
Within 3 years or 36,000 miles? Y
Within 2 years or 24,000 miles? N
Within 1 year or 12,000 miles? Y
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 96F
Status update provided via email to the following email address:
[redacted]
My name is Torion and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your case number is [redacted]
The Chrysler Case Management telephone number is: (855)-525-5085
My direct extension: 472-0314
My work hours are: 09:00am 05:30pm EST Monday-Friday
I will contact you within 24 hours by telephone to review your case with you.
NOTE: This is a system generated message. Please do not reply.
End of Status Update
CONTACT UPDATE - 1st Contact attempt, phone number [redacted]
CM explains goodwill process customer vehicle has NOT been to dealership yet to be diagnosed. CM explains that in order for this repair to be covered the dealership would have to verfiy that whats wrong with the vehicle. Customer states he will take it in to be diagnosed on Thursday 5/24/12. CM thanked customer for time and loyalty.
Customer calls to speak with their Case Manager.Customer set diagnosis for Tuesday at 9am. CM thanked customer for his time.
CM calls dealership to discuss CAIR, CM speaks with SA Mark who says the customer has been diagnosed at the dealership. SA stated it is the clockspring that is bad. Sa would help customer is and gathering parts and labor cost for CM. CM thanked SA for time
CM calls and speaks to SA Ernest who gave these cost for a pending goodwill offer listed below:
As a one-time goodwill gesture, Chrysler will be approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $246.40
Labor = $42.20Ù
Total = $288.60Ù
Co-pay = $$$$Ù
########## DIRECT-TO-DEALER ##########
Customer Care is sending this file to your dealership because a joint goodwill decision has been made on behalf of our mutual customer.
If this repair falls under the Digital Imaging (DI) process, you will need to follow the DI process of submitting images or the required DI documents to the Powertrain Service Center for claim approval. Be sure to include in your comments that Customer Care is involved. Customer Care will add DM Notes to the VIN describing our decision. These notes are available to the DI group for reference.
When repairs are completed, submit your claim as you would normally.
If you need assistance with claim payment, please refer to Warranty Bulletin D-11-19 or for tech training requirements see Warranty Bulletin D-12-13.
This customer has notÙ been informed of this decision.
Please update and/or close CAIR when complete.
##########
Waiting on SM to approve full customer pay
REASSIGNED TO BC/DLR 35 45019 06/14/12 16:53 [redacted]
CM called customer and left message
CM spoke with customer and on a three way call. CM confirmed appointment for 6/21/12 and informed both customer and Sa that copay was $0.00. CM thanked customer and Sa for time
*Contact Date:06/27/2012
Service Manager at the dealership has updated the CAIR# [redacted]
An appointment has been set with the customer.
*Contact Date:07/03/2012
Service Manager at the dealership has updated the CAIR# [redacted]
An appointment has been set with the customer.

CM notes SM s comments
*Contact Date:07/09/2012
DCX goodwill repair is documented on Repair Order#[redacted]
Request was reviewed with DM.
CAIR RETURNED FROM DEALER ON 7/09/2012 AT 11:42:216 R[redacted]
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
Left message.
Status update provided via email to the following email address:
[redacted]
Dear Mi[redacted]
I have made several attempts to contact you regarding your case[redacted]
In order to ensure that you are satisfied with the repairs you had most recently it is imperative that we speak by 7/23/2012. If at that time we have not spoken to each other regarding the case, the case will be closed. If you have any questions please do not hesitate to contact me during the hours of 8:00am 5:00pm Monday Friday at (855)-525-5085 extension 472-0314.
Thank you for being a loyal Jeep customer,
Torion
Jeep Assistance Center
End of Status Update
2nd attempt made to contact customer. Left message.
Customer calls to speak with their Case Manager.Customer stated that the work on the vehicle was completed and he was upset at the dealership did not order the part in a timely matter yet was happy that the CM and CAC was able to assist him. CM thanked customer for time and loyalty.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6916	8L[redacted]	**Open Date**	05/21/2012	**Built Date**	02/27/2008	
Model Year	2008	**Body**	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	03/30/2008	**Mileage**	30,000	**Dealer Zone**	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PGJ	JEEP GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68858	SOUTH BAY CHRYSLER JEEP DODGE			
Dealer Address	20900 HAWTHORNE BLVD				
Dealer City	TORRANCE	**Dealer State**	CA	**Dealer Zip**	90503

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	
	REDONDO BEACH CA[redacted]	**Country**	UNITED STATES

Corporate - Recall - Default - Default - Default	Cusotmer seeking recall coverage.

Briefly summarize why the customer is contacting Chrysler: Cusotmer states that the air bag light is on and it comes on and off depending on which way he turns his steering wheel. Customer states that he seen online that there was recalls for his vehicle for the clock spring.
Customer states that he wants it to be covered under the recall. Customer states that he does his own work on his vehicle but he would take this to the dealership if we cover the work.
Briefly summarize what the customer is expecting:Customer is seeking recall coverage.
Agent explained that recalls are VIN specific and that it does not go by the make and model of the vehicle.
****
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is[redacted]
Preferred Afternoon/Evening call back number is[redacted]
Customer email address for case updates: XXXXX@XXXXX.com
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 * * * * * *
Vehicle is OOW on the BASIC, EMISSIONS, ADJUSTMENT, AIR CONDITIONING.
Customer is the original owner of this vehicle.
Customer owns 1 Chrysler vehicle.
There is no service contract on this vehicle.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
Writer advised the customer that Chrysler can not look into any kind of assistance unless the vehicle has a diagnosis. Customer understood and stated he will be taking in into the dealer some time next week. Customer asked for a call back on Friday 6/1/12. Writer agreed and thanked

customer.
Status update provided via email to the following email address:
[redacted]
My name is Amy and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have.
Your Case number [redacted]
Chrysler Case Management telephone number: 1800-763-8422
My direct extension: 66145
My work hours: 7:30a.m. 4:00p.m. MT Monday Friday
I will contact you by the end of my shift today by telephone to review your case with you.
End of Status Update
Writer contacted dealer 68858 at 310-542-0900
Writer left a message for the GM Sean.
Writer contacted customer [redacted]
Writer left a message.
Writer will contact customer Monday 6/4/12
Writer emailed SM and asked for information on when the customer has been into the dealer. SM messaged customer back and stated that the customer has only been in for a key programming and a tire balance.
Contact attempt, phone number dialed [redacted] Left message with follow up 6/7/12.
Contact attempt, phone number dialed, [redacted].
Writer left a message.
Writer advised a call back Tuesday 6/12/12
Contact attempt, phone number dialed, 3[redacted]
Writer left a message.
Writer advised a call back for Thursday 6/14/12
Contact attempt, phone number dialed 3[redacted] Writer left a message.
Writer advised a follow up for 6/18/12
6th attempt made to contact customer. Left message.
Contact attempt, phone number dialed[redacted]
Writer left a message.
Writer advised a call back Wednesday 6/27/12
Status update provided via email to the following email address:
[redacted]
I am contacting you on case number[redacted] regarding your 2008 Jeep Wrangler. I would like to advise you that in order to consider Goodwill Assistance your vehicle must be diagnosed by an Authorized Dealership. I will leave your case open until 7/5/12 to provide you time to make the appointment with an Authorized Dealership for diagnosis. Please contact your Case Manager Amy at 800-763-8422 extension 66145 once that appointment has been made.
Thank you,
Debbie
Jeep Customer Care
End of Status Update
5th attempt made to contact customer. Left [redacted] advising the customer that we are closing this case today and if in the future he wants to take the vehicle in, he can call us then.
Agent also informed the customer of the recalls that need to be done on his vehicle
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6919	8L[redacted]	**Open Date**	05/23/2012	**Built Date**	04/28/2008	
Model Year	2008	**Body**	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	07/20/2008	**Mileage**	34,700	**Dealer Zone**	70		
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60115	LITHIA CHRYSLER JEEP OF RENO			
Dealer Address	3223 MILL STREET				
Dealer City	RENO	**Dealer State**	NV	**Dealer Zip**	89502

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	RENO NV[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Airbag light on
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Cost assistance request
Corporate - E-Reimbursement - Default - Default - Default	Reimbursement for clockspring

Briefly summarize why the customer is contacting Chrysler: Customer states that she has been having issues with her airbag light coming on. Customer states that she believes the issue to be the clockspring but has not had the issue diagnosed.
Briefly summarize what the customer is expecting: Customer seeks cost assistance for repair.
Agent advised customer that a diagnosis will be required to make the final decision regarding cost assistance. Customer states that she wants to have the diagnosis and repair completed in one day.
Has customer had previous history with current issue? N
Customer has a history of diagnosis for an intermittent problem? N
Has had repair history at Chrysler dealership(s)? Y
Was this vehicle purchased new by this customer? Y
Customer has a history of purchasing Chrysler vehicles? Y
If yes, number in household? purchased 6, currently owns 3
Customer claims to maintain vehicle as per maintenance schedule? Y
Has a mechanical Chrysler Group Service Contract? N
Warranty coverage code? 799
Ownership status? Original
Basic warranty component? Y
Powertrain warranty component? N
Service contract or Mopar warranty component? N
Within 3 years or 36,000 miles? Y
Within 2 years or 24,000 miles? N
Within 1 year or 12,000 miles? N
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]

Customer email address for case updates: N/A
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? No
If a CDJ dealer has diagnosed, what is the dealer name or code? 60115
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District O* * * * * *
SC - EXP
original owner
7 household
4 new, 3 used
OOW
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Customer stated the vehicle is at the dealership now, customer stated is having an issue with the clockspring. Writer informed customer writer will follow up with dealership to confirm the diagnosis, and that writer would like to consider assistance. Writer stated will need to get a hold of the dealership before considering assistance. Writer provided contact information, and informed customer writer will follow up with customer once writer has diagnosis information.
Writer called dealer 60115 at 775-323-3106 and spoke with Warranty Admin Stella. Stella stated the vehicle has not been dispatched yet. Writer inquired if SM Garry would be in today, Stella stated they do not expect Garry until tomorrow.
Customer called writer informing writer that customer s vehicle is ready for pickup. Writer informed customer writer will follow up with customer on tuesday, but if customer has issues to call sooner.
Writer called customer at [redacted]. Left message.
Writer called customer at [redacted], phone rang twice, and went to voicemail. Left message.
SM Garry stated put in a clock spring control module, and hasn t been in since.
Writer called customer at [redacted], customer stated went into the dealership to have a clock spring repair done, after leaving the dealership, the turn signal had to be repaired twice, but customer s real concern, and request was reimbursement due to customer alleging after research customer has seen thousands of other customers having this issue, and some of them have been issued a recall, but customer s same vehicle hasn t. Customer alleges has four other chrysler vehicles in customer s driveway, writer informed customer for customer satisfaction, writer would like to look into reimbursement for customer but cannot promise anything at this time. Writer informed customer would need to send in documents to have them reviewed. Writer explained that once the documents are received, and reviewed writer will call customer with the decision. Customer provided email: [redacted]
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2012-06-07 @ 17:28
***** Customer Document Received *****
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
Seeking reimbursement for clockspring.
If this is a Recall or Extended Warranty, enter the campaign number.
n/a
If this is for a previously made goodwill decision, what is that CAIR #?
n/a
Enter the Mileage at the time of the repair.
33,767
Enter the Date when the repairs were completed.
05/24/12
What is the total cost of the Parts to be reimbursed?
$257.00
What is the total cost of the Labor to be reimbursed?
178.86
What is the total Tax to be reimbursed?
$19.85
What is the total amount being reimbursed?
$466.42

****End structured narrative T2 - eReimbursement
Customer Document Reviewed.
Writer called customer at [redacted]. Left message.
Check has been approved.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D11	BL[redacted]	***Open Date***	05/25/2012	***Built Date***	12/16/2010	
Model Year	2011	***Body***	JKJL72	JEEP WRANGLER SPORT 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	01/20/2011	***Mileage***	21,829	***Dealer Zone***	70		
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68343	PRICE CHRYSLER DODGE JEEP			
Dealer Address	354 S HWY 55				
Dealer City	PRICE	***Dealer State***	UT	***Dealer Zip***	84501

Owner	CANYONLANDS JEEP ADV, .	***Contact Type***	ROADSIDE
Address	225 S MAIN STREET	***Home Phone***	
	MOAB UT 84532	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default

Roadside Assistance Contacted - DATE : 2012-05-25
Road Side File Created 05-25-12 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
225 S MAIN STREET 354 S HWY 55
W 200 S
MOAB PRICE
UT USA UT
CANYONLANDS JEEP ADVENTURES PL,AIR BAG LITE ON
DEALER CODE : 68343 PRICE CHRYSLER DODGE JEEP
CLOSING CAIR as this is a fleet vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2412	8L[redacted]	***Open Date***	05/31/2012	***Built Date***	05/22/2008	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	05/23/2008	***Mileage***	78,329	***Dealer Zone***	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PYB	DETONATOR YELLOW CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	49921	MARTY FRANICH CDJ INC/DOLLAR THRIF	TY OUTSTATE		
Dealer Address	5310 E 31ST STREET				
Dealer City	TULSA	***Dealer State***	OK	***Dealer Zip***	74153

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]6	***Home Phone***	([redacted]
	CHANDLER AZ [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light flashed on and off.
Corporate - CNA Change - Default - Default - Default	Customer phone number updated.
Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	Customer seeking goodwill.

Briefly summarize why the customer is contacting Chrysler:
The customer states that the air bag light flashed on and off and he has seen that this issue has been recalled or had an extended warranty issued for other years of this type of vehicle.
Briefly summarize what the customer is expecting:
The customer is seeking cost assistance for this repair.
The customer is the third owner of the vehicle.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2416	8L[redacted]	***Open Date***	06/04/2012	***Built Date***	05/22/2008	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	02/19/2009	***Mileage***	61,799	***Dealer Zone***	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PYB	DETONATOR YELLOW CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	43436	POWER DODGE VALENCIA			
Dealer Address	23820 CREEKSIDE ROAD				
Dealer City	VALENCIA	***Dealer State***	CA	***Dealer Zip***	91355

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SANTA CLARITA CA[redacted]	***Country***	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	clockspring needs replacement

Customer states that the lights on the dash have been flashing and the air bag light stays illuminated. Customer has had the vehicle diagnosed at his dealership and it was determined that that the clockspring is faulty.(Part number 5156106AC) Customer stated that this will cost about $500 for repair.
Customer is asking if there are any recalls on this vehicle. Agent checked file to find no open recalls.
Customer is concerned that the air bag will not deploy in case of an accident and thinks that the air bag should have a life time warranty.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3916	7L1[redacted]	***Open Date***	06/05/2012	***Built Date***	05/15/2007	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	06/22/2007	***Mileage***	94,969	***Dealer Zone***			
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PGJ	JEEP GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Owner	[redacted]		***Contact Type***	E-MAIL
Address	[redacted]	7472 OAKLAND HILLS CIR	***Home Phone***	
	INDIANAPOLIS IN [redacted]		***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	
Recall - K13: INNER FENDER LINERS - Other	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Dealership Service
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
I ll start this by saying I am an engineer in the automotive industry and I deal daily with the service community and the warranty system. I realize the system is far from perfect and does not always work in either the OEM s or the dealer s best interest. But I am also a customer and I ve grown to hate having to take my vehicle to the dealer for repairs, as have many of my friends and family. Today was no exception. I have a 2007 Jeep Wrangler X Unlimited. It is affected by TSB 14-001-11. I ve been dealing with the issue for a while and since I now had an airbag light on I figured I would take it in. I took the Jeep in this am and asked for the two issues to be addressed, the airbag and the fuel spill issue. I was first appalled at the $95 diagnostic charge for non warranty repairs. $95 is a lot of money for plugging in a Star Scan tool and reading codes and plugging them into the computer. But, OK, it needed to be done so I ll deal with it. I pick the Jeep up and find out that not only were my issues addressed but other 'issues' were addressed as well, that to me were not issues and the work was not authorized. There was an inner fender/brake line rub recall performed that I do not feel needed performed as this Jeep is already highly modified and lacks most of the original inner fender and has non OEM brake lines on it, both factors potentially negate the need for the service. The procedure involves cutting out some of the OEM inner fender liner. Normally this would not particularly bother me if he had done a clean job (since my fenders are already cut anyway), but instead it looks like my 5 year old did it with a drywall saw. It also bothers me because I was not asked if I wanted it done, as the customer I need to be given the choice and I don t feel like this was something that Jeep or anyone else needed to pay for as it was a non issue on my vehicle. In addition to the unauthorized work being done, I was charged $7.36 for 'Supplies and Hazwaste/Recycle'? I m told this is for misc. shop supplies and materials that they can t charge for otherwise. To me this is ridiculous whether it is common practice or not. The only customer pay item on my ticket is the recallibration of the passenger seat weight sensors, I m confused why they needed recallibration to begin with and why that s a $92 charge, again this is a simple Star Scan plug and play procedure, but it needed to be done so

I ll gladly pay for it. I m not completely dissatisfied with Tom O Brien Jeep, because I realize they are doing the same thing every other dealer out there would do, I am however dissatisfied as a customer that this is what I have to deal with when I HAVE to take my vehicle into a manufacture dealer for warranty service. The only reason I go to or recommend anyone else goes to a dealer for service is for a warranty item or items. The dealership experience should be a pleasant one and it should be one that puts the customer first, not one that punches in the VIN and looks for any and all recall or service calibration work that can be done to make a quick buck. Everyone loses there. Warranty cost per vehicle and IPTV are driven up to Jeep which means I pay more for my next vehicle and Jeep takes a hit in the eye of car buyers. Work is done that I did not want and now I have to fix making me dissatisfied as a customer to both the dealer and Jeep. My only hope is that this message can make it to someone that can make a difference. When are we going to fix this system?
*****END OF CUSTOMER EMAIL*****
VIN:
7L[redacted]
Mileage:
94969
Servicing Dealer:
Tom O Brien
Title:
Mr.
First Name:
[redacted]
Middle Initial:
Last Name:
[redacted]
Address 1:
[redacted]
Address 2:
[redacted]
City:
Indianapolis
State:
IN
Zip:
[redacted]6
Email:
[redacted]
Work Phone:
[redacted]
Agent contacted customer [redacted]. Agent left VM for customer.
Agent contacted customer at [redacted] Agent spoke to customer who stated that there is nothing that can be done right now. Customer stated that he is waiting to talk to the owner of the dealership in regards to the vehicle and the service. He is currently waiting for a part to come in for his vehicle which should be in a few days. Agent informed customer that she will follow up with him on June 11, 2012.
Agent will follow up with customer on Monday.
Agent contacted customer at [redacted] Agent left VM for customer.
Agent contacted customer at [redacted]. Agent spoke to customer who stated that he has to make an appointment at the dealership and will try to tomorrow or the next day. Agent stated that she will follow up with customer on Monday 06/18/12.
Agent will follow up with customer on 06/18/12.
Agent contacted customer [redacted]. Agent left VM for customer.
Agent contacted customer at [redacted]2. Agent left VM for customer.
Agent will follow up with customer on 06/25/12.
Agent contacted customer at [redacted]2. Agent spoke to customer who stated that he is sorry he was busy last week but the vehicle has been repaired and returned to him and is happy.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BZ3H19	AL1[redacted]	***Open Date***	06/05/2012	***Built Date***	05/05/2010	
Model Year	2010	***Body***	JKUM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	05/22/2010	***Mileage***	24,500	***Dealer Zone***	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	23468	HILLVIEW MOTORS INC			
Dealer Address	5309 ROUTE 30				
Dealer City	GREENSBURG	***Dealer State***	PA	***Dealer Zip***	15601

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

Corporate - Recall - Default - Default - Default	customer wanted to clarify the recall process

Briefly summarize why the customer is contacting Chrysler: customer called to find out why when she took her vehicle in for recall service did the dealership tell her that it didn t require fixing. Customer states her airbag light is now on and it was never on before. Agent confirmed that the file states that her L37 recall has already been fixed on April 26/12. Agent conferenced in the dealership to determine why it shows closed if nothing was done. Dealership advised that this recall demanded a scan be done to determine if certain codes came up. In the customer s case, the codes did not come up. Agent advised that what if the clockspring brakes in the future or is now broke (ie the airbag light is now on), does this mean it will still be fixed again as a recall item? Service Department had to check with the SM who advised yes, otherwise it is fixed under warranty. Agent asked if parts were in stock, Service Department said not it would be a special order as it is a right handed vehicle.
Briefly summarize what the customer is expecting:Customer advised she will make an appointment at another dealership for her check engine light and this airbag light that is on.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BZ3H14 A[redacted]		**Open Date**	06/06/2012	**Built Date**	05/06/2010	
Model Year	2010	**Body**	JKUM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	08/26/2010	**Mileage**	54,375	**Dealer Zone**	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	43549	BREWBAKER DODGE CHRYSLER JEEP			
Dealer Address	300 EASTERN BLVD				
Dealer City	MONTGOMERY	**Dealer State**	AL	**Dealer Zip**	36117

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	
	GREENVILLE AL[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Glass - Other - F. Door-Driver	customer has to replace window regulator
Product - Electrical - Power Windows - Defective - R. Door-Driver	customer has to replace window regulator rear door driver

Briefly summarize why the customer is contacting Chrysler: Customer has to have her window regulator fixed and she is out side the warranty. She said when she went to her dealer before about the issue they said it was fine but now it does not work and she is out side the warranty.
Briefly summarize what the customer is expecting: The customer is hoping that we can help cover the cost of the window regulator. Agent told her that she would receive a phone call tomorrow for this issue. She also gave her cell number to call if she is not home. The number is [redacted]
What is the customer requesting from Chrysler? The customer is having problems with the window regulator and wants help from chrysler.
How far out of warranty is the vehicle/repair by time and/or metrage?18000
Service contract (Chrysler) that would cover the repair? no
Original owner? No) If no, purchased when?02/28/12
Is there any repair history related to the current concern?no
Is there a STAR file open for this concern? STAR file XXXXXXXÙ
Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?yes
Service Dealer Code?43549
Service Manager name?
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 3[redacted]. Left message.
MRS[redacted] requesting to speak with Case Manager. Advised caller that no one is available, however a note would be sent to team for a call back.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]. Left message.

The customer states that in February 2012 the air bag warning light came on and that the 43549 BREWBAKER JEEP replaced the L37 AIRBAG SYSTEM CLOCKSPRING per recall. The customer alleges that at that time, when the Jeep only had 33,000 miles, she informed the dealer that the front passenger window and the rear driver window sometimes wouldn t roll up and down. The customer alleges that the dealer couldn t duplicate the problem at that time. However, now that the Jeep is out of warranty by mileage, the problem is much worse and that the dealership was recently able to diagnose the problem as faulty window regulators that need to be replaced and wants to charge her $400 per regulator for the repair.
Agent informed the customer that her case manager will come to judgment soon on her case and at least give her a call by 06/12/2012.
Writer is reassigning case to correct case management area: 96F.
Writer took call from customer asking if writer had contacted the service manager yet. Writer apologized to customer and explained that her case had been reassigned to the correct area, but this late in the game, writer offered to take her case back and continue on with customer. Customer understands. Writer advised customer that she d call the service manager and discuss where Jeep can come in with assistance. Customer understands.
Agent attempted to contact dealer Service Manager (SM), Bobby J., at 334-279-0174, however,
SM not available. Left message for a return call at extension 66075.
Agent contacted dealer Service Manager (SM), Bobby, at 334-279-0174. SM stated customer s vehicle is currently in the shop for a transmission overhaul and wasn t aware customer was having a separate issue with her window regulators. SM stated customer s service advisor (SA), Ronnie, would be the best person to talk to on customer s vehicle as he s much more familiar with it, but he had just stepped out to lunch. SM advised writer that he ll call her back when SA gets back in from lunch.
Writer attempted to contact customer at [redacted] however, customer was unavailable. Writer left message with customer advising her of lines 52-58.
Agent attempted to contact dealer Service Advisor (SA), Ronnie, at 334-279-0174. Writer advised SA of lines 52-58. SA stated customer is having issues with her window regulators and was waiting for Chrysler to call him. Writer advised SA she d like to assist customer, but would need to have warranty pricing on parts and labor for needed repairs and point of failure. SA stated he d call writer back with that information. Writer provided SA with her contact information.
Agent attempted to contact dealer Service Manager (SM), Bobby, however, SM not available. Writer spoke with Service Advisor (SA), Ronnie. SA stated customer s vehicle s left rear window will not move up and down times due to the right front window master switch malfunctioning. SA stated this appears to be a premature part failure. SA gave warranty pricing on the master switch as:
Parts:$71.12
Labor:$31.64
Total:$102.76
Writer advised SA she d need to speak with the SM to discuss goodwill, to which, SA replied the SM has gone for the day, but will be back Monday. SA stated he ll leave a message for writer with the SM and stated he should be wrapping up customer s transmission repairs on Monday. Writer will follow up then.
Writer attempted to contact customer at [redacted] however, customer was unavailable. Writer left message.
Agent attempted to contact dealer Service Manager (SM), Bobby, at 334-279-0174, however,
SM not available. Left message for a return call at extension 66075.
Agent attempted to contact dealer Service Manager (SM), Bobby, at 334-279-0174, however, SM was unavailable. Writer left message. Writer dialed back and spoke with Service Advisor (SA), Ronnie, who stated customer s vehicle had left and come back with more transmission problems. SA stated he d try to get SM for writer and took down writer s contact information and stated he d hand deliver the note to the SM. SA stated they have not replaced customer s right, front window master

switch yet.
Writer attempted to contact customer at [redacted] however, customer was unavailable. Writer left message.
* * * * * CASE MANAGER TEAM - District U * * * * * *
Customer is 2nd owner; purchased from non CDJ dealer on 02/28/12.
Customer has owned 2 vehicles, both purchased used; still owns both.
Customer has no SC.
Customer is within powertrain warranty, but OOW on basic by 18,307 miles.
Agent contacted dealer Service Manager (SM), Bobby, at 334-279-0174.
Writer advised SM of lines 69-82 and asked SM what he d suggest as a co-pay for customer. SM stated customer s vehicle is a postal vehicle and customer has only come into his dealership twice now and just for warranty work. Writer advised SM of lines 98-102. Writer asked SM how he d feel about a $75.00 co-pay;SM stated he s fine with that and will email SM (bjohnson@brewbaker.com) or call him on his cellular (334-657-8770) to let him know if customer accepts or not. SM understands. Writer dialed back and spoke with service advisor (SA), Ronnie, who gave customer pay total on window master switch as $195.00.
Writer made SA aware of the above information as well.
Writer received voicemail message from customer asking for writer to call her back.
Writer attempted to return customer s call at [redacted] however, customer was unavailable. Writer left message.
Writer took return call from customer who stated she s fine with the $75.00 co-pay. Writer advised customer she ll email her service manager to let him know customer is okay with that, so repairs can proceed.
Writer will follow up with customer on Monday. Customer stated she s just frustrated with how long her transmission repairs have been taking.
Writer advised customer that Jeep takes many factors into account when deciding where to assist on a goodwill decision. Customer understands.
Writer provided her email address [redacted]
Status update provided via email to the following email address:
[redacted]
Hello!
My name is Genevieve and I have been assigned as your Case Manager with Jeep.
Here is some information that will be helpful for you to have:
Your Case Number [redacted]
Jeep Case Management Telephone Number: 1-800-763-8422
My Direct Extension: 66075
My work hours: 10:00 am - 6:30 pm Central Time, Monday-Friday.
Thank you for choosing Jeep and have a great day!
Genevieve
End of Status Update
As a one-time goodwill gesture, Chrysler will be approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $71.12
Labor = $31.64
Total = $102.76
Co-pay = $75.00
DIRECT-TO-DEALER # # # # # # # # # # # # #
Customer Care is sending this file to your dealership because a joint goodwill decision has been made on behalf of our mutual customer.
If this repair falls under the Digital Imaging (DI) process, you will need to follow the DI process of submitting images or the required DI documents to the Powertrain Service Center for claim approval. Be sure to include in your comments that Customer Care is involved. Customer Care will add DM Notes to the VIN describing our decision. These notes are available to the DI group for reference.
When repairs are completed, submit your claim as you would normally.
If you need assistance with claim payment, please refer to Warranty Bulletin D-11-19 or for tech training requirements see Warranty Bulletin D-12-13.
This customer has been informed of this decision.
Please update and/or close CAIR when complete.

##################################
Writer sent email to Service Manager (SM), Bobby, advising him customer has accepted $75.00 co-pay for master window switch replacement.
REASSIGNED TO BC/DLR 66 43549 06/22/12 16:58 C[redacted]
Status update provided via email to the following email address:
[redacted],
This is Genevieve, your case manager, at Jeep Customer Care. I hope your day is going well. I just wanted to let you know I m still here, but I ve been unable to get on the line with the dealership today to confirm that repairs are done. I will try dealership again tomorrow morning and get on the phone with you as well. I appreciate your continued patience.
Thank you
End of Status Update
Agent contacted dealer Service Manager (SM), Bobby. SM verified he had received writer s email that customer had agreed to the $75.00 co-pay for the master window switch. SM stated they have ordered the part and it should be in today or tomorrow. SM stated customer has her vehicle and will bring it back for repair when part gets in. SM gave current mileage on customer s vehicle as 54,375 miles.
Writer attempted to contact customer at[redacted] however, customer was unavailable. Writer left message advising customer of lines 175-180. Writer will follow up on Monday.
Agent attempted to contact dealer Service Manager (SM),Bobby, at 334-279-0174,
SM not available. Left message for a return call at extension 66075.
Writer dialed back and spoke with Service Advisor (SA), Ronnie, who stated customer s part isn t in yet as it wasn t ordered until SM spoke with writer last week. SA stated it should be in tomorrow and it s coming in from Michigan, which can take 2-3 days. Writer will follow up tomorrow.
Writer attempted to customer at[redacted], however, customer was unavailable. Writer left message advising customer of lines 184-191.
Writer contacted dealer Service Advisor (SA), Ronnie, at 334-279-0174. SA stated customer s master window switch has arrived; he just needs to call customer to get her back into dealership for repair.
Writer attempted to customer at[redacted]6, however, customer was unavailable. Writer left message advising customer of lines 194-196. Writer will follow up Monday.
Agent contacted dealer Service Advisor (SA), Ronnie, at 334-279-0174. SA stated customer s vehicle is repaired and ready for pick-up. Writer will follow up with customer tomorrow to close loop.
Writer attempted to contact customer at[redacted] however, customer was unavailable. Writer left message advising customer that writer will keep case open for one more week and try customer again to confirm repairs before closing.
Writer attempted to contact customer at[redacted]6, however, customer was unavailable. Writer left message advising customer of lines 203-206 and stated writer will close case out.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3911 8[redacted]		***Open Date***	06/07/2012	***Built Date***	04/09/2008	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	05/26/2008	***Mileage***	85,460	***Dealer Zone***	74	DENVER	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PBM	STEEL BLUE METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60314	FLETCHER CHRYSLER-DODGE-JEEP			
Dealer Address	3111 E 32ND ST				
Dealer City	JOPLIN	***Dealer State***	MO	***Dealer Zip***	64804

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CARL JUNCTION MO[redacted]	***Country***	UNITED STATES

Product - Steering - Unknown - Other - Default	customer has to fix clock spring

Briefly summarize why the customer is contacting Chrysler: Customer is calling in because they have to get the clock spring fixed and wanted to no if it was a recall.
Briefly summarize what the customer is expecting: The customer wanted to no if they have the recall for the clock spring. Agent advised customer that they do not have the recall for the clock spring but we would call her back to see if we can assist them with this problem
What is the customer requesting from Chrysler? help paying for the clock spring
How far out of warranty is the vehicle/repair by time and/or metrage?13460
Service contract (Chrysler) that would cover the repair? no
Original owner? No) If no, purchased when?03/11/11
Is there any repair history related to the current concern? no
Is there a STAR file open for this concern? STAR file XXXXXXXÙ
Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?
Service Dealer Code?
Service Manager name?
* * * * * CASE MANAGER TEAM - District U* * * * * *
Customer is OOW warranty on part.
Customer owns 1 Original Owner CJDR Vin.
Customer is the second owner of 2 CJDR Vin s.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 4[redacted], Customer stated that issues are the clock spring and the airbag light is on. Customer s husband is driving an hour, Customer s husband # [redacted]. Would like some assistance for the cost of the repairs. Writer informed customer that writer will contact Service manager and find out the pricing for the parts and then follow up with customer with what information writer does get. Customer understood.
Email: [redacted]
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66014.

Status update provided via email to the following email address:
[redacted]
Your Case Manager is Jessica.
Here is some information that will be helpful for you to have:
Your Case numbe[redacted]
Chrysler Case Management Telephone number: 800-763-8422
My Direct Extension: 66014
My Work Hours: 8am-4:30pm Mountain Time Monday-Friday
I will contact you by Telephone to Review your case with you.
End of Status Update
Writer sent email to service manager to send pricing over for customer.
Status update provided via email to the following email address:
[redacted],
I am following up with you to let you know that I am actively working your case I am just waiting for the pricing from the service manager at the dealership. I will follow up with you via telephone tomorrow to let you know what I have found out.
Thank you for your patience.
~Jessica~
End of Status Update
Status update provided via email to the following email address:
[redacted]
If you could call me when you become available, I need to know which dealership that you had the diagnoses at. I would like to assist but the ones I have on file are showing that you haven t been there recently.
Thank you.
~Jessica~
End of Status Update
MS[redacted] requesting to speak with Case Manager JM2157. Writer transferred caller to ext 66014 VM.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] writer was unable to leave VM.
Customer stated, that customer took vehicle in for diagnoses Thursday the 7th. Writer informed customer that writer had wrong dealership information and will follow up with customer once new dealership has been contacted. Customer stated that writer can email customer updates, Writer agreed. Also writer informed customer that writer will follow up with customer tomorrow.
Service manager John at 60314 stated,
he would be more then happy to help. Service manager just wanted information emailed to him. Writer informed service manager that writer will email SM for information. Writer also thanked service manager.
Writer sent email to service manager John for pricing information for customer.
Status update provided via email to the following email address:
[redacted],
I wanted to let you know that I talked to the service manager, and now I am just waiting for pricing information.
Thank you for patience.
~Jessica~
End of Status Update
Writer sent email to service manager for pricing information
Status update provided via email to the following email address:
[redacted]
I am still waiting on pricing for you, I will follow up with you as soon as i have the pricing.
thank you
~Jessica~
End of Status Update
Email from service manager. PART 5156106AC 257.00 LABOR 72.30 TOTAL = 329.30
Writer attempted to contact customer, dialed# 417-291-1840 and left Voice

mail.
As a one-time goodwill gesture, Chrysler will be approving this out
of warranty repair. According to the dealer, the warranty
costs of the repair are as follows:
Parts = $257.00
Labor = $72.30
Total = $329.30
Co-pay = $100.00
########## DIRECT-TO-DEALER ##############
Customer Care is sending this file to your dealership because a joint
goodwill decision has been made on behalf of our mutual customer.
If this repair falls under the Digital Imaging (DI) process,
you will need to follow the DI process of submitting images
or the required DI documents to the Powertrain Service Center
for claim approval. Be sure to include in your comments that Customer
Care is involved. Customer Care will add DM Notes to the VIN describing
our decision. These notes are available to the DI group for reference.
When repairs are completed, submit your claim as you would normally.
If you need assistance with claim payment, please refer to
Warranty Bulletin D-11-19 or for tech training requirements
see Warranty Bulletin D-12-13.
This customer has not been informed of this decision.
Please update and/or close CAIR when complete.
##################################
REASSIGNED TO BC/DLR 74 60314 06/19/12 15:49 O[redacted]
Customer stated that customer accepts the offer for $100.00 Co-pay for
repairs. Writer also informed customer to submit documents for possible
reimbursement for cost customer has incurred.
Customer stated that customer accepts the offer for $100.00 Co-pay for
repairs. Writer also informed customer to submit documents for possible
reimbursement for cost customer has incurred.
Writer attempted to contact customer, Dialed #[redacted]0,Left
Voicemail.
Caller [redacted] requesting to speak with Case Manager. Writer
offered voice mail and customer accepted. Writer transferred to the CM s
voice mail.
Writer attempted to contact customer, Dialed#[redacted] Left
Voicemail.
AM reviewed CAIR with dealer
Writer attempted to contact customer, Dialed# [redacted]eft
Voicemail.
****** Below Customer Contacted for Documentation Request ******
[redacted]on 2012-06-25 @ 10:49
Customer stated that customer is going to send in documents for
reimbursement for $42.00 Writer informed customer of the ways that
customer can send in the documents. Customer agreed to send the documents
in through the Documentation request link. Writer informed customer to
send in documents and writer will follow up on Wednesday. Customer
agreed.
***** Customer Document Received *****
Customer Document Reviewed.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2414	9L[redacted]	**Open Date**	06/08/2012	**Built Date**	12/19/2008	
Model Year	2009	**Body**	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	04/04/2009	**Mileage**	37,354	**Dealer Zone**	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PBS	DEEP WATER BLUE PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	66908	GARY MATHEWS MOTORS INC			
Dealer Address	1100 NEW ASHLAND CITY RD				
Dealer City	CLARKSVILLE	**Dealer State**	TN	**Dealer Zip**	37040

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	
	CLARKSVILLE TN[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light on
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer called in stating that the vehicle airbag light is on in the vehicle. The caller states that it had been diagnosed at an IRF and the mechanic stated that it is the clock spring. The caller states the vehicle is just OOW.
Briefly summarize what the customer is expecting:
Customer is seeking cost assistance with the repair to clock spring.
Caller states that he will be out of town for until 06/17/2012.
Who has possession of the vehicle? Owner
Has an authorized dealer diagnosed the vehicle? No
If a CDJR dealer has diagnosed, what is the dealer name and code?
Customer advised a call back will take place within one business day
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: N/A
Reassigned to:96f
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] . Left message.
2nd attempt made to contact customer. Left message.
CM spoke to customer. Customer states having repairs done at a IRF, however will send R.O. and proof of payment.
CM contacted customer 9318019690. Customer states out of town. Customer will fax information once back.
CM will check to see if customer back from trip 6/29/12
Customer will fax documentation
CM contacted customer at [redacted], customer states has not taken vehicle in for repairs. CM informed will close CAIR until customer ready
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5911	7L[redacted]	**Open Date**	06/11/2012	**Built Date**	03/10/2007	
Model Year	2007	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	03/28/2007	**Mileage**	63,000	**Dealer Zone**	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	42241	SHELOR CHRYSLER-DODGE			
Dealer Address	2340 ROANOKE STREET				
Dealer City	CHRISTIANSBURG	**Dealer State**	VA	**Dealer Zip**	24073

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	
	PEARISBURG VA[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states the air bag light comes on intermittently

Briefly summarize why the customer is contacting Chrysler: Mr [redacted] called to inquire about information regarding the clockspring on his vehicle. The customer stated that the air bag light is coming on intermittently with the vehicle and that he has seen from research that this could be a clockspring issue. The agent went through the clockspring extended warranty with the customer who stated that he would be going to the Motor Mile dealership (dealer code 42241). The agent advised the customer that if the dealership would not give him any assistance in fixing the problem to call back to see if there was anything other help that Jeep could give.
Briefly summarize what the customer is expecting: The customer is expecting help from the dealership or help from Jeep if the dealership is unwilling to help.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8FA5417	7L1[redacted]	**Open Date**	06/12/2012	**Built Date**	03/10/2007	
Model Year	2007	**Body**	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	06/03/2007	**Mileage**	70,000	**Dealer Zone**	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68348	KOONS CHRYSLER			
Dealer Address	2000 CHAIN BRIDGE RD.				
Dealer City	VIENNA	**Dealer State**	VA	**Dealer Zip**	22180

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	
	STERLING VA[redacted]	**Country**	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	Customer requesting information on recalls

Briefly summarize why the customer is contacting Chrysler:Customer states that she would like the address to send in for reimbursement for a repair being done. Customer states that her vehicle is in the dealership right now getting the clockspring repair. Agent advised customer that the clockspring has an extended warranty on it and should be covered under the warranty. Agent contacted the dealership 68348 and spoke with Giovanni who stated that he would look into the air bag light being on and if it is the clockspring, then he would not charge the customer. Agent thanked Giovanni and advised customer of this information. Customer states that she is still concerned that the dealership will charge her for the repair. Agent advised customer that if the dealership charges her it would be because there is another reason that the air bag light is on. Agent advised customer that if she has any further concerns after the repair, she could call us back and we will look into it for her.
Briefly summarize what the customer is expecting:reimbursement/recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA241X	9L[redacted]	**Open Date**	06/13/2012	**Built Date**	11/06/2008	
Model Year	2009	**Body**	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	11/23/2008	**Mileage**	34,272	**Dealer Zone**	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	43582	MOSS BROS DODGE			
Dealer Address	1100 SOUTH E STREET				
Dealer City	SAN BERNARDINO	**Dealer State**	CA	**Dealer Zip**	92408

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	TWIN PEAKS CA[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light flashing
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Customer seeking cost assitance

Briefly summarize why the customer is contacting Chrysler:
Customer is having an issue with air bag light flashing. Error code says steering wheel positional sensor. Customers vehicle is just out of warranty by time and in by mileage and may need the clock spring replaced to correct the steering wheel positional sensor error.
Briefly summarize what the customer is expecting:
Customer stated the dealer stated that it is not under warranty and not under the clock spring recall so customer is seeking cost assistance with this repair.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]
Who has possession of the vehicle? (Owner/Dealer/IRF) Owner
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 43582 Moss Brothers
Reassigned to 88F
BASIC 36 Months or 36,000 Miles 0 November 23, 2011 Expired (Time)
POWERTRAIN Unlimited Months or Unlimited Miles
OWNER CARE - 3 YEARS / 6 OIL CHANGES Expired.
Original owner, 2 vehicles owned.
1 new, 1 used household vehicle purchases.
Status update provided via email to the following email address:
[redacted]m
My name is Henry, and I have been assigned as you Case manager.

Here is some information that will be helpful for you to have:
Your case number: [redacted]
Chrysler Case Management telephone number: 1 800 763-8422
My direct extension: 66118
My work hours: 9:30 am to 6:00 pm Mountain time Monday-Friday
I will contact you within one business day by telephone to review
your case with you.
End of Status Update
MOSS BROS CHRYSLER JEEP DODGE 909-884-8255.
Joanie is the service manager. Dealer stated that the vehicle has not
been to the dealership since 2011, and is not at any of the other
satellite dealers.
[redacted]
Left message with callback set for 06/18/12.
* * * * * CASE MANAGER TEAM - District PÙ * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
xxx-xxx-xxxx Per lines 40-41, customer has been contacted.
Safety Recall J13
Steering Column Control Module
2nd Contact attempt, phone number dialed,
[redacted]. Left message asking what dealer customer is working with.
Writer left contact number, 1-800-763-8422, cair number, and extension
66118.
Customer states he has a diagnosis scheduled for Wednesday 6/20 at 9am at
Moss Bros.
Customer calls to speak with their Case Manager. Agent transferred
customer to extension number: 66118
Customer calling requesting to speak with HM494, customer states he is at
the dealership now. Writer was able to conference customer with CM at
ext. 66118.
MOSS BROS CHRYSLER JEEP DODGE SAN BERNADINO 909-884-8255.
Joanie is the service manager. Josh transferred writer to Service
Manager. Dealer stated that they have not completed the diagnosis because
the customer just brought in the vehicle.
Customer [redacted] calls to speak with their Case Manager. Customer
requests update in the case. Customer advised that the dealer is to
call/send the diagnosis information and he will receive an update as soon
as it is available. Customer advised of callback set for 06/22/12.
Writer attempted to contact the Service Manager, however on line with
another customer. Service Advisor Bernadette states they ordered a clock
spring 6/20 for this repair. SA Bernadette states the part should be in
early next weeks. SA Bernadette states this part will be covered under
the warranty.
[redacted]
Left message with customer with callback set for 06/26/12.
Customer Contact[redacted]. Writer left message stating the dealer has
been contacted and the diagnosis has been completed. Writer left message
stating clock spring needs to be replaced and part has been ordered,
which will be in early next week. Writer left message stating if he has
question to please contact case manager back at ext. 66118.
MOSS BROS CHRYSLER JEEP DODGE SAN BERNADINO 909-884-8255.
Jay transferred writer to service. Joni, Service Manager, stated that the
Clockspring needs replacing. Dealer stated that the air-bag module is not
covered under the basic warranty. Dealer advised writer that this is not
a loyal customer, but was advised that this repair would be covered by
Chrysler. Writer consulted with AS1371, and will verify coverage.
MOSS BROS CHRYSLER JEEP DODGE SAN BERNADINO 909-884-8255.
Transferred to Joni.
Parts: $257.00
Labor: $182.60
Total: $439.60.
Writer verified that customer was advised by voicemail, that the repair
would be covered under warranty. Writer consulted with CF303, and will
authorize the repair to be covered under goodwill for the amount of
$439.60. Dealer requests that further CAC contact primarily through
email, and would not like the service advisors contacted. Writer advised

dealer that emails will be sent concerning our mutual customers.
As a one-time goodwill gesture, Chrysler will be approving this out
of warranty repair. According to the dealer, the warranty
costs of the repair are as follows:
Parts = $257.00
Labor: $182.60
Total: $439.60
Co-pay = 0.00
########## DIRECT-TO-DEALER ##############
Customer Care is sending this file to your dealership because a joint
goodwill decision has been made on behalf of our mutual customer.
If this repair falls under the Digital Imaging (DI) process,
you will need to follow the DI process of submitting images
or the required DI documents to the Powertrain Service Center
for claim approval. Be sure to include in your comments that Customer
Care is involved. Customer Care will add DM Notes to the VIN describing
our decision. These notes are available to the DI group for reference.
When repairs are completed, submit your claim as you would normally.
If you need assistance with claim payment, please refer to
Warranty Bulletin D-11-19 or for tech training requirements
see Warranty Bulletin D-12-13.
This customer has been informed of this decision.
Please update and or close CAIR when complete.
##################################
REASSIGNED TO BC/DLR 71 43582 06/27/12 12:55 [redacted]
MOSS BROS CHRYSLER JEEP DODGE SAN BERNADINO 909-884-8255.
Ryan, stated that Joni is on a conference call. Left message with Ryan.
Agent attempted to contact dealer Service Manager (SM), however,
SM not available. Left message for a return call at extension 66118.
*Contact Date:07/02/2012
DCX goodwill repair is documented on Repair Order#4[redacted]
Request was reviewed with DM.
CAIR RETURNED FROM DEALER ON 7/02/2012 AT 03:53:443 R[redacted]
MOSS BROS CHRYSLER JEEP DODGE SAN BERNADINO 909-884-8255.
Joni, Service Manager, stated that the vehicle has been repaired and
returned to the customer.
[redacted]
Left message with callback set for 07/10/12.
Writer left message indicating case closure if no response by 07/10.
Received call from Mr. [redacted] Customer stated that the repair has been
completed and there are no further issues.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2413	8L[redacted]	***Open Date***	06/18/2012	***Built Date***	07/31/2007	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	10/19/2007	***Mileage***	42,000	***Dealer Zone***	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	23871	RON CARTER CHRYSLER-JEEP-DODGE OF	TEXAS CITY
Dealer Address	2601 PALMER HWY		
Dealer City	TEXAS CITY	***Dealer State***	TX
Dealer Zip	77590		

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PORTSMOUTH VA [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	customer seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer contacted CAC seeking recall information. Agent informed customer of recall K13. Customer states the airbag light is on frequently in the vehicle.
Briefly summarize what the customer is expecting: Customer seeking recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA3H1X	AL[redacted]	***Open Date***	06/19/2012	***Built Date***	04/23/2010	
Model Year	2010	***Body***	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	05/27/2010	***Mileage***	16,100	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PQD	SURF BLUE PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	66908	GARY MATHEWS MOTORS INC			
Dealer Address	1100 NEW ASHLAND CITY RD				
Dealer City	CLARKSVILLE	***Dealer State***	TN	***Dealer Zip***	37040

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

Referral - International Customer Relations - Default - Default - Default	Customer states his airbag warning light came on.
Dealer - By-Pass - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	

Briefly summarize why the customer is contacting Chrysler: Todd, military personnel, is in Asia and his check engine light came on. Customer states there are lots of CDJ dealerships there and he wanted to call us first before he took it in.
Briefly summarize what the customer is expecting: To get the air bag warning light fixed.
The AnswerCONNECT article that was referenced to provide the answer to the
customer was # [redacted]
Customer could not provide a phone number. Customer s email is [redacted]
Agent advised the customer that agent would reassign CAIR to an international specialist and provided customer their phone number [redacted]
CAIR reassigned to TJK7.
Status update provided via email to the following email address: [redacted]
Todd,
I forgot to provide you with your case number, I do apologize. You may want to reference this # if you call that phone number I gave you. The international specialist should be in contact with you soon though.
Your case # is [redacted]
Thank-you for choosing Jeep,
Mark
End of Status Update
Dear Todd:
Thank you for your recent contact to the U.S. Jeep Customer Assistance

Center.
Your query was received by the Jeep Customer Assistance Center that addresses issues with vehicles currently in the United States. We recommend that you contact our Military Service office for Asia by calling 82-22-270-7001 or 7002 or contact them at custserv@militarycars.com. That Center is staffed with trained professionals, ready to address your questions or concerns.
Thank you again for your email.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2411	8L[redacted]	***Open Date***	06/19/2012	***Built Date***	12/04/2007	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	03/28/2008	***Mileage***	61,000	***Dealer Zone***	42	DETROIT	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	23498	SUNSET MOTORS INCORP			
Dealer Address	2218 SUNSET BLVD.				
Dealer City	STEUBENVILLE	***Dealer State***	OH	***Dealer Zip***	43952

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	TORONTO OH 4[redacted]	***Country***	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	air bag sensor light

Briefly summarize why the customer is contacting Chrysler: Customer called in to see if there were any recalls on his vehicle. Customer light came on for the air bag sensor and needs a new clock spring. This issues is a recall with other 2008 Jeep not this vehicle.
Briefly summarize what the customer is expecting: Due to the fact this is a recall with other 2008 Jeep vehicles customer is asking assistance with the repairs to his vehicle.
Who has possession of the vehicle? Owner
Has an authorized dealer diagnosed the vehicle? Yes
If a CDJR dealer has diagnosed, what is the dealer name and code? SUNSET MOTORS INCORP 23498
Customer advised a call back will take place within one business day.
Preferred Morning/Midday call back number is: anytime [redacted]
Preferred Afternoon/Evening call back number is: anytime [redacted]
Customer email address for case updates:
Reassigned to: 88F
Customer is a loyal Chrysler owner of 5 previous vehicles and now owns two vehicles, original owner.
* * * * * CASE MANAGER TEAM - District V * * * * * *
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66327.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 7[redacted]. Left message.
Writer called dealer and was advised that the service center is closed for the evening. Writer left voice mail for Service Manager Lee asking if he could call case manager Debbie with details regarding repairs.
* * * * * CASE MANAGER TEAM - District V * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Left message.
Writer called 740-264-1696 parts and service director Lee stated the airbag light is on. The clock spring needs to be replaced. Warranty price for parts $215.60 and $26.90 labor $100.00 co-pay. The customer has been

loyal to Jeep. Writer explained that the customer will be called. The cair will be sent to the dealership.
As a one-time goodwill gesture, Chrysler will be approving this out of warranty repair for the clock spring.According to the dealer, the warranty
costs of the repair are as follows:
Parts =$215.60
Labor = $26.90
Total = $242.50
Co-pay = $100.00
########## DIRECT-TO-DEALER ##########
Customer Care is sending this file to your dealership because a joint goodwill decision has been made on behalf of our mutual customer for a clock spring replacement.
If this repair falls under the Digital Imaging (DI) process, you will need to follow the DI process of submitting images or the required DI documents to the Powertrain Service Center for claim approval. Be sure to include in your comments that Customer Care is involved. Customer Care will add DM Notes to the VIN describing our decision. These notes are available to the DI group for reference.
When repairs are completed, submit your claim as you would normally.
If you need assistance with claim payment, please refer to Warranty Bulletin D-11-19 or for tech training requirements see Warranty Bulletin D-12-13.
This customer has not been informed of this decision.
Please update and/or close CAIR when complete.
##########
REASSIGNED TO BC/DLR 42 23498 06/25/12 13:43 C[redacted]
Writer called [redacted]explained to M[redacted]that the file has been sent to the dealership. The dealership will go over details of goodwill.
Writer will contact customer after the repairs have been made.
*Contact Date:06/28/2012
Service Director at the dealership has updated the CAIR#[redacted]
An appointment has been set with the customer.
Writer called 740-317-5432 left message.
Spoke to Bill in Service and and vehicle is not at the dealership the customer would need to call back to see if he wants the job done. _
Writer[redacted]2 left message.
Writer called customer[redacted] Left message follow up 7/10/12.
Writer called 7[redacted] stated the vehicle has been repaired. Customer is happy. Writer explained that the case will be closed.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3917	8L[redacted]	**Open Date**	06/19/2012	**Built Date**	02/18/2008	
Model Year	2008	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	01/02/2009	**Mileage**	48,103	**Dealer Zone**	74	DENVER	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PBM	STEEL BLUE METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	68872	LIBERTY CHRYSLER CENTER LLC			
Dealer Address	1101 EAST OMAHA				
Dealer City	RAPID CITY	**Dealer State**	SD	**Dealer Zip**	57701

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	RAPID CITY SD 57702-5255	**Country**	UNITED STATES

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Customer seeking cost assistance.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that clockspring needs to be replaced.

Briefly summarize why the customer is contacting Chrysler: Customer states that the airbag light came on intermittently. Customer states that the vehicle is currently at the dealership. Customer states that the dealership determined it was an issue with the clockspring. Customer states that the dealership advised customer to contact CAC for possible cost assistance before completing the repair.
Briefly summarize what the customer is expecting: Customer seeking cost assistance.
Who has possession of the vehicle? Dealer
Has an authorized dealer diagnosed the vehicle? Yes
If a CDJR dealer has diagnosed, what is the dealer name and code? 68872
Customer advised a call back will take place within one business day.
Preferred Morning/Midday call back number is: [redacted]
Preferred Afternoon/Evening call back number is: [redacted]
Customer email address for case updates: [redacted]
Reassigned to: 88F
* * * * * CASE MANAGER TEAM - District 88N * * * * * *
Status update provided via email to the following email address:
[redacted]
My name is Jessica and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your Case number: 22341574
The Chrysler Case Management telephone number is: 800-763-8422
My direct extension: 66111
My work hours are: 9:15 am-5:45 pm MST Monday-Friday.
I will contact you by the end of my shift today by telephone to review your case with you.
End of Status Update

OOW by 5 months & 7,000 miles for 3/36 basic & powertrain.
2nd owner; owns 1 used & owned 1 other used vehicle.
No service contract.
Writer spoke with SM Randy for Jeep and was informed the warranty pricing for the clock spring is $245.31 & labor is $189.31. SM and writer agreed on the customer paying for the labor. Writer explained RA will be done and case will be sent to the dealer. SM stated he will inform the customer of the decision. SM stated the part is on order, but is on backorder for 2 weeks so customer picked up vehicle.
As a one-time goodwill gesture, Chrysler will be approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $245.31
Labor = $189.31
Total = $434.62
Co-pay = $189.31
########## DIRECT-TO-DEALER ##############
Customer Care is sending this file to your dealership because a joint goodwill decision has been made on behalf of our mutual customer.
If this repair falls under the Digital Imaging (DI) process, you will need to follow the DI process of submitting images or the required DI documents to the Powertrain Service Center for claim approval. Be sure to include in your comments that Customer Care is involved. Customer Care will add DM Notes to the VIN describing our decision. These notes are available to the DI group for reference.
When repairs are completed, submit your claim as you would normally.
If you need assistance with claim payment, please refer to Warranty Bulletin D-11-19 or for tech training requirements see Warranty Bulletin D-12-13.
This customer has not been informed of this decision.
Please update and/or close CAIR when complete.
##################################
REASSIGNED TO BC/DLR 74 68872 06/20/12 12:43 C[redacted]
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]2. Left message.
AM is aware of this case and it appears it is being handled.
Agent attempted to contact dealer Service Manager (SM), Randy, however, SM not available. Left message for a return call at extension 66157
SM, Randy reported that parts have eta 1 week out and have been ordered VOR.
AM monitoring so case can be closed
*Contact Date:06/28/2012
Service Manager at the dealership has updated the CAIR#[redacted]
Parts have been ordered.
Status update provided via email to the following email address:
c[redacted]
Hello. My name is Sarah. I am following up with you on behalf of your Case Manager Jessica. She is currently out of the office but I have scheduled a follow up with her for early next week. Thank you.
End of Status Update
Agent attempted to contact dealer Service Manager Randy, however, SM not available. Left message for a return call at extension 66111.
605-343-1000 SM Randy not available left message.
Dealer 68872 Linda in Service states that no parts are showing on customer s information. Writer tried to verify if parts have arrived.
Linda transferred call to Parts.
Dave Parts Advisor states that the parts have arrived. The service department advised that the customer is out of town. Writer advised that follow up with the customer will be made.
Writer attempted to contact the customer. Left message.
2nd attempt made to contact customer. Left message.
Customer left a VM stating he is out of town, but should be able to get vehicle in for the repairs in one week.
*Contact Date:07/13/2012
Service Manager at the dealership has updated the CAIR#[redacted]
An appointment has been set with the customer.

605-343-1000 spoke with SM Randy who stated he spoke with Mr [redacted] who stated that he was on the field and will not be able to make an appointment for at least another two weeks.
Writer contacted SA Randy stated customer is in North Dakota working on the oil rigs up there and won t be back for 2-3 weeks. Dealer will hold on to part will follow up 7/30 to see if customer is back in town.
This Cair should be closed with a follow up much later b/c of the _ traveling/commuting of customer.
Update on 30th
Writer attempted to contact customer, not available. Writer left message. Will put in notes to have Case Manager to follow up.
Writer contacting SM Randy, not available to speak with. Writer left message to call writer back or they would hear back from Case Manager Jessica.
Writer called the customer at [redacted] customer will have the vehicle into the dealership next Monday or Tuesday Writer will follow up with the customer on Tuesday 08/14/2012
update today
*Contact Date:08/14/2012
Customer request has been fulfilled.
CAIR RETURNED FROM DEALER ON 8/14/2012 AT 12:48:232 R [redacted]
Writer received a VM from SM Randy stating the clock spring was installed and repairs have been completed. SM stated the customer is satisfied.
Attempt made to contact customer. Left message stating case will be closed in one week if customer has not called back with any concerns.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2414	8L[redacted]	***Open Date***	06/22/2012	***Built Date***	07/27/2007	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	08/18/2007	***Mileage***	44,536	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68608	CARMAX CHRY-JEEP OF NORCROSS			
Dealer Address	1975 BEAVER RUIN ROAD				
Dealer City	NORCROSS	***Dealer State***	GA	***Dealer Zip***	30071

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	ROSWELL GA [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light on
Corporate - Recall - Default - Default - Default	customer seeking recall information
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	mopar tow bar

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler: Customer calling in to see if there is any recalls on his vehicle. Customer states his air bag light it on and seen there might be a potential recall on the clockspring.
Briefly summarize what the customer is expecting:
Customer seeking recall information on vehicle. Advised customer there are no incomplete recalls. Customer was informed they will be notified by letter if a there was a recall on the vehicle using the address on file.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3914	9L[redacted]	***Open Date***	06/22/2012	***Built Date***	12/18/2008	
Model Year	2009	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	03/21/2009	***Mileage***	53,248	***Dealer Zone***	51	CHICAGO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PBS	DEEP WATER BLUE PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45439	DEWEY DODGE JEEP			
Dealer Address	3175 SE DELAWARE AVE				
Dealer City	ANKENY	***Dealer State***	IA	***Dealer Zip***	50021

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	URBANDALE IA 5[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	clockspring needs to be replaced
Corporate - Reimbursement - Default - Default - Default	replaced clockspring

Briefly summarize why the customer is contacting Chrysler: Customer seeking information on getting the repair covered under the recall for the clockspring. Customer states that the airbag light has been flashing on and off for the last few days. When the customer brought the vehicle in they advised that the recall does not apply to the vehicle. Customer is seeking to find out if he would get the repair covered under the air bag recall. Customer states that the repair will cost $ 465.
Briefly summarize what the customer is expecting: Customer seeking to get the vehicle s repair covered under the recall for the clockspring. agent advised that the file will be sent to the case manager for review.
Who has possession of the vehicle? dealership
Has an authorized dealer diagnosed the vehicle? yes
If a CDJR dealer has diagnosed, what is the dealer name and code? 45439
Customer advised a call back will take place within one business day.
Preferred Morning/Midday call back number [redacted]
Preferred Afternoon/Evening call back number is:
Customer email address for case updates:
Reassigned to: [redacted]
Correction to line 17: Customer s email J[redacted]
Correction to line 18: reassign to 86M
Research: Owned 3, currently owns 2
Status update provided via email to the following email address:
[redacted]
My name is Barb and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have. Your case number is[redacted] My contact information is 1-855-675-9291 ext 4718296.
End of Status Update
Writer contacted customer phone number dialed [redacted] at 5:13 PM.

Customer states that the repair has been completed. Writer requests that customer submit documentation for reimbursement consideration. No promises made at this time. Customer requests e doc link.
****** Below Customer Contacted for Documentation Request ******
J[redacted] on 2012-06-29 @ 12:28
***** Customer Document Received *****
Business Case for Goodwill
****

Customer has submitted request for goodwill, for repair to clockspring, thus resulting in having to pay out of pocket. Writer is suggesting reimbursement as a goodwill gesture per customer satisfaction.
Customer's proof of payment is: Visa Auth [redacted] (receipt provided)
Date of Repair: 06/22/12
Invoice #: 6[redacted]
In-Service Date: 03/21/09
Original Owner: Yes
Mileage: 53,248
Loyalty: Owned 3, currently owns 2
Multiple Repairs: No
Authorized Chrysler Dealership: Yes
Dealer Opinion: customer has submitted documentation and is requesting reimbursement
Service Contract/Warranty: S/C for oil changes now expired
Out-of-Pocket: Yes
Labor $188.10
Parts $277.20
Misc. $0.00
Tax $0.00
Total $465.30
Less detestable -$100.00
Writer is submitting check for approval in the amount of $365.30
Correction Line 58 should read Less Deductible -$100.00
Writer contacted customer phone number dialed [redacted]. Writer states that a check is being submitted for approval as a one time goodwill in the amount of $365.30. Customer accepted offer and thanked writer. Writer verified address in Customer Owner Information Network is correct.
Check Approved. Closed Loop-no need for further follow-up.
Please disregard line 65
****

Need to document CNA change. Why and what. Audit requirement!
Reassign to dkv for final process. Tnx.*********
As verified on correspondence customers middle name is[redacted]. Customer Owner Information Network has been updated.
So o o. You added an M in his name on the check screen??
Reassign to dkv for final process. Tnx.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA6910 7[redacted]	***Open Date***	06/25/2012	***Built Date***	06/19/2007		
Model Year	2007	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	07/19/2007	***Mileage***	109,000	***Dealer Zone***	70		
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	26001	JIM CLICK CHRYSLER JEEP			
Dealer Address	701 W AUTO MALL DR				
Dealer City	TUCSON	***Dealer State***	AZ	***Dealer Zip***	85705

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	TUCSON AZ [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states the airbag light is on
Corporate - CNA Change - Default - Default - Default	Customer updated contact information

Briefly summarize why the customer is contacting Chrysler: Customer stated that the airbag light on his vehicle had turned on and had heard someone mention there may be a recall on his vehicle. Agent informed customer of the mopar tow bar recall and of the extended warranty X41 which may apply to the issue.
Briefly summarize what the customer is expecting: Customer was expecting to find recall information for his vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3915	9L[redacted]	***Open Date***	06/25/2012	***Built Date***	08/27/2008	
Model Year	2009	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	07/20/2009	***Mileage***	34,000	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	65571	L & M MOTORS INC			
Dealer Address	1001 S WHITE STREET				
Dealer City	ATHENS	***Dealer State***	TN	***Dealer Zip***	37303

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	TELLICO PLAINS TN[redacted]	***Country***	UNITED STATES

Corporate - Dealer Information - Default - Default - Default	dealership information
Corporate - Recall - Default - Default - Default	recall inquiry

Customer calls seeking recall information. Advised the customer of incomplete recall recall #L37Ù for this vehicle. Customer was advised to
contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
Customer was calling to state the dealership was not able to pull up the information on this vehicle that showed this recall needs to be done.
Customer seeking dealer location information. Provided the customer with name/address/telephone for a nearby dealer
L & M Motors
20.66 miles away
1001 S White Street
Athens , TN 37303
423-745-8773
Transferred to the dealership.
Customer is calling with regards to the vehicle s air bag warning light being illuminated. The customer has been in contact with dealership 65571, whom would not order the part unless the vehicle is diagnosed, which would require a return trip. Agent dialed 423-745-8773, and confirmed the situation with Terry. Agent dialed 865-986-7400, and spoke with Ryan at dealership 45544, whom would not order the part unless the vehicle was diagnosed. Agent dialed 828-389-1958, and spoke with Stuart at 44785, whom would order the part ahead of time for the customer to have the recall addressed. Agent advised the customer of the news, and was pleased. Agent inadvertently advised the customer that the dealership he was speaking with the dealership in Blue Ridge. The dealership information was later clarified.
* * * * * CASE MANAGER TEAM - District 96Ù * * * * * *

Customer Assistance Inquiry Record (CAIR)# [redacted]0

VIN	1J8GA3919	8L[redacted]	**Open Date**	06/26/2012	**Built Date**	03/18/2008	
Model Year	2008	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	06/21/2009	**Mileage**	50,284	**Dealer Zone**	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PJR	RESCUE GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45523	BROWNING DODGE CHRYSLER JEEP RAM			
Dealer Address	1983 HAMNER AVE				
Dealer City	NORCO	**Dealer State**	CA	**Dealer Zip**	92860

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

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Advised Owner Of Incomplete Recall
Product - Electrical - Unknown - Other - Default	Clockspring Needs Replacement
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Customer Seeks Goodwill
Corporate - Survey By-Pass - No Repair - Default - Default	Has not been in for repair.

Briefly summarize why the customer is contacting Chrysler: the customer is calling to seek financial assistance with having the clock-spring replaced. Customer states that the cost of the repair will be $500.
Briefly summarize what the customer is expecting: The customer is expecting to receive Financial assistance for the cost of the repair.
****
Customer advised a call back is required and will take place within one business day.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: Customer Declined
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? 45523
Reassigned to 88F
****
Customer calls seeking recall information. Advised the customer of incomplete recall J24Ù for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
BROWNING DODGE CHRYSLER JEEP RAM 951-272-3110.
Allen is filling in for Martin, service manager.
Allen stated that the vehicle diagnosis was completed by Tom, service advisor. Tom stated that the vehicle had an air bag light came on, and vehicle was diagnosed as needing a clockspring replacement. SA stated that the unit failed, and did not appear to be due to neglegence or abuse. Customer is not loyal to the dealership. The recall J24 does not apply to this vehicle, it does not have a tow bar. Writer will contact

dealer to request pricing information.
MIKE NAVA
* * * * * CASE MANAGER TEAM - District 88PÙ * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted].
Customer is requested that the issue is covered due to the recall on other similar vehicles that he s heard about. Writer advised customer that that the dealer will be contacted, and the diagnosis, parts and labor will be requested. Customer will receive an update on or before 06/29/12.
BROWNING DODGE CHRYSLER JEEP RAM 951-272-3110.
Martin is the service manager.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66118.
BROWNING DODGE CHRYSLER JEEP RAM 951-272-3110.
Martin is the service manager.
SM stated that he will not be interested in assisting the customer because he is not loyal to the dealership.
Status update provided via email to the following email address: [redacted]
My name is Henry, and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your Case number: [redacted]
Chrysler Case Management telephone number: 800-763-8422
My direct extension: 66118
My work hours: 9:30am-6pm Mountain Time Monday-Friday
End of Status Update
[redacted]
Customer advised that the case will have to be continued as a reimbursement. Writer asked customer why he goes to an IRF for service. Customer stated that it takes too long for him to get service completed at a dealership, and the only reason he goes to Browning is because it is closer. Customer email is: [redacted]. Customer stated that he would try to have the repair completed within the next two weeks. Writer advised customer of callback on 07/10/12.
[redacted]
Customer stated that he would not be able to get the repair completed until the first of next month. Advised customer of follow-up call for 07/17/12.
Writer contacted customer.
VM indicates customer does no check voice mails.
Status update provided via email to the following email address: [redacted]m
Hello,
My name is Alexandra with Chrysler Customer Care. I m emailing you in regards to your Case Manger Henry. I just wanted to follow up with you on when you will be getting the repairs completed. If you can give your Case Manager a call to let him know what is going on. His contact information is 1-800-763-8422 ext. 66118. He will follow up with you on 07/24/2012. If you have any questions or concerns between now and the next time he contacts you, you can feel free to give him a call.
End of Status Update
Customer stated that the case may be closed because he will not be able to get a diagnosis until next month. Writer advised customer to call CAC with the appointment date, and he will receive a new case number, and the issue will be reviewed at that time.
CLOSED LOOP UPDATE - no need for additional follow-up.
Survey By-pass added, customer cannot get in for appointment until next month. Will call when ready to proceed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2413	7L[redacted]	***Open Date***	06/26/2012	***Built Date***	06/12/2007	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	07/03/2007	***Mileage***	60,000	***Dealer Zone***	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	42415	PAUL YOUNG DODGE CHRYSLER JEEP			
Dealer Address	1102 BOB BULLOCK LOOP				
Dealer City	LAREDO	***Dealer State***	TX	***Dealer Zip***	78043

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

Corporate - Recall - Default - Default - Default	Agent advised customer there is no incomplete recalls.
Product - Brakes - Anti-Lock Brake System - ABS Lamp On/Flashing - Default	Customer states that his ABS light comes on and off.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that his Air bag light comes on and off.

Customer calls seeking recall information. Advised the customer there are no incomplete recalls for this vehicle. The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall.
Briefly summarize why the customer is contacting Chrysler: Customer states that the ABS / Air bag light comes on and off. Customer states that he saw a clock spring recall. Customer states that if it is diagnosed to be the clockspring it will be covered under the recall.
****

Briefly summarize what the customer is expecting: Customer seeking recall information.
****

Agent advised customer there is no incomplete recalls. Agent advised customer there is an extended warranty on the clockspring. Agent advised customer that if it is diagnosed to be the clockspring it will be replaced under the extended warranty. Agent advised customer that if it is not the clockspring there would be a charge for the repair because the basic manufacturer s warranty has expired.
Customer wanted extended warranty information writer informed customer of ext. warranty x41 provisions.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3911	8L[redacted]	**Open Date**	06/27/2012	**Built Date**	04/04/2008	
Model Year	2008	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	12/20/2008	**Mileage**	49,000	**Dealer Zone**	70		
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	26793	MARK'S CASA CHRYSLER JEEP			
Dealer Address	9733 COORS BLVD NW				
Dealer City	ALBUQUERQUE	**Dealer State**	NM	**Dealer Zip**	87114

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	EL PRADO NM 8[redacted]	**Country**	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Agent updated customer phone contact
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light on and off for 2 weeks and horn honking
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Customer requesting goodwill
Corporate - Recall - Default - Default - Default	Customer states that he should have the clock spring recall

Briefly summarize why the customer is contacting Chrysler: Customer states that the air bag light has been going on and off for 2 Weeks. Customer states that the horn will honk also. Customer states that the closest dealership is 60 miles away.
Briefly summarize what the customer is expecting:Goodwill assistance
Who has possession of the vehicle? Owner
Has an authorized dealer diagnosed the vehicle? No
If a CDJR dealer has diagnosed, what is the dealer name and code?
Customer advised a call back will take place within one business day.
Preferred Morning/Midday call back number is: [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: not provided
Reassigned to:88f
* * * * * CASE MANAGER TEAM - District O * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Spoke with customer to advise that a diagnosis must be done in order to offer assistance. Customer stated he knows what the issue is and would possibly like to fix it himself, advised customer that if he so chose to decide to go to the dealer we would still be willing to help him, Call was disconneted, will follow up on tuesday 07/03
Spoke with customer to see if he had decided to go in for a diagnosis, customer stated he would like to find a day he might be able to go in as the dealership is far from his home. Advised customer that I would callback on monday 07/09 to follow up for a decision.
spoke with customer to see if they had gone in for diagnosis. Customer

states they would like to try and have it in by next week. Customer requested I follow up mid next week. Advised I would follow up wednesday
07/18
Spoke with customer who states he has not been able to get a diagnosis as he has not been able to go into town to do so. Customer requested I call back at a later date. Advised customer I would call next friday to allow time to see when he may be able to go into town.
Writer called customer at 5[redacted], got the number you have dialed is unallocated.
Steve, SM, stated that the vehicle has not been in yet.
Contact attempt, phone number dialed,
[redacted]
Customer stated that since he had been informed when he called the dealership that he would have to pay for the diagnosis as well as taking a day off of work since the dealership is so far away, that he had informed that previous Case Manager (CM) that he did not want to make a seperate trip. Customer also stated that he would likely have to make another trip after the diagnosis is done for the repair to be done.
Writer informed customer that some dealerships, if they know a customer has a case open with Jeep for possible assistance pending diagnosis, that they are willing to wait to charge for the diagnosis until assistance is determined.
Writer informed customer that the case would be closed until customer is able to get vehicle into the dealership and asked customer to call back in within a day or two of appointment to try to get the issue addressed as quickly as possible.
Customer stated that if the dealership is willing to work with the diagnosis that he might try to get vehicle in sooner and would contact the dealership.
Writer informed customer that the case would not closed until the end of the day in case is able to make arrangements to get into the dealership in the near future.
Writer provided customer with Writer s contact information and customer stated he had case number.
Writer closing case until customer is able to take vehicle in for diagnosis.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA6913	8L[redacted]	**Open Date**	06/28/2012	**Built Date**	01/15/2008	
Model Year	2008	**Body**	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	02/09/2008	**Mileage**	74,000	**Dealer Zone**	74	DENVER	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	44304	JOHNSON AUTO PLAZA INC			
Dealer Address	12410 EAST 136TH AVENUE				
Dealer City	BRIGHTON	**Dealer State**	CO	**Dealer Zip**	80601

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

Corporate - Recall - Default - Default - Default	Customer requesting recall information
Product - Electrical - Unknown - Other - Default	Customer states dealership is repairing the clockspring

Briefly summarize why the customer is contacting Chrysler:Customer states that his vehicle is in getting the clockspring repaired and would like to know why this is not covered under the recall on all the other 2008 Wranglers.
Briefly summarize what the customer is expecting:Recall information
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 [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: not provided
Who has possession of the vehicle? Dealership
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 44304
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District 88N * * * * * *
Basic Warranty expired -- 4 months / 38,000 miles.
Powertrain Warranty remaining -- Unlimited.
Essential Care Chrysler Service Contract.
Currently the original owner of 1 CDJR vehicle and 1 used CDJR vehicle.
No other household loyalty.
Writer called Rick, Service Manager at 44304, and left a message.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
Mr. [redacted] confirmed the information from narrative lines 1-5. Mr [redacted] advised he was quoted $600 for repair of the clockspring. Mr. [redacted] advised he has another vehicle that he can drive so he can leave the vehicle until USCAC can contact the dealership for more information.
Writer advised the case will be considered for cost assistance. Writer advised Mr. [redacted] of the intent to call on 7/2/12 at the latest with an update.
Rick, Service Manager at 44304, called in response to a message. SM Rick

advised the vehicle mileage is 74,107. SM Rick advised the service department has replaced clockspring and the repair is complete. SM Rick advised the part is not wearable, it is an electronic switch. SM Rick advised the part supplies power to the air bags. SM Rick advised the service department has no history with replacing the clock spring in other vehicles besides older caravan vehicles that had a lifetime warranty for the clockspring. SM Rick advised the customer did not have an oil change at the dealership since 52,000 miles. SM Rick advised this is an alright customer. SM Rick the customer has declined some maintenance intervals. SM Rick advised he will be willing to accept an RA for the repair. SM Rick advised the customer pay amount is $578.62. SM Rick agreed to a $200 customer contribution.
Writer called Rick, Service Manager at 44304, who advised writer to call back as he was assisting customers.
Writer called Rick, Service Manager at 44304, and left a message.
Writer called Rick, Service Manager at 44304, and left a message.
Writer called Mr. [redacted] advised the vehicle is repaired and retrieved from the dealership. Mr. [redacted]s advised the repair has corrected the air bag light illumination. Mr. [redacted] advised he h[redacted]s no complaints about the Jeep and Dodge vehicles he has owned. Mr. [redacted] advised family and work colleagues have Jeep vehicles and like the vehicles.
Writer called Rick, Service Manager at 44304, who provided the following warranty prices and confirmed the customer contribution of $200.00:
Parts $215.60
Labor $45.15
Total $260.75
As a one-time goodwill gesture, Chrysler will be approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $215.60
Labor = $45.15
Total = $260.75
Co-pay = $200.00
########## DIRECT-TO-DEALER ##########
Customer Care is sending this file to your dealership because a joint goodwill decision has been made on behalf of our mutual customer.
If this repair falls under the Digital Imaging (DI) process, you will need to follow the DI process of submitting images or the required DI documents to the Powertrain Service Center for claim approval. Be sure to include in your comments that Customer Care is involved. Customer Care will add DM Notes to the VIN describing our decision. These notes are available to the DI group for reference.
When repairs are completed, submit your claim as you would normally.
If you need assistance with claim payment, please refer to Warranty Bulletin D-11-19 or for tech training requirements see Warranty Bulletin D-12-13.
This customer has been informed of this decision.
Please update and/or close CAIR when complete.
##########
REASSIGNED TO BC/DLR 74 44304 07/05/12 15:44 C[redacted]
CLOSED LOOP UPDATE - customer contacted on7/3/12 to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA591X	7L2[redacted]	***Open Date***	06/29/2012	***Built Date***	06/04/2007	
Model Year	2007	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	08/04/2007	***Mileage***	54,000	***Dealer Zone***	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PJR	RESCUE GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45292	MOSS BROS. CHRYSLER JEEP DODGE			
Dealer Address	27810 EUCALYPTUS AVE				
Dealer City	MORENO VALLEY	***Dealer State***	CA	***Dealer Zip***	92555

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SALTON CITY CA 9[redacted]	***Country***	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	Warranty information

Briefly summarize why the customer is contacting Chrysler:
Customer stated the he received a letter about a clockspring. Agent found that his vehicle has an extended warranty for the steering wheel clockspring and it may cause an air bag light to come on. Agent advised that he may have it checked out at a dealership. Agent also advised open recall (J24 tow bar). Customer also wanted to know exactly what was covered in his service contract. Agent researched his SC on the Chrysler service contracts website but was unable to give him detailed information. Agent provided the Service Contracts phone number and the customer will contact them. Customer was very thankful for the information.
Briefly summarize what the customer is expecting:
Customer wanted warranty and extended warranty information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2419	8L[redacted]	***Open Date***	06/29/2012	***Built Date***	09/26/2007	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	10/22/2007	***Mileage***	34,815	***Dealer Zone***	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PBM	STEEL BLUE METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45207	COMMERCE AUTO GROUP			
Dealer Address	105 STATE HIGHWAY 224				
Dealer City	COMMERCE	***Dealer State***	TX	***Dealer Zip***	75428

Owner	[redacted] L	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	DODD CITY TX[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light is on

Briefly summarize why the customer is contacting Chrysler: Customer seeking to find out if there is a recall on the vehicle. Customer states that the airbag light has been going on and off for the last week. Agent advised the customer that the recall applies to the vehjicel and can set up an appointment for teh repair. Agent provided the customer with a dealership in the area for the repair.
Briefly summarize what the customer is expecting: Customer seeking recall information on the vehicle, agent transferred the customer over to the dealership to set up an appointment.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6917	9L7[redacted]	***Open Date***	06/29/2012	***Built Date***	01/29/2009	
Model Year	2009	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	03/02/2009	***Mileage***	109,000	***Dealer Zone***			
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	12003	CHRYSLER LLC		FEDERAL GOVERNMENT SALES	
Dealer Address	800 CHRYSLER DR - CIMS:483-08-15				
Dealer City	AUBURN HILLS	***Dealer State***	MI	***Dealer Zip***	48326

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

Recall - K13: INNER FENDER LINERS - Information Request	Customer calling to find out if recall on airbag lights

Briefly summarize why the customer is contacting Chrysler: Customer called to find out if any recalls on the airbag lights as his are on and he has read there are recalls. Agent explained the recall process and advised no recall on airbag sensors but two other recalls that need to be serviced k130 and J31.
Briefly summarize what the customer is expecting: Customer will contact the dealership about having the recalls serviced as well as the airbag light.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4HJWFG8	CL[redacted]	**Open Date**	06/29/2012	**Built Date**	10/06/2011	
Model Year	2012	**Body**	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	10/18/2011	**Mileage**	18,500	**Dealer Zone**	42	DETROIT	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION					

Dealer	45539	JEFF WYLER CHRYSLER JEEP DODGE OF			
Dealer Address	875 E EADS PKWY				
Dealer City	LAWRENCEBURG	**Dealer State**	IN	**Dealer Zip**	47025

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

Corporate - Rental Vehicle - Default - Default - Default	Customer dissatisfied rental vehicle isn't included in warranty.
Product - Engine - Cylinder Head / Gskt - Defective - Default	Cylinder head needed for engine repairs.
Corporate - Outbound - Survey Follow-Up - CPS - Default	
Product - Electrical - Speedo/Gauges/Ometer/EIC - Defective - Default	

CPS Survey Record Received Date: 06/29/2012
Survey Number : CL14604304
Quality Survey ID Number: 210940807
Survey Date : 06/27/2012
VIN Number : 1C4HJWFG8CL[redacted]
Mapping Class : Legal
Event Type : 1st Warranty Visit
CPS Score : 7
* * * * * CASE MANAGER TEAM - District Z * * * * * *
Customer s comments from the survey:'I got a serious problem with my Wrangler right now. Right now I m not too happy. In fact the clock is running out on the lemon law rule for Indiana. Right now I m completely dissatisfied. I really like the Jeep, but this issue is concerning what I paid for it and what they re doing to try to fix it.'
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]7. Customer was contacted and there was voicemail only. Left a message asking to contact the agent and provided the agent s direct extension
2nd attempt made to contact customer. Customer was contacted and there was voicemail only. Left a message asking to contact the agent and provided the agent s direct extension.
Customer calls to speak with their Case Manager.
Writer advised the customer that a case manager from that team will call her back as soon as possible.
Customer accepted and a note was sent to the team for a call back.
EMAIL [redacted]

ALTERNATE# [redacted]
Writer contacted customer, [redacted] who advised vehicle has been at the dealership since June 23rd regarding check engine light. Customer alleges this is the 3rd time the vehicle s been to the dealership for the check engine light and that the
1st time to the dealership there was no diagnosis though the 2nd time to the dealership the computer upgrade was completed. Customer alleges dealership is now advising vehicle is needing cylinder head for repairs and that part is on back order until the end of July. Customer alleges she has received 3 different loaners from the dealership and the current loaner has an airbag light on. Customer alleges she wanted a different loaner because she wanted to use the hitch. Writer advised customer case manager will work with dealership and parts team and should have update available for customer next week. Writer advised customer once update is available case manager will contact customer with update to case. Customer expressed her frustration with there not being rental coverage available in manufacturer s warranty. Writer advised customer feedback is utilized for future business decisions and design.
Writer contacted dealership 45539 at 8125372525 and spoke to Parts Manager, Steve, who advised parts for cylinder head repairs came in today and repairs were currently in progress. Steve advised he d estimate repairs being completed tomorrow afternoon. Writer thanked Steve for update and requested to speak with Service Manager to discuss customer CAIR. Writer was connected to Service Manager (SM) s voicemail via service department and advised SM that CAIR would be forwarded to dealership for documentation regarding repairs needed.
######### 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 regarding cylinder head repairs.
Action requested: Document repairs completed.
Please update this CAIR with resolution.
##
REASSIGNED TO BC/DLR 42 45539 07/10/12 16:53 O 2[redacted]
Writer called to check the status of the vehicle.
Rehicle is repaired, customer is picking up today. _
[redacted] Customer was contacted and there was voicemail only. Writer left a message verifying that the repair has been performed to her satisfaction. Customer will be contacted her back with 7 days.
[redacted] Customer was contacted and there was voicemail only. Writer left a message indicating that the case will be closing since customer did not contact the agent for additional concerns after the last attempt on 07/17/12.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA5914 8[redacted]	**Open Date**	06/30/2012	**Built Date**	12/01/2007		
Model Year	2008	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	12/22/2007	**Mileage**	68,000	**Dealer Zone**	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	67703	HUFFINES CHRYSLER JEEP DODGE			
Dealer Address	4500 W PLANO PKWY				
Dealer City	PLANO	**Dealer State**	TX	**Dealer Zip**	75093

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	
	MARFREESBORROW TN [redacted]	**Country**	UNITED STATES

Product - Electrical - Unknown - Other - Default	air bag light on
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	

Briefly summarize why the customer is contacting Chrysler: The customer called in because he is having a problem with his air bag light on.
Briefly summarize what the customer is expecting: The customer is looking for help because his air bag light came on but he has not gone to a shop yet to have it looked at. Agent informed the customer that he would receive a call over this issue.
Briefly summarize why the customer is contacting Chrysler: The customers air bag light is on
Briefly summarize what the customer is expecting: looking for assistance
Who has possession of the vehicle? owner
Has an authorized dealer diagnosed the vehicle?no
If a CDJR dealer has diagnosed, what is the dealer name and code?
Customer advised a call back will take place within one business day.
Preferred Morning/Midday call back number is:[redacted]
Preferred Afternoon/Evening call back number i[redacted]
Customer email address for case updates:
Reassigned to:88f
* * * * * CASE MANAGER TEAM - District U * * * * *
Customer is 2nd owner
Customer has 1 vehicle in the household, used
Customer is out of basic warranty
Customer has no service contracts
Customer s phone number is[redacted]
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted], left message.
2nd attempt made to contact customer at 6[redacted] Left message.
Customer requesting to speak with case manager, CM was not available, writer was able to conference customer with CL550 at ext. 66360.
Primary[redacted]-Office
Secondary:6[redacted]-Cell

[redacted]
Agent spoke with customer. Customer states his airbag light keeps coming on and off for a week. Customer has not taken vehicle into the dealership for a diagnosis yet. Customer states he has goggled his concern and found that this is common for his type of vehicle. Customer states he will take his vehicle in to the dealership tomorrow. Customer asked how the process works when calling us.
Informed customer that before Chrysler considers offering any goodwill assistance outside of warranty, a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time. Customer is seeking out of warranty assistance in the form of goodwill
Based on the information at hand, agent is considering the following: Offering assistance, the spring on the vehicle may be contirbuting to the air bag light.
Agent advised customer once a diagnosis is obtained we can look further into assistance. Agent advised customer we do not work on the weekends and the earliest he would receive a call is on Monday. Agent provided customer with case managers direct extension.
Writer e-mailed SM DJ 67703 to see if a diagnosis is at hand or an appointment set up.
SM DJ stated the customer has not come in or set up an appointment.
2nd attempt made to contact customer. Left message. [redacted] Writer left call back number, and case number- 1-800-763-8422, #66275. Monday through Thursday Writer indicated we are seeking if the vehicle was diagnosed
[redacted] Writer indicated we are seeking if the vehicle was diagnosed
Writer left call back number, and case number- 1-800-763-8422, #66275. Monday through Thursday
Writer got a VM from the customer indicating he will try to take the vehicle in 7-13-12.
SM DJ emailed writer customer was last in 7-3-12 for oil consumption test
SM DJ emailed writer no history of air bag concern only oil consumption tests. SM DJ stated the customer has not recently come in
2nd attempt made to contact customer. Left message [redacted] Writer left call back number, and case number- 1-800-763-8422, #66275. Monday through Thursday Writer indicated we are seeking if the vehicle was diagnosed
3rd attempt made to contact customer. Left message. [redacted] Writer left call back number, and case number- 1-800-763-8422, #66275. Monday through Thursday
Writer indicated we are seeking if the vehicle was diagnosed
Writer indicated the case is at a stand still and is getting no response from customer. Writer indicated if writer does not get an update in 7 days the case will be closed due to non contact.
waiting for customer call back.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5916	8L[redacted]	**Open Date**	07/02/2012	**Built Date**	12/03/2007	
Model Year	2008	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	02/06/2008	**Mileage**	58,000	**Dealer Zone**	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	43120	DODGE CITY CHRY-JEEP			
Dealer Address	79-025 HIGHWAY 11				
Dealer City	LA QUINTA	**Dealer State**	CA	**Dealer Zip**	92253

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	MURFREESBORO TN [redacted]	**Country**	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Airbag light on and off.

Briefly summarize why the customer is contacting Chrysler:Customer states the airbag light is showing up. Customer states the problem started over the weekend. Customer states there is a recall information concerning the issue on the internet. Customer states he has not been visiting the Jeep dealer.
Briefly summarize what the customer is expecting:Customer seeking cost assistance.
Agent advised customer there is no recall on the vehicle. Agent also advised customer is not qualified for any cost assistance by reason of mileage and year of vehicle.
Agent advised customer to have issue checked at Chrysler dealer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4BJWDG1	CL1[redacted]	**Open Date**	07/03/2012	**Built Date**	10/20/2011	
Model Year	2012	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	02/08/2012	**Mileage**	8,903	**Dealer Zone**	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION					

Dealer	44851	DRIVEWAY DODGE CHRYSLER JEEP			
Dealer Address	8434 GATEWAY BLVD E				
Dealer City	EL PASO	**Dealer State**	TX	**Dealer Zip**	79907

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	EL PASO TX 7[redacted]	**Country**	UNITED STATES

Corporate - Rental Vehicle - Default - Default - Default	customer seeking a rental vehicle
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	customer seeking assistance
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	dealer cannot determine why the air bag light is on

Briefly summarize why the customer is contacting Chrysler:
Customer is calling because the air bag light came on and
stays on. He took it to the dealer and the cannot
Figure out what the issue is. They will need the vehicle for
A few days as they try to determine the issue
****

Briefly summarize what the customer is expecting:
Customer is seeking rental assistance
****

Customer was advised that due to the nature of their rental request
a call back is required and will take place by close of business today.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Reassigned to 88R
****

* * * * * CASE MANAGER TEAM - District R * * * * * *
Original owner.
No service contracts.
Contacted dealer 44851, Service Manager John there is nothing in the
system about concern with light coming on and off and would have more
information after technician looks at vehicle, writer informed SM that
Case Manager would follow up.
Writer informed SM John of customers request for rental and at this point
we need to wait until we have full diagnosis.
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[redacted]. Spoke with Mr. [redacted] advised him that we contacted dealer
and as per their information they could not duplicate his complaint and

at this point we would need a full diagnosis before we can determine if we assist with rental; Mr. Vera stated that he is not in need of a rental tonight because he has his vehicle back, because he was there for about 12 hours and he is taking vehicle back to dealer Thursday.
Writer informed Mr. Vera that information will be sent to a Case Manager and they would follow up.
* * * * * CASE MANAGER TEAM - District U * * * * * *
OOW: No.
Loyalty: 1 new vehicle.
No Service Contract.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]. Left message.
Writer contact customer, [redacted], customer stated that he was not able to take the vehicle back in, due to health issues. Customer stated that he is taking the vehicle in on Monday though. Writer advised customer of a follow up on 7/9.
Writer contact [redacted], customer stated that he cannot take his vehicle in because he would not have a vehicle. Writer advised customer that the dealership will be contacted about authorizing rental while the vehicle is being diagnosed. Writer advised a follow up on 7/11.
Writer contact dealer 44851, Service Manager John, SM John and writer agreed to authorize 3 days of rental for the customer to get the vehicle diagnosed for the air bag light concern. SM stated that the customer can bring his vehicle in first thing Monday morning.
Customer seeking rental assistance because of needing a vehicle while the vehicle is being diagnosed. Contacted Service Manager, John at 44851 to discuss the customer s request for rental assistance. Confirmed customer s concern and with Service Manager concurrence, authorized 3 days of rental per guidelines in Warranty Bulletin D-11-53.
REASSIGNED TO BC/DLR 63 44851 07/12/12 14:33 O [redacted]
Writer contact [redacted], Writer advised customer of the narrative in lines 48-51. Customer thanked writer. Customer mentioned when he bought his vehicle, there was an issue with where the water drains from but the dealership already fixed the issue. Writer advised a follow up on 7/18.
Dealership s Service Advisor called to inquire how many days rental customer was approved for.
Writer advised SA, as per line 49 that customer was told three days rental.
SA requested to verify CM s ext of 66298.
Writer verified CM s ext was correct.
SA thanked writer for assistance.
Writer contact dealer 44851, SA Peter stated that the customer was only in a rental vehicle for a day and picked up his vehicle yesterday evening. SA advised that the vehicle just needed a wiring repair. SA stated everything that was done under warranty. Writer thanked SA for his time.
Writer contact customer [redacted], customer confirmed repairs and stated that everything is working fine. Writer advised that the case is going to be closed and if he has any questions or concerns in the future, to feel free to give us a call. Customer understood and thanked writer.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6916 8[redacted]		**Open Date**	07/05/2012	**Built Date**	02/27/2008	
Model Year	2008	**Body**	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	03/30/2008	**Mileage**	37,000	**Dealer Zone**	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PGJ	JEEP GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60557	SCOTT ROBINSON CHRYSLER DODGE			
Dealer Address	20900 HAWTHORNE BLVD				
Dealer City	TORRANCE	**Dealer State**	CA	**Dealer Zip**	90503

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	
	REDONDO BEACH CA [redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall
Recall - J30: TRANSMISSION FLUID TEMPERATURE WARNING - Advise Owner/Incomplete Recall
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer called regarding case [redacted] Customer states he brought the vehicle to the dealer today and they diagnosed the air bag light being due to the clockspring. Customer states the dealer estimated $485 to replace the clockspring.
Briefly summarize what the customer is expecting:
Customer is seeking goodwill assistance.
****End structured narrative T2 - Beginning Narrative
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] cell
2nd contact #: customer declined.
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? 60557
Reassigned to 88F
Customer calls seeking recall information. Advised the customer of incomplete recall J24,J30,K13 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
Status update provided via email to the following email address:
[redacted]
Hello
My name is Maria and I have been assigned as your case manager.
I will be contacting you within one business day to go over your case.
Here is some important information for you;

My hours of operation are as follow s ; Mon-Thurs, 9:00am to 5:00pm
and Friday
9:00 to 1:00pm mountain standard time.
My phone number is 1-800-763-8422 ext 66006
Your case number [redacted]8
I look forward to working with you.
End of Status Update
* * * * * CASE MANAGER TEAM - District O * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed[redacted]
and the customer stated that the clockspring needs to be replaced and the
customer is seeking assistance.
Customer stated that Jamie is the SA and he quoted the customer $485.00
Agent stated that we will follow up with the dealership and make a
decision on the case and get back to him on Monday
*customer is the original owner
*customer is outside of the 3/36 by 1 year and 1,000 miles
*customer does not have a service contract
*customer does not have any other vehicles with Chrysler
agent sent email to Cesar
Status update provided via email to the following email address:
[redacted]
Please be advised that we do not have a decision on your case yet. We are
still working with the dealership on this.
Once a decision is made we will contact you.
Thank you
End of Status Update
We have made a decision on the case, we will be willing to assist the
customer with a co-pay of $125.00 for the repair.
2nd attempt made to contact customer. Left message [redacted] and
advised the customer that we will be assisting the customer with the
repair and the customer will have a co-pay of $125.00
Agent advised the customer to call agent back if they would like to
accept the offer
sent another email
3rd attempt made to contact customer. Customer stated that he is
schedulinig this appointment today. Customer was very thankful;
sent email to ASM Cesar for pricing and to see if the parts are in yet.
Status update provided via email to the following email address:
[redacted]m
We wanted to let you know that once the repairs are completed we will
contact you to make sure everything is satisfactory.
If you need to call us our number is 1-800-763-8422, ext 66006.
Thank you
End of Status Update
Writer contacted the customer and inquired about an appointment customer
informed writer has an appointment on Wednesday at 9 A.M. writer will
have the CM follow up with the dealership on Wednesday and the customer
two days after the repairs.
Writer contacted dealer 60557 at 310-542-0900. Writer was advised that
the repair would be completed by the end of the day.
Writer attempted to speak with Mr. Crocker to verify if the repairs were
successfully completed. However, customer is not available. Writer left a
detailed message requesting a call back at his earliest convenience.
4th attempt made to contact customer [redacted]
Status update provided via email to the following email address:
[redacted]
Hello,
I followed up with your dealer Scott Robinson and was told that your
vehicle has been repaired and returned to you. I wanted to check with you
and see if everything is okay. If everything is to your satisfaction,
there is no need for you to contact me back. However, I will leave your
case open for one week prior to closing it. If you need to contact me,
please contact me at 1-800-763-8422 ext 66006.
Thank you
End of Status Update
closed look in progress.

CLOSED LOOP UPDATE -

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA5416	7L[redacted]	***Open Date***	07/06/2012	***Built Date***	04/03/2007	
Model Year	2007	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	04/13/2007	***Mileage***	80,000	***Dealer Zone***	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PBM	STEEL BLUE METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45100	DALLAS DODGE CHRYSLER JEEP			
Dealer Address	11550 LBJ FWY				
Dealer City	DALLAS	***Dealer State***	TX	***Dealer Zip***	75238

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

Corporate - Corporate Warranty Extension Letter - Default - Information Request - Default	(X41) CLOCKSPRING
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light is on

Briefly summarize why the customer is contacting Chrysler:
Customer called as his air bag light is on.
He asked if that is covered under recall.
I advised no recalls for air bags, but it may be covered under the clockspring ext warranty.
I advised him to get vehicle diagnosed at the dealership to determine the nature of what repair is required.
Transferred customer to the dealership to set up an appointment.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4BJWDGX	CL[redacted]	**Open Date**	07/06/2012	**Built Date**	06/05/2012	
Model Year	2012	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	06/20/2012	**Mileage**	780	**Dealer Zone**	42	DETROIT	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	**Market**	U	US		
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION					

Dealer	63730	GREENWOOD AUTO INCORPORATED			
Dealer Address	659 SOUTH HIGH STREET				
Dealer City	CORTLAND	**Dealer State**	OH	**Dealer Zip**	44410

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

Product - Electrical - Lamps and Switches - Other - Default	Customer states the airbag light keeps coming on
Corporate - E-Reimbursement - Default - Default - Default	
Corporate - Lemon Law - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler; Customer states they have had the vehicle for 3 weeks now and has had it at the dealership three times. Customer states the engine light and the air bag light came on the first day so they brought it back. Customer states the dealership told him the engine misfire code came up. Customer states the second time it came on the dealership said the connection was off on the doors and it was fixed. Customer states the third time it came on they replaced the module for the airbag. Customer states he just picked it up today and the light came back on again on the way home.
Briefly summarize what the customer is expecting; Customer is seeking a replacement.
Customer was advised that due to the nature of their request a call back is required and will take place within one business day.
Preferred call back number is Cel[redacted]
Home[redacted]
Who has possession of the vehicle? Owner
Is this a request for Lemon Law, buy-back, or replacement? replacement
Home[redacted]
Who has possession of the vehicle? Owner
Is this a request for Lemon Law, buy-back, or replacement? replacement
Reassigned to 88L
* * * * * * * * * * QUALIFIER TEAM * * * * * * * * * *
Writer called dealership to speak with Service Manager Doug to find out how many repair attempts have been made. SM Doug was not available so writer spoke with Service Advisor Rich who is stating customer came in on 06/22/12 with check engine light and airbag light. Dealership found a loose connection and they repaired it. SA Rich is stating then on 06/28/2012 vehicle returned with airbag light on and they replaced the

Occupant control module at that time. As per Rich customer called and stated they have the light on again. Writer thanked Rich for his time.
Writer left message for SM Doug explaining customer requested Lemon Law and the vehicle did not appear to meet the guidelines at this time.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
This customer is seeking lemon law buyback/replacement. Preliminary research has determined this vehicle doesn t appear to qualify for lemon law/Buyback/Replacement. The customer has been informed of this research and was told that we are willing to assist in getting the vehicle repaired
The customer was also informed that a case manager will be assigned to them for further follow-up.
RESEARCH RESULTS:
Explain why this vehicle either appears to qualify or not: Vehicle does not appear to qualify at this time, Customer does not have the needed related repairs.
Number of related repair attempts = 2.
Number of days out of service = 4 days in our system.
Writer called customer to inform them of the above information.
Customer is stating he has been in four times for this concern and the airbag light is on again.
Writer informed customer that Jeep does want their vehicle repaired and we will escalate their case to seek resolution. Writer has already left message for SM Doug informing him customer requested Lemon Law and the vehicle did not appear to meet the guidelines.
Writer is sending cair to 88D for further handling.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
Writer left customer a message with CMs contact information and ext 66374.
[redacted] called and wanted to speak to his CM. While waiting for someone to take the call, line dropped.
Writer called for SM Doug who was unavailable. Writer spoke to Rich who stated that the customer is dropping his vehicle off on 7/19/12. Rental is being provided.
Attempt made to contact customer. Left message.
Writer spoke to the customer and advised that I will follow up with him once the vehicle is in for diagnosis.
Writer called for SM Doug who stated that the vehicle is there. They are currently opening a STAR case.
Customer states he would like to speak with Travis. While agent was pulling up information customer had to disconnect.
Briefly summarize why the customer is contacting Chrysler: Customer requesting to speak with CM in regards to the case.
Briefly summarize what the customer is expecting: Customer expecting to speak with CM.
Agent transferred customer to CM at 1-800-763-8422 extension 66374.
[redacted] called to speak to his case manager TT359. Writer verified email of:mdk4255@aol.com. Writer transfered caller to DF347
Customer called and stated that they have the vehicle but no diagnosis yet, customer is needing to go on vacation, writer called SM Doug, air bag light keeps coming on, they would need transfer wires and reverse them from the left front sensor and to the right side sensor, the left sensor has been replaced, STAR case has been opened and this is there step to take, they will be working on this today. Customer stated this would be the 3rd attempt and what would be the next step for him to take if repairs are not fixing his issue, he stated that lemon law comes in to effect , writer stated that our direction is to repair his vehicle, writer stated that each state is different, customer would need to check with his state attorney general or motor vehicle division. Repair Follow up 07/23/12.
Customer calling to speak to their Case Manager. Agent transferred to Case Management extension #66374
Dealer calls to speak with their Case Manager.
--
Agent transferred Dealer to CM- TT359 at ext# 66374.

Writer spoke to SM Doug who stated that the customer does not want the dealership to put more miles on the vehicle. Writer advised the SM that the customer needs to follow the recomendations of the SM. Writer advised that I will inform the customer. SM recomended that Chrysler reimburse the customer for a payment and a tank of fuel.
Customer called to speak to his case manager. Agent transferred customer to his case manager TT359 at extension 66374 for further assistance.
Caller wanted to speak to his CM.TRAVIS TT359 at ext 66374. Agent transferred
1st owner
3 new
1 used
Writer spoke to the customer who stated that he went on a ride along woth the SM and nothing could be verified. Customer stated that he wants a deadline for them to return the vehicle. Customer also wants a Lifetime Max Care SC with no co-pay. Writer advised that I will follow up with him tomorrow.
Writer called for SM Doug who unavailable. Left a message.
SM Doug calling to speak with the CM. Writer transferred.
Writer spoke to SM Doug who stated that he is really frustrsated that he can not get a code. SM will keep the vehicle for two more days to test it.
Attempt made to contact customer. Left message.
Writer spoke to teh customer and advised of lines 115-116. Writer advised that I will follow up on 7/27/12.
Briefly summarize why the customer is contacting Chrysler: Customer called in to speak with TT359. Agent transferred caller to ext 66374.
Briefly summarize what the customer is expecting: To speak with his CM.
Writer called for SM Doug who was unavailable.
Writer spoke to the customer who stated that he is at the gas station with the SM filling up the vehicle. The SM wanted to know if the writer was planning to reimburse the customer for a payment and a tank of fuel.
Writer advised that I will.
Writer spoke to SM Doug and provided the fax number.
Writer spoke to AM Brandie and advised of the customers situation. AM will contact the SM tomorrow.
Writer spoke to AM Brandie who stated that the writer should reimburse the car payment and gas.
AM wants to hold off on the SC until we see if the vehicle is fixed.
Writer spoke to SM Doug who stated that he will fax the documentation when he receives it.
Writer spoke to the customer and advised that I will reimburse for the payment and the fuel.
Writer advised that the SM wants to hold off on the SC until we know whats up with the vehicle.
Fax has been received.
****** Below Customer Contacted for Documentation Request ******
jh1332@chrysler.com on 2012-08-01 @ 16:34
***** Customer Document Received *****
Customer Document Reviewed.
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
reimbursement for one payment
If this is a Recall or Extended Warranty, enter the campaign number.
n
If this is for a previously made goodwill decision, what is that CAIR #?
n
Enter the Mileage at the time of the repair.
780
Enter the Date when the repairs were completed.
n/a
What is the total cost of the Parts to be reimbursed?
0
What is the total cost of the Labor to be reimbursed?
0
What is the total Tax to be reimbursed?

0
What is the total amount being reimbursed?
371.75
****End structured narrative T2 - eReimbursement
CLOSED LOOP UPDATE - no need for additional follow-up.
Writer is approving 12 days of rental at $35.00 per day.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6419 8L[redacted]		**Open Date**	07/09/2012	**Built Date**	02/16/2008	
Model Year	2008	**Body**	JKJS72	JEEP WRANGLER RUBICON 4X4			
In Service Dt	01/31/2009	**Mileage**	35,000	**Dealer Zone**	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PGJ	JEEP GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	42174	ALLEN MELLO DODGE INC			
Dealer Address	13 MARMON DRIVE				
Dealer City	NASHUA	**Dealer State**	NH	**Dealer Zip**	03060

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	NASHUA NH[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer stated air bag light comes on intermittently
Corporate - Recall - Default - Default - Default	customer seeking recall information
Dealer - By-Pass - Default - Default - Default	
Product - Electrical - Horn - Intermittent or Inoperative - Default	

Briefly summarize why the customer is contacting Chrysler: Customer contacted chrysler stating his air bag light comes on intermittently. Customer stated he seen on the internet that his was a recall and chrysler was paying for it.
Briefly summarize what the customer is expecting: Customer was expecting chrysler to inform him of any open recalls. Agent informed the customer that there are no open recalls and explained to the customer that recalls are VIN specific.
Customer states his air bag light is on and the horn works intermittently.
Customer states he has read on forums that Chrysler is assisting customers with the airbag issues, whether as a recall or under an extended warranty. Customer wanted to confirm if his vehicle had any recalls or extended warranties.
Writer informed customer that the only extended warranty on the vehicle is for the inlet check valve, and only recalls were 2 completed recalls, for Mopar tow bar and inner fender liners.
Advised customer there are no incomplete recalls. Customer was informed they will be notified by letter if a there was a recall on the vehicle using the address on file.
Customer states his concerns are a safety issue and he would like Chrysler to assist.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted] cell
Preferred Afternoon/Evening call back number is [redacted]
work 8-5 EST

Customer email address for case [redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? No
Customer would prefer to go to dealer 42174
Reassigned to 88F
addition to line 12: customer claims the issues are caused by the clockspring, which he was reading about on the forums.
Status update provided via email to the following email address: [redacted]
My name is Lisa and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your case number: [redacted]
Chrysler Customer Care s telephone number: 800-763-8422
My direct extension: 66257
My work hours: 9:00am-5:30pm Eastern Time Monday-Friday.
I will contact you by the end of my shift today to review your case with you.
End of Status Update
* * * * * CASE MANAGER TEAM - District 32T * * * * * *
Out of warranty by 6 months
1 currently owned 1 purchased used, 2nd owner, vehicle purchased 07/09/12 at 12393 miles
0 previously owned
0 household
1 total 1 purchased used
No service contract
CONTACT UPDATE - 1st Contact attempt, phone number dialed was [redacted] Customer states has not had a diagnosis yet, wants to take in to 42174 in the next couple of days. Writer advised will contact 42174 and let them know he is coming in, will contact customer no later than 07/17/12 to see when he will be going in for the diagnosis.
Per previous, advised cannot promise assistance without a diagnosis, customer may need to pay a diagnosis fee, do not know what the co-pay for the repair will be.
Called 42174 at 603-888-7550, spoke with SM Bernie, who states can fit the customer in on Monday, is fine with offering assistance on this case, depending on diagnosis. Writer advised will call customer and let him know.
2nd attempt made to contact customer. Left message [redacted], advising 42174 has set him up with an appointment on Monday, and to call them to confirm or reschedule, will follow up no later than Tuesday.
Called 42174 at 603-888-7550, left message for Service Manager Bernie with Service Advisor Scott, requesting call back on case.
Called 42174 at 603-888-7550, spoke with Service Manager Bernie. SM Bernie states they replaced the clockspring, worked for a bit, but now no horn. SM Bernie states they will have the customer bring the vehicle back tomorrow to work on it more, as customer needs to take the vehicle home tonight, will call tomorrow when have more information.
Status update provided via email to the following email address: [redacted]
Hello Mr [redacted] your Case Manager Lisa will be following up with you on the 19th after reviewing your case with the dealer.
End of Status Update
Called 42174 at 603-888-7550, spoke with Service Manager Bernie, who states they did a horn switch and the vehicle is fine, customer is happy.
Called customer [redacted]. Customer states is satisfied with the repairs. Writer advised will close out the case, customer agreed.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA5H17	BL[redacted]	**Open Date**	07/11/2012	**Built Date**	09/20/2010	
Model Year	2011	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	10/07/2010	**Mileage**	38,000	**Dealer Zone**	42	DETROIT	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PVG	MANGO TANGO PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60499	FOX NEGAUNEE CHRYSLER DODGE JEEP			
Dealer Address	701 US HIGHWAY 41				
Dealer City	NEGAUNEE	**Dealer State**	MI	**Dealer Zip**	49866

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light was on but wiring was not hooked up
Product - Engine - Unknown - Other - Default	Check oil light coming on
Product - Body / Trim / Paint Finish - Vinyl Roof - Other - Default	Issues with soft top and took 11 visits to resolve
Product - Body / Trim / Paint Finish - Seat Upholstery - Split, Cut, Torn - Unknown	Leather seats separated part ordered but dealer not sure what to do
Dealer - Parts - Transaction - Parts N/A / Backordered - Default	SEAT COVER

Briefly summarize why the customer is contacting Chrysler:
Customer called in stating he is having issues with his vehicle and dealership can t do anything. Customer states he had issues with his soft top which took 11 visits to get resolved. Customer brought jeep in for oil change, then light came on and that took 4 visits. Customer states next the leather seat separated (at 33 000miles) so dealer ordered seat cover which took a couple months because it was through a third party. Customer brought jeep in yesterday to have seat fixed but there are no holes to attached seat cover and dealer asked customer if they should put hole in seat or not. Customer states dealer also not sure if they have the right seat cover or not but its hard for them to get in contact with company that seat cover came from because it is a third party. Customer is skeptical about dealership touching his vehicle from now on.
Briefly summarize what the customer is expecting: Customer would like to have seat issue resolved.
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]4 (work Wednesday)
[redacted]9 (work)
Preferred Afternoon/Evening call back number is [redacted] (home)
Customer email address for case updates: [redacted]

Who has possession of the vehicle? (Owner)
Has the vehicle been diagnosed by a CDJ dealer? (Unknown)
If a CDJ dealer has diagnosed, what is the dealer name or code? 60499
Reassigned to 88F
Status update provided via email to the following email address:
[redacted]
My name is Stevie and I have been assigned as your case manager. Here is some information that will be helpful for you to have:
Your case number is listed above.
The Chrysler Case Management telephone number is: 800-763-8422. My direct extension is: 66297.
My work hours are 10:00am - 6:30pm Eastern Time, Monday-Friday.
I will contact you within one business day by telephone to review your case with you.
End of Status Update
* * * * * CASE MANAGER TEAM - District V * * * * * *
Customer is original owner
Has 8 new, 0 used, currently owns 1
No CSC
Dealer call to 906-475-9941. Writer spoke with Niel the Service Manager. SM Niel stated the order has been open since May 8. SM Niel stated the seats are Vendor approved, and just ordered another. SM Niel stated it is DI approved. Ordered another seat cover from another dealership which is the right part. Does not have a tracking number. SM Niel informed writer that Jim would be the one to speak with in regards to this information, and he will not be in until Monday. Will follow up with dealership 7/16.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]4 and left message.
Customer left voicemail for Case Manager asking for a call back at [redacted].
Customer call. Writer spoke with [redacted] Writer informed [redacted] furhter resources have been contacted regarding his case and pending information from the dealership. [redacted] informed writer the dealership is acting unprofessional towards him. H[redacted] stated after the seat was looked at the dealer asked if [redacted] thought they should put holes in the seats to make the seat cover fit. [redacted] stated they did not hook the wiring back up after looking at the seat, and the airbag deploy light, seatbelt light, and other service lights were on due to wiring. Writer informed Frank it is documented, and a follow up will take place on 7/16.
Dealer call. Writer spoke to Jean the parts manager. PM Jean stated that there is not an update on the delivery. Provided:
Part #: 1TY19VT9AA
Order #: 0711
Will follow up with customer.
Customer call t[redacted]. Unable to reach. Will follow up 7/17.
Status update provided via email to the following email address:
[redacted]
This is an attempt to reach you as I have not been able to get in touch with you. If you could please contact me at your earliest convenience: 800-763-8422 EXT 66297 that would be great.
Thank you,
Stevie
End of Status Update
Customer call. Writer spoke with Frank. Writer informed the case will be forwarded to special handling.
Reassigning to 88W.
Part #: 1TY19VT9AA
65 Order #: [redacted]
* * * * * * * * * * * * * * * *88W* * * * * * * * * * * * * * * *
Part : 1TY19VT9AA
Order : 0711
Dealer Code : 60499
Status : Daily
Part Detail : COVER
ETA : 8/20/12

****** Following Corporate Resource has been contacted ******
PARTS EXPEDITING
on 2012-07-19 @ 09:02
****** START OF SUPPORT ESCALATION by T3834RK******
1TY19VT9AA - 0711 Original promise date is 8/20. I will follow up with the SSD department to confirm.
****** END OF SUPPORT ESCALATION ****** by T3834RK
Per GPOP, ETA is 8/20/12.
Per GPOP, ETA is 8/20/12.
Status update provided via email to the following email address:
[redacted]
Thank you for your patience while waiting for the SEAT COVER to become available for your 2011 Jeep Wrangler Limited Sahara. I wanted to provide an update and let you know that as of today, we have an ETA as of August 20th, 2012. As soon as more information becomes available, or if the ETA date improves, I will be back in touch. I understand how important it is to get this part. I m still actively working with our Parts Expediting department on getting this part to you as soon as possible!
Thank you again for your patience and for being part of JEEP!!!!!!!!
Case #[redacted]
End of Status Update
****** START OF SUPPORT ESCALATION by T3834RK******
1TY19VT9AA - 0711 Original promise date is 8/20. I will follow up with the SSD department to confirm.
****** END OF SUPPORT ESCALATION ****** by T3834RK
Status update provided via email to the following email address:
[redacted]
Thank you for your patience while waiting for the SEAT COVER to become available for your 2011 Jeep Wrangler Limited Sahara. I wanted to provide an update and let you know that as of today, we have an ETA as of August 20th, 2012. As soon as more information becomes available, or if the ETA date improves, I will be back in touch. I understand how important it is to get this part. I m still actively working with our Parts Expediting department on getting this part to you as soon as possible!
Thank you again for your patience and for being part of JEEP!!!!!!!!
Case #[redacted]
End of Status Update
Per GPOP, ETA is 8/20/12.
Per GPOP, ETA is 8/20/12.
Calle[redacted] requesting to speak with Case Manager.
Transferred to: BU 18
Customer contacted the writer and writer informed the customer of line 129.
Per GPOP, part 1TY19VT9AA has a UPS Tracking #[redacted]
****** START OF SUPPORT ESCALATION by T1939TA******
1TY19VT9AA - 0711 Original promise date is 8/20. I will follow up with the SSD department to confirm.
Per call the the supplier the part will ship Aug. 20/12 tracking # isn t active yet.
****** END OF SUPPORT ESCALATION ****** by T1939TA
****** START OF SUPPORT ESCALATION by T3834RK******
1TY19VT9AA - 0711 Original promise date is 8/20. I will follow up with the SSD department to confirm.
Per call the the supplier the part will ship Aug. 20/12 tracking # isn t active yet.
****** END OF SUPPORT ESCALATION ****** by T3834RK
Writer called dealer 60499 and spoke with Gene in parts who states they have not received the part as of yet. The current ETA per GPOP is 08/09/12 and the part has a UPS tracking number[redacted]
Per UPS tracking a UPS shipping label has been created. Once the shipment arrives at our facility, the tracking status--including the scheduled delivery date--will be updated.
Customer calls to speak with their Case Manager. Writer transferred customer to extension 66049.

Received a call from Mr. [redacted] alleges that he has been waiting 4 months for this part now, writer informed customer that we have a tracking number, but as per UPS number can not be tracked, writer informed customer that we would contact dealer to verify this information.
Contacted dealer 60499, Jean in parts department stated that part has not been received.
Writer informed Mr. [redacted]s that dealer has not received part, but we would keep him informed of status of order and writer provided customer with USP tracking # and also provided contact information.
Writer called dealer 60499 and spoke with Jean in parts who states the part is not in.
[redacted] requesting to speak with Case Manager WE43. Writer transferred caller to ext 66088.
Writer took a call from the customer. The customer wanted to know the status of his of the part.
Writer placed the customer on hold and called dealer 60499 and spoke with Mark in parts who states the order is still open. Mark and the writer confirmed the UPS tracking number has no information to offer. Writer apologized for the customer and advised him that I will be further researching this matter.
Per GPOP, ETA is 8/9/12. UPS Tracking # [redacted]
Writer contacted dealer 60499, spoke with the Parts Advisor Jean (PA) and stated that the part has still not been received.
Note sent to RMT2 seeking updated information.
[redacted] requesting to speak with Case Manager.
Transferred to nic BU18
Customer contacted the writer and customer stated that the customer is extremely frustrated that the dealership and the writer have no new information with the UPS Tracking number and or if the part has been shipped or not. Customer demanded that the writer call back with in 2 - 3 hours with any information available.
Writer contacted dealer 60499, spoke with the Parts Advisor Corey (PA) and stated that the part has not came in yet. Writer then spoke with Parts Advisor Jean (PA) and PA stated there is no new information.
Status update provided via email to the following email address:
[redacted]
Hello Mr. [redacted]
I wanted to inform you that we are still working on getting information on where the part is. I will stay in contact with you on 8/30 to let you know if I have got any new information from our suppliers.
Thank you for your patience and I will contact you via phone.
Breeyanna
Case : [redacted]
End of Status Update
Customer states he would like to find out what is going on regarding his case and his seat cover that he has been waiting on since May 8th. Agent advised customer your case manager Breeyanna is currently looking into this case and according to her notes will be contacting you tomorrow regarding this concern. Customer states he would like to know if someone can contact the shipper regarding this concern. Agent advised customer case will be updated as well agent informed customer of incomplete recall L24 on his vehicle. Customer states he is aware and thanks for your assistance. Customer states he can be reached [redacted] 5819-work or home[redacted].
Contacted Mr. [redacted] not available, left message indicating we would follow up when new information becomes available.
Contacted Mr. [redacted], not available, left message indicating we would follow up when new information becomes available.
Customer called and stated that he is very frustrated today and he wants to know what is going on. Customer stated that May he ordered a seat cover and one came in and then it came in wrong and he has ordered a new one.
Customer stated that he does not understand how something as small as a seat cover could take this long and he can t fathom the idea of Chrysler continuing to tell him that we are trying to find out about the part and where it is/

Customer stated that he wants an answer and it really can t be that hard to find a seat. Customer stated that he cannot believe that the dealership staff cannot even figure out if the last seat was the correct one or not.
Agent called and spoke with Gene in parts and he is getting the AM phone number or email address and will call agent back
MR [redacted] requesting to speak with Case Manager. He would like a call back tonight from MP977 at 906- 475- 5062
Area manager Tim Burg, 248-494-2076, we need to call him and see if he knows anything about the part..
Customer called in requesting to speak with CM; writer informed customer CM is on another call but has stated the part has been shipped and it should arrive first part of next week. Customer stated he would like a call back 9/4/12 writer stated we will document that, customer thanked writer and agreed.
Per tracking [redacted], part was delivered to the dealership on Tuesday, 09/04/2012 at 10:15 A.M. and signed for by 'UURO'. GPOP also shows an open order, Order #[redacted] with no ETA.
Customer called in requesting to speak with his CM, writer explained that CM is currently unavailable. Customer is extremely frustrating as he states he ordered a seat cover 4 months ago and that he was told it was shipped and on its way but has not arrived at the dealership. Customer states he has tried contacting his CM and she never returns his calls and nobody else is able to provide any information regarding this issue, Customer is requesting to be contacted today with information on this issue. Customer is at work right now and not at his normal phone, but would be happy if his CM would leave a message with information regarding the seat cover.
****** START OF SUPPORT ESCALATION by T3834RK******
1TY19VT9AA - 0711 Original promise date is 8/20. I will follow up with the SSD department to confirm.
Per call the the supplier the part will ship Aug. 20/12 tracking # isn t active yet.
****** END OF SUPPORT ESCALATION ****** by T3834RK
Writer left a voicemail for customer advising that the part is at the dealer.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66163.
Writer spoke to SA, Josh, who advised that the repairs have been completed and the vehicle has been returned to the customer.
Writer left customer a voicemail advising that the case will be closed in 7 days.
****** START OF SUPPORT ESCALATION by T3834RK******
1TY19VT9AA - 0711 Original promise date is 8/20. I will follow up with the SSD department to confirm.
Per call the the supplier the part will ship Aug. 20/12 tracking # isn t active yet.
****** END OF SUPPORT ESCALATION ****** by T3834RK
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3918 8[redacted]		**Open Date**	07/11/2012	**Built Date**	08/28/2007	
Model Year	2008	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	09/25/2007	**Mileage**	54,100	**Dealer Zone**	70		
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PJR	RESCUE GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	24064	YORK MOTORS INC			
Dealer Address	500 PRESCOTT LAKES PARKWAY				
Dealer City	PRESCOTT	**Dealer State**	AZ	**Dealer Zip**	86301

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	
	TUCSON AZ 8[redacted]	**Country**	UNITED STATES

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	advised
Corporate - Warranty Coverage - Default - Default - Default	extended warranty information

Briefly summarize why the customer is contacting Chrysler: Customer called and stated that his clock spring for his air bag light is on and is wondering if his vehicle is falling under that extended warranty. Customer states that this is very frustrating as he knows other people with the same issue.
Briefly summarize what the customer is expecting: Customer seeking recall and extended warranty information. Agent advised customer that there are no recalls pertaining to the clock spring but has a recall L24. Agent notified customer of the two extended warranties for the X32,X34. Agent offered to transfer to a dealer but customer had declined request.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6918	7L2[redacted]	***Open Date***	07/12/2012	***Built Date***	07/11/2007	
Model Year	2007	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	07/23/2007	***Mileage***	82,000	***Dealer Zone***	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	59578	GLENDALE DODGE LLC			
Dealer Address	1101 S BRAND BLVD				
Dealer City	GLENDALE	***Dealer State***	CA	***Dealer Zip***	91204

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

Corporate - Warranty Coverage - Default - Default - Default

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Jeep to seek information on her extended warranties. Customer states she is having issues with splash back while filling her tank up as well as issues with her air bag light coming on and horn not working.
Briefly summarize what the customer is expecting:Customer is wanting to know if these issues are covered.
Writer advised customer that she has extended warranties on both issues. Customer has an appointment for next week and will contact Jeep CAC back if she has any further issues.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA391X	8L[redacted]	**Open Date**	07/13/2012	**Built Date**	10/27/2007	
Model Year	2008	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	02/21/2008	**Mileage**	90,000	**Dealer Zone**	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	44851	DRIVEWAY DODGE CHRYSLER JEEP			
Dealer Address	8434 GATEWAY BLVD E				
Dealer City	EL PASO	**Dealer State**	TX	**Dealer Zip**	79907

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

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	advised customer of incomplete recall
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	customer states her air bag light is coming on
Corporate - Recall - Default - Default - Default	customer states she saw there was a recall for her air bag light

Briefly summarize why the customer is contacting Chrysler: Customer states her air bag light has been coming on. Customer states she saw online that there was a recall for the air bag light.
Briefly summarize what the customer is expecting: Customer is expecting recall information.
Agent let the customer know that at this time she does not have a recall for her air bag light. Agent let the customer know that she does have a recall for J24 for her tow bar. Agent advised customer to have the vehicle looked at by a Chrysler dealership because the air bag light keeps coming on.
Briefly summarize why the customer is contacting Chrysler: Customer stating previous complaints of air bag light and wondering if it is on recall.
Briefly summarize what the customer is expecting: Customer is expecting recall information. Agent advised same as above and to go to a dealership if the air bag light keeps coming on. Customer satisfied.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA3H16	AL[redacted]	**Open Date**	07/15/2012	**Built Date**	04/29/2010	
Model Year	2010	**Body**	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	05/26/2010	**Mileage**	2,800	**Dealer Zone**	70		
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60167	LITHIA CHRYSLER JEEP DODGE OF	SANTA FE		
Dealer Address	4470 CERRILLOS RD.				
Dealer City	SANTA FE	**Dealer State**	NM	**Dealer Zip**	87507

Owner	[redacted]	**Contact Type**	ROADSIDE
Address	[redacted]	**Home Phone**	
	RED RIVER NM [redacted]	**Country**	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	air bag light comes on.
Product - Steering - Unknown - Other - Default	power steering went out.
Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Recall - K15: MASTER CYLINDER BRAKE TUBE(S) - Advise Owner/Incomplete Recall	
Recall - L34: REPROGRAM PCM - OXYGEN SENSOR MONITOR - Advise Owner/Incomplete Recall	
Recall - M22: TRANSMISSION SKID PLATE - Advise Owner/Incomplete Recall	

Roadside Assistance Contacted - DATE : 2012-07-15
Road Side File Created 07-15-12 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
15 ENTRANCE ROAD 4470 CERRILLOS RD
AGOYA LANE
LOS ALAMOS SANTA FE
NM USA NM
AT THE BANDELIER NATIONAL MONUMENT P/L AT THE VISI
DEALER CODE : 60167 LITHIA CHRYSLER JEEP DODGE OF
* * * * * CASE MANAGER TEAM - District X * * * * * *
DEALER CONTACT Dealer 60167, (505)473-1234
Service Manager (SM) Albert Disch, call went to voice mail, no message left at this time.
Spoke with Service Advisor (SA) Tim, states this vehicle does not come up in the system as being brought in.
CONTACT UPDATE - 1st attempt.
Spoke with [redacted], a[redacted], states that his son, same name, called Roadside and to speak with him.
Mr. A[redacted] gave the number, [redacted]1 to call and speak to his son.
Mr. A[redacted]n states that he has had a lot of problems with his older Jeeps, and wanted to know when Jeep started to care what problems that

come up.
He has a national account, has 15 vehicles and he is disappointed that he has no dealership close to him now in Red River.
Mr [redacted] also wanted to know when the new Liberty diesel will be out, states that he was told by an engineer for Jeep that one will be out but did not tell him when.
Mr. [redacted]n was advised of the Jeep web site and to keep in touch with his dealer for this information.
Mr. [redacted] was offered the Jeep customer care number for future needs, declined.
Customer states that his vehicle was picked up and taken to the dealer.
Customer states that he called them this morning, spoke to SA Valentino, who took all the information, however SA has not called customer back as yet.
Customer states that they rent these Jeeps out and this Jeep was left at the visitor s center with a problem with the power steering.
Customer also states that he let SA Valentino know that sometimes the air bag light stays on.
Customer states that all the recalls will be done on the vehicle also.
Customer was offered the Jeep customer care number, declined.
Customer was advised this number is in the owners manual.
Customer also said is was disappointed that there is not a closer dealership to take care of the repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4AJWAG8	CL[redacted]	**Open Date**	07/17/2012	**Built Date**	01/10/2012	
Model Year	2012	**Body**	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	05/07/2012	**Mileage**	3,000	**Dealer Zone**	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	44033	FUCCILLO DODGE-CHRYSLER-JEEP			
Dealer Address	71 N MAIN ST				
Dealer City	ADAMS	**Dealer State**	NY	**Dealer Zip**	13605

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

Product - Electrical - Body Wiring - Defective - Default	Customer called with air bag issues
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Customer called with air bag light on

Customer called with a air bag light on for 30 mins now and wanted to know if it is safe to drive. Agent referenced the owners manual for fuses and informed customer of the fuse #M16/M32 and customer requested to speak to a dealership for more information. Agent transferred customer to dealership for more information.
Agent referenced owners manual pages 549-554.
Briefly summarize why the customer is contacting Chrysler:Customer states that he does not know if it is safe to drive.
Briefly summarize what the customer is expecting:Customer seeks to know if it is safe,
Agent advised to drive it to a dealership and that the agent is not able to states if the air bag would or will not deploy in the event of an accident. Agent advised the customer of the tow number. Agent offered to contact the towing service customer declined. Customer declined the case number.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA391X	7L[redacted]	***Open Date***	07/18/2012	***Built Date***	09/22/2006	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	11/07/2006	***Mileage***	166,000	***Dealer Zone***	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68348	KOONS CHRYSLER			
Dealer Address	2000 CHAIN BRIDGE RD.				
Dealer City	VIENNA	***Dealer State***	VA	***Dealer Zip***	22180

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GREAT FALLS VA [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Clock spring is broken
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	K13
Product - Electrical - Unknown - Other - Default	air bag light is on

Briefly summarize why the customer is contacting Chrysler: Customer called because his air bag light is on
Briefly summarize what the customer is expecting: The customer s air bag light is on and he is looking for assistance.Agent told the customer he would receive a call back tomorrow over the issue
Briefly summarize why the customer is contacting Chrysler: air bag light on
Briefly summarize what the customer is expecting: needs help
Who has possession of the vehicle?owner
Has an authorized dealer diagnosed the vehicle?no
If a CDJR dealer has diagnosed, what is the dealer name and code?
Customer advised a call back will take place within one business day.
Preferred Morning/Midday call back number [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates:
Reassigned to:96f
* * * * * CASE MANAGER TEAM - District Ù * * * * * *
Cm called wrong number
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
CM called customer updated on Recall issue and stated need to take car to dealer. Customer to look into when he can CM to follow up with customer cm thanked
Agent transferred CM over to ext.4720310.
CM notes
CM Called customer. Car has been at dealer CM to call on customers behalf Customer went to Koons. Cm thanked
CM called Koons at 703 356 0400 for SM Kurt and left message

Customer seeks to speak with CM. Customer states that he has left a message for his CM to call him back. Customer seeks information on his case.
Call dealer
CM called for SM Kurt SA Gieovanie upated that Customer declined repair. Dealer did not aid in repair due to car being outside GW policy. and no loyalty to dealer CM thanked. As per 22938 CM notes and closes case
Customer called in stating that his CM has not been responding to his calls or voicemails. Customer wanted to speak with someone higher above then CM. Agent informed customer that case had been closed as per lines 33-35 when the customer declined repair work. Customer states he didn t decline repair but was refused assistance. Customer states that he was told by his CM PK726 to get vehicle diagnosed and they would assist. Customer states he took vehicle to Koons and they diagnosed a broken clock spring. Customer wants to speak with someone who is more professional and won t take a month to get back to him. Customer wants to know if it is possible to get his clock spring fixed because it is a safety issue.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: none-given
Who has possession of the vehicle? (Owner)
Has the vehicle been diagnosed by a CDJ dealer? (Unknown)
If a CDJ dealer has diagnosed, what is the dealer name or code? 68348 (Koons)
Reassigned to 96F
Cm called customer. CM pointed out that his car has an open recall on the EBS. Customer stated he knows. CM pointed out that he followed the policy. CM stated that SM denied aid and the CM cannot aid if SM states no. Customer feels that his clockspring should be repaired and that he should not pay for it. CM stated again the SM denied aid in this case. Customer stated he will report to news.
Goodwill Declined by Dealer

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA6910	8L[redacted]	***Open Date***	07/19/2012	***Built Date***	10/29/2007	
Model Year	2008	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	11/19/2007	***Mileage***	75,000	***Dealer Zone***	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60452	REDLANDS CHRYSLER JEEP DODGE RAM			
Dealer Address	500 W REDLANDS BLVD				
Dealer City	REDLANDS	***Dealer State***	CA	***Dealer Zip***	92373

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

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Customer seeking cost assistance
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states the airbag sensor need to be replaced.
Product - Steering - Steering Wheel / Column - Defective - Default	

Briefly summarize why the customer is contacting Chrysler; Customer states the air bag light is on. Customer states the air bag sensor needs to be replaced.
Customer seeking cost assistance.
Who has possession of the vehicle? Owner
Has an authorized dealer diagnosed the vehicle? yes
If a CDJR dealer has diagnosed, what is the dealer name and code? Orange Coast - 24099
Customer advised a call back will take place within one business day.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number [redacted]
Customer email address for case updates: na
Reassigned to: 88F
original owner
customer out of the warranty by 39,000 miles
only vehicle
no service contract
Per Jeff SM the customer has not come in for this concern.
Jeff stated that the customer was in back in Feb for some recalls, but does not show that he has come in for an air bag sensor
* * * * * CASE MANAGER TEAM - District O * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] and advised the customer to take the vehicle in for a diagnoses if he hasn t already. Left message.
Writer spoke to Service. Customer was last in 2/29/2012.
2nd attempt made to contact customer [redacted]. Left message.
3rd attempt made to contact customer. Left message.

Mr. [redacted] called in returning DH785 s call. Case manager is unavailable.
Writer informed customer a message will be left with advisor to contact
customer.
[redacted]
#Customer preferred to have only a primary contact number
EMAIL: Customer declined to provide an email.
CUSTOMER CONTACT [redacted] 8 Spoke with customer who states he had taken
the vehicle in for diagnosis and was told the clock spring in the
steering colum needed to be replaced which is relative to the air bag
sensor. Advised customer that the next step would be to contact the
dealership and get as much information as possible on the diagnosis and
repair process.
Called dealer and attempted to speak with Jeff Peters-SM, however, he is
off until Monday. Writer spoke with Dave-SA. Dave confirmed this customer
has not been there since 02/29/12. No current repair order on this
vehicle.
4th attempt made to contact customer, [redacted] Left message.
****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Customer calls to speak with their Case Manager MP977 .Writer transferred
customer to Agent BG343 ex 66357.
Customer called in and stated that got a message stating that took
vehicle in to dealer 60504, customer is not sure if dealer did any
paperwork when took vehicle and spoke with them about the airbag issue.
Deaelr recommended customer call CAC to see if there may be some
assistance available for the airbag spring. Customer has not been driving
the vehicle very much due to safety issue of it being hte airbag.
Customer agreed to a follow up on 7/30/12.
Writer called dealer 60504 at 949-373-0100 SM state has only seen the
vehicle once in March for a service. Need the customer to take vehicle
back in for a full diagnosis.
5th attempt made to contact customer.
Customer stated that he did take it to the dealership and they never
wrote anything about the vehicle.
He was advised that he should take the vehicle back to the dealership and
have them diagnose the concern.
Customer agreed to do this.
Customer will be taking it in Tuesday to either Orange coast Chrysler or
the redlands
Customer left a detailed message stating that he has to leave the vehicle
for a couple hours at the dealership and he stated that he will do this
on Thursday.
Customer will phone agent then
6th attempt made to contact customer. Left message [redacted] set
follow up for Tuesday
Customer called and stated that he took the vehicle down to Redlands Jeep
and they looked at it, but needed more time to get an accurate diagnoses
and suggested the customer bring the vehicle when he can leave it for a
day.
customer will phone when he wants to take the vehicle back in
7th attempt made to contact customer. Left message.
8th attempt made to contact customer. Left message [redacted]98 and set
follow up on the 16th
Service and Parts Director Mike Hale requesting to speak with MP977, she
was not available, writer was able to conference caller with SH950 at
ext. 66329.
Mike, Service Manager (SM), stated that there is dirt in the clockspring
and that customer feels that it is too early to need this type of repair.
SM stated that this is the first time this customer has been to his
dealership and would not have normally assisted with this repair at the
current mileage. SM stated that the customer has recently joined the Jeep
club that the owner of the dealership has started up and that since
customer called into CAC that he would be willing to assist. SM stated
that the customer would have had to pay $100 for a deductible if there

was a Service Contract (SC) on the vehicle, but stated that he would just go through his representative for the claim and give customer a $100 co-pay for the $250 repair. SM stated that he would inform customer of the assistance.
agent to follow up after the repairs are completed
agent to follow up with the customer about the repairs on Tuesday
8th attempt made to contact customer. Customer stated that everything is great and the repairs were completed a week ago.
Customer agrees to have case closed
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GB5910	8L[redacted]	**Open Date**	07/19/2012	**Built Date**	10/11/2007	
Model Year	2008	**Body**	JKTP74	JEEP WRANGLER UNLIMITED SAHARA 4X2			
In Service Dt	01/28/2008	**Mileage**	42,166	**Dealer Zone**	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	24095	BUERGE CHRYSLER JEEP			
Dealer Address	11750 SANTA MONICA BLVD				
Dealer City	WEST LOS ANGELES	**Dealer State**	CA	**Dealer Zip**	90025

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	LOS ANGELES CA[redacted]	**Country**	UNITED STATES

Product - Electrical - Power/Engine Control Module - Other - Default	Clockspring/passenger airbag light
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Customer seeking cost assistance

Briefly summarize why the customer is contacting Chrysler:Customer states the engine light is showing up and the vehicle has been taken to the dealership for repair. Customer states it was the clockspring and several vehicles also has recall information on the same issue. Customer states she bought a pre-certified vehicle. Customer states the dealership is requesting her to pay $600. Customer states the dealership advised there is no recall on the vehicle but customer is calling Chrysler for cost assistance. Customer states the incomplete recalls on the vehicle has been completed at the dealership.
Briefly summarize what the customer is expecting:Customer is seeking cost assistance.
Who has possession of the vehicle? Owner
Has an authorized dealer diagnosed the vehicle? Yes
If a CDJR dealer has diagnosed, what is the dealer name and code? 68349
Dealer Name : MOTOR VILLAGE OF LOS ANGELES
Customer advised a call back will take place within one business day.
Preferred Morning/Midday call back number is[redacted]
Preferred Afternoon/Evening call back number [redacted]
Reassigned to:
Reassigned to: 88F
Agent attempted to contact dealer Service Manager Jose however, SM not available. Left message for a return call at extension 66006
* * * * * CASE MANAGER TEAM - District O * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] advised the customer to speak with the Service manager at the dealership.
This falls into the 24/24,000 mile Left message.
Re-asigning this case to Jose
REASSIGNED TO BC/DLR 71 60523 07/20/12 12:53 C[redacted]
Attempt to contact Service Manager (Jose); Writer was informed by

Secretary that SM will not be in till 2pm Pacific time. Writer was transferred to leave voicemail with (Darlene), Writer left message for SM, Follow up on 7-30-12.
Customer Contact- Writer spoke to customer, Writer informed customer that an attempted to contact Service Manager (Jose). Customer informed that vehicle was purchased at CARMAX; Customer informed that Service Manager who is assisting customer is SM (Paul). Writer stated Lines 3-4; Customer informed recall doesn t come up on her VIN number. Customer feels that it should be covered and CAC should pay for repairs. Writer Informed customer that when more information is received from Dealer that she would be contacted by her CM. Follow up on 7-31-12
*Contact Date:07/27/2012
Service Manager at the dealership has updated the CAIR# [redacted]
Dealer attempting to contact customer.
Writer attempted to contact SM Jose no answer left message to call back with update about customer.
Writer attempted to contact customer no answer left message to call back or will follow up 8/1 after speaks with SM.
Agent left the SM jose another message trying to gather more information
Agent called JOse SM and he stated that the customer s vehicle is not there and they have a different person owning this vehicle and it came back in 2010.
Customer will be called to see where the vehicle was taken
4th attempt made to contact customer. Left message. asking the customer where her vehicle was taken.
Agent left information for a return call.
REASSIGNED TO BC/DLR 71 60523 08/03/12 17:22 O [redacted]
customer left a message stating that she has the vehicle at Burgee and she is hoping that we will assist with the clockspring.
Agent attempted to contact dealer Service Manager Tony Walker , however, SM not available. Left message for a return call at extension 66006
5th attempt made to contact customer. Left [redacted] and advised that we are waiting on a call back from the SM Tony about this case.
REASSIGNED TO BC/DLR 71 24095 08/06/12 17:04 O [redacted] 1
Per Tony SM.
the part is $215.60
labor is $43.35
total repair is $258.95
*Contact Date:08/08/2012
Service Manager at the dealership has updated the CAIR# [redacted]
The vehicle has been diagnosed.
############ DIRECT-TO-DEALER ############
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this CAIR because this customer appears to fall within the scope of Warranty Bulletin D-12-27 Warranty Goodwill Administration Process. Please follow the guidelines set forth in this bulletin to come to a resolution. If the customer s request is beyond the
limits found within D-12-27, it will require Area Manager documented pre-approval via the DM Notes application. All offers or denials will be delivered to the customer, with an appropriate explanation, by the dealer or the Area Manager. Customer Care will follow-up as appropriate with the customer before the CAIR is closed. If this repair falls under the Digital
Imaging process or the Powertrain Service Center you will need to follow all associated processes and requirements for claim approval including tech training requirements.
##################################
REASSIGNED TO BC/DLR 71 24095 08/08/12 11:16 O [redacted]
Per SA the customer has not returned for the air bag light being on.
5th attempt made to contact customer. Left message.and advised the customer that another attempt will be made on the 16th
*Contact Date:08/16/2012
Customer request has been fulfilled.
CAIR RETURNED FROM DEALER ON 8/16/2012 AT 12:04:420 R [redacted]

6th attempt made to contact customer. Left messag[redacted] and advised the customer to give us a return call. Agent did advise the customer if we have not heard from her in 7 days we will close the case at that time
Agent cannot send email as the customer did not provide one
We have been advised that your vehicle has been repaired and returned to you.
There is no need to contact us back if everything is satisfactory,
However if things are not taken care of please call us at 1-800-763-8422 ext 66006.
If we do not hear from you within 7 days we will close your case at that time.
We want to thank you for working with Chrysler.
close case on the 23rd
CLOSED LOOP UPDATE - no follow up needed

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4AJWBG8	CL[redacted]	***Open Date***	07/22/2012	***Built Date***	01/06/2012	
Model Year	2012	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	06/28/2012	***Mileage***	2,100	***Dealer Zone***	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PBA	WINTER CHILL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION					

Dealer	63881	MEADOWLAND OF CARMEL			
Dealer Address	1952 ROUTE 6				
Dealer City	CARMEL	***Dealer State***	NY	***Dealer Zip***	10512

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

Corporate - Product Information - Default - Default - Default	air bag light
Corporate - Service/Owner Manuals - Default - Default - Default	manual

Briefly summarize why the customer is contacting Chrysler:CUstomer states his vehicle got some what wet and damp as the top was off. Customer states certain things were not working. Customer states the only thing on now is the air bag light.
Briefly summarize what the customer is expecting:Customer seeks what to do and if it will affect anything later.
Agent advised that the dealership look at the vehicle to ensure all is okay. Agent advised the customer of the case number. Agent transferred the customer to the print hotline.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA241X	8L[redacted]	***Open Date***	07/23/2012	***Built Date***	01/10/2008	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	06/11/2008	***Mileage***	62,000	***Dealer Zone***			
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	
	WASHINGTON DC[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Air bag light inquiry

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Air Bag light on
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
My air bag light has come on, but does not stay on constantly. It will go out, then return on during operation. I read in many forums of a clockspring issue common with this model and year. Because the airbag is a
vital part of the safety of this vechicle, I would like to know how Jeep plans to stand behind the quality of their products.
****END OF CUSTOMER EMAIL****
Dear[redacted]
Thank you for contacting the Jeep Customer Assistance Center.
In regards to your email, we appreciate the time and effort you took to tell us of your dissatisfaction in our product. Comments like yours are one way to learn of problems that develop and the improvements desired. We have documented your comments and will provide them to our product development team for review.
In the meantime I would like to discuss this issue with you by phone. Therefore, I will attempt to call you soon at the phone number you provided in your email.
My name is Colleen and I will be your Case Manager and your case number is[redacted]. My phone number is 877-759-5427 ex 4718002.
Thanks again for your email.
Sincerely,
Colleen
Customer Service Representative
Jeep Customer Assistance Center
****END OF CAC EMAIL RESPONSE****
Customer phone[redacted]
CONTACT UPDATE - Contact attempt, phone number dialed 3[redacted] (customer) and left message.
Customer called in and stated that there has not been a diagnostic for this issue. Agent provided Darcars Chrysler Jeep Dodge of Silver Spring 64869
12511 prosperity dr silver spring , MD 20904-1662 301-622-0010.
Waiting for diagnostic.
Waiting for diagnostic.
Agent spoke with Patricia (SA) at the dealer and she stated that there is

not an appointment set up at this dealer, Rockford and New Carlton dealers.
Dear [redacted]
[redacted] for contacting the Jeep Customer Assistance Center.
This is a follow up email, I was wondering if you have taken your vehicle in for a diagnosis. Please reply to the email or call me at 877-759-5427 ex 4718002.
If your vehicle has not had a diagnostic performed by August 7, 2012. I will close your case, however we can create a new case when you are ready to get the diagnostic performed.
Thanks again for your email.
Sincerely,
Colleen
Customer Service Representative
Jeep Customer Assistance Center
****END OF CAC EMAIL RESPONSE****
Thanks for following up with me.
Because I purchased my vehicle from CarMax, I realized it was better to utilized my extended warranty plan. I just got my Jeep back today and it was
the clockspring. They have repaired it under my warranty through them so I
will no longer need to keep a case open through Jeep. However, because I understand this is a common issue, I hope this joins the ongoing data collection in order to assist other who may encounter this same problem.
Thanks for your attention to my concerns.
Jon Eichenmuller
****END OF CUSTOMER EMAIL****
Dear [redacted]:
Thank you for contacting the Jeep Customer Assistance Center.
Thank you for the update. I will close your file and your complaint will be reviewed by Chrysler.
Thanks again for your email.
Sincerely,
Colleen
Customer Service Representative
Jeep Customer Assistance Center
****END OF CAC EMAIL RESPONSE****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4BJWKG9 C[redacted]		***Open Date***	07/23/2012	***Built Date***	03/15/2012	
Model Year	2012	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	06/15/2012	***Mileage***	300	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION					

Dealer	44912	LAKE KEOWEE CHRY-DODGE LLC			
Dealer Address	10815 CLEMSON BLVD				
Dealer City	SENECA	***Dealer State***	SC	***Dealer Zip***	29678

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	INMAN SC[redacted]	***Country***	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Air bag light came on while driving new car home

The vehicle was sold on 6/15/2012. Upon the customer leaving the dealership to head home the air bag light came on. The customer turned around adn brought the vehicle back to the dealership. The customer was placed in a loaner vehicle. The vehicle was down 10 days to diagnosis the wiring issue. Writer agreed to make the customer s first month s payment for a total of $533.12 as a goodwill offer. customer is happy.
POSTMARK DATE: 073012; DATE RECEIVED: 073012

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4HA3H10	AL1[redacted]	***Open Date***	07/26/2012	***Built Date***	05/05/2010	
Model Year	2010	***Body***	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	07/05/2010	***Mileage***	37,175	***Dealer Zone***	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	24105	JEEP CHRYSLER OF ONTARIO, INC.			
Dealer Address	1202 AUTO CENTER DR				
Dealer City	ONTARIO	***Dealer State***	CA	***Dealer Zip***	91761

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CORONA CA [redacted] 7	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Clockspring repair
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Cost assistance request

Briefly summarize why the customer is contacting Chrysler: Customer states that she and her husband were on vacation in Colorado. Customer states that while in CO. the airbag light came on. Customer states that they decided to drive home (1800 miles) to take the vehicle to the local dealership which put them outside of the basic warranty. Customer states that the dealership has diagnosed the issue as being the clockspring.
Briefly summarize what the customer is expecting: Customer seeks cost assistance for repair.
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] 1
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: N/A
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 24105
Reassigned to 88F
Status update provided via email to the following email address:
[redacted]
My name is Henry, and I have been assigned as you Case manager.
Here is some information that will be helpful for you to have:
Your case number [redacted]
Chrysler Case Management telephone number: 1 800 763-8422
My direct extension: 66118
My work hours: 9:30 am to 6:00 pm Mountain time Monday-Friday
I will contact you within one business day by telephone to review your case with you.
End of Status Update
Diagnosis: 24105 JEEP CHRYSLER DODGE OF ONTARIO
Owner: Original

Household: 2
New: 2
Used: 0
Current: 2
Warranty:
BASIC 36 Months or 36,000 Miles 0 July 5, 2013 Expired (Odometer)
POWERTRAIN 60 Months or 100,000 Miles 0 July 5, 2015 35 Months or 62,825 Miles
Service contracts:
LIFETIME ADDED CARE PLUS Expiration Date/Odometer: October 4, 2093 @ 999,999 Miles ACTIVE
* * * * * CASE MANAGER TEAM - District 88PÙ * * * * * *
JEEP CHRYSLER DODGE OF ONTARIO 909-390-9898.
Kirk is not returning until 07/30/12.
Jake is the service advisor handling the repair.
Agent attempted to contact dealer Service Advisor (SA), however,
SA not available. Left message for a return call at extension 66118.
Status update provided via email to the following email address:
[redacted]
My name is Henry, and I have been assigned as you Case manager.
Here is some information that will be helpful for you to have:
Your case number: [redacted]
Chrysler Case Management telephone number: 1 800 763-8422
My direct extension: 66118
My work hours: 9:30 am to 6:00 pm Mountain time Monday-Friday
End of Status Update
[redacted]
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Customer verified concern, and alleges that there was a recall on the right hand. Customer was given $500.00 estimate. Customer alleges that there is a popping noise that the dealer diagnosed as her flashlight bumping around in the trunk, but it is still there.
Customer email is: m[redacted]
Customer requests writer to contact her on her cell: 9[redacted] Writer advised customer that we are waiting on diagnosis information, and will schedule a callback for 07/31/12.
Status update provided via email to the following email address:
[redacted]
I m contacting you to let you know your case manager Henry is currently researching on your case. He will contact you tomorrow to give you an update. If you have any questions or concerns the Chrysler customer care number is 1-800-763-8422 and the extension is 66118 Thank you for your patience.
End of Status Update
Writer contacted the SM. Left message.
Status update provided via email to the following email address:
[redacted]
Hi this is Russell and I am contacting you on behalf of your Case Manager Henry. We have contacted the dealer today and had to leave a message. We are waiting for get informatino from them and will continue to contact them. Henry will follow up with you no later than Monday. If you have any questions please call 800-763-8422 ext 66118.
End of Status Update
JEEP CHRYSLER DODGE OF ONTARIO 909-390-9898.
Kirk is the service manager.
Kirk stated that the vehicle requires a clockspring. SM stated that the customer will be contacted to bring the vehicle in, and the repair will be handled with a $100.00 co-pay.
########## DIRECT-TO-DEALER ##########
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this CAIR because this customer appears to fall within the scope of Warranty Bulletin D-12-27 Warranty Goodwill Administration Process. Please follow the guidelines set forth in this bulletin to come to a resolution. If the customer s request is beyond the
limits found within D-12-27, it will require Area Manager documented

pre-approval via the DM Notes application. All offers or denials will be delivered to the customer, with an appropriate explanation, by the dealer or the Area Manager. Customer Care will follow-up as appropriate with the customer before the CAIR is closed. If this repair falls under the Digital
Imaging process or the Powertrain Service Center you will need to follow all associated processes and requirements for claim approval including tech training requirements.
##################################
[redacted].
Phone rang, answered, and disconnected.
[redacted].
Advised Ms. [redacted] that the dealer will be taking care of the repair. Writer advised customer that there will be a co-pay involved. Customer stated that they would call with the appointment information.
[redacted].
customer took the vehicle in to the dealership, they traded vehicle in last night.
CLOSED LOOP UPDATE - no need for additional follow-up.
Per lines 112-115, writer closing case due to customer no longer owning vehicle.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3910	9L[redacted]	**Open Date**	07/26/2012	**Built Date**	02/02/2009	
Model Year	2009	**Body**	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	05/09/2009	**Mileage**	110,764	**Dealer Zone**	70		
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45326	TATE BRANCH DODGE CHRYSLER JEEP			
Dealer Address	919 S 1ST ST				
Dealer City	ARTESIA	**Dealer State**	NM	**Dealer Zip**	88210

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	LAKE ARTHUR NM[redacted]	**Country**	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer is calling in about the Air Bag warning light
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Customer is upset because she was told part and labor would be covered
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer states that the Air Bag light is always on

Briefly summarize why the customer is contacting Chrysler: The Customer is calling in because the Air Bag Warning light is still staying on and the Customer and the Customer states that she had gone to the Dealership for the Air Bag Light on issue, and then she went to the Dealership and the Customer states that she was told by someone in the Service Department that the issue for the Air Bag Light staying on would be covered under the Air Bag Recall, and that the Dealership would order the part for the Customer and then they would call the Customer in two weeks when the part came in. So then the Customer states that the Dealership did call the Customer to come to dealership and they would put the put in for the Air Bag Recall, and the Customer keeps saying that she was told by people in the service department that the work and part would be covered through the Air Bag Recall. But the Customer does not have names, dates or parts, or Recall number either. The Customer is calling in because she is now being told that the work and part done on 05/08/2012, would not be covered under the Air Bag Recall now.
Briefly summarize what the customer is expecting: The Agent verified and updated the Customer s information and informed the Customer that she is documenting the Customer s concerns then, the Agent informed the Customer that the Agent is sending off a Level One Complaint to CM for further review.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]

Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? TATE BRANCH DODGE CHRYSLER JEEP, 45326
Reassigned to = 88F
Status update provided via email to the following email address: [redacted]
My name is Shari and I have been assigned to be your Case Manager.
Here is some information that will be helpful for you to have:
Your case number [redacted]
Chrysler Case Management telephone number: 800-763-8422
My direct extension: 66329
My normal work hours: 11:15 am -7:45 pm ET Monday-Friday
I will contact you today by telephone to review your case.
End of Status Update
* * * * * CASE MANAGER TEAM - District O * * * * * *
Customer loyalty:
Original owner, only vehicle in household history, no Service Contract.
Jonathan, Service Manager (SM), stated that they had inspected the vehicle for the recall on 5/8/12 and everything was fine and that when customer came in this time the part fell apart when the steering wheel was taken off. SM stated that when he ran it through the system that it was not covered. SM stated that the repair had already been completed and was not due to abuse or neglect.
SM stated that it would be a reimbursement issue.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
Customer stated the repairs were completed, but that she had not paid for the repair as she had informed the dealership that she was told it would be covered and should not have to pay.
Writer informed customer that the dealership would be contacted to work out the details and apologized for the frustration. Writer informed customer that the case would be closed.
Writer provided customer with case number and Writer s contact information.
Writer verified with the SM that the repair had not been paid for. SM stated that he had tried to put the claim through 2 times and was rejected.
SM stated that he had invoiced for the customer to pay, but she had not paid.
SM informed that Writer would contact the Area Manager (AM) about how to get the recall repair paid for.
Writer informed AM of what the concern was.
AM stated that he will contact the dealership to address the issue as he does not see a claim made.
AM stated that as long as it is the recall repair that was done it will get taken care of and if it was something else then we might need to go a different route.
Writer informed AM that the case would be left open until the end of the day in case any other assistance is needed.
AM sent e-mail stating that the dealership claim had been paid.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3913	8L[redacted]	**Open Date**	07/27/2012	**Built Date**	09/25/2007	
Model Year	2008	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	12/09/2007	**Mileage**	85,144	**Dealer Zone**	70		
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60007	SUPERSTITION SPRINGS CHRY-JEEP INC			
Dealer Address	6130 E AUTO PARK DRIVE				
Dealer City	MESA	**Dealer State**	AZ	**Dealer Zip**	85206

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	MESA AZ[redacted]	**Country**	UNITED STATES

Corporate - Lost Customer - Default - Default - Default	Customer said never will purchase a Jeep again
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Escalating for goodwill
Product - Electrical - Unknown - Other - Default	concern with clockspring

Briefly summarize why the customer is contacting Chrysler: Customer states having a concern with regards to his clock spring. Customer states his air bag light will flash which will cause his horn to not work properly. Customer states he heard there was an extended warranty/recall for this concern and was advised by the dealership that they can not do anything unless they received a letter.
Briefly summarize what the customer is expecting: Customer inquiring about getting this covered under the warranty since it is a known issue.
Who has possession of the vehicle? Owner
Has an authorized dealer diagnosed the vehicle? Yes
If a CDJR dealer has diagnosed, what is the dealer name and code? 60007
Customer advised a call back will take place within one business day.
Preferred Morning/Midday call back number [redacted]ell
Preferred Afternoon/Evening call back number is: [redacted]ell
Customer email address for case updates: N/A
Reassigned to: 88F
* * * * * CASE MANAGER TEAM - District O * * * * * *
Vehicle has 85144 miles,
Used 2008 Jeep Wrangler,
no mechanical SC,
gap plan valid,
Used-1, Original-1,
336 basic wty exp 12/09/2010,
336 powertrain wty exp 12/09/2010,
x32-inlet check valve wty valid,
x34-trans oil cooler lines wty exp by 15144 miles,
recall J24-mopar tow bar-completed,

recall J30-transmission fluid temperature warning-completed,
recall K13-inner fender liners-completed.
Writer called dealer 60007, spoke with Jeff (SM) states customer came in for the fuel tank concerns; dealer ordered part inlet check valve and will be covered by the X32 extended warranty, the customer asked dealer about air bag light on but knows out of warranty and customer did not authorize to have diagnoses on air bag light at that time so diagnoses has been done on air bag light, dealer SM said this is not a business servicing customer so far out of pocket spent by customer is $99.00, SM dealer not inclined and goodwill not merited.
CONTACT UPDATE - 1st Contact attempt, phone number [redacted] spoke with [redacted] states that dealer did do a diagnostics and SA wrote customer an estimate of how much out of pocket this repair would be and said not covered under warranty due to expired, dealer reset computer and said needs a clock spring, horn was not working but okay now, did not understand why other vehicle Jeeps covered clock spring under warranty and why not his.
Writer informed customer based on vehicle information his vehicle is not part of any recall on the clock spring component and vehicle is out of warranty, no cost assistance will be offered at this time, offered to follow up with customer to make sure repairs got completed. Customer said no point and will handle dealership from this point himself and okay to close case and will never purchase another Jeep again and did not want a follow up from Jeep but provide email address: [redacted] for Case Manager information just in case he has questions in the future.
Status update provided via email to the following email address: [redacted]
My name is Becky and I was assigned as your Case Manager. Here is some information that will be helpful for you to have in case you have any future questions for Jeep:
Your Case number [redacted]
Chrysler Case Management telephone number: 800-763-8422
My direct extension: 66082
My work hours: 8:30am-5:00pm Mountain Standard Time Monday-Friday.
Thank you.
End of Status Update
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the clock spring replacement.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5910	8L5[redacted]	**Open Date**	07/30/2012	**Built Date**	11/06/2007	
Model Year	2008	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	12/05/2007	**Mileage**	60,000	**Dealer Zone**	51	CHICAGO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	67307	KRUEGER AUTO-TRUCK VILLA INC			
Dealer Address	2320 5TH AVE NW				
Dealer City	WAVERLY	**Dealer State**	IA	**Dealer Zip**	50677

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	CEDAR FALLS IA [redacted]	**Country**	UNITED STATES

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	customer seeking goodwill
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	problems with clockspring for airbag

Briefly summarize why the customer is contacting Chrysler:Customer contacted us today because he is having problems with the clockspring and states he was on a jeep forum and saw that if you call in and complain enough that Chrysler will help you with the repair so that s what he did.
Briefly summarize what the customer is expecting:to have the repair covered.
Who has possession of the vehicle?Owner
Has an authorized dealer diagnosed the vehicle?67307
If a CDJR dealer has diagnosed, what is the dealer name and code?Yes
Customer advised a call back will take place within one business day.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is:[redacted]
Customer email address for case updates [redacted]
Reassigned to:
Status update provided via email to the following email address:
[redacted]
My name is Brenda, and I have been assigned as your case manager. Here is some information that will be helpful for you to have:
Chrysler Case management phone number; 1-800-763-8422
My direct extension: 66203
I work 11:00 am to 5:00 pm central standard time Monday- Friday.
End of Status Update
* * * * * CASE MANAGER TEAM - District 88P * * * * * *
New 0
Used 2
O.O.W. yes December 5, 2010 24k miles
SC yes CPOV
Writer spoke to service advisor Scott and he states the customer has been in for diagnosis and the service manager Tom is at lunch till 2.
CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[redacted] . Left message.
Writer spoke to customer and he states that when he had the air bag light come on he went into the forum and found that there is a TSB. Customer states he is not happy because he asked the service manager specifically about the clock spring and he told him it was fine and that it was the air bag. He states he found a salvage air bag and replaced it and it did not resolve the issue with the light. He states that he took it back to the dealership and was advised it was the clock spring now. He states he asked the SM to call Chrysler for assistance and the SM told him he had to call. Writer explained that we do need him to call in for assistance and apologized for the frustration . Writer advised we will follow up again tomorrow once we have more information from the service manager.
Writer called service Tom and he states they have been seeing issues with the clock springs and there is a TSB out for the 07 Jeeps. SM states he is willing to assist the customer.
As a one-time goodwill gesture, Chrysler will be approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = 215.60
Labor = 40.40
Total = 256.00
Co-pay = $100.00
########## DIRECT-TO-DEALER ##########
Customer Care is sending this file to your dealership because a joint goodwill decision has been made on behalf of our mutual customer.
If this repair falls under the Digital Imaging (DI) process, you will need to follow the DI process of submitting images or the required DI documents to the Powertrain Service Center for claim approval. Be sure to include in your comments that Customer Care is involved. Customer Care will add DM Notes to the VIN describing our decision. These notes are available to the DI group for reference.
When repairs are completed, submit your claim as you would normally.
If you need assistance with claim payment, please refer to Warranty Bulletin D-11-19 or for tech training requirements see Warranty Bulletin D-12-13.
This customer has not been informed of this decision.
Please update and/or close CAIR when complete.
##########
Writer called customer and informed of offer and advised we will follow up with the dealership on when they get his scheduled in and we will follow up again once the repair is completed.
Writer spoke to service manager Tom and he states that the repairs are completed and he needed the RA number. SM states the customer is on his way to pick up the vehicle.
Writer left message for customer advising if there are no other concerns the case will automatically close in 5 business days and if there is any additional concerns to contact writer back.
Writer received message from customer stating repair is completed and working fine.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA6910	9L[redacted]	**Open Date**	07/30/2012	**Built Date**	12/01/2008	
Model Year	2009	**Body**	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	05/03/2009	**Mileage**	45,243	**Dealer Zone**	70		
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68600	AVONDALE CHRYSLER-JEEP			
Dealer Address	10055 W PAPAGO FREEWAY				
Dealer City	AVONDALE	**Dealer State**	AZ	**Dealer Zip**	85323

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	BUCKEYE AZ[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light is on
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Goodwill Request
Recall - J31: TRANSMISSION FLUID TEMPERATURE WARNING - Advise Owner/Incomplete Recall	J31
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	K13

Briefly summarize why the customer is contacting Chrysler: Customer called in because she wanted to check to see if there was a recall for the airbag light. Agent advised caller that she has no open recalls relating to that. Agent advised caller of open recalls, customer advised she had it taken care of. Agent advised if she has the Work Order or Proof of Payment she can submit for possible reimbursement.
Briefly summarize what the customer is expecting: Customer seeking goodwill.
Who has possession of the vehicle? Owner
Has an authorized dealer diagnosed the vehicle? No
If a CDJR dealer has diagnosed, what is the dealer name and code?
Customer advised a call back will take place within one business day.
Preferred Morning/Midday call back number is: [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: n/a
Reassigned to: 88F
* * * * * CASE MANAGER TEAM - District O * * * * * *
Vehicle has 45000 miles,
Original-yes-2009 Jeep Wrangler,
no SC,
Original-1,
336 basic wty exp 05/03/2012,
powertrain wty valid,
x34-trans oil cooler lines wty valid,
recall J31-transmission fluid temperature warning-incomplete,

recall K13-inner fender liners-incomplete.
Writer called dealer 68600, spoke with Ashley (service) states no recent diagnoses, no repairs, no service history on this customer.
CONTACT UPDATE - 1st Contact attempt, phone number [redacted], spoke with Jennifer Millican states that she heard about air bag concerns being on recall for other vehicles but is aware that hers is not, feels a product issue and seeks cost assistance, not servicing customer at dealership due to just moved in this area and other dealer she went to is about 4 hours away.
Customer calls seeking recall information. Advised the customer of incomplete recalls J31, K13 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair. Customer said aware of recalls and will get done at dealership.
Writer informed customer that vehicle would need to be diagnosed first, thereafter decision would be made, no guarantees. Customer said okay and provided email address for updates: th[redacted]
Status update provided via email to the following email address: [redacted]
My name is Becky and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your Case number [redacted]
Chrysler Case Management telephone number: 800-763-8422
My direct extension: 66082
My work hours: 8:30am-5:00pm Mountain Standard Time Monday-Friday.
End of Status Update
Writer sent email to Clint (SM) at 68600 regarding case information.
Email on 08/02/2012 from Clint (SM) at 68600 feedback; dealer provided warranty cost information and mentioned $100.00 deductible. Writer emailed back that agree that customer pays $100.00 deductible for clock spring replacement.
########## DIRECT-TO-DEALER ##########
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this CAIR because this customer appears to fall within the scope of Warranty Bulletin D-12-27 Warranty Goodwill Administration Process. Please follow the guidelines set forth in this bulletin to come to a resolution. If the customer s request is beyond the
limits found within D-12-27, it will require Area Manager documented pre-approval via the DM Notes application. All offers or denials will be delivered to the customer, with an appropriate explanation, by the dealer or the Area Manager. Customer Care will follow-up as appropriate with the customer before the CAIR is closed. If this repair falls under the Digital
Imaging process or the Powertrain Service Center you will need to follow all associated processes and requirements for claim approval including tech training requirements.
##########
REASSIGNED TO BC/DLR 70 68600 08/03/12 14:11 O [redacted]
*Contact Date:08/06/2012
Dealer goodwill repair is documented on Repair Orde[redacted]
Request was reviewed with DM.
CAIR RETURNED FROM DEALER ON 8/06/2012 AT 01:13:638 R 2[redacted]
Writer contacted customer, [redacted] who verified that the repairs are completed and she was very happy to work with the dealershipon this.
Customer requested to know if the 100.00 co-pay was standard. Writer informed customer that the repairs were not under wany warranty so a goodwill offer was made and she is responsible for the co-pay. Customer states that she is concerned this issue will come back in the future.
Writer informed customer that all the information is documented and she can contact CCAC back in the future if assistance is needed but currently there are no promises made for coverage. Customer thanks Chrysler for the assistance and follow up
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA6910	7L1[redacted]	***Open Date***	07/31/2012	***Built Date***	03/02/2007	
Model Year	2007	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	03/26/2007	***Mileage***	90,225	***Dealer Zone***	70		
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45465	TACOMA DODGE CHRYSLER JEEP RAM			
Dealer Address	4101 S TACOMA WAY				
Dealer City	TACOMA	***Dealer State***	WA	***Dealer Zip***	98409

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	SEATTLE WA [redacted]	***Country***	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	reimbursement for the X41 extended warranty
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	replaced the clock spring
Corporate - Corporate Warranty Extension Letter - Default - Reimbursement - Default	requesting reimbursement for the X41

POSTMARK DATE: 072312; DATE RECEIVED: 072712
Writer verified customer s information to match coin, and return envelope.
Customer requesting reimbursement for the repair to replace the clock spring on 07/11/11.
Writer searched vip and the X41 extended warranty for the clock spring is attached to this vehicle.
The invoice typed at the bottom Visa - [redacted].
Writer will submit a check for approval in the amount of $579.67 which includes shop supplies and tax.
EXT Warranty - X41 Clock Spring
****

Customer submitted request for reimbursement for the X41 clock spring.
We are extending the warranty period on your clock spring because some of the affected vehicle
population may experience an airbag lamp illumination caused by a steering column clock spring
issue.
Customer s proof of payment is:Visa - 759265 (typed on the bottom of invoice)
In-service Date: 03/26/07
Date of repair:0/11/11
Invoice # [redacted]
Mileage:90225
Labor $187.00
Parts $312.99
Misc. Charges $30.36

Tax $49.32 (9.3%)
Total $579.67
Total Reimbursement $579.67
Writer is submitting check for approval in the amount of $ 579.67
****
Approved and Processed
****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8FA2413	7L[redacted]	**Open Date**	07/31/2012	**Built Date**	11/09/2006	
Model Year	2007	**Body**	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	11/30/2006	**Mileage**	79,800	**Dealer Zone**	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	45495	WESTGATE CHRYSLER JEEP DODGE RAM			
Dealer Address	6421 OLD WESTGATE RD				
Dealer City	RALEIGH	**Dealer State**	NC	**Dealer Zip**	27617

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	
	WAKE FOREST NC[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer called with clockspring issues
Corporate - Warranty Coverage - Default - Default - Default	Customer called with extended warranty issues
Dealer - Service/Body Shop - Personnel - Discourteous/ Rude - Service Advisor	Customer is having issues with the service department about this X41
Corporate - Survey By-Pass - No Authorization - Default - Default	Goodwill declined - vehicle is OOW.

Briefly summarize why the customer is contacting Chrysler:Customer called with extended warranty issues with X41 letter he received in the mail. Customer states he has a air bag light on in the dash and is trying to get this clockspring issue addressed but the SA is being rude and does not want to acknowledge this letter as a issue to be addressed. Customer states they want to charge him $99.00 for a diagnostic fee for a warranty issue. Customer states this dealership has always been rude and treated him discourteous. Customer states this light has been on for 2 months now and is just trying to get this fixed. Customer states he showed the SA the letter and she threw that letter back at customer and said this is just a informational letter and nothing else.
Briefly summarize what the customer is expecting:Customer is expecting this clockspring light issue addressed.
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 cell[redacted]
Preferred Afternoon/Evening call back number is cel[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?60416
Reassigned to 86H
Status update provided via email to the following email address:
[redacted]

My name is Yupin and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your case number is
The Chrysler Case Management telephone number is:1-855-525-5085
My direct extension: 4720306
My work hours are: 8am-5pm Eastern Standard Time Monday-Friday
I will contact you within one business day by telephone to review your case with you
End of Status Update
Cm spoke with customer in regards to vehicle, customer states he received a letter in mail regarding passenger side air bag issue. Customer states when he took his vehicle to dealer customer stated the SA was very rude when customer presented document received from Chrysler in regards to air bag issue customer states SA threw document back to him and stated the document was only an informational letter and SA also state it will be a 99.00 diagnostic fee for diagnoses. Customer stated that a tech informed him that customer needed brake replacement. Customer states he informed tech that brakes were repaired two weeks ago. Customer feels dealership is not compitant and does not trust them, Customer is seeking a another dealership to have airbag issue addressed. Customer would like CM to set up appt. at Westgate to have air bag issue addressed. CM will follow up with appt. for customer.
Customer states airbag light is on dashboard,and air bag disconnect light is on dashboard as well.
CM spoke with SA Ken in regard to setting up appt. for customer on 8/9/2012 at 10am .SA confirmed appt. for customer CM will follow up with customer.
CM left voice message on customer s voicemail.
CM spoke with customer in regards to vehicle, Customer states he has taken his vehicle to an IRF who stated customer needs engine replacement. CM advised customer that in order for Chrysler to consider or participate in repair cost vehicle has to be diagnosed at Chrsyler DLR. Customer states he would take vehicle out of IRF and taken to DLR if vehicle can be diagnosed at DLR. CM will follow up with DLR to set appt.
CM spoke with SM Ken in regards to customer loyalty at DLR, SM states their is no customer loyalty, SM states customer has not been to Westgate Chrysler.
CM informed customer that Chrysler will not be able to assist with repair cost for engine replacement. CM informed customer he is OOW. Customer states this will be the last Chrysler he will have.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2410 8[redacted]		**Open Date**	08/01/2012	**Built Date**	02/08/2008	
Model Year	2008	**Body**	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	03/12/2008	**Mileage**	72,046	**Dealer Zone**	70		
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PYB	DETONATOR YELLOW CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60023	AIRPARK CHRYSLER JEEP			
Dealer Address	15656 N HAYDEN ROAD				
Dealer City	SCOTTSDALE	**Dealer State**	AZ	**Dealer Zip**	85260

Owner	[redacted]			**Contact Type**	E-MAIL
Address	[redacted]	[redacted]		**Home Phone**	
	SCOTTSDALE AZ[redacted]			**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light comes on intermittently

***** EMAIL BRIEF DESCRIPTION CONTENT *****
ClockSpring
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Last week my airbag light came on and has been on intermittently. While some of my friends have had theirs go out, they are lucky to have a warranty on their 2007 s. I have a 2008 and can t afford the $500 fix. Is there any way i can get a warranty authorization?
*****END OF CUSTOMER EMAIL*****
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center in regards to your 2008 Jeep Wrangler.
Due to the nature of your concern, I would like to discuss this matter with you in more detail. Therefore, I will attempt to call you soon at the phone number you provided in your email.
My name is Erica and I will be your Case Manager. I look forward to assisting you; as such, here is some information that will be helpful for you to have when I contact you:
*Your case number is: [redacted]
*The Chrysler Case Management telephone number is 877-759-5427
*My direct extension: 4718147
I will contact you within one business day by telephone to review your case with you.
Thanks for contacting us. I look forward to talking to you soon.
Sincerely,
Erica
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL*****
1st contact attempt to customer [redacted]8 and call was disconnected. CM contacted customer again and a voicemail was left to call CM back. If customer calls back please transfer to 877-759-5427 ext. 4718147.
Customer called and left a VM.

CM contacted customer at [redacted] and spoke with [redacted] Customer stated she has not been to the dealer yet because when she contacted them they informed her that it is most likely the clockspring that needs to be replaced. CM informed customer that in order for her to determine whether or not cost assistance can be given we do need to have a proper diagnosis from a Chrysler dealership. Customer stated she doesn t think she can afford the diagnosis right now but that she would contact the dealership within the next two days to see what she can do. CM informed customer that she would follow up in 7 days from today (08/02/12) to verify that an appointment has been made.
CM will follow up 08/09/12.
CM contacted customer at [redacted] and spoke with [redacted]e. Customer stated that she had an appointment for yesterday but had to reschedule for 08/24/12 at 7:00 am. CM informed customer that she would follow up with the dealership that day to find out the diagnosis. CM informed customer if she needs assistance prior to that day to contact her.
CM will follow up 08/24/12.
CM will follow up 08/24/12.
CM will follow up 08/24/12.
1st contact attempt to dealer, 60023, at 480-556-7400 and spoke with SA, Jason. SA stated that the customer needs to have her clockspring replaced. CM asked SA if the customer is going ahead with the repair today. SA stated that the customer was sitting there as we spoke and that he believes she would like the vehicle repaired today. CM stated to SA to advise the customer that she would be contacting the customer later today to follow up with her file and to look into possible reimbursement for her but that she could not guarantee anything at this time.
CM contacted customer at [redacted] and spoke with [redacted]. Customer stated that she was waiting to put the repair on hold until she found out if Chrysler was going to help assist or not. Customer stated that the repairs were going to cost over $500. CM informed customer that she would like to help assist with the repair but that she would need to contact the SM first and get the exact pricing on the repair before she could determine what type of goodwill would be given. CM informed customer that she wouldn t be able to contact the SM until Monday. CM informed customer that she would follow up accordingly once she has this information.
CM contacted dealer, 60023, at 480-556-7400 and spoke with SM, Maurine. SM stated that normally they would suggest a 50/50 goodwill with the customer but that beings she has paid for the diagnostic fee already she suggested to have the customer pay a $50 co-pay. SM stated that the warranty pricing for parts would be $215.60 and labor $144.00. CM thanked SM for looking further into this for her and stated that once the customer has made an appointment for the repair she would send over the proper information for the dealership.
CM contacted customer at [redacted] and a voicemail was left to call CM back. If customer calls back please transfer to 877-759-5427 ext. 4718147.
Customer called back and CM notified customer of lines 70-77. Customer agreed to this and thanked CM. CM asked customer to contact her back once she has an appointment made so that she can send over the proper information to the dealer in order to have this repair completed.
Customer stated she would contact her dealer right now and get back to CM.
Customer called in and stated that she has an appointment for 08/31/12 at 7:00 am.
Customer stated that she will be going to Airpark CDJ (60023).
CM will follow up 08/31/12.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer loyalty. According to the dealer, the warranty
costs of the repair are as follows:
Warranty Bulletin D-11-19.
This customer has been informed of this decision.
Please update and/or close CAIR when complete.
##################################
Parts = $215.60

Labor = $144.00
Total = $359.60
Co-pay = $50
########## DIRECT-TO-DEALER ##############
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer. If you need assistance with claim payment, please refer to
REASSIGNED TO BC/DLR 70 60023 08/31/12 10:42 O [redacted]
Dealer SA Jason requesting to speak with Case Manager.
22482731
Erica EV564 4718147
877-759-5427
SA, Jason, called CM to verify that the customer co-pay is $50 for the repair to be completed. CM apologized and stated that she did send over the CAIR as well as the DM notes verifying that the customer co-pay on the joint goodwill is $50. SA thanked CM and just wanted to make sure that information was correct.
CM contacted dealer, 60023, at 480-556-7400 and spoke with receptionist Kori who stated that SA, Jason, is currently with another customer at this time. CM left her contact information as well as customer s information and stated that she was wanting to follow up with the repair.
SA, Jason, called back and stated that the repairs have been completed and the customer picked up her vehicle about an hour ago. SA stated that the customer paid her $50 co-pay. CM thanked SA for contacting her back and asked that once they were finished with the customer s CAIR to send it back over to CM to close off.
CM contacted customer at 5[redacted] and spoke with Melanie. Customer stated that she is satisfied with the repairs and that the air bag light is now off. Customer thanked CM for her help. CM informed customer that at this time she would be closing her file but that if she does experience any issues in the future to please contact her and reference her CAIR number and she would look further into the situation.
CLOSED LOOP UPDATE - No follow up needed. Customer is satisfied with repairs completed.
*Contact Date:08/31/2012
DCX goodwill repair is documented on Repair Order#3[redacted]
CAIR RETURNED FROM DEALER ON 8/31/2012 AT 05:13:409 R[redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6911	7L[redacted]	**Open Date**	08/03/2012	**Built Date**	01/05/2007	
Model Year	2007	**Body**	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	01/10/2007	**Mileage**	67,100	**Dealer Zone**	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PDA	LIGHT GRAYSTONE PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	24097	TUTTLE-CLICK CHRYSLER JEEP DODGE			
Dealer Address	40 AUTO CENTER DRIVE				
Dealer City	IRVINE	**Dealer State**	CA	**Dealer Zip**	92618

Owner	[redacted]O	**Contact Type**	E-MAIL
Address	[redacted]	**Home Phone**	([redacted]
	IRVINE CA[redacted]	**Country**	UNITED STATES

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Advised of Recall
Product - Electrical - Unknown - Other - Default	Clockspring issues

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Issue with clockspring,
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Brought my JK Rubicon to the Tuttle Click dealer to check the cruise control
not working. They mentioned that it was a speed sensor, after replacing the speed sensor they mentioned that the clockspring is failing as well, I
mentioned the warranty extension for this issue, however they mentioned that it was only for the airbag light and would not cover the issue with the cruise control. Need to know if this will be covered as the clockspring had been identified as defective, please advice. thanks,
*****END OF CUSTOMER EMAIL*****
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center, your emails are important to us!
My name is Matt and I have been assigned as your Case Manager and look forward to assisting you. Here is some information that will be helpful for you to have:
Your case number is: [redacted]
The Chrysler Case Management telephone number is: 877.759.5427.
My direct extension is: 4718155
I will attempt to contact you at the phone number provided in your email at e[redacted]9 within one business day.
If you wish to be reached at an alternative number, please respond to this email so I may update your file appropriately. If I have been unable to contact you or you have a specific time in which I can reach you, please provide this specific information.
Our records indicate that the following recall campaign(s) have not been performed by an authorized dealer:
Recall #

Description
J24 MOPAR
TOW BAR
We suggest that you contact your local authorized Jeep dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.
Please take a copy of this message with you at the time of service to aid the process. Although not required, it is recommended to bring a copy of the recall notification with you to your dealer s service department when you bring your vehicle in for this service.
If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.
Thanks again for your email and have a wonderful day!
Sincerely,
Matt
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
CONTACT UPDATE - Customer contacted back and left voicemail. Customer had some questions regarding the clockspring. Will contact customer back.
CONTACT UPDATE - Dialed provided number. Customer was unavailable. Left message with contact information.
Will follow up.
Customer calls to speak with their Case Manager. Agent transferred customer to MP1021 at extension 4718155
CONTACT UPDATE - Customer was transferred to writer. The customer then stated that he had his cruise control diagnosed and a speed sensor had originally been replaced. It was later determined that the clockspring itself would need to be replaced but the dealer cannot do this under the extended warranty unless the warning lamp is illuminated. The customer was hoping for some clarification on this. Informed customer that the dealer has to abide by their own protocols but we will follow up with them to get more information on this matter. Customer was appreciative.
Will follow up.
CONTACT UPDATE - Writer contacted dealer 43174 and spoke with Service Advisor Tony. Tony looked up customers information and saw that the customer went to dealer 24097 (an affiliate). Tony looked at the diagnostic and saw that a switch was replaced but it was then determined that the clockspring needed to be repaired. The customer had the original switch put back in and declined the clockspring repair. Tony stated for further information that the writer should speak with dealer 24097. Writer was transferred over there and received no answer in service.
CONTACT UPDATE - Writer contacted dealer 24097 and received no answer in service. Will follow up.
CONTACT UPDATE - Writer contacted dealer 24097 and received no answer in service. Will follow up.
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center, your emails are important to us!
This is a follow up email to case[redacted]
We are still attempting to receive word from your servicing dealership regarding this matter. We apologize for the inconvenience but we will continue to research this matter on your behalf.
Thanks again for your email and have a wonderful day!
Sincerely,
Matt
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL REPLY*****
* * * * * Attention Service Director/Service Manager * * * * *
This CAIR is being sent to your dealership as a courtesy notification because this customer has contacted Customer Care seeking dealer and/or repair procedure information. Based on the customer s input, your dealership was either preferred and/or convenient. The customer s

contact with Customer Care was in regards to a clockspring concern.
Customer Care has attempted to contact you but has received no answer in
service. There were no commitments made to the customer other than
informing them an electronic file will be sent on their behalf providing
you with prior notification.
REASSIGNED TO BC/DLR 71 24097 08/22/12 13:38 O [redacted]
Matt,
I have the invoice, the dealer is the Tuttle Click at Irvine, advisor
2520- Nick Green, R.O. No. [redacted] tag no. 4263, hope this information
can help, sorry for the confussion.
Thanks,
[redacted]
*****END OF CUSTOMER EMAIL REPLY*****
*****NAN - NO CAC EMAIL REPLY NEEDED. WRITER WILL FOLLOW UP.*****
Agent attempted to contact dealer Service Manager (Nick Green),
SM not available. Left message for a return call at extension 4718270
REASSIGNED TO BC/DLR 71 24097 08/27/12 00:26 O [redacted]
CONTACT UPDATE: CM attempted to speak with SM of Dealer 24097, SM is
busy. SM requested callback within one business day.
CONTACT UPDATE: CM spoke with SM-Nick Green. SM confirmed Customer had
previously brought attention with Clockspring to Dealers attention and
wanted it covered under the X41 Extended Warranty. SM states this
warranty is only applicable if the airbag warning light is active. This
repair is in regards to the Cruise Control. No further action can be
taken, no goodwill will be made available, Customer has not contacted
Dealer since they declined repairs. No further action can be taken.
1st attempt made to contact customer. Left message.
REASSIGNED TO BC/DLR 71 24097 08/31/12 19:25 [redacted]
Will follow up.
CONTACT UPDATE - Dialed provided number. Customer was unavailable. Left
message with contact information.
CONTACT UPDATE - Customer contacted back and left voicemail. Will follow
up.
CONTACT UPDATE - Customer contacted back and left voicemail. Will follow
up.
CONTACT UPDATE - Dialed provided number. Customer was unavailable. Left
message with contact information.
CONTACT UPDATE - Customer contacted back and left voicemail. Will follow
up.
CONTACT UPDATE - Customer contacted back regarding case. Informed
customer of lines 177-124. Customer did not understand that if there is
a concern with the clockspring, then why couldn t his cruise control be
covered. Informed customer that his symptoms do not match the recall
protocols, so we cannot confirm that this is the same issue and this
would be under goodwill consideration if he wished to proceed. The
customer was not pleased with this and stated he would change brands.
Writer advised customer if he wished to continue with this case that he
could, but the customer just decided to thank writer and disconnect the
call.
CLOSED LOOP UPDATE: No need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3918	8L6[redacted]	***Open Date***	08/03/2012	***Built Date***	06/20/2008	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	07/25/2008	***Mileage***	47,000	***Dealer Zone***	70		
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68737	CHAPMAN CHRYSLER JEEP LLC			
Dealer Address	930 AUTO SHOW DR				
Dealer City	HENDERSON	***Dealer State***	NV	***Dealer Zip***	89014

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	
	LAS VEGAS NV[redacted]	***Country***	UNITED STATES

Product - Electrical - Unknown - Other - Default	Customer states clock spring is defective

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Defective Clock Spring
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
I have a 2008 Jeep Wrangler. My air bag light keeps coming on. I spent $110.00 for a diagnostic today and they advised that it is my clock spring and will cost $500+ for parts and labors. Yet I see you have a recall on many 2007 jeeps for a defective clock spring. I do not drive in dirt, or 4 wheel so I can t understand why under normal driving mine would be bad. I feel this is a defective part and should be covered by the recall. Please advise. A quick google search indicated many other 2008 jeeps have the same problem and no one mentioned it at the dealership. My guess is teh complaint rate is very high, but has not been acknowledged or reported accurately.
*****END OF CUSTOMER EMAIL*****
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center.
Due to the nature of your concern, I would like to discuss this matter with you in more detail. Therefore, I will attempt to call you soon at the phone number you provided in your email.
My name is Sam and I will be your Case Manager. I look forward to assisting you; as such, here is some information that will be helpful for you to have when I contact you:
*Your case number is: [redacted]2
*The Chrysler Case Management telephone number is 877-759-5427
*My direct extension: 4718214
*My work hours are: 1:30 PM-10:00 PM Eastern Time Monday-Friday.
I will contact you in one business day by telephone to review your case with you.
Thanks for contacting us. I look forward to talking to you soon.
Sincerely,
Sam
Customer Service Representative

Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
CONTACT UPDATE - Contact attempt to customer, phone number dialed [redacted]. Agent left message for customer requesting a call back. Agent left call back number and extension, 1-877-759-5427 ext 4718214.
CONTACT UPDATE - Customer contacted email case management line looking for CM SG721. Transferred customer to voicemail.
Mr [redacted] contacted agent back and left a voice message. Customer requested for agent to contact him back with times agent can be reached as he in currently in class.
CONTACT UPDATE - Contact attempt to customer, phone number dialed [redacted]. Agent left message for customer advising that agent is in the office from 1:30 PM to 10:00 PM EST today, 8/7 & 8/8. Agent advised that agent can be reached between those times.
Mr [redacted] contacted agent back. Customer stated he has not replaced the clockspring yet in his vehicle. Customer stated he had his vehicle diagnosed at Chapman Dodge in Las Vegas NV. Agent advised customer that agent will contact the dealership regarding the diagnosis and contact customer back. Agent advised customer that as his vehicle is not part of the recall, agent will look into this for goodwill consideration.
DEALER CONTACT UPDATE - Contact attempt to dealer 68737, phone number dialed 702-558-3000. Agent waited on hold or over 5 minutes. Agent will call back later.
DEALER CONTACT UPDATE - Contact attempt to dealer 68737, phone number dialed 702-558-3000. Agent spoke with SA Vince. SA Vince stated that the customer came in with the airbag light on. SA Vince stated that they pulled code B1B02-driver airs bag squib #1 circuit open. SA Vince stated that according to their flow chart for that code, they would need to replace the clock spring. Agent requested to speak with the SM. SA Vince advised that SM Derek was not available but transferred agent to SM Derek s voicemail. Agent left message for SM Derek requesting a call back. Agent inquired what SM Derek s opinion would be regarding goodwill for the customer in regards to the clockspring repair. Agent left last 8 of customer s VIN, reference number, call back number and extension.
CONTACT UPDATE - Contact attempt to customer, phone number dialed [redacted]. Agent left message for customer that agent has left a message for the SM and agent is waiting to hear back. Agent advised customer that agent will have a co-worker call the dealership tomorrow if the dealer does not call agent back today as agent will be out of the office 8/9 & 8/10. Agent left call back number and extension.
Email from SM Derek.
'Hello Sam,
Mr. [redacted] is the original owner of the vehicle, and he did purchase it from our dealership. His service history shows mostly oil changes and warranty work. Goodwill assistance would be a nice gesture on behalf of Chrysler. I will have his service advisor e-mail the warranty parts and labor prices for the repair. Be advised that Mr. Armstrong has already paid a $110 diagnostic fee, and this amount has already been posted in accounting (it cannot be used as a deductible).
Derrick Goern
Service Manager
Chapman Chrysler & Jeep
702-558-3053'
Email reply to SM Derek.
'Hello Derek,
Thank you for the follow up. I will be out of the office August 9th & 10th, but I will have a co-worker follow-up with the customer. I am looking to offer a $50.00 co-pay to the customer for the repair if you agree with this as he has alreay paid the diagnostic fee. Once I hear back from you I will have the customer set up an appointment for the repair to be done. I will have my emails forwarded to my co-worker while I am out of the office.
Thank you again.
Sam
Case Manager
Chrysler Customer Assistance Center'

Sounds good. Warranty prices:
Part $215.60
Labor $55.60
$50 copay
Warranty claim amount $221.20
Derrick Goern
Service Manager
Chapman Chrysler & Jeep
702-558-3053
*****END OF DEALERSHIP EMAIL*****
CONTACT UPDATE - Contact attempt to customer, phone number dialed [redacted]. Agent left a VM stating she was calling on behalf of her co-worker SG721 and she would like to follow up with him in regards to having his vehicle repaired. Agent left her contact information stating she would be in the office until 5:00 pm EST. Agent left her contact information (ext. 4718147) if he was calling today before 5:00 pm and SG721 s contact information (ext. 4718214) if he was calling back after that.
Mr [redacted] left agent a voice message. Cutsomer requested a call back.
Mr [redacted] contacted agent back. Agent advised csutoemr that agent will cover the repair with a customer co-pay of $50.00. Customer stated that he is more than happy with that. Agent advised csutomer to book an appointment and contact agent back to advised when the repair appointment is. Customer stated that he will be out of town for the next week so it won t be for a couple weeks for the appointment. Agent stated that would be fine, agent just needs to know when to appointment is so agent can send the payment.
Agent will follow-up with customer on 9/4.
Mr [redacted] left agent a voice message. Customer stated he is bringing his vehicle in for repairs next Tuesday 8/28. Agent will contact the dealership to advise of the D2D.
DEALER CONTACT UPDATE - Contact attempt to dealer 68737, phone number dialed 702-558-3000. Agent spoke with SM Derek. Agent confirmed the appointment time. Agent advised SM Derek that agent will be sending the D2D over on 8/27. Agent thanked SM Derek for his time.
As a one-time goodwill gesture, Chrysler will be approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = 215.60
Labor = 55.60
Total = 271.20
Co-pay = 50.00
########## DIRECT-TO-DEALER ##############
Customer Care is sending this file to your dealership because a joint goodwill decision has been made on behalf of our mutual customer.
If this repair falls under the Digital Imaging (DI) process, you will need to follow the DI process of submitting images or the required DI documents to the Powertrain Service Center for claim approval. Be sure to include in your comments that Customer Care is involved. Customer Care will add DM Notes to the VIN describing our decision. These notes are available to the DI group for reference.
When repairs are completed, submit your claim as you would normally.
If you need assistance with claim payment, please refer to Warranty Bulletin D-11-19 or for tech training requirements see Warranty Bulletin D-12-13.
This customer has been informed of this decision.
Please update and/or close CAIR when complete.
##################################
REASSIGNED TO BC/DLR 70 68737 08/27/12 19:46 C[redacted]
DEALER CONTACT UPDATE - Contact attempt to dealer 68737, phone number dialed 702-558-3000. Agent left message for SA Vince. Agent inquired as to the status of the customer s vehicle. Agent left last 8 of customer s VIN, agent s contact number and extension.
SA Vince contacted agent back. SA Vince stated that the customer s vehicle has been repaired and returned. Agent thanked SA Vince for the call back.

CONTACT UPDATE - Contact attempt to customer, phone number dialed [redacted]. Agent spoke with Mr Armstrong. Agent advised customer that agent was advised by the dealer that the vehicle was repaired and returned. Agent inquired how everything was going. Customer stated that the vehicle was running fine. Agent advised customer if they have further questions or concerns to contact agent back by phone or email. Customer thanked agent.
please close
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA241X	8L[redacted]	***Open Date***	08/06/2012	***Built Date***	09/26/2007	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	10/06/2007	***Mileage***	132,733	***Dealer Zone***	51	CHICAGO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PYB	DETONATOR YELLOW CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	41561	GOECKNER BROS INC			
Dealer Address	600 EAST FAYETTE				
Dealer City	EFFINGHAM	***Dealer State***	IL	***Dealer Zip***	62401

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted].	***Home Phone***	
	EFFINGHAM IL [redacted]	***Country***	UNITED STATES

Product - Steering - Steering Wheel / Column - Other - Default	clock spring needs to be replaced
Corporate - Reimbursement - Default - Default - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Talked to dealership about the problems with the air bag system and do not f
eel confident with light coming on and off that it is going to work when ne
eded.
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
We have had the Clock spring in the steering wheel replaced four times
you can look up the history on our jeep and get the data available it has
been replaced 12/30/08,09/15/09,03/08/10 and 03/05/11 We would like the
issue fixed. I would like for someone to contact me about the replacement
of the clock spring and the electrical issues we have had due to this
ongoing problem. Thank you for your time and I look forward to hearing
from you soon on this issue. Aaron McElravy
*****END OF CUSTOMER EMAIL*****
VIN:
8L[redacted]
Mileage:
131500
Servicing Dealer:
Geockmer Bros.,INC.
Title:
Mr.
First Name:
[redacted]
Middle Initial:
W
Last Name:
[redacted]y
Address 1:
[redacted]
Address 2:

City:
Effingham
State:
IL
Zip:
[redacted]
Email:
[redacted]
Work Phone:
[redacted]
Thank you for contacting the Jeep Customer Assistance Center in regards to your 2008 Jeep Wrangler X 4X4 Sport Utility 2-Door.
My name is Sabrina and I have been assigned as your Case Manager and look forward to assisting you. Here is some information that will be helpful to you to have:
You case number is: [redacted]
The Chrysler Case Management telephone number is: 877-759-5427.
My direct extension is: 4718413
My work hours are: 8:00 AM - 6:30 PM Eastern Time, Monday - Thursday.
Thanks again for your email.
Sincerely,
Sabrina
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL*****
Agent contacted customer at [redacted]. Agent spoke to customer who stated that his clock spring needs to be replaced again because his seat belt light goes on and goes off and he has been to the dealership to have it diagnosed. Agent advised customer to pay for the repair and fax in his documentation for reimbursement since this is an issue that keeps recurring.
Agent contacted customer at [redacted]. Agent left VM for customer. Customer called in stating that his wife made an appointment for august 08/17/12. Agent advised customer that she is out of the office at that time and would follow up with him on 08/20/12.
Agent to follow up on 08/20/12.
Agent to follow up on 08/20/12.
Agent to follow up on 08/20/12.
I have attached the invoice the dealership also faxed a copy thank you again
for your help.
Aaron McElravy
*****END OF CUSTOMER EMAIL*****
Dear [redacted]:
Thank you for contacting the Jeep Customer Assistance Center in regards to your 2008 Jeep Wrangler X 4X4 Sport Utility 2-Door.
Unfortunately I am unable to receive documentation through email. I will wait and see if the fax comes in. Once I have received it I will be contacting you by phone. Or I can send you a documentation link where you are able to attach the invoice and proof of payment, let me know what you would prefer.
Thanks again for your email.
Sincerely,
Sabrina
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL*****
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2012-08-17 @ 13:35
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2012-08-17 @ 13:36
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2012-08-20 @ 09:41
***** Customer Document Received *****
Customer has submitted request for goodwill for repairs to clock spring.

Customer has paid out of pocket. Writer is suggesting reimbursement as a goodwill gesture per customer satisfaction.
Customer s proof of payment is: cash on receipt
Date of Repair:08/17/12
In-Service Date:10/06/2007
Original Owner: yes
Mileage:132,733
Loyalty: 1 new
Multiple Repairs: yes 4 +
Authorized Chrysler Dealership: 41561
Service Contract/Warranty: 799
Out-of-Pocket:
Labor $105.00
Parts $257.00
Misc. $n/a
Tax $16.71
Writer is submitting check for approval in the amount of $378.71
Agent contacted customer at [redacted] left VM for customer stating that she is submitting the check in the full amount and he should be receiving it within 10 to 15 business days and to contact agent back if he requires further assistance.
****
Need PoP. Please contact dealership for confirmation.
Document contact name, contact position, & payment method!!
Reassign to dkv for final process. Tnx.
****
Agent contacted dealership GOECKNER BROS INC (41561) at 217-342-3355.
Agent left message for service to contact agent to confirm payment.
Pat Service Manager from dealership (41561) called in stating that the customer has paid for the repair and he had paid by check.
Reassigning to DKV for finaly process.
Line correction 128 final not finaly
****
Approved and Processed
****
Sabrina,
I would like to THANK YOU; I did receive the reimbursement for the reoccurring repairs all lights are off on the information center. We are ready to trade that jeep off for a new one we are negotiating with our dealership and were hoping you could do something extra for us, we are buying a 2013. We left the dealership on Saturday about $1300.00 off; they
are going to call me on Tuesday to see if they can even get the wrangler from another dealership. You would question looking over our jeep history why we would purchase another jeep. We bought our first new jeep wrangler in
2000 and have had a great experience; we are loyal customers and take pride
in owning a jeep let me know if you would be willing to help out in any way
possible. The jeep we are trying to get is 400 miles away VIN # 1C4AJWAG9DL[redacted] and the dealership we are negotiating with is
Goeckner Bros.,INC.
600 E. Fayette Avenue
Effingham, IL. 62401
217-342-3355
Thank you for your time and I look forward to hearing from you,
[redacted]
*****END OF CUSTOMER EMAIL*****
Agent contacted customer at 2[redacted] Agent left VM for customer.
Customer left a VM stating to contact him at 2[redacted] because he has a few questions for agent.
Customer left a VM stating to call him at [redacted]
Agent contacted customer at [redacted]. Agent spoke to customer who stated that he has been out of town and he did receive the check.
Customer stated that him and his wife have ordered a 2013 Jeep and are

currently waiting for it to be built and delivered and were seeking some kind of program that they could get since they have had so many issues with the previous vehicle. Agent advised customer there is no special program but agent is willing to offer them an essential care package when they get their new vehicle which gives them $20.00 off the oil and filter changes when done at a dealership. Customer stated that he would appreciate it. Agent advised customer to call agent when he gets the new vehicle so the service contract can be added.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3912	9L7[redacted]	**Open Date**	08/06/2012	**Built Date**	08/12/2008	
Model Year	2009	**Body**	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	09/03/2008	**Mileage**	74,360	**Dealer Zone**			
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	WILLIAMSTOWN MO 6[redacted]	**Country**	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	reimbursement for the L37 recall
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	replaced the clock spring
Corporate - Recall - Default - Default - Default	requesting reimbursement for the L37

POSTMARK DATE: 073112; DATE RECEIVED: 080312
Writer verified customer s information to match coin, invoice and envelope.
Customer is requesting reimbursement for the replacement of the clock spring.
Writer searched vip and the L37 recall is attached to this vehicle.
Writer will call Acer Elder Automotive @ 573-288-0300 for repair information.
Writer will call Acer Elder Automotive @ 573-288-0300.
Writer spoke with Jeff who stated he is the mechanic, boss and secretary. Jeff searched for the information with the customer s name and advised the air bag light had been on, the horn did not work and the clock spring was replaced. Jeff stated the transmission lines were leaking at the quick connect and the connector was replaced.
Writer will contact the customer @[redacted] for proof of payment.
Writer spoke with customer s daughter and advised this is Debbie from Chrysler reimbursement. Customer s daughter stated she is at work. Writer advised an invoice was sent and writer is seeking payment information. Writer supplied 855-675-9291, cair number and extension 4718492 advising customer s daughter writer would be in the office until 5:00 pm est time. Customer s daughter stated she will give the message to her mother.
Writer received a call from [redacted]. Writer advised proof of payment is required. [redacted] stated a check was written for payment. Writer supplied the fax number 877-768-5076 and asked [redacted] to write the case number on the page. Lora will sent as soon as possible. Writer advised the customer to contact the local dealership at her convenience to have the recall closed as reminder notices will be sent. Lora understood and stated the dealership is quite a distance away.
Writer searched and documents have not arrived.
Writer searched and documents have not arrived. Writer will call the customer August 15, 2012 to see if the documents have arrived and advise the case will remain open for one more week and then closed.

Writer will [redacted]
Writer left a message with the daughter with the phone contact information, Lora just came home and writer will wait for her to come to the phone. Writer spoke with advising this was a follow up call to see if the payment information had been located. Lora advised the information had been located and will be sent. Lora verified the fax number 877-768-5076.
Writer received a voice message from the customer dated August 16, 2012 @ 4:33 p.m. asking if the documents have arrived.
Writer will call the customer to advise the documents have not arrived as of yet.
Writer will call [redacted].
Writer will call [redacted]
Writer spoke with Lora s daughter who stated [redacted] was not home at this time. Writer asked Lora s daughter giver her mother a message, writer advised the fax did not come. Writer asked if it could be sent once more and write the case number on the page. Writer supplied fax 877-768-5076, and cair number.
Writer advised writer will call Monday to advise if the fax came in.
Writer will call IRF for verification Monday August 20, 2012 if documentation has not arrived as customer will have made two attempts to send it.
Writer received a voice message dated August 17, 2012 @ 12:27 p.m. from [redacted] asking for an email link. Lora Phillips asked the writer to call the house and speak with her daughter.
Writer will call [redacted].
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2012-08-17 @ 13:51
Writer spoke with [redacted] daughter who supplied the email [redacted] to scan and send the documents.
****** Below Customer Contacted for Documentation Request ******
[redacted]m on 2012-08-17 @ 16:45
****** Customer Document Received ******
Writer will submit a check for approval as the customer has sent in the required documents. Writer advise the customer to contact the dealership to have the recall closed in an earlier conversation 08/07/12.
****
RECALL - Clock Spring L37
****
Customer submitted request for reimbursement for recall L37 for the clock spring.
Customer s proof of payment is: check
Recall applies to customer s vehicle:yes
Date of repair:12/16/11
Invoice [redacted]
Labor $45.00
Parts $247.67
Tax $17.69 (7.1%)
Misc. Charges $1.49
Total $311.85
Writer is submitting check for approval in the amount of $ 311.85
**********APPROVED**********

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4BJWDG7	CL2[redacted]	**Open Date**	08/06/2012	**Built Date**	02/14/2012	
Model Year	2012	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	06/12/2012	**Mileage**	3,950	**Dealer Zone**	74	DENVER	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PL4	CRUSH CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION					

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]
	LANSING MI 4[redacted]	**Country**	UNITED STATES

Product - Engine - Unknown - Overheated - Default	Customer states the vehicle is overheating
Product - Cooling System - Unknown - Other - Default	intermittent operation

Briefly summarize why the customer is contacting Chrysler: Customer called to report that she has been having ongoing issues with her vehicle. Customer states that at approximately 200 miles there was wiring issues with the vehicle not being wired correctly. Customer states shortly after that she had an issue with the airbag lights coming on. Customer states that she recently had the dealer repair the lift kit bolts that was on this vehicle at the time of sale. Customer sattes that now the vehicle is overheating and the fan constantly kicks on. Customer states that she is upset that she feels the dealership s have not been really helpful and have never offered rental and that their shuttle service does not work based on the time she works.
Briefly summarize what the customer is expecting:Customer is seeking assistance in having these issues resolved and would like to have a rental vehicle during the repairs
Customer advised a call back is required and will take place within one business day.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]
Who has possession of the vehicle? Customer
Has the vehicle been diagnosed by a CDJ dealer? No
If a CDJ dealer has diagnosed, what is the dealer name or code? 24230
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District 88N * * * * * *
Status update provided via email to the following email address:
[redacted]
Hello
My name is Linda and I am sending this email on behalf of your case manager Jackson

Here is some information that will be helpful for you to have.
Your case [redacted]
Chrysler case management telephone number 1-800-763-8422
My extension is 66270
My work hours are 9:00 am to 5:30 pm MST Monday Friday
I will contact you within one business day by telephone to review your case
End of Status Update
Vehicle history: Original Owner,
Household: 1 New 1 Used
OOW: under warranty
Service contract: Essential Care 2 yr/4 oil change exp: 07/30/2014
CONTACT UPDATE - 1st Contact attempt, as per lines 27-36.
Status update provided via email to the following email address: [redacted]
please give us a call at 1-800-763-8422 EXT 66270.
End of Status Update
3rd attempt made to contact customer. Left message. CM will follow up on 08/13.
Writer emailed Aaron, Service Manager at 24230, to request input regarding the customer s rental vehicle request.
Writer called Ms. Emmons to discuss the case. Customer advised her work schedule does not allow for use of the dealer shuttle that is at 3:30 pm when customer is off work at 5:00 pm. Customer advised the drop off time in the morning is okay. Customer advised she is leaving for a week and will return on 8/20/12. Writer advised USCAC needs a diagnosis to make a decision regarding rental assistance. Writer advised customer of the intent to inquire if the dealership can make an exception to help with a shuttle or a ride when she leaves work. Writer advised customer of the intent to call on 8/14/12 with an update.
Writer emailed Aaron, Service Manager at 24230, to inquire if customer would be able to receive transportation assistance.
Aaron, Service Manager at 24230, emailed writer to advise the last courtesy shuttle leaves at 4:30 pm. SM Aaron advised that typically there are a few people that need to be picked up at 5:00 pm. SM Aaron advised the customer may need to work with the dealership regarding the shuttle pick-up.
Writer called Ms [redacted] to discuss the case. Writer provided information from narrative lines 62-66. Writer recommended speaking with the service manager when arranging transportation via the courtesy shuttle. Writer advised customer of the intent to call on 8/20/12 to discuss the case further. Customer advised the A/C is not working in addition to the other concerns.
Writer called Ms. [redacted]. Left message.
2nd attempt made to contact customer. Left message.
3rd attempt made to contact customer. Customer stated she has scheduled an appointment to have the vehicle diagnosed on 8/27/12 at dealer 38356. Writer advised customer of the intent to follow-up on 8/27/12 regarding the diagnosis.
Writer called Chris, Service Manager at 38356. Left message.
Writer called Chris, Service Manager at 38356. Left message.
Writer called Ms. [redacted] Left message.
Writer called Chris, Service Manager at 38356. Left message.
Writer called Chris, Service Manager at 38356. SM Chris advised the customer had a reservation but it was cancelled.
2nd attempt made to contact customer. Writer left message advising customer of the intent to call back in 7 days regarding a diagnosis.
Status update provided via email to the following email address: [redacted]
I received an update from Perkins Motor Company that your appointment on 8/27/12 was cancelled. I will call you again in one week to learn if you have been able to arrange another appointment. If you need to speak with me, please call 1-800-763-8422, extension 66270. Thank you.
End of Status Update
Writer called Chris, Service Manager at 38356. SM Chris advised the vehicle came in this morning but the technician is still working on the

vehicle. SM Chris advised writer can call back in an hour to get an update.
Writer called Chris, Service Manager at 38356. Left message.
Chris, Service Manager at 38356. SM Chris advised the dealer personnel have not been able to duplicate any of the customer s concerns. SM Chris inquired what work dealer 24230 has completed so far regarding the concerns. Writer advised SM Chris of the intent to contact Aaron, Service Manager at 24230, to inquire what work has been completed on the vehicle at dealer 24230.
Writer emailed Aaron, Service Manager at 24230, requesting information regarding A/C and overheating.
Aaron, Service Manager at 24230, emailed writer. SM Aaron advised the dealer has never inspected the vehicle for overheating or A/C concerns.
Writer called Chris, Service Manager at 38356. Left message.
Writer called Chris, Service Manager at 38356. Left message.
Writer called Chris, Service Manager at 38356. Left message.
Writer called Chris, Service Manager at 38356. SM Chris advised the service department was not able to duplicate any concerns so customer will need to come back if the concern occurs again.
Writer called Ms. [redacted]. Left message.
Status update provided via email to the following email address:
[redacted]
I received an update regarding the inspection completed on your 2012 Jeep Wrangler by Perkins Motor Co. and wanted to discuss this information with you. I attempted to reach you on September 11 but was only able to leave a message. When you are next able, please give me a call at 1-800-763-8422, extension 66270. Thank you.
End of Status Update
Customer called to speak with her CM, customer disconnected the call.
Writer called Ms [redacted]. Left message.
Writer called customer to discuss the case. Customer stated the concern with the A/C is very intermittent so customer will wait on the concern and address it further in the future if the problem becomes more persistent. Customer stated the concern with the fan has been corrected even though the dealership personnel were not able to duplicate the concern. Writer advised the case will be a permanent record and customer can call USCAC for further help in the future if needed.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6912	9L[redacted]	**Open Date**	08/07/2012	**Built Date**	03/19/2009	
Model Year	2009	**Body**	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	03/25/2009	**Mileage**	89,200	**Dealer Zone**	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	**Market**	U	US		
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45454	CLASSIC DODGE CHRYSLER JEEP			
Dealer Address	4984 S I-35 E				
Dealer City	DENTON	**Dealer State**	TX	**Dealer Zip**	76210

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer alleges air bag light is on
Product - Electrical - Power Windows - Intermittent or Inoperative - F. Door-Driver	Customer alleges window will not roll down sometimes
Product - Electrical - Power Windows - Intermittent or Inoperative - F. Door-Pass	Customer alleges window will not roll down sometimes
Recall - J31: TRANSMISSION FLUID TEMPERATURE WARNING - Advise Owner/Incomplete Recall	Customer states they will have this completed
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	Customer will complete

Briefly summarize why the customer is contacting Chrysler: Customer states that when they purchased the vehicle they were told that it was used by a doctor s wife for grocery shopping. Customer found papers in glove box that vehicle was a rental car. Customer also thinks vehicle has been repainted as the quality of paint is very poor. Customer states the Airbag light is on.
Briefly summarize what the customer is expecting: Customer seeking assistance for airbag light.
Customer will be completing recalls at the Karl Klement.
*****
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: declined
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? 43570
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District U * * * * * *
2nd owner PURCHASED: 10/20/10
2 used

Currently owns 1 in household
OOW - 52k miles and 4 months
No SC
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Agent spoke with customer. Customer claims he contacted Allen Samuels and they were rude to him when he called. Customer claims the dealership has lied to him about the previous owner of the vehicle. Customer states he has a friend who used to work with Chrysler and he advised him there is a problem in the steering column. Customer states his front windows would not roll down and he had to turn the vehicle off and on for them to work. Customer feels the vehicle has been in a wreck because of the paint job on the vehicle. Customer feels Allen Samuels was not honest in the sale. Agent advised customer we will document his complaint with Allen Samuels. Agent advised customer he has 14 days to obtain a diagnosis on the vehicle. Customer states he does not know when he can take the vehicle in because this is his only vehicle. Agent advised customer she will set a follow up 7 days from today to verify if vehicle has been in. Customer provided email address;
[redacted]
Status update provided via email to the following email address:
[redacted]
Hello my name is Chelsea and I have been assigned as your Case Manager.
Here is some information that will be helpful for you to have:
Your case number [redacted]
The Chrysler Case Management telephone number is: 800-763-8422
My direct extension: 66360
My work hours are: 10:30am 7pm Central Time Monday Friday
I will contact you within one business day by telephone to review your case with you.
Thank you,
Chelsea
This is a generated email. Please do not respond.
End of Status Update
MR [redacted] called, requesting to speak with Chelsea CL550, agent transferred to:1-800-763-8422 ext. 66360.
Caller [redacted] requesting to speak with Case Manager
Customer is contacting Chrysler seeking to talk to his CM. Agent transferred customer over to extension 66360
Case manager not available, nic YO437
took the call
Customer called in and stated that the dealership told him that the clock sping, main window switch and body needs to be repainted. Customer wanted to know if there was any way that he can get assistance with the repairs. He stated that the car was in an accident and there are several spots where the paint needed to be fixed. Customer stated that the repairs can be fixed today if the dealership can get a decision today. Customer stated that he is not willing to pay any thing out of pocket because the clock spring is a common issue, the dealership lied to him and the car fax is incorrect. Writer explained to him that car fax buys the information reported to the state and there for provide it to the customer, he is the second owner for the car with no service contract to help aid in the repairs, no recalls for a clock spring and that the car is out of warranty. If he is expecting to pay nothing out of pocket then we may not be able to further assist as this is an expectation we can not meet. Customer told writer to call the dealership and obtain the diagnoses information and then see what can be done. Writer told him that they will be called but if theses repairs are related to any accidents or non warrantable defects then Chrysler will not assist.
Writer called to the dealership and spoke with the service advisor Shaun and he stated that the customers Jeep is not in their shop. Writer will ask the case manager to follow up with the customer to correct the dealership
Caller [redacted] requesting to speak with Case Manager.
Transferred to:
He stated he needs decision.
Case manager not in yet, nic MH1301

took the call
Customer called looking for his case manger CL550. Customer said clock spring is out again. Customer said they found paper saying the vehicle was used for a rental vehicle and he isn t happy about that. Customer needs to know what is going to happen with the vehicle he needs the vehicle today.
Writer called dealer and asked to speak with Service Advisor Sean. SA said the vehicle isn t there.
Writer called customer. Customer said he went to another dealer. Customer is going to dealer 45454.
Writer called dealer and asked to speak with Service Manger Dan at 45454. SM said the vehicle came in yesterday. SM said this is the first time the customer has been to this dealership. SM said the customer declined repairs and he needs maintenance. SM said needs a clock spring went bad. Normal price $477.00. SM said to have the customer talk to him or his Service Advisor Bobby.
Part $215.60
Labor $132.45
Total $348.05
Co-pay $250.00
Writer called customer. Writer let customer know lines 99-108. Customer was fine with the co-pay.
As a one-time goodwill gesture, Chrysler will be approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $215.60
Labor = $132.45
Total = $348.05
Co-pay = $250.00
########## DIRECT-TO-DEALER ##########
Customer Care is sending this file to your dealership because a joint goodwill decision has been made on behalf of our mutual customer.
If this repair falls under the Digital Imaging (DI) process, you will need to follow the DI process of submitting images or the required DI documents to the Powertrain Service Center for claim approval. Be sure to include in your comments that Customer Care is involved. Customer Care will add DM Notes to the VIN describing our decision. These notes are available to the DI group for reference.
When repairs are completed, submit your claim as you would normally.
If you need assistance with claim payment, please refer to Warranty Bulletin D-11-19 or for tech training requirements see Warranty Bulletin D-12-13.
This customer has been informed of this decision.
Please update and/or close CAIR when complete.
##########
Dealer Phone : Service Manager unavailable did not leave voicemail. Agent spoke with Katie and Bobby. (SA) states the customers vehicle is repaired and has been gone since 8/16/12
2nd attempt made to contact customer. Left message.
Status update provided via email to the following email address:
[redacted]
Good evening! I am trying to reach you to confirm the repairs made to your vehicle. I will set a follow up date 7 days from today and if I have no response, I will assume the repairs are complete and the case can be closed. If you have any other concerns with your vehicle please contact your dealership.
Thank you and have a great day!
Chelsea
End of Status Update
MR [redacted] K called to say he is happy with the work and terms done.
He does not need to be called back.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA6H18	AL[redacted]	**Open Date**	08/07/2012	**Built Date**	05/20/2010	
Model Year	2010	**Body**	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	02/26/2011	**Mileage**	47,408	**Dealer Zone**	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60026	BAKERSFIELD CHRYSLER JEEP			
Dealer Address	3101 CATTLE DRIVE				
Dealer City	BAKERSFIELD	**Dealer State**	CA	**Dealer Zip**	93313

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

Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default	2010 JEEP WRANGLER UNLIMITED RUBICON 4X4
Product - Exhaust - Unknown - Leaks - Default	Exhaust Leak

Dealer called in stating they have an ECS customer dropping off vehicle for service.
Dealer Code: 60026
Service Manager/Service Advisor Name: SA Lona
Service Manager/Service Advisor Phone: 661-396-4044
Technician working on vehicle: n/a
VIN: 1J4BA6H18AL[redacted]
Mileage: 47408
Customer Name: MR[redacted]
Customer best contact number: [redacted]
Descriptions of issue: Exhaust Leak
Writer verified dealer offered a free rental to ECS customer. Yes
Writer provided dealer with phone number 866-275-1420 and extension 4720283.
See Webdapis-
Writer emailed to have H restriction added back on. customer was apart of ECS back on 3/12.. currently customer is @ dealership 60026 for exhaust repairs.
1st attempt - writer left VM.
Writer received call from Customer stating that exhaust manifold and gasket were replaced which seemed to fix the concern. Writer advised that writer will follow up in 7 days and provided extension to customer.
Customer thanked writer.
7 DAY FOLLOW UP
Writer contacted customer to follow up. Customer states vehicle is running better and concerns are resolved. Writer to close CAIR.
Dealer called in stating they have an ECS customer dropping off vehicle for service.
Dealer Code: 60026- BAKERSFIELD CHRYSLER JEEP.

Service Manager/Service Advisor Name: SA Lona #661-396-4044
Service Manager/Service Advisor Phone: SM David Owens #661-396-4044
Mileage: 49,969
Customer Name: [redacted]
Customer best contact number: 6[redacted]
Descriptions of issue:
1)Airbag Light On.
2)Cruise Control InOperative.
Yes, Customer in rental.
Writer contacted customer to advise that writer is aware that vehicle is back at dealer. Customer is requesting larger rental like grand cherokee, as customer was placed into a compact. Writer will contact Enterprise. Customer thanked writer.
Writer contacted dealer and spoke to SA. SA provided Enterprise #661.833.6606.
Writer contacted Enterprise and spoke to Lucy. Lucy states that customer can be traded into a Jeep Liberty. Writer was transferred to Jon. Jon states customer is in a grand cherokee at the moment, but enterprise has a mini van and a dodge avenger available. Writer will advise customer. Writer left VM for Customer.
SA Lonna called to report back to TS. Writer provided contact number for TS and transferred call to TS.
Writer contacted SA Lona. SA states that dealer had to order an airbag lock spring, which will resolve airbag light & cruise control. Writer thanked SA.
Writer contacted customer to advise dealer has ordered parts, parts arrived and repairs should be complete. Customer thanked writer.
Writer received call from SA Lona looking to speak with TS Jon. Writer transferred to TS.
7 DAY FOLLOW UP
Writer contacted Customer to follow up on repairs. Customer states everything works, repairs are fine, and customer is 'golden'. Writer to close CAIR.
Writer trans customer to AD1020 VM per customer request.
Writer received call from Customer stating that A/C quit working. Writer advised that there is an open recall as well. Customer would like to go to dealer and needs rental, customer will contact dealer to setup appt and advise writer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3914	7L[redacted]	**Open Date**	08/08/2012	**Built Date**	12/13/2006	
Model Year	2007	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	03/12/2007	**Mileage**	74,000	**Dealer Zone**			
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Owner	[redacted]	**Contact Type**	E-MAIL
Address	[redacted]	**Home Phone**	[redacted]
	AUSTIN TX[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light stays on.
Corporate - Recall - Default - Default - Default	Customer looking for recall information on the clock spring.

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Bought a used 2007 Jeep Wrangler and the air bag light comes on and stays on . I ve been reading and it appears to be common problem. Wanted to know if there was ever a recall or if there is some way I can have that replaced.
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Read that some people were able to have the clockspring replaced by Jeep at
the dealership. Just wanted to inquire about that. Thanks!
*****END OF CUSTOMER EMAIL*****
X41 CLOCKSPRING 120 Months or 150,000 Miles from the in service date of March 12, 2007.
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center regarding your 2007 Jeep Wrangler.
Due to the nature of your concern, I would like to discuss this matter with you in more detail.
My name is Eileen and I will be your Case Manager. I will attempt to contact you at the phone number provided in your email at 5[redacted] within one business day. If you wish to be reached at an alternative number, please respond to this email so I may update your file appropriately.
I look forward to assisting you; as such, here is some information that will be helpful for you to have when I contact you:
*Your case number is: [redacted]
*The Chrysler Case Management telephone number is 877-759-5427
*My direct extension: 4718372
If you need immediate assistance, please call the Customer Care Center at 1-877-IAM-JEEP (426-5337). Before calling, please have the following information handy.
Vehicle owner name
Vehicle owner address
Day and evening phone numbers
Vehicle Identification Number (VIN)
Current vehicle mileage

Further explanation of the problem
Thanks for contacting us. I look forward to talking to you soon.
Sincerely,
Eileen
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
CONTACT UPDATE - Contact attempt, phone number dialed 5[redacted]. Left voicemail requesting call back.
CONTACT UPDATE - Contact attempt, phone number dialed [redacted]. Left voicemail for the customer requesting a call back regarding her air bag light being on. Informed we do show some information on her file that might assist with that issue, could she please call me to go over it.
Left contact information:
Phone number: 1-877-759-5427
Extension: 4718372
*****END OF VOICEMAIL LEFT FOR CUSTOMER*****
Customer returned my call regarding the clock spring inquiry. CM informed the customer that she has the X41 Clockspring extended warranty till 120 Months or 150,000 Miles. Customer asked what she needs to do. CM informed that she would have to contact a dealership to have the vehicle diagnosed. Informed the customer that if the cause does not fall under the extended warranty they would have to pay for the repair but, if under warranty then it would be covered. Customer advised that her husband travels for work and she doesn t know when they will get it in, he won t be back for a week at least. CM informed that I can keep the file open and follow with her through the repairs. Customer thanked but said that was ok, close the file, they will call if they have any problems.
*****END OF NARRATIVE*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA5416	7L[redacted]63	**Open Date**	08/08/2012	**Built Date**	11/21/2006	
Model Year	2007	**Body**	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	12/06/2006	**Mileage**	71,403	**Dealer Zone**	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PBM	STEEL BLUE METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68472	NORTH POINT CHRY-JEEP INC			
Dealer Address	7726 NORTHPOINT BLVD				
Dealer City	WINSTON-SALEM	**Dealer State**	NC	**Dealer Zip**	27106

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	WINSTON SALEM NC 2[redacted]	**Country**	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	Reimbursement for repairs that were completed.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	continuous issue with the lights coming on

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
[redacted] stated that the airbag light came on again that is located on the instrument panel. Customer stated that he has continuous issue with the lights coming on. Customer stated that he just paid for this repair but he doesn t want to continue to pay for repairs.
Briefly summarize what the customer is expecting:
[redacted] requested reimbursement and that fix be found for this issue.
****End structured narrative T2 - Beginning Narrative
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]7
Preferred Afternoon/Evening call back number is 3[redacted]
Customer email address for case updates: w[redacted]
Who has possession of the vehicle? customer
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District 96Ù * * * * * *
Status update provided via email to the following email address:
[redacted]et
Dear Mr. [redacted]
My name is Rebekah and I have been assigned as your Case Manager.
Here is some information that will be helpful for you to have:
Your case number is 2[redacted]
The Chrysler Case Management telephone number is 855-525-5085
My direct extension is 4720327.
My work hours are Monday Friday from 9:30 A.M. until 6:00 P.M. EST.

I will contact you within one business day to review your case with you.
Case Manager
End of Status Update
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted].
CM contacted customer and was informed the check engine light came on. Customer stated that 3 years ago there was a lightening storm and the entire vehicle shut off. Customer stated the SM stated he needed his computer updated/flashed. Customer is disappointed because the engine light still comes on. CM requested that customer take vehicle to Dlr for diagnosis. Customer will take vehicle in the morning. CM to follow up with Dlr.
CM contacted SM and left message informing that customer will be bringing vehicle to Dlr 6847 tomorrow.
Customer is calling to speak with CM. Agent provided CAIR#[redacted] and completed a transfer to RW612 at 1-855-525-5085 ext. 4720327.
CM contacted SM and left voice mail.
CM returned call to customer and was informed the vehicle is at the dealership. CM to follow up with SM.
CM received call from SA and returned call, SA stated the customer brought in the vehicle and informed them that Chrysler is going to call them and authorize the diagnostic. CM advised the customer was informed that they need to take the vehicle to the Dlr for diagnosis. CM did not state that Chrysler would authorize the diagnostic. CM informed SA that CM is looking to assist. SA stated they would start on the diagnostic.
CM contacted customer and advised the vehicle is being taken in for diagnosis.
CM received call from Dlr and was informed the battery needs to be replaced. SA stated the voltage is extremely low on the battery. CM to follow up with customer.
CM contacted customer and advised the Dlr stated the battery needed to be replaced on the vehicle. Customer unhappy that he has been having issues with the vehicle since the alternator was replaced 2 years ago. CM informed customer the intermittenet issues with the vehicle between then and now, are legitimate concerns and were found during the diagnostic for the vehicle. Customer satisfied with the answer. CM closing case.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6413	9L[redacted]	***Open Date***	08/08/2012	***Built Date***	03/20/2009	
Model Year	2009	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	04/07/2009	***Mileage***	31,000	***Dealer Zone***	74	DENVER	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	60415	FORT COLLINS DODGE CHRYSLER JEEP			
Dealer Address	3835 S COLLEGE AVE				
Dealer City	FORT COLLINS	***Dealer State***	CO	***Dealer Zip***	80525

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light comes on all the time

Briefly summarize why the customer is contacting Chrysler: Customer states the vehicle s air bag light came on. Customer took the dealership to and they could not get the vehicle in for a week. Customer took the vehicle to an IRF and they looked at it and they stated that it was the clock spring replaced. IRF stated to customer that there is a recall for this. Agent advised customer to get the vehicle to another dealership for further assistance. Agent advised customer of
Prestige Chrysler Dodge Jeep Inc.
19.39 miles away
200 alpine street longmont , CO 80501-6033303-651-3000
Briefly summarize what the customer is expecting: Customer wants to get his air bag light fixed

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2412	8L[redacted]	***Open Date***	08/09/2012	***Built Date***	11/30/2007	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	06/30/2008	***Mileage***	16,000	***Dealer Zone***	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	23132	BEGNAL CHRYSLER PLYMOUTH JEEP	EAGLE		
Dealer Address	515 ALBANY AVENUE				
Dealer City	KINGSTON	***Dealer State***	NY	***Dealer Zip***	12401

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	NAPANOCH NY 1[redacted]4	***Country***	UNITED STATES

Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	INNER FENDER LINERS
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	MOPAR TOW BAR
Recall - L05: TRANSMISSION COOLER LINES - Advise Owner/Incomplete Recall	TRANSMISSION COOLER LINES
Corporate - Warranty Coverage - Default - Default - Default	X32 inlet check valve
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	air bag light on
Product - Fuel System - Fuel Tank - Leaks - Default	gas spits out

Customer calls seeking recall information. Advised the customer of incomplete recall L05,K13,J24Ù for this vehicle. Customer was advised to
contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair. Customer states their air bag light comes on and their gas spits out. Advised of the extended warranty and to have airbag diagnosed by DLR.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5919	8L[redacted]	***Open Date***	08/10/2012	***Built Date***	10/22/2007	
Model Year	2008	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	10/29/2007	***Mileage***	37,601	***Dealer Zone***	51	CHICAGO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PJR	RESCUE GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	05475	STERNBERG CHRYSLER CENTER INC			
Dealer Address	1781 HIGHWAY 231				
Dealer City	JASPER	***Dealer State***	IN	***Dealer Zip***	47546

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	JASPER IN[redacted]-	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light
Product - Electrical - Horn - Other - Default	Horn dont work

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer called seeking recall information. The customer bought a vehicle about 2 months ago and when they bought it the horn did not work and the air bag light is on. The customer took the vehicle to the dealership and they diagnoses the issue as being the clockspring. The customer has decided not to have it fixed but wanted to file a complaint in hopes of making the issue a recall. Agent advised customer of the completed recalls on her vehicle.
Briefly summarize what the customer is expecting:
Customer is expecting recall information.
****End structured narrative T2 - Beginning Narrative
Matrix Override approved by PG725
Who has possession of the vehicle?Owner
Has an authorized dealer diagnosed the vehicle?N/A
If a CDJR dealer has diagnosed, what is the dealer name and code?N/A
Customer advised a call back will take place within one business day.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates:N/A
Reassigned to:88F
* * * * * CASE MANAGER TEAM - District 88P * * * * * *
Customer Profile
Servicing Dealership- Washington Chrysler Center INC
Ownership- 2nd Owner- Purchase Date 08/10/2012- Mileage 28,365
Owned- 1 Used Vehicle
Used- 1 Vehicle
Currently Owns- 1 Used Vehicle
Service Contract- Owner Care Convenience Upgrade 36 Months
Out Of Warranty

Time- October 29, 2010
Mileage- 1,000
Pilot Program 2/24- No
Previous CAIR s- None
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]6. Left message
Agent spoke with Scott the Service Writer about customer s vehicle concern. As per Scott has not seen this customer on this vehicle concern not sure what information is being needed on a concern that has been diagnosed at the dealership
Contact attempt, phone number dialed, 8[redacted] Customer states her vehicle was taken to dealership 05475. customer would like cost assistance with repairs. writer will update information.
Contact attempt, phone number dialed, 8[redacted]. unable to leave voicemail.
Contact attempt, phone number dialed [redacted]. left message
Agent left message for Service Manager Tom at 812-771-2262. Agent was requesting SM Tom to call back with more information on the customer s case
Agent spoke with the Service Manager Tom about customer s vehicle concern. SM Tom states that the vehicle is at the dealership as of now and the diagnosis is the clock spring needs to be replace. SM Tom is willing to assist and work with CAC and accept an RA from agent. Warranty prices are as follows: Parts $215.60 Labor $ 34.15 Total $ 249.75 SM Tom and agent have come to the agreement of customer Co Pay $125.00 which will be about a 50/50 for repairs
Agent left customer a message at [redacted]6 informing customer that CAC is willing to assist with repairs and agent has an offer on a Co Pay
Agent received a call from customer who states had to pay $80.00 for the diagnosis fee customer has the vehicle because the dealership was running late. Customer still needs to the vehicle in for repairs/replacement of the clock spring. Agent informed the customer of the offer of customer co pay $125.00 customer wanted to know about the diagnostic fee of $80.00 agent inform customer can t change the diagnostic fee charge but will provide new offer of customer co pay of $100.00 dollars. Customer stated will talk to husband and will call back tomorrow
Agent left message for customer in regards to customer accepting agent s off of $100.00 co pay
Agent dialed customer [redacted]. Person that answered the call stated that they don t speak english and agent has the wrong number agaent dialed the same number again and verified the number to make sure of no mistakes same person had answered the call
Agent spoke with customer who states is still waiting on the husband for an answer to agent s offer of a $100.00 co pay
Agent emailed Service Manager Tom to see if the customer has accpeted agents offer of a $100.00 co pay for repairs and to see if an appointment ha been scheduled by customer
Agent left a message for the Service Manager Tom at 812-482-5125 regarding if the customer has made an appointment to have repairs completed
Agent spoke with customer about the offer that was made for customer co pay of $100.00. Customer is requesting information on vehicle concerns wants to know if these vehicle concerns that need replacing ever have a recall on it will the customer get reimbursed. Agent states customer needs to save the repair invoice as well as the proof of payment and if a recall is put out on this vehicle concern customer needs to send in required documents for further reviewing for possible reimbursement. Customer states has accepted agent s offer for a $100.00 co pay on current repairs. Customer states will contact dealership an schedule an appointment for repairs to be completed
Agent spoke the Service Manager Tom at 812-771-2262 to further review and discuss the customer s vehicle concerns. SM Tom states has no record of this customer never seen or heard of this customer can t provide agent an update
Agent left customer a messagerequesting a call back from customer
Agent spoke with the Service Manager Tom to see if the customer has

scheduled an appointment to have the clock spring replacement repairs completed. SM Tom states last time the customer has contacted the dealership was back on 08/09/2012 when the vehicle was first diagnosed
Agent left customer a message in regards to having no appointment scheduled for clock spring replacement repairs to be completed. Agent informed the customer on the message that a time frame of 7 days will be given to the customer to schedule an appointment to have the repairs completed or the case will be closing
Agent spoke with Stacy in the service department to see if the customer has scheduled an appointment to have the clock spring replacement repairs completed. As per Stacy customer has no appointment scheduled for repairs to be completed
Agent spoke with customer to inform the customer that no appointment has been been made by customer as per Stacy in the service department.
Customer states has made contact with the dealership has spoken with the Service Manager Tom the part was no available was suppose to get back in contact with the customer when the part does arrive
Agent receieved a voice mail from Stacy that the customer has an appointment set for Thursday
Agent spoke with customer who has confirmed that an appointment is scheduled for Thursday at 2:00PM
Agent spoke with Stacy in the service department about the customer s clock spring replacement repairs being completed. Agent is calling in regards to getting warranty pricing from Stacy. Stacy states no pricing is needed dealership completed the clock spring replacement repairs under dealership goodwill warranty. As per Stacy customer s exact mileage is 37,601
Agent spoke with customer to confirm that the clock spring replacement repairs have been completed and everything is to the customer s satisfaction. Customer confirms the repairs have been completed and satisfaction was reached the dealership did this repair at no charge to the customer as a goodwill warranty repair by dealership
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ241X	8L[redacted]	**Open Date**	08/10/2012	**Built Date**	04/30/2008	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	06/06/2008	**Mileage**	87,939	**Dealer Zone**	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PBM	STEEL BLUE METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	67981	BILL STANFORD CHRY-DODGE-PLYM-JEEP			
Dealer Address	35500 ALABAMA HWY 21 N				
Dealer City	TALLADEGA	**Dealer State**	AL	**Dealer Zip**	35160

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	TALLADEGA AL [redacted]	**Country**	UNITED STATES

Product - Transmission / Transaxle - Unknown - Defective - Default	transmission rebuilt
Corporate - Complaint Contact - Default - Default - Default	transmission was rebuilt

Customer calling in with a complaint about vehicle. the first problem she had was that it was leaking but was fixed. Air bag light had came on, was fixed twice, but air bag light still comes on.Vehicle would not downshift, it was repaired and the shifting solenoid was changed. Vehicle was still not shifting properly after repair. Customer was told that the transmission had to be rebuilt and customer has spent over 2000 on repairs on the transmission rebuild. Customer has also had all recalls done. Now the horn is defective. Customer is seeking cost assistance with repairs.Customer states she had work done at in IRF. Agent did not make any promises to customer.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is same
Customer email address for case updates: none given
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer?no
If a CDJ dealer has diagnosed, what is the dealer name or code?NA
Reassigned to 88F
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] CM contacted customer and spoke with Mrs. Barker in reference to the concern, Mrs. Barker stated that the repairs were completed at an IRF, CM advised that the position of the CM is to get the vehicle repaired if there are repairs needed for the vehicle, Mrs. Barker stated that the repairs were already done and she has been disappointed with her vehicle as well as the services rendered at dealership(67981). CM attempted to provide contact information for Mrs. Barker future concerns Mrs [redacted] stated it was unnecessary as CM made her aware that any future concerns with the transmission would have to be taken back to the IRF as Chrysler can not have any influence on repairs done outside of

Chrysler. Mrs [redacted] was obviously upset and disconnected call.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3913	9L[redacted]	***Open Date***	08/10/2012	***Built Date***	11/03/2008	
Model Year	2009	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	02/09/2009	***Mileage***	154,000	***Dealer Zone***	70		
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	43281	VERGER CHRYSLER JEEP DODGE			
Dealer Address	1400 OCEAN BOULEVARD				
Dealer City	COOS BAY	***Dealer State***	OR	***Dealer Zip***	97420

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BROADBENT OR 9[redacted]	***Country***	UNITED STATES

Corporate - Dealer Information - Default - Default - Default	contacted the dealer
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	flashing light.

Briefly summarize why the customer is contacting Chrysler: Customer stated that he had received a letter pertaining to the recall. Customer states that it is noting that the part is currently not available and would be contacted when the part is available. Customer called stated that the airbag light is on.
Briefly summarize what the customer is expecting: Customer seeking to find out when he part will be available. Agent notified customer that writer will contact the dealer for further information. Agent spoke with Jeff and he had noted that he would need to bring the vehicle in to have it diagnosed before the repair can be done. Jeff also notified agent that the part is available. Agent provided information to the customer. Agent offered to transfer to the dealer for an appointment but the customer but declined as the vehicle is on the road 6 days a week and needs to figure out the best time.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3916	8L[redacted]	***Open Date***	08/16/2012	***Built Date***	12/20/2007	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	07/31/2008	***Mileage***	80,416	***Dealer Zone***	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	66667	DAVID ELLIS CHRYSLER JEEP			
Dealer Address	21422 ROSCOE BOULEVARD				
Dealer City	CANOGA PARK	***Dealer State***	CA	***Dealer Zip***	91304

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	SANTA ROSA NM [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking recall information
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer stated air bag light is on

Briefly summarize why the customer is contacting Chrysler: Customer contacted chrysler seeking recall information because her air bag light is is on and was informed this is a recall.
Briefly summarize what the customer is expecting: Customer was expecting chrysler to inform her of any open recalls. Agent informed the customer there are no open recalls and explained recalls are VIN specific.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4BJWDG2 C[redacted]	**Open Date**	08/17/2012	**Built Date**	05/07/2012		
Model Year	2012	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	05/28/2012	**Mileage**	1,741	**Dealer Zone**	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION					

Dealer	60457	MIAMI LAKES DODGE CHRYSLER JEEP			
Dealer Address	16600 NW 57TH AVE				
Dealer City	MIAMI LAKES	**Dealer State**	FL	**Dealer Zip**	33014

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	([redacted]
	BAY HARBOR IS FL[redacted]	**Country**	UNITED STATES

Corporate - Dealer Information - Default - Default - Default	DLR Complaint

Briefly summarize why the customer is contacting Chrysler: Customer called in to complain about his purchasing DLR. He states they were rude to him and had nothing but issues with the financing. He also got a ticket because the DLR wasn;t able to give him the registration. Customer also states he had an issue with the paint but kept on getting the run around and DLR never look at his vehicle.
Briefly summarize what the customer is expecting: Customer would like a CM involved.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? MIAMI LAKES DODGE CHRYSLER JEEP : 60457
Reassigned to 86H
* * * * * CASE MANAGER TEAM - District 96 Ù * * * * * *
Status update provided via email to the following email address:
[redacted]
Dear Fidel Diaz;
Case Number: [redacted]
My name is Dale and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
The telephone number is: 855-525-5085
My direct ext. is: 472-0326
My office hours are 8:30AM 5:00PM Eastern Time Monday Friday.
I will contact you within one business day by telephone to review your case with you.
Thank you for being a Chrysler Customer and you have a great day.

This message is electronically generated so please do not try to reply to this email.
Sincerely;
Dale
Chrysler Customer Care
End of Status Update
Customer called the CM and the CM stated it would be best to wait for the CM to call the customer back and start fresh with the CAIR. Customer agreed and thanked the CM. CM also thanked the customer.
CM called the customer and left a message for the customer to call the CM back.
CM called the customer and left a message for the customer to call the CM back. CM thanked.
CM called the customer and left a message for the customer to call the CM back.
Status update provided via email to the following email address: [redacted]
My Name is Quatisha and I have been assigned as your NEW Case Manager due to DALE being unavailable. I know you have been in contact with Dale in regards to your vehicle concerns, please have patients with me why I attempt to contact yourself and/or dealers to follow up on vehicle concerns. Again thanks in advance for being patient while I gather additional information. Below you will find my contact information shall you have any questions or concern before I contact you
Chrysler Case Management toll free telephone number: 855-525-5085
My direct extension: 4720266
My work hours: Monday- Friday 8:30am-5:00pm EST
Fax Number: 248-799-0820
End of Status Update
Customer seeking to speak with CM. Customer would like to speak with CM as soon as possible.
Customer states that the problems have returned after he picked up his vehicle. The airbag light is flashing on and off as well as the door locks or keyless entry system is not working. The customer also states that the dealer also scratched the passenger side door and tried to patch it up but did not do a good job and it is very noticeable. Customer states that the scratch issue will not be a big deal if the dealership will fix it properly.
CONTACT UPDATE - 1st Contact attempt, phone number dialed [redacted]
CM left message for a return call from customer.
SM George contacted CM back stating that he has no history of customer vehicle; CM thanked SM and ended the call.
Please disregard lines 63-69 as the agent accidentally narrated the wrong file. Agent apologizes for any confusion from this error.
Customer calling in to talk to his CM Quatisham at ext 4720226.
Customer states that things have changed with case and he needs to talk to his CM right away.
He is not happy at all as this is a brand new vehicle and this is not his first brand new vehicle either but this is starting to feel more like a used vehicle.
When he picked it he notices that there is a chip in the paint in the rear.
His registration sat at the dealership for two days and he learns that after being pulled over for a expired registration.
He has heard from many people including the Officer that pulled him over all bad comments about the dealership MIAMI LAKES DODGE CHRYSLER JEEP.
This vehicle at 1700 miles has transmission problems the vehicle did not move.
His roof still leaks and he has a video to prove it he states as it rained yesterday.
Customer just feels like that he is only getting the running around from this dealership.
Between him and his Dad they have spent a lot of money there and for what to be treated poorly.
Agent called over to his CM so he could leave another message after he told agent what was happening and why he needed a call back ASAP.

CONTACT UPDATE - 1st Contact attempt, phone number dialed [redacted]
CM left message for a follow up call.
Customer is calling back and it is very important that he get a call back today.
Today is his only day off and he has a very busy work schedule.
It would be nice to get a return call today as this is his only day off.
Agent then transferred the customer over to ext 4720226 so that he could leave a message for his CM QM18.
CONTACT UPDATE - 1st Contact attempt, phone number dialed [redacted]
CM contacted customer who states he is not happy with dealer 60457. Customer states he went to dealer and saw a room vehicle that he wanted but in black; dealer order vehicle but vehicle had no rails and media center was different from vehicle he saw. Customer was promises SC for oil changes and extended warranty for free, but dealer charged customer; dealer disagreed with customer. Customer states his friend noticed the paint was chipping, customer called dealer several times and never received a follow up call; customer states he received a ticker for expired plates due to dealer not registration plates. Customer states he had a transmission issue at 1,700 miles and had vehicle towed to 61767 dealer; vehicle concerns was addressed. Customer states vehicle is not running correctly and vehicle has a water leak. CM apologized. CM informed customer she could assist dealer with repairing vehicle to customer satisfaction; customer would like new vehicle. Cm informed customer he would need to contact selling dealer or refer to blue and white booklet; customer requested to speak with GM of Chrysler. CM informed customer she would document his concerns with dissatisfaction and unprofessionalism he received from dealer, customer informed CM he would visit dealer on 10-1-12. CM informed customer she would follow up on 10-1-12; customer agreed. Customer had no additional questions or concerns; CM thanked and ended the call.
######### 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 transmission and leaking roof
Action requested: Final solution
Please update this CAIR with resolution.
##################################
REASSIGNED TO BC/DLR 66 60457 09/28/12 10:23 C[redacted]
CM contacted customer who states that he went to dealer and spoke with GM who informed him vehicle would not be brought back from dealer; CM apologized. CM informed customer she would document his dissatisfaction with vehicle; customer asked for advice; CM apologized and informed customer she could give any advice. CM informed customer as a consumer he is free to do what he feel is necessary. CM informed customer she would follow up after vehicle has been repaired; customer disconnected call from CM.
CM contacted customer who states he is very dissatisfied with vehicle; CM apologized. Customer states he spoke with GM who attempted to sell him another vehicle; customer was not happy. Customer informed CM he is going to proceed with blue and white booklet. Customer feels his vehicle is unsafe and does not want vehicle. Cm informed customer she would document his concern and close case due to customer referring to blue and white booklet; CM acknowledged. Customer had no additional questions or concerns; CM thanked and ended the call.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA6913	8L[redacted]	**Open Date**	08/21/2012	**Built Date**	11/21/2007	
Model Year	2008	**Body**	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	01/30/2008	**Mileage**	53,000	**Dealer Zone**	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	68286	BAKER CHRYSLER JEEP DODGE INC.			
Dealer Address	1045 STATE RD				
Dealer City	PRINCETON	**Dealer State**	NJ	**Dealer Zip**	08540

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air Bag Light came on
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Caller seeking assistance
Product - Electrical - Unknown - Other - Default	Clock Spring Issue

Briefly summarize why the customer is contacting Chrysler:
Customer is calling in as he is having an issue with his vehicle.
Caller said that the air bag light came on.
Caller is having a clock spring issue.
Briefly summarize what the customer is expecting:
Caller is seeking assistance.
Who has possession of the vehicle?Dealer
Has an authorized dealer diagnosed the vehicle? Yes
If a CDJR dealer has diagnosed, what is the dealer name and code?
Baker Chrysler Jeep Dodge Inc. #68286
Customer advised a call back will take place within one business day.
Preferred Morning/Midday call back number is: [redacted]
Preferred Afternoon/Evening call back number is: [redacted]
Customer email address for case updates: [redacted]
Zone 32
Reassigned to:88F
Status update provided via email to the following email address:
[redacted]
My name is Wanda and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Case Number is [redacted] Chrysler Case Management telephone number: 800-763-8422
My work hours: 8am-4:30pm EDT Monday- Friday My direct extension: 66101
I will contact within 1 business day by telephone to review your case with you.
End of Status Update
* * * * * CASE MANAGER TEAM - District 3Ù * * * * * *
Customer Owns 1 Used
No Services Contracts

Warranty 801
Writer contacted Dealership, spoke to Service Manager Rick. S/M stated customer has no loyalty, abuses vehicle, has an 8 inch lift kit, totally modified. Dealership will do no goodwill for customer.
Writer contacted customer, stating that Chrysler is unable to assist at this time and writer will be closing this care. Customer agreed and understood.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2419	7L2[redacted]	***Open Date***	08/22/2012	***Built Date***	05/17/2007	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	06/23/2007	***Mileage***	50,023	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PBM	STEEL BLUE METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	26534	RICK HENDRICK JEEP-CHRY			
Dealer Address	8333 RIVERS AVENUE				
Dealer City	NORTH CHARLESTON	***Dealer State***	SC	***Dealer Zip***	29406

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	[redacted] 345-6913
	MONCKS CORNER SC [redacted]	***Country***	UNITED STATES

Product - Steering - Unknown - Other - Default	Clock spring causing air bag light to come on
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	INNER FENDER LINERS
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	MOPAR TOW BAR

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Clock spring causing airbag light and horn to come on.
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Dealer told me i needed to have the clock spring replaced. I have heard that the warranty was extended to cover this. Dealer had no proof of extended warranty. Is this true? My wife and I bought this jeep new and it is garage kept.
*****END OF CUSTOMER EMAIL*****
Dear [redacted]
Thank you for contacting the Chrysler Customer Assistance Center.
In order to further assist you I do require the full 17 characters of your VIN. The sequence you have provided me with does not belong in our system and therefore it might be the first 8 characters you have provided me with.
Once I have this information I would be more than happy to assist you.
Thanks again for your email.
Sincerely,
Erica
Customer Service Representative
Chrysler Customer Assistance Center
*****END OF CAC EMAIL*****
Erica,
Thanks for your quick response. The full Vin is
1J4FA24197L[redacted]
It s a 2007 jeep wrangler X. 2 door
Thanks,

AI
*****END OF CUSTOMER EMAIL*****
Dear [redacted] n:
Thank you for contacting the Jeep Customer Assistance Center in regards to your 2007 Jeep Wrangler.
Due to the nature of your concern, I would like to discuss this matter with you in more detail. Therefore, I will attempt to call you soon at the phone number you provided in your email.
I will contact you within one business day by telephone to review your case with you.
Our records indicate that the following recall campaigns have not been performed by an authorized dealer:
J24 MOPAR TOW BAR - SAFETY
K13 INNER FENDER LINERS - SAFETY
We suggest that you contact your local authorized Chrysler, Dodge, Jeep or Ram dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.
Please take a copy of this message with you at the time of service to aid the process. Although not required, it is recommended to bring a copy of the recall notification with you to your dealer s service department when you bring your vehicle in for this service.
If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.
Thanks for contacting us. I look forward to talking to you soon.
Sincerely,
Erica
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL*****
1st contact attempt to customer at [redacted] and a voicemail was left to call CM back. If customer calls back please transfer to 877-759-5427 ext. 4718147.
Customer called back and explained his situation with the clock spring needing to be repaired. Customer stated that he contacted a Chrysler dealership and they had no idea what he was talking about. CM informed customer that as long as he had his VIN with him when he contacted the dealership they should be able to verify that the X41 was attached as well as the 2 open recalls. Customer appreciated the contact back and informing him of the 2 open recalls as he had no idea that he had them. Customer stated that it was okay to go ahead and close his file as it won t be for a few weeks before he will be able to get into the dealer.
CM informed customer that if he has any questions or concerns in the future to not hesitate to contact us and we would be more than happy to assist him.
CLOSED LOOP UPDATE - No follow up needed. Customer stated he no longer requires assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2414	8L[redacted]	**Open Date**	08/22/2012	**Built Date**	12/04/2007	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	01/08/2008	**Mileage**	92,084	**Dealer Zone**	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	43642	ELM GROVE DODGE CHRYSLER JEEP INC			
Dealer Address	2538 NATIONAL RD				
Dealer City	WHEELING	**Dealer State**	WV	**Dealer Zip**	26003

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	MOUNDSVILLE WV [redacted]	**Country**	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	Reimbursement

POSTMARK DATE: 081712; DATE RECEIVED: 082112
Writer called customer at [redacted] and spoke with Mrs. [redacted].
Writer advised I need proof of payment for the invoices. Customer states her husband will be home shortly and she will have him call me. Writer provided contact info and case number.
****

Customer called in and is going to mail his credit card slips in tonight.
****

Writer also advised customer the recall is still incomplete, so if his air bag lights do come back on, to go to his CDJ to have replaced.
****

Waiting for docs.
POSTMARK DATE: 082312; DATE RECEIVED: 082712
Writer verified customers address in COIN to be correct with Claim Form.
****

RECALL L37 AIRBAG SYSTEM CLOCKSPRING
****

Customer submitted request for reimbursement for recall L37 Airbag System Clockspring.
Recall applies to customer s vehicle:Yes
Customer s proof of payment is:D/C, auth [redacted]
Date of Repair:3/26/10
Invoice #[redacted]4
Labor $97.50
Parts $235.00
Misc. Charges $0.00
Tax $19.95
Total $352.45
****

RECALL L37 AIRBAG SYSTEM CLOCKSPRING
****

Customer submitted request for reimbursement for recall L37 Airbag System

Clockspring.
Recall applies to customer s vehicle:Yes
Customer s proof of payment is:D/C auth 01023P
Date of Repair:10/10/11
Invoice # [redacted]8
Labor $112.50
Parts $253.30
Misc. Charges $0.00
Tax $21.53
Total $387.33
Writer is submitting check for approval in the amount of $739.78.
Includes line 28 above.
****
****
Approved and Processed
****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3912	7L1[redacted]	**Open Date**	08/24/2012	**Built Date**	08/23/2006	
Model Year	2007	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	10/27/2006	**Mileage**	91,000	**Dealer Zone**	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	58906	CIRCLE DODGE INC			
Dealer Address	781 ROUTE 70				
Dealer City	BRICK TOWN	**Dealer State**	NJ	**Dealer Zip**	08723

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	POINT PLEASANT B NJ[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light is on intermittently
Product - Electrical - Starter - Intermittent or Inoperative - Default	vehicle has trouble starting
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Customers states the air bag light comes on and off when the vehicle is started
This comes on intermittently
On Sept 8 2011, the starter and battery was replaced,
The vehicle will not start in the morning unless the customer wiggles the steering wheel.
The dealership states since it recurring problem it was under warranty the cost would be covered
Now the dealership says it is not under warranty.
Briefly summarize what the customer is expecting:
Customer seeks assistance in a resolution to the issue.
Customer may seeks rental if the vehicle needs to be kept over night
Customer states the dealership has to keep the vehicle to recreate the problem.
Customer has a appointment on Monday 7am
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is[redacted]
Preferred Afternoon/Evening call back number is[redacted]
Customer email address for case updates:
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? (No)
If a CDJ dealer has diagnosed, what is the dealer name or code?58906
Dealer Name : CIRCLE DODGE INC Dealer Phone : 732-477-5555
Reassigned to
Customer do not have tow bar and declined email.
****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
88f
CONTACT UPDATE - 1st Contact attempt, [redacted], Writer suggested that customer contact CIRCLE DODGE, and schedule an appointment. Customer said dropped the vehicle off this morning at 7:30. Writer said will be in contact with the dealership for an update, and as soon as writer is able to get the update from the service manager, writer will contact the customer.
Writer called CIRCLE DODGE INC at 732-477-5555, spoke with Ron, starting problem was not duplicated, and clock spring was replaced. Writer thanked Ron for the information.
Writer called customer at [redacted] writer asked about the vehicle, and the repairs that were completed. Customer said that the vehicle is running better, but the starting concern only happens once every 2 weeks, and service manager told customer that the clock spring may have fix the concern. Writer said that the case will be closed, and if customer needs to speak with writer for any reason, to please call writer, customer agreed.
CLOSED LOOP UPDATE - no need for additional follow-up.
Customer called because about one hour ago he went to vehicle and turned the key and vehicle will not start. Customer has taken a video of what was showing on the dash at that time. Customer would like a call from CM.
Best number to contact is [redacted]
****
Writer called customer [redacted], writer verified with the customer the reason for customer calling writer, and customer said yes and have e-mailed the video s to Ron service manager at CIRCLE JEEP too. Customer asked for writer s e-mail, and writer said that writer cannot receive e-mail, can only send. Writer did say that writer will be in contact with Ron, then the customer with-in 24 hours, customer agreed.
Writer called CIRCLE DODGE INC at 732-477-5555, spoke with Ron, and asked if the vehicle has been re inspected. Ron said there was an e-mail sent to Ron that shows the vehicle does not start, but inspection is still need to duplicate the concern. Writer thanked Ron for the information.
Writer called customer [redacted] and said that Ron did receive the e-mail, and would like customer to call CIRCLE JEEP, schedule an appointment to have the vehicle re inspected, and repaired if needed. Customer said may not be able to do this until after the holiday, writer said will follow up with customer on Wednesday, customer agreed.
Writer called customer at [redacted] writer asked if the appointment for inspection has been scheduled as of yet. Customer said no, been really busy will get the vehicle there for the inspection, and asked writer to call back in 1 week. Writer agreed.
Writer called customer at [redacted], writer asked if the vehicle has been taken to the dealership for an inspection. Customer said no, been really busy, wife is pregnant, and have not had the time. Writer said that case will need to be closed at this point, but once customer is able to get the vehicle to the dealership, then customer can call back to have the case reopened.
CLOSED LOOP UPDATE - no need for additional follow-up.
ADAM R SLANINKO requesting to speak with Case Manager LT707.
Transferred caller to JT997 ext 66276.
Customer contacts writer.
Customer states they feel they should not have to pay for a diagnosis at the dealer. Customer states the previous repairs were done under warranty so this should be as well. Writer states at this time it appears the vehicle is outside of warranty. Writer states due to this fact we would require a diagnosis which is at their discretion. Writer states if it is found to be related to the prior repairs then it would be covered. Writer states if it is not we would be looking into possible assistance. Customer states they are not going to be able to take the vehicle in any time soon. Writer states in the event they are able to they can contact CAC and we would be able to further assist. Customer understands.

Customer wanted to speak with CM
transferred to extension 66011

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA5413	8L5[redacted]	***Open Date***	08/27/2012	***Built Date***	09/17/2007	
Model Year	2008	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4			
In Service Dt	11/15/2007	***Mileage***	72,000	***Dealer Zone***	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PJR	RESCUE GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	08911	BROWN-DAUB INC			
Dealer Address	3903 HECKTOWN RD				
Dealer City	EASTON	***Dealer State***	PA	***Dealer Zip***	18045

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

Corporate - Recall - Default - Default - Default	customer requesting recall information
Product - Electrical - Lamps and Switches - Other - Default	customer states that the air bag light is coming on

Briefly summarize why the customer is contacting Chrysler:Customer states that the air bag light is coming on and would like to know if there are any open recalls. Agent advised customer that there are no open recalls. Agent advised customer to take vehicle to dealership to get the issue looked at.
Briefly summarize what the customer is expecting:Recall information

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA6919	8L5[redacted]	**Open Date**	08/27/2012	**Built Date**	10/16/2007	
Model Year	2008	**Body**	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	10/18/2007	**Mileage**	62,000	**Dealer Zone**	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60313	CRYSTAL CHRYSLER, JEEP, DODGE	CENTER		
Dealer Address	36-444 AUTO PARK DRIVE				
Dealer City	CATHEDRAL CITY	**Dealer State**	CA	**Dealer Zip**	92234

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	SIOUX FALLS [redacted]	**Country**	UNITED STATES

Product - Steering - Power Rack and Pinion / Gear - Defective - Default	customer states the clockspring needs to be replaced

Customer calling in to reopen CAIR #: [redacted] as CF381 said to do as they were going to be out of the country. Writer advised customer that CF381 no longer works here so he will have a new case manager. Customer states they are having a concern with their clockspring not working and it has been replaced 2 times. Customer states the air bag on the driver side is not working either.
Customer advised a call back is required and will take place within one business day by COB their time
Primary and only call back number is [redacted]-Cell
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? 60313, CRYSTAL CHRYSLER, JEEP, DODGE
Reassigned to 88F
Status update provided via email to the following email address:
[redacted]
My name is Henry and I have been assigned as your case manager.
Here is some information that will be helpful for you to have:
Your case number: 2[redacted]
Chrysler Case Management telephone number: 1 800 763-8422
My direct extension: 66118
My work hours: 9:30 am to 6:00 pm Mountain time Monday-Friday
I will contact you within one business day by telephone to review your case with you
End of Status Update
Original owner
Owned 2
Household 3
New 2
Used 1

Current 1
BASIC 36 Months or 36,000 Miles 0 October 18, 2010 Expired (Time)
POWERTRAIN Unlimited Months or Unlimited Miles
The vehicle has no active Service Contracts.
* * * * * CASE MANAGER TEAM - District 88PÙ * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Customer stated that there is a recall for the issue, just not on his vehicle. Writer advised customer that a diagnosis is required. Customer stated that he would call with appointment information. Callback set for 9/03/12.
Spoke to Ty, who stated that the vehicle has not been to the dealership since 2011.
Received voivemail from Mr. Pollock indicating that the vehicle has been diagnosed.
CRYSTAL CHRYSLER, JEEP, DODGE 760-324-4557.
On hold for extended peroid of time.
Servie manager is currenty taking exams. Redialed, left message for service advisor, Andy.
Andy, service advisor at dealer 60313, called to speak to CM HM494.
Writer warm transferred dealer to CM HM494.
[redacted] called. Writer advised customer that writer had just received a call from the dealer and that HM494 is currently speaking to Andy, service advisor at dealer 60313. Customer stated he will wait for HM494 to call customer back as customer has already left HM494 a VM today.
Andy service advisor, stated that the clockspring is the cause of the issue. Spoke to Ty, service manager who stated that he was willing to goodwill the repair with a $100.00 co-pay on behalf of the customer.
Service manager stated that the vehicle has an air bag light on, and the issue was diagnosed as a bad clockspring, Warranty price for the clockspring is $215.00. The Labor is $43.65.
As a one-time goodwill gesture, Chrysler will be approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $215.00
Labor = $43.65
Total = $258.65
Co-pay = $100.00
########## DIRECT-TO-DEALER ##############
Customer Care is sending this file to your dealership because a joint goodwill decision has been made on behalf of our mutual customer.
If this repair falls under the Digital Imaging (DI) process, you will need to follow the DI process of submitting images or the required DI documents to the Powertrain Service Center for claim approval. Be sure to include in your comments that Customer Care is involved. Customer Care will add DM Notes to the VIN describing our decision. These notes are available to the DI group for reference.
When repairs are completed, submit your claim as you would normally.
If you need assistance with claim payment, please refer to Warranty Bulletin D-11-19 or for tech training requirements see Warranty Bulletin D-12-13.
This customer has not been informed of this decision.
Please update and/or close CAIR when complete.
##################################
REASSIGNED TO BC/DLR 71 60313 09/04/12 12:51 [redacted]
*Contact Date:09/05/2012
Dealer 60313 has updated the mileage to 61594.
DCX goodwill repair is documented on Repair [redacted]
CAIR RETURNED FROM DEALER ON 9/05/2012 AT 08:19:351 R [redacted]
CRYSTAL CHRYSLER, JEEP, DODGE 760-324-4557.
Andy, service advisor, stated that the repairs have been completed and the vehicle returned to the customer.
[redacted]
Customer stated that this was the third time that the clockspring was replaced. Customer stated that the vehicle failed the 60,000 mile inspection because of the lift kit. Customer wanted to have it documented that he was unhappy about this, because it is a Jeep, and most customers

put lift kits on them, and he feels that this should not affect the warranty on the engine. Writer advised customer that his complain has been documented. Customer stated that there are no further issues, and the case may be closed.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4HJWEG5	CL[redacted]	***Open Date***	08/28/2012	***Built Date***	06/15/2012	
Model Year	2012	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	06/28/2012	***Mileage***	1,300	***Dealer Zone***	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION					

Dealer	60433	CRISWELL CHRYSLER JEEP DODGE			
Dealer Address	84 BUREAU DR				
Dealer City	GAITHERSBURG	***Dealer State***	MD	***Dealer Zip***	20878

Owner	[redacted]	***Contact Type***	CERTIFIED LETTER
Address	[redacted]	***Home Phone***	[redacted]
	BROOKEVILLE MD[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	owner states airbag light comes on intermittently
Corporate - Lemon Law - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	

POSTMARK DATE: 082412; DATE RECEIVED: 082812
Owner submits a certified letter to Chrysler received on 8-28-2012. This is a request to apply the lemon law in the state of MD. due to electrical problems that he states remain unresolved. An acknowledgement letter will be sent to the owner and this file will be forwarded to the bc for further review and handling.
POSTMARK DATE: 082812; DATE RECEIVED: 082812
CR Manager Update: Willie - Please review this owner s complaint and determine a course of action. Please contact the owner to discuss the situation, then update this CAIR with the plan of action and final resolution.
AM is closing CAIR because of CAIR[redacted] same customer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4BJWKG7 C[redacted]	***Open Date***	08/28/2012	***Built Date***	06/12/2012		
Model Year	2012	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	07/07/2012	***Mileage***	0	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION					

Dealer	67812	BEN ATKINSON MOTORS INC			
Dealer Address	HWY 14-1618 GILMER AVE				
Dealer City	TALLASSEE	***Dealer State***	AL	***Dealer Zip***	36078

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]T	***Home Phone***	([redacted]
	WETUMPKA AL 3[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light on
Corporate - Technical Assistance - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Caller is Byron Taylor from dealer 67812 Ben Atkinson and he is in contact with this customer. Customer has removed the passenger seat in her RHD postal vehicle (Wrangler) and has an air bag light on. Customer and dealer want to know if this disables the air bag system or does it just give the warning for the seat sensor. Dealer and customer want to know if they can disable the passenger seat air bag sensor so that she may leave the passenger seat out to make room for all the mail she has to deliver.
Briefly summarize what the customer is expecting:
Air bag disconnnect information.
Reassigned to 82K
Agent will call the dealer and customer back when an answer comes back from 82K.
8/29/12 Chrysler does not recommend modifying or altering any vehicle from the original manufacturer s specifications; therefore, we are unable to assist this dealer/customer with their requests. If necessary, the dealership can utilize available technical support through DealerCONNECT, Business Center and STAR.
Reassigned file back to ML1060 for proper handling.
Dealer contact number - Bryon Taylor at dealer (67812) Ben Atkinson
Agent contacted Mr. Taylor and provided infromation from 82K and also information from AC doc 17171 which provides the information for deactivating the air bags, TSB 08-32-98 and NHTSA contact number 18004249393 for more information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4BJWEG3	CL[redacted]	**Open Date**	08/28/2012	**Built Date**	06/28/2012	
Model Year	2012	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	08/13/2012	**Mileage**	1,004	**Dealer Zone**	51	CHICAGO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION					

Dealer	65673	KIMBERLY CAR CITY			
Dealer Address	625 W KIMBERLY RD				
Dealer City	DAVENPORT	**Dealer State**	IA	**Dealer Zip**	52806

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	LONG GROVE IA[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light concern
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	escalating for goodwill

Briefly summarize why the customer is contacting Chrysler: Customer states as soon as they purchased this vehicle and drove it off the lot there air bag light came on. Customer states the vehicle was brought into the dealer who advised it was caused by the left front sensor. Customer states after this repair the air bag light came back on and the vehicle was once again brought into the dealer. Customer states the dealer gave her a loner vehicle and advised her that the ORC module was not working properly and they had to order it along with an impact sensor. Customer states once the repair was completed the light was still on and was advised that her dealership had emailed STAR for some assistance. Customer states the dealer advised her that another connector was needed to be changed and that they would pick up her vehicle to correct the problem on Monday. Customer states she now has her vehicle back and so far the light is off however she is worried about it coming on again.
Briefly summarize what the customer is expecting: Customer states she would like Chrysler to be aware of this concern and to know if any compensation can be provided for her inconvenience.
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 [redacted]-cell ([redacted]
Preferred Afternoon/Evening call back number is [redacted]ll (D[redacted]
Customer email address for case updates: dbenson@netins.net
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? 65673
Reassigned to 88F
Status update provided via email to the following email address:
[redacted]
Hello, my name is Britni and I have been assigned as your case manager.

Here is some information that will be helpful for you to have.
Your case number is: 2[redacted]
Chrysler customer care management number is: 1-800-763-8422
My extension is: 66388
My hours are: Monday through Friday, 8:30 AM to 5:00 PM MST
I will contact you within one business day by telephone to review your case.
Thank you.
End of Status Update
*****Case Manager Team District P*****
In warranty: 3/36: 35 Months 34,996 Miles
Customer currently owns 2 new vehicles.
Customer currently owns/owned 3 used vehicles.
No service contract
****** Below Customer Contacted for Documentation Request ******
c[redacted]t on 2012-08-29 @ 14:48
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]1. Writer offered service contract - 1 year 2 oil changes. Customer was [redacted]ot happy about the service she received by the dealership. Customer wants the dealership complaint, customer wants to send the documents in to be reviewed by upper management. Customer is taking a day to decide if she would like the service contract or not.
***** Customer Document Received *****
Writer left message for customer.
CLOSED LOOP UPDATE - no need for additional follow-up.
Writer received call from customer about wanting to get the service contract. Customer states we are no different then the dealership for not doing anything about the documents she sent in. Writer informed customer upper management has reviewed the case, as customer had directed before. Writer informed customer that the Service contract can be added to the Vin if customer is interested.
OC12N has been added. SC reference [redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]7

VIN	1J4FA2418	8L5[redacted]	***Open Date***	08/28/2012	***Built Date***	12/03/2007	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	12/19/2007	***Mileage***	70,500	***Dealer Zone***	70		
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	67858	MOORE CHRYSLER-JEEP INC			
Dealer Address	8600 W BELL RD				
Dealer City	PEORIA	***Dealer State***	AZ	***Dealer Zip***	85382

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	PHOENIX AZ[redacted]	***Country***	UNITED STATES

Recall - L05: TRANSMISSION COOLER LINES - Advise Owner/Incomplete Recall	Advised customer of open recall
Product - Electrical - Unknown - Other - Default	Air bag light on
Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	Customer seeking goodwill

Briefly summarize why the customer is contacting Chrysler: Customer states he is seeking recall information. Agent advised customer of 1 open recall (L05). Customer asking about the clock spring. Agent advised there is no recall for this issue. Customer states the light has been coming on for about 4 months, going on and off. Customer took the vehicle to an IRF and was told it is the clock spring. Customer called a dealership and they said it sounds like a clock spring but the repair would not be under warranty. Customer does not pass goodwill. Agent advised customer that if a recall comes out for any issue it will be mailed to him. Agent informed customer we would not be able to assist with the repair.
Briefly summarize what the customer is expecting: Customer seeking goodwill.
****

* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6912	8L[redacted]	***Open Date***	08/29/2012	***Built Date***	09/20/2007	
Model Year	2008	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	10/20/2007	***Mileage***	90,000	***Dealer Zone***	74	DENVER	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60420	COLORADO CHRYSLER JEEP			
Dealer Address	350 S HAVANA ST				
Dealer City	AURORA	***Dealer State***	CO	***Dealer Zip***	80012

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

Corporate - CNA Change - Default - Default - Default	Coin Update.

Customer called in having issues with his air bag light going off when he turns his steering wheel to the right.
Customer is going to take it into the dealership and have it diagnosed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3913	8L5[redacted]	***Open Date***	09/01/2012	***Built Date***	12/18/2007	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	01/03/2008	***Mileage***	101,023	***Dealer Zone***	42	DETROIT	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	63747	BIRMINGHAM CHRY PLYM JEEP EAGLE			
Dealer Address	2100 W MAPLE RD				
Dealer City	TROY	***Dealer State***	MI	***Dealer Zip***	48084

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	DETROIT M[redacted]	***Country***	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	airbag light
Corporate - Warranty Coverage - Default - Default - Default	inlet check valve
Corporate - Recall - Default - Default - Default	no open recalls

Customer calls seeking recall information because their air bag light is on. Advised
are no incomplete recalls for this vehicle. Advised that there could be multiple issues why their air bag light is on and to have a DLR look at it. Agent advised of the lifetime inlet check valve warranty and to have that taken care of and then inquire about the light. Advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D13 B[redacted]		***Open Date***	09/04/2012	***Built Date***	12/15/2010	
Model Year	2011	***Body***	JKJL72	JEEP WRANGLER SPORT 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	01/20/2011	***Mileage***	25,096	***Dealer Zone***	70		
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68343	PRICE CHRYSLER DODGE JEEP			
Dealer Address	354 S HWY 55				
Dealer City	PRICE	***Dealer State***	UT	***Dealer Zip***	84501

Owner	CANYONLANDS JEEP , .	***Contact Type***	ROADSIDE
Address	225 S MAIN STREET	***Home Phone***	
	MOAB UT xx	***Country***	UNITED STATES

Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default

Roadside Assistance Contacted - DATE : 2012-09-04
Road Side File Created 09-04-12 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
225 S MAIN STREET 354 S HWY 55
W 200 S
MOAB PRICE
UT USA UT
MOAB ADVENTURE CENTRE//AIR BAG LIGHT ON
DEALER CODE : 68343 PRICE CHRYSLER DODGE JEEP
CLOSING CAIR as this is a fleet vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D18	AL[redacted]	***Open Date***	09/04/2012	***Built Date***	03/31/2010	
Model Year	2010	***Body***	JKJL72	JEEP WRANGLER SPORT 4X4			
In Service Dt	05/29/2010	***Mileage***	1	***Dealer Zone***	70		
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	26768	PLANET JEEP OF FLAGSTAFF			
Dealer Address	2608 N WEST ST				
Dealer City	FLAGSTAFF	***Dealer State***	AZ	***Dealer Zip***	86004

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	FLAGSTAFF AZ[redacted]	***Country***	UNITED STATES

Recall - L34: REPROGRAM PCM - OXYGEN SENSOR MONITOR - Advise Owner/Incomplete Recall
Recall - M22: TRANSMISSION SKID PLATE - Advise Owner/Incomplete Recall

Briefly summarize why the customer is contacting Chrysler:
Customer is contacting Chrysler to determine if there is any recalls for the airbags on their vehicle as the warning light is on.
Briefly summarize what the customer is expecting:
Customer is contacting Chrysler to determine if there is any recalls for the airbags on their vehicle as the warning light is on.
-
Agent advised there is not and provided the caller with recall L34 and M22 on their vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6912	8L[redacted]	**Open Date**	09/04/2012	**Built Date**	09/20/2007	
Model Year	2008	**Body**	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	10/20/2007	**Mileage**	90,905	**Dealer Zone**	74	DENVER	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60420	COLORADO CHRYSLER JEEP			
Dealer Address	350 S HAVANA ST				
Dealer City	AURORA	**Dealer State**	CO	**Dealer Zip**	80012

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light on
Dealer - By-Pass - Default - Default - Default	Dealer By-pass

Briefly summarize why the customer is contacting Chrysler:Customer called in because he is having an issue with the clock spring in his vehicle and know that the 2007 have the extended warranty for that repair.
Briefly summarize what the customer is expecting:Customer expects assistance with the repair.
CAC advised that there are no recalls or extended warranties on the vehicle. CAC advised if the dealership feels that the repair warrants some assistance they are fully empowered to make that decision. customer understood. CAC provided CAIR number and advised customer that this case would be closed buut if things changed in the future it could be re-opened. Customer understood.
Customer MR[redacted] called back, states air bag light would come on intermittently. Customer states dealer diagnosed the clock spring would need to be replaced. Customer was informed he would not qualify for any assistance from a dealer program. Customer feels this repair should be covered because the air bag is a safety issue. Customer would like a decision as soon as possible, dealer can complete any repair on Friday, 9/7.
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 3[redacted]cell
Preferred Afternoon/Evening call back number is [redacted]6-cell
Customer email address for case updates declined at this time.
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?60420
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District 88 N * * * * * *
History: one new
Service Contract: none

OOW: time and miles
Writer contacted dealership 60420 spoke to Tom Service Manager, advised that the repairs needed are not related to short block replacement and that the clock spring repair dealership will accept an RA with a $100.00 co-pay customer does use dealership for maintenance and service.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]. Writer spoke to customer and was advised that the repairs would be covered with a $100.00 co-pay customer agreed to go back to dealership for repairs and inquired on clock spring if this is a common issue. Writer advised these cases are handled case by case and will be documented to reflect the problem and that the vin and the component are noted. Customer understood provided email address and agreed to follow up on 9-14-12.
Status update provided via email to the following email address: [redacted]
My name is Leah and I have been assigned as your Case Manager.
Here is some information that will be helpful for you to have:
Your case number is listed above.
The Chrysler Case Management phone number is: 800-763-8422. My direct extension is: 66355
My work hours are 8:30 am 5:00 pm Mountain Time, Monday-Friday.
I will follow up with you on 9-14-12.
End of Status Update
As a one-time goodwill gesture, Chrysler will be approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $215.60
Labor = $50.00
Total = $265.60
Co-pay = $100.00
########## DIRECT-TO-DEALER ##############
Customer Care is sending this file to your dealership because a joint goodwill decision has been made on behalf of our mutual customer.
If this repair falls under the Digital Imaging (DI) process, you will need to follow the DI process of submitting images or the required DI documents to the Powertrain Service Center for claim approval. Be sure to include in your comments that Customer Care is involved. Customer Care will add DM Notes to the VIN describing our decision. These notes are available to the DI group for reference.
When repairs are completed, submit your claim as you would normally.
If you need assistance with claim payment, please refer to Warranty Bulletin D-11-19 or for tech training requirements see Warranty Bulletin D-12-13.
This customer has been informed of this decision.
Please update and/or close CAIR when complete.
##################################
REASSIGNED TO BC/DLR 74 60420 09/06/12 12:47 R[redacted]7
*Contact Date:09/06/2012
Service Manager at the dealership has updated the CAIR#[redacted]
An appointment has been set with the customer.
AREA MANAGER TO FOLLOW UP WITH SERVICE MANAGER TO CONFIRM STATUS OF REPAIR.
*Contact Date:09/12/2012
Service Manager at the dealership has closed the CAIR#[redacted]
After repeated attempts the dealer was unable to contact this customer.CAIR closed pending further contact from the customer.
CAIR RETURNED FROM DEALER ON 9/12/2012 AT 08:21:621 R 2[redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BZ3H18	AL[redacted]	***Open Date***	09/05/2012	***Built Date***	12/15/2009	
Model Year	2010	***Body***	JKUM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	02/12/2010	***Mileage***	81,000	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PBS	DEEP WATER BLUE PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	67234	BICE CHRYSLER-DODGE			
Dealer Address	2133 CHEROKEE ROAD				
Dealer City	ALEXANDER CITY	***Dealer State***	AL	***Dealer Zip***	35010

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ALEXANDER CITY AL 3[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light keeps flashing
Recall - M22: TRANSMISSION SKID PLATE - Advise Owner/Incomplete Recall	informed customer of open recall

Briefly summarize why the customer is contacting Chrysler: Customer called in to say that here airbag light kept going on and off in her vehicle. Agent checked information in recalls and informed the customer of an open recall on her vehicle for the transmission skid plate. Agent informed customer that this recall needed to be completed on her vehicle. Agent informed the customer that she could inquire as to the cause of the air bag light coming on and if it applied to the same problem as the original recall clockspring) then to ask the dealer to re-do the recall. Briefly summarize what the customer is expecting: Customer air bag light keeps coming on

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8FA541X	8L[redacted]	**Open Date**	09/05/2012	**Built Date**	01/30/2008	
Model Year	2008	**Body**	JKJP72	JEEP WRANGLER SAHARA 4X4			
In Service Dt	08/22/2008	**Mileage**	43,356	**Dealer Zone**	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	44740	DODGE OF PARAMUS INC			
Dealer Address	315 ROUTE 4 WEST				
Dealer City	PARAMUS	**Dealer State**	NJ	**Dealer Zip**	07652

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

Corporate - E-Reimbursement - Default - Default - Default	Reimbursement for airbag repair
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	customer seeking assistance from chrysler
Corporate - Product Information - Default - Default - Default	needed to have the wire harnest connector replace for air bag light

Please add narrative to Cair
Briefly summarize why the customer is contacting Chrysler:
Customer calling in because they need to replace the wire harnest connector because the air bag light keeps coming on.
Dealership is wanting around $800.00.
****
Briefly summarize what the customer is expecting:
Customer is seeking assistance to offset the cost of the $800.00.
****
Who has possession of the vehicle? owner
Has an authorized dealer diagnosed the vehicle? y
If a CDJR dealer has diagnosed, what is the dealer name and code? 44740
Customer advised a call back will take place within one business day.
Preferred Morning/Midday call back number is: [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]
Vehicle owned: 3
Reassigned to:88F
Status update provided via email to the following email address:
[redacted]
My name is Tammy and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Chrysler Case Management telephone Number: 800-763-8422 my direct extension: 66380
Your Case #[redacted]
My work hours: 10:30 AM till 7 PM Eastern Standard Time. Monday-Friday.

I will contact you within one business day by telephone to review the case with you.
End of Status Update
Sent email to SM Steve for diagnosis and information.
Receivesd email from SM Steve advising customer paid for repairs, is a good customer with the dealership and was not aware she was seeking assistance.
* * * * * CASE MANAGER TEAM - District Q Ù * * * * * *
Owned 3
New 3
Used 0
Current 1
Warranty Out of basic warranty unlimited power train / original owner
SC NONE
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] no answer unable to leave a message.
Customer states that she has not yet received a call back from her case manager.
Customer seeks case updates.
Agent advised customer that the case manager attempted a call today (line 41-42). Customer states that a better call back number is [redacted]
Agent transferred customer to case manager, ext. 66380.
Writer called customer at [redacted] spoke with customer and advised that will be happy to consider reimburment assistance for customer. Will send the document request link to customer.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2012-09-06 @ 16:51
Writer called Ms [redacted] provided fax # to send documentation to CM as has been unable to attach documents to the link provided. Writer advised documents will not be scanned until at least Monday 9/10 will follow up with customer next week.
Status update provided via email to the following email address:
[redacted]
I am still waiting for you to fax the requested documentation for reimbursement review. If the documents are not received in the next 5 days the case will be closed until we do receive them.
End of Status Update
Customer has tried over the weekend to send a fax and it kept saying failed.. CM gave customer FAX: 801-736-3929 and customer is going to resend in Am.
****** Below Customer Contacted for Documentation Request ******
cr895@chrysler.com on 2012-09-12 @ 11:04
***** Customer Document Received *****
****** Below Customer Contacted for Documentation Request ******
cr895@chrysler.com on 2012-09-12 @ 11:16
***** Customer Document Received *****
Writer will offer 60% reimbursement of the total bill of 811.74 for a total of 487.04
Atempt made to contact customer. Left message at [redacted]6.
Atempt made to contact customer. Left message at [redacted]
3rd attempt made to contact customer. Left message at [redacted].
Writer recieved message from customer returning call.
Writer called customer at 2[redacted] spoke with Ms [redacted]y who accepted offer of 60% or $487.04. Writer verified address.
Customer Document Reviewed.
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
Reimbursement for airbag repair
If this is a Recall or Extended Warranty, enter the campaign number.
n/a
If this is for a previously made goodwill decision, what is that CAIR #?
n/a
Enter the Mileage at the time of the repair.
43,356
Enter the Date when the repairs were completed.

9/5/12
What is the total cost of the Parts to be reimbursed?
60% or $487.04
What is the total cost of the Labor to be reimbursed?
00.00
What is the total Tax to be reimbursed?
00.00
What is the total amount being reimbursed?
As a one-time goodwill gesture, Chrysler will reimburse this customer the amount of $487.04 dollars or 60% or total repairs.
Writer verified mailing address with customer, advised case will be closed and check should arrive in 7-10 business days.
****End structured narrative T2 - eReimbursement
Sent to CR895 for review
Goodwill is approved, forwarding back to cm for next steps.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA6915	9L[redacted]	**Open Date**	09/13/2012	**Built Date**	08/04/2008	
Model Year	2009	**Body**	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	01/02/2009	**Mileage**	29,281	**Dealer Zone**	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	**Market**	U	US		
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45527	CONCORD CHRYSLER DODGE JEEP RAM			
Dealer Address	4901 MARSH DR				
Dealer City	CONCORD	**Dealer State**	CA	**Dealer Zip**	94520

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	CONCORD CA 9[redacted]	**Country**	UNITED STATES

Corporate - Limited Lifetime Powertrain Warranty - Expiration of Limited Lifetime Powertrain Warranty - default - default	Advised caller of inspection timeframe.
Product - Electrical - Unknown - Other - Default	Caller feels clock spring has gone bad.
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Cost assistance requested.

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Caller states their air bag light is on and their horn does not work. Agent advised caller of the lifetime powertrain inspection. Caller saw online that their was an extedned warranty for this on previous model year Wranglers. Agent advised caller that their file will be sent to a CM to review possible cost assistance.
Briefly summarize what the customer is expecting:
Caller is seeking Chrysler s assistance with repair of their clock spring.
****End structured narrative T2 - Beginning Narrative
Who has possession of the vehicle? Owner
Has an authorized dealer diagnosed the vehicle? No
If a CDJR dealer has diagnosed, what is the dealer name and code? N/A
Customer advised a call back will take place within one business day.
-Preferred Morning/Midday call back number is: 9[redacted]
Preferred Afternoon/Evening call back number is: [redacted]
Customer email address for case updates [redacted]
Reassigned to: 88F
Status update provided via email to the following email address:
[redacted]
I am assigned as your case manager and would like to help you. This is your case number and it is listed as follows. 2[redacted] The Chrysler Case management Telephone number is 800-763-8422. My direct extension is 66286.
My work hours are 800 AM to 400 PM Mountain Time Monday thru Friday.
I will contact you within one business day by telephone to review your

case with you'.
End of Status Update
* * * * * CASE MANAGER TEAM - District O Ù * * * * * *
799 OOW by time as of 1/2/12
No service contract
Purchased new
Only vehicle currently or by history.
QUALIFIES GOODWILL ADMIN PROCESS.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
Left message.
Customer calls to speak with their Case Manager.
CUSTOMER CONTACT Received a call from the customer who stated he felt the issue with his vehicle was a faulty clock spring. The symptoms are that the air bag light comes on and the horn does not work. Customer claims he has gone online and has found this is a common problem. Advised the customer that there were no recalls for this issue. Advised customer he would need to get the vehicle to the dealer to have it diagnosed. Customer agreed to do so.
CUSTOMER CONTACT[redacted] Spoke with the customer who said he had purchased the necessary part and had installed it himself. This has repaired the problem. Advised the customer I would be closing his case at this time.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3913 8[redacted]	**Open Date**	09/13/2012	**Built Date**	12/18/2007		
Model Year	2008	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	01/03/2008	**Mileage**	101,601	**Dealer Zone**	42	DETROIT	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE 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]
	DETROIT M[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer air bag light came on
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer has a bad clockspring, needs to be replaced.
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Customer is looking for assistance for air bag
Corporate - Recall - Default - Default - Default	Customer looking for a recall

Briefly summarize why the customer is contacting Chrysler: Customer air bag light came on and the vehicle is at the dealership and he was informed that they want $500.00 to fix this problem. Customer looked on the internet and found a recall L37, agent explained that we go by VIN not year and model. Customer feels for his safety and wants his vehicle fixed because of this recall. He would like to know about his clock spring warranty NAC# 1109
Briefly summarize what the customer is expecting: Customer would like to be reimbursed for the cost of the air bag.
Who has possession of the vehicle? Dearlership
Has an authorized dealer diagnosed the vehicle? Yes
If a CDJR dealer has diagnosed, what is the dealer name and code?RAY LAETHEM CHRYSLER DODGE JEEP. 45531
Customer advised a call back will take place within one business day.
Preferred Morning/Midday call back number is: Cell: [redacted]
Preferred Afternoon/Evening call back number is: Home: [redacted]
Customer email address for case updates:declined
Reassigned to: 88f
* * * * * CASE MANAGER TEAM - District M * * * * * *
Customer is 1st owner, 1 new vehicle.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Left message.
customer called and wanted to speak with his case manager.
Writer spoke with customer stated he was at the dealership yesterday and he was told that he had a bad clockspring. Customer s airbag light is on.

Customer was quoted 500.00 for the repair. Customer asking for assistance. Customer has 101,601 miles on his vehicle. Stated I would contact the dealership and get back with him either today or Monday. Customer understood. Customer can be reached at 3[redacted].
****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Writer spoke with receptionists stated SM is at a seminar, transferred me over to SA Brian, customer asking for assistance with his clockspring. Notes from dealership say customer declined repair. SA Brain stated ASM Mark is working with this customer, left message for a call back.
MR[redacted] requesting to speak with Case Manager. Transferred to JN589
Writer spoke with ASM Mark stated customer has 101,601 miles on his vehicle. He will be contacting his AM. The dealership will be taking care of the customer from their end.
Writer spoke with customer stated spoke with ASM Mark stated he will be contacting his area manager for assistance. Stated dealership will be doing goodwill assistance from their end.
Writer spoke with customer stated ASM Mark said that he has contacted his DM and the decision is 50/50. Customer would be paying half of the repair. Customer said that he would be getting this done either Friday or Monday. Stated I would follow up with him on Tuesday to see how everything went. Customer was okay with this.
Writer contacted customer asking about vehicle repair. Stated I would be closing the case within 7 days. If everything is all right he does not need to contact me back.
Writer contacted mark at the dealership asking if customer s repair has been done. Left message by phone or email.
Customer requesting to speak with case manager, writer was able to conference customer with JN589 at ext. 66092.
Primary: [redacted]ell
Secondary: [redacted]me
Email: [redacted]
Writer spoke with customer stated he got his repairs done today. Customer appreciates the assistance from the dealership end. Customer said thank you. Stated I would be closing the case. Customer is okay with this. Customer said thank you.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2415	7L1[redacted]	***Open Date***	09/13/2012	***Built Date***	12/20/2006	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	04/12/2007	***Mileage***	33,682	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	26732	TROPICAL CHRYSLER JEEP			
Dealer Address	8910 N. E. 6TH AVE				
Dealer City	MIAMI	***Dealer State***	FL	***Dealer Zip***	33138

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

Product - Steering - Steering Wheel / Column - Other - Default	K13 INNER FENDER LINERS
Recall - K13: INNER FENDER LINERS - Information Request	K13 INNER FENDER LINERS
Corporate - Warranty Coverage - Default - Default - Default	extended warranty for the clockspring

Briefly summarize why the customer is contacting Chrysler:Customer called stating she received a letter for an extended warranty for the clockspring.
Briefly summarize what the customer is expecting:information on the clockspring
Agent advised customer that it is a Steering column clockspring may cause the airbag lamp to illuminate.
Customer calls seeking recall information. Advised the customer of incomplete recall recall #K13Ù for this vehicle. Customer was advised to
contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5919	8L[redacted]	**Open Date**	09/17/2012	**Built Date**	01/08/2008	
Model Year	2008	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	02/04/2008	**Mileage**	93,246	**Dealer Zone**	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PBM	STEEL BLUE METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	66429	GOLDSTEIN CHRY-PLYM-JEEP			
Dealer Address	611-613 LOUDONVILLE RD				
Dealer City	LATHAM	**Dealer State**	NY	**Dealer Zip**	12110

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

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	agent advised customer of recall J24
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	customer seeking cost assistance
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	customer states air bag light on-diagnosed as air bag clockspring defect

Briefly summarize why the customer is contacting Chrysler:customer states the air bag light comes on and is diagnosed as the clockspring being defective. Customer states the cost of the repair is about 482.00
Briefly summarize what the customer is expecting:customer is seeking cost assistance
Who has possession of the vehicle?Owner
Has an authorized dealer diagnosed the vehicle?Yes
If a CDJR dealer has diagnosed, what is the dealer name and code?66429 (Goldstein)
Customer advised a call back will take place within one business day.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates [redacted]
Reassigned to:88F
* * * * * CASE MANAGER TEAM - District Q * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
An email with the contact information was sent.
Status update provided via email to the following email address: [redacted]g
My name is Christine and I have been assigned as your case manager. Here is some information that will be helpful for you to have:
Your case number [redacted]
Chrysler Case Management telephone number: 800-763-8422
My direct extension: 66211
My work hours: 7:30AM-4:00PM Eastern Time Monday-Friday

I will contact you within one business day by telephone to review your
case with you.
End of Status Update
The writer contacted the customer [redacted]. A voicemail message
was left. Follow-up on 9/21/12.
Status update provided via email to the following email address:
[redacted]
Hello My name is Jae
and I have been assigned as your case manager.
Here is some information that will be helpful for you to have.
Your case number: [redacted]
Chrysler case management telephone number 1-800-763-8422
My extension is 66132.
My work hours are 9 am 5:30 pm Monday - Friday ET.
I will contact you within one business day by telephone to review
your case.
Thank you
End of Status Update
Oow on Basic by time on 2/4/2011 and
In Warranty on Powertrain: Unlimited.
6 vehicles in household: 1 original, 5 pre-owned.
Original owner, still owns 2.
Service contract: None, and has an extended warranty: (X32) INLET CHECK
VALVE 999.0 months or 999999 MILES.
Writer attempted to contact Dealer 66429, Service Manager ED at
518-785-4156. SM Ed was unavailable, spoke with Service Advisor Fred, who
transferred writer to Service Advisor Crystal who was in charge of Repair
Order. SA Crystal states 9/14/12 69548 miles customer states the CEL has
been on for 2 years. Dealer performed a software update. SA Crystal
states these update are available at many sites which IRF should have
access to. SA Crystal states this is the only time customer has been to
dealer. Service Advisor Crystal states customer paid $243.00 and repair
is paid in full.
***Please disregard notes lines: 51 - 59, notes belong to another
case.***
Writer attempted to contact Dealer 66429, Service Manager ED at
518-785-4156. SM Ed was unavailable, spoke with Service Advisor Fred. SA
Fred states 9/13/12 93,246 miles customer states the airbag light is on.
SA Fred states dealer determined the clock spring needs replacement.
Repair is due to normal wear and tear. SA Fred states the warranty price
for repair is as follows:
Parts: $189.51
Labor: $80.20
Total: $269.71
SA Fred states customer is not loyal to dealer, the last time customer
has been at dealer was on 3/11/2011. Writer and SA Fred agreed on a $100
co-pay. Dealer will accept an RA for repair.
CR895 authorized a $100.00 co-pay.
$100 co pay approved by CR895.
As a one-time goodwill gesture, Chrysler will be approving this out
of warranty repair. According to the dealer, the warranty
costs of the repair are as follows:
Parts = $189.51
Labor = $80.20
Total = $269.71
Co-pay = $100.00
########## DIRECT-TO-DEALER ##############
Customer Care is sending this file to your dealership because a joint
goodwill decision has been made on behalf of our mutual customer.
If this repair falls under the Digital Imaging (DI) process,
you will need to follow the DI process of submitting images
or the required DI documents to the Powertrain Service Center
for claim approval. Be sure to include in your comments that Customer
Care is involved. Customer Care will add DM Notes to the VIN describing
our decision. These notes are available to the DI group for reference.
When repairs are completed, submit your claim as you would normally.

If you need assistance with claim payment, please refer to
Warranty Bulletin D-11-19 or for tech training requirements
see Warranty Bulletin D-12-13.
This customer has not been informed of this decision.
Please update and/or close CAIR when complete.
##################################
REASSIGNED TO BC/DLR 32 66429 09/26/12 11:20 O [redacted]
3rd attempt made to contact customer Mr and Mrs [redacted]
[redacted]4. Left message stating Jeep has authorized a one-time
goodwill offer to assist with the replacement of clock spring with just a
$100.00 co-pay. Follow up scheduled for 9/28/12.
t7906gl am spoke w/sm Ed and repairs will be made as outline in thecair
narrative.
Customer seeking CM. CSR tranferred to 1-800-763-8422 EXT 66132.
customer opted to leave voice mail if reached.
Writer received voice message from customer Mrs [redacted] dated
9/26/12 4:33 pm requesting a call back at [redacted]. Customer was
wondering if customer had to check in with writer or if she should call
dealer to schedule an appointment for repair.
4th attempt made to contact customer Mr and Mrs [redacted]t
[redacted]. Writer informed customer Jeep in cooperation of the
dealership have approved a one-time goodwill offer to assist with the
replacement of clock spring with just a $100.00 co-pay. Customer states
she paid dealer a $100.00 diagnostic fee. Writer informed customer dealer
charges a diagnostic fee whenever vehicle is out of warranty, and there
is no assistance that Jeep can provide. Writer informed customer however
Jeep can assist with the cost of repair. Writer recommended customer
contact dealer to schedule an appointment for repair. Customer accepted
off. Writer and customer agreed on follow up for 10/2/12 to verify if
customer is satisfied with repairs or has scheduled an [redacted]ppointment.
Note Correction to line 113: Phone number dialed was [redacted].
Writer contacted Dealer 66429, Service Manager ED at 518-785-4156. SM Ed
states repair has been completed on 10/1/12.
Writer attempted to contact customer Mr and Mrs [redacted] at
[redacted] Left message stating, 'Hello, my name is Jae with Jeep
Customer Care and this message is for Mrs [redacted]. I m calling
because your dealer has told me your vehicle has been repaired and
returned to you on 10/1/12 and I wanted to find out if everything is
okay. If everything is okay, there is no need to call me back, however,
I will leave your case open for one week to make sure everything is okay
and then I will close your case. If you do need to contact me, please
contact me at 1-800-763-8422, extension 66132. Thank you.'
Case is being closed because customer has not contacted writer with any
further issues or concerns with vehicle.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA6914	7L2[redacted]	***Open Date***	09/18/2012	***Built Date***	07/03/2007	
Model Year	2007	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	07/31/2007	***Mileage***	55,623	***Dealer Zone***	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	06922	POMOCO CHRYSLER JEEP DODGE			
Dealer Address	12629 JEFFERSON AVE				
Dealer City	NEWPORT NEWS	***Dealer State***	VA	***Dealer Zip***	23602

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	NEWPORT NEWS VA 2[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light on
Product - Electrical - Horn - Intermittent or Inoperative - Default	Horn not working properly
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	Open recall
Corporate - CNA Change - Default - Default - Default	Update personal information

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Customer calls seeking recall information. Advised the customer of incomplete recall recall #(K13)Ù for this vehicle. Customer was advised to
contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
Briefly summarize why the customer is contacting Chrysler:
Caller states that he is having an issue with the air bag light on in the vehicle as well as the horn not working in the vehicle as well.
Caller states that he has researched this information on line and caller states that this could possibly be cause by a defective clockspring in the vehicle.
Agent also updated personal information.
Briefly summarize what the customer is expecting: Caller expecting assistance with the air bag light and the horn issue with the vehicle.
Caller states that he no longer has the inner fender liners on this vehicle that are subject to the (K13) recall.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: DECLINED
Who has possession of the vehicle? (Owner)
Has the vehicle been diagnosed by a CDJ dealer? (No)
If a CDJ dealer has diagnosed, what is the dealer name or code?

Reassigned to 96F
* * * * * CASE MANAGER TEAM - District 96 Ù * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, xxx-xxx-xxxx. Left message.
Customer calls to speak with their Case Manager. Transferred to CM s VM at ext 4720311.
Customer calling to speak with CM PC780.
Agent transferred customer to 855-525-5085, extension 4720311.
CM received callback from the customer. CM advised the customer that the vehicle has to be diagnosed by a Chrysler dealership. Customer advised that he would contact the dealership on tomorrow.
CM contacted the customer, customer advised that he had picked up the necessary part and repaired the vehicle himself. CM closing the case.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D19	AL[redacted]	***Open Date***	09/19/2012	***Built Date***	08/17/2009	
Model Year	2010	***Body***	JKJL72	JEEP WRANGLER SPORT 4X4			
In Service Dt	10/16/2009	***Mileage***	15,636	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	65074	HAYES CHRY-DODGE-JEEP INC			
Dealer Address	719 W PIKE STREET				
Dealer City	LAWRENCEVILLE	***Dealer State***	GA	***Dealer Zip***	30045

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	ALPHARETTA GA[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air Bag light is flashing

Briefly summarize why the customer is contacting Chrysler: Customer states the airbag light is flashing on and off.
Briefly summarize what the customer is expecting: Customer seeking recall information.
Agent advised customer of incomplete recalls on the vehicle. Agent referred customer to local dealership to have this issue diagnosed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3914	9L[redacted]	**Open Date**	09/20/2012	**Built Date**	12/04/2008	
Model Year	2009	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	05/04/2009	**Mileage**	88,057	**Dealer Zone**	70		
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PGJ	JEEP GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	67847	DWAYNE LANE'S CHRYSLER JEEP INC			
Dealer Address	10515 EVERGREEN WAY				
Dealer City	EVERETT	**Dealer State**	WA	**Dealer Zip**	98204

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	SNOHOMISH WA[redacted]	**Country**	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	Clock spring
Corporate - E-Reimbursement - Default - Default - Default	Parts
Product - Electrical - Lamps and Switches - Other - Default	air bag light on
Corporate - Recall - Default - Default - Default	clock spring recall
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	repair made under recall

Briefly summarize why the customer is contacting Chrysler: Customer states their air bag light comes on and off. They were on line and seen the recall for the clock spring which causes the illumination of the light. Advised of no open recalls on the vehicle.
Briefly summarize what the customer is expecting: Customer seeking to have repair made under recall.
Who has possession of the vehicle? Owner
Has an authorized dealer diagnosed the vehicle?No
If a CDJR dealer has diagnosed, what is the dealer name and code?
Customer advised a call back will take place within one busines[redacted] day.
Preferred Morning/Midday call back number[redacted]
Preferred Afternoon/Evening call back number is:4[redacted]
Customer email address for case updates:[redacted]
Reassigned to:88F
* * * * * CASE MANAGER TEAM - District O * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]5. Left message.
Customer calls to speak with their Case Manager. Transferred to VM at 66382.
Status update provided via email to the following email address:
[redacted]
My name is and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your Case number:
Chrysler Case Management telephone number: 800-763-8422
My direct extension: *****

My work hours: am - pm Eastern Time Monday-Friday
I will contact you within one business day by telephone to review your case with you.
Note: This is a system generated message. Please do not reply.
Sincerely,
****
Customer Care My name is Bill and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your Case number: [redacted]
Chrysler Case Management telephone number: 800-763-8422
My direct extension: 66088
My work hours: 9:00 am -5:00 pm Eastern Time Monday-Friday
I will contact you within one business day by telephone to review your case with you.
Note: This is a system generated message. Please do not reply.
Sincerely,
****
Customer Care
End of Status Update
Lines 23-31 were made in error.
Writer called the customer on this line [redacted]. The customer advised the writer that he had a diagnosis at dealer 67847. Writer advised the customer that I will follow up with the dealership to see if I can help with the repairs. The customer states he purchased the part. Writer informed the customer that if I cant help through the dealership I will look into reimbursement. Writer advised the customer that I will follow up with him tomorrow by the latest with my findings.
Writer called dealer 24165 and spoke with SM Cindy who states the vehicle is not there.
Writer called dealer 67847 and left a message with the service manager requesting a return call and inquiring about the parts and OOW assistance.
Writer called the customer on this line [redacted] Writer informed the customer that I am still gathering information and when I have an update he will be the first to know.
Writer called dealer 67847 and spoke with SM James who states the repair will be around $415.00 with tax. James states he would not recommend out of warranty assistance because the customer is triple outside of the 3/36 warranty and he has only been to the dealership once. Writer informed James that I will be looking into reimbursement based on customer retention and a possible safety concern. James did verify that this is not recall related.
Writer called the customer on this line 4[redacted]5. Left message.
Writer called the customer on this line [redacted]. Writer advised the customer that I will reimburse him for the part. Writer verified the customers mailing address. Writer sent the customer a link to process the reimbursement.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2012-09-28 @ 13:15
****** Below Customer Contacted for Documentation Request ******
[redacted]
Writer called the customer on this line 4[redacted] Writer sent the customer another link. Customer states he will try and send them off soon.
***** Customer Document Received *****
Customer Document Reviewed.
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
Cost assistance with the closck spring repair.
If this is a Recall or Extended Warranty, enter the campaign number.
No.
If this is for a previously made goodwill decision, what is that CAIR #?
No.
Enter the Mileage at the time of the repair.
88,057.
Enter the Date when the repairs were completed.

09/28/12.
What is the total cost of the Parts to be reimbursed?
$269.50.
What is the total cost of the Labor to be reimbursed?
N/A.
What is the total Tax to be reimbursed?
N/A.
What is the total amount being reimbursed?
$269.50.
****End structured narrative T2 - eReimbursement
Writer called the customer on this line 4[redacted]5. Writer informed the customer of the reimbursement.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2413	8L[redacted]	***Open Date***	09/20/2012	***Built Date***	09/18/2007	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	03/10/2008	***Mileage***	75,000	***Dealer Zone***	70		
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	56189	HINCKLEY DODGE CHRYSLER JEEP, INC			
Dealer Address	2280 S STATE ST				
Dealer City	SALT LAKE CITY	***Dealer State***	UT	***Dealer Zip***	84115

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LAYTON UT [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light on
Corporate - Recall - Default - Default - Default	Customer seeks recall information.

Briefly summarize why the customer is contacting Chrysler: Customer states that the air bag light is on.
Briefly summarize what the customer is expecting: Customer seeks recall information.
Agent advised customer that there is no open recalls for this vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA5415	8L[redacted]	**Open Date**	09/25/2012	**Built Date**	11/16/2007	
Model Year	2008	**Body**	JKJP72	JEEP WRANGLER SAHARA 4X4			
In Service Dt	12/01/2007	**Mileage**	42,000	**Dealer Zone**	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PGJ	JEEP GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	60512	SELMA CHRYSLER DODGE JEEP RAM			
Dealer Address	2725 AUTO MALL DR				
Dealer City	SELMA	**Dealer State**	CA	**Dealer Zip**	93662

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	SELMA CA[redacted]	**Country**	UNITED STATES

Referral - Top Care - Executive Team - Executive - Other

Top Care customer first contact was 09/25/12 at 14:36 by slw26
Top Care follow-up contact was 09/25/12 at 14:36 by slw26
Writer called the owner he states there is a recall on his vehicle and he is concern about the air bag light that comes on the vehicle. Writer informed the owner he would need to take the vehicle to the dealership for a diagnosis and then writer would review once diagnosis is completed.
Writer called owner left a message to see if owner took the vehicle to the dealership for a diagnosis.
Writer called owner left a message and left direct phone number.
Owner called and states he has not been able to get to the dealership diagnosis. Owner states he is going to try to get into the dealership next week.
Writer called owner, left a message about if the owner was able to get an appointment to take the vehicle to the dealership.
Writer called owner left a message to check when the owner will be taking the vehicle into the dealership.
10/30 - Customer faxing in diagnosis from dealer today
10/30 - PLS received fax from customer for diagnostic fee of $115.00; PLS to reimburse customer for diagnosis. PLS also spoke with Tommie Mitchell (SA) from dealer to inquire on how much the full repair would be for vehicle...
10/30 Per Tommie (SA); approx cost of repair = $453; Dealer agreed for PLS to send check to dealer for repair - PLS
11/7 - SM called; replaced TIPM and it fixed problem; PLS to send check directly to dealer for repair;
11/7 - Receipt received from dealer for $515.29; PLS sending check to dealer as agreed upon.
Top Care follow-up contact was 11/07/12 at 14:16 by PLF
POSTMARK DATE: 110712; DATE RECEIVED: 110712

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA5415	7L[redacted]	**Open Date**	09/25/2012	**Built Date**	06/14/2007	
Model Year	2007	**Body**	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	06/29/2007	**Mileage**	86,000	**Dealer Zone**	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60066	WEST HERR CHRYSLER JEEP LLC			
Dealer Address	3599 SOUTHWESTERN BLVD				
Dealer City	ORCHARD PARK	**Dealer State**	NY	**Dealer Zip**	14127

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	
	BUFFALO NY 1[redacted]	**Country**	UNITED STATES

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Advised customer of recall
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Vehcile air bag light came on
Corporate - CNA Change - Default - Default - Default	added phone numbers and email

Briefly summarize why the customer is contacting Chrysler:Customer called to ask if there was a recall on his air bags. Customer s air bag light came on and he was hoping it was covered on a recall. Vehicle is at the dealership to be repaired. Agent informed customer that there was no recall on his air bags but there was a recall on his vehicle.
Briefly summarize what the customer is expecting:Customer is expecting a recall on his air bags.
Customer calls seeking recall information. Advised the customer of incomplete recall recall J24Ù for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
Customer seeking recall information on vehicle. Advised customer there are no incomplete recalls. Customer was informed they will be notified by letter if a there was a recall on the vehicle using the address on file.
Briefly summarize why the customer is contacting Chrysler:Customer states they were online regarding their airbag light coming on. Advised of the mopar tow bar recall. Advised there is an extended warranty for the X41 (X41) CLOCKSPRING 120.0 months or 150000 MILES which causes the light to come on. Advised it is still active on the vehicle and to take vehicle to DLR for diagnosis.
Briefly summarize what the customer is expecting: Customer seeking recall and extended warranty information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D19	AL[redacted]	**Open Date**	09/26/2012	**Built Date**	08/17/2009	
Model Year	2010	**Body**	JKJL72	JEEP WRANGLER SPORT 4X4			
In Service Dt	10/16/2009	**Mileage**	69,000	**Dealer Zone**	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	67995	TRONCALLI CHRY-JEEP-DODGE			
Dealer Address	818 ATLANTA RD				
Dealer City	CUMMING	**Dealer State**	GA	**Dealer Zip**	30040

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	
	ALPHARETTA GA[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer called stating the air bag lamp was flashing on and off
Recall - L34: REPROGRAM PCM - OXYGEN SENSOR MONITOR - Advise Owner/Incomplete Recall	Customer had an incomplete recall
Recall - J31: TRANSMISSION FLUID TEMPERATURE WARNING - Advise Owner/Incomplete Recall	Customer had incomplete recall
Recall - M22: TRANSMISSION SKID PLATE - Advise Owner/Incomplete Recall	Customer had incomplete recall
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Customer seeking goodwill

Briefly summarize why the customer is contacting Chrysler: Customer called to state that the airbag light was going on and off. Customer stated that he took the vehicle to the dealership at TRONCALLI CHRYSLER-JEEP-DODGE and they had fixed the problem. Customer stated that they replaced the clock spring and that the repair costs him $450.00. Customer wanted to also know if there was a recall on this particular part.
Briefly summarize what the customer is expecting: Customer is seeking assistance in the cost of the repair.
Agent advised customer that I would escalate to a Case Manager to look into a possible reimbursement. Agent also advised customer that there was not a recall on that particular part. Agent also advised the customer of the incomplete recalls on J31, L34 and M22.
Who has possession of the vehicle? Owner
Has an authorized dealer diagnosed the vehicle? Yes
If a CDJR dealer has diagnosed, what is the dealer name and code? TRONCALLI-CHRYSLER-JEEP-DODGE (67995).
Customer advised a call back will take place within one business day.
Preferred Morning/Midday call back number [redacted]
Preferred Afternoon/Evening call back number [redacted]
Customer email address for case updates: [redacted]
Reassigned to: 96f
Agent updated customers cell phone number which is his wife beth s

678-614-7007in COIN.
* * * * * CASE MANAGER TEAM - District 96 Ù * * * * * *
Status update provided via email to the following email address:
[redacted]
Hello,
My name is Franc and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your Vehicle: 2010 JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR
Your VIN: 1J4AA2D19AL[redacted]
CASE #: 2[redacted]
The Chrysler Case Management telephone number is: 855-525-5085
My Direct Extension: 4720323
My work hours: Monday-Friday 9:00 AM 5:30 PM Eastern Time
I will contact you within one business day from today by telephone to review your case with you.
Thank You,
Franc
Chrysler Assistance
End of Status Update
* * * * * CASE MANAGER TEAM - District 96 Ù * * * * * *
Per COIN VIN History-2 Current-1 Purchased New
Status update provided via email to the following email address:
[redacted]
Dear MR [redacted]
Case # 22657900, VIN# 1J4AA2D19AL1[redacted]
Vehicle Description 2010 JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR
My name is Amber and I have been reassigned as your Case Manager. Here is some information that will be helpful for you to have:
Your Case Number: 22657900
Chrysler Case Management Telephone # 855-525-5085
My direct extension: 4720317
My work hours: 8:30am-5pm Central Standard Monday-Friday
Please be assured that I will research your case thoroughly and I will contact you within 24 business hours to review your case with you.
*Note- This is a system generated message. Please do not reply.
Sincerely,
AMBER
Customer Care
End of Status Update
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] CM spoke with customer, stated the recalls were all completed yesterday. CM stated that she will research everything and would like to send customer a document link to attach a copy of RO to. CM stated she will contact customer with a decision on October 5th. CM thanked customer, call ended..
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2012-09-27 @ 15:19
***** Customer Document Received *****
Customer Document Reviewed.
CM called customer, stated she will reimburse customer for this repair minus a $100.00 customer copay, so it will be $312.13. Customer thanked CM, CM thanked customer, call ended..
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3916	7L1[redacted]	**Open Date**	09/27/2012	**Built Date**	02/27/2007	
Model Year	2007	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	03/30/2007	**Mileage**	80,000	**Dealer Zone**	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PGJ	JEEP GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	26534	RICK HENDRICK JEEP-CHRY			
Dealer Address	8333 RIVERS AVENUE				
Dealer City	NORTH CHARLESTON	**Dealer State**	SC	**Dealer Zip**	29406

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	NORTH CHARLESTON SC[redacted]	**Country**	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Air bag light is on - clockspring issue
Corporate - CNA Change - Default - Default - Default	Updated phone number

Briefly summarize why the customer is contacting Chrysler: Customer states the airbag light intermittently comes on and he has brought the vehicle to RICK HENDRICK JEEP CHRYSLER DODGE 26534 to have the issue resolved because it is covered under the extended warranty. Customer states the dealership had the vehicle for several days and did not have time to diagnose it. Agent advised customer of next closest dealership RICK HENDRICK JEEP CHRYSLER DODGE 44509 and spoke with Kim who advised the agent that she had an appointment tomorrow. Agent transferred customer to dealership to set up an appointment.
Briefly summarize what the customer is expecting: Customer seeking to have his airbag light issue resolved under the extended warranty.
Agent escalated case to CM for follow up.

Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: N/A
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? RICK HENDRICK JEEP CHRYSLER DODGE 26534
Reassigned to 96F
* * * * * CASE MANAGER TEAM - District 96 Ù * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
Customer stated will take vehicle to DLR Monday to have the concern repaired.CM advised customer will follow up with DLR Monday.
Agent attempted to contact dealer Service Manager (SM), however,

SM not available. Left message for a return call at extension 4720320
CM contacted customer and was advised that the vehicle was taken to the DLR Monday and repair has been completed.CM thanked customer.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3912	8L5[redacted]	***Open Date***	09/28/2012	***Built Date***	09/27/2007	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	10/31/2008	***Mileage***	69,356	***Dealer Zone***	70		
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PGJ	JEEP GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	08625	BILL LUKE CHRYSLER-JEEP&DODGE			
Dealer Address	2425 WEST CAMELBACK ROAD				
Dealer City	PHOENIX	***Dealer State***	AZ	***Dealer Zip***	85015

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	AVONDALE AZ [redacted]	***Country***	UNITED STATES

Product - Electrical - Radio/Spkrs/Clock/Antenna - Other - Default	customer has to have the clock spring repaired on vehicle
Product - Electrical - Unknown - Defective - Default	customer having problems with air bag light coming on in vehicle
Corporate - Warranty Coverage - Default - Default - Default	customer looking to see if warranty or recalls on vehicle
Corporate - CNA Change - Default - Default - Default	updated customers information

Briefly summarize why the customer is contacting Chrysler:Customer called to state air bag lights keep coming on and has taken vehicle to Dealership for a diagnostic. Dealership advised customer the clock spring has to be replaced, cost $500.00 . Customer looking on internet and NHTS has a recall for this particular problem and so are other 2008 Jeep Wrangler. Customer feels this should be covered from Chrysler. Customer wanted to speak to someone higher up than CAC
Briefly summarize what the customer is expecting:Customer is expecting Chrysler to pay for repair as national recall from NHTS.
Agent advised customer recalls are based on date, time and where vehicle was manufactured. Customer wanted to speak to some one higher up than CAC. Agent explained to customer of documentation and procedures of escalation to CM.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: no
Who has possession of the vehicle? Dealer
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code?08625
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District O * * * * * *
Writer sent email to Dan (SM) at dealer 08625 regarding case and to contact Jeep with ownership and diagnoses information.

Email from Dan (SM) at dealer 08625 feedback; dealer said shows in system that vehicle is under the name William Sundermier. Dealer SM said already performed the repair goodwill with a $100.00 deductible per DM authorized, vehicle has 69356 miles.
****
Vehicle has 69356 miles,
O-yes-2008 Jeep Wrangler,
no mechanical SC,
oil plan expired,
z32 wty-inlet check valve-valid,
x34 wty-trans oil cooler lines-valid,
Original-1,
336 basic wty exp 10/31/2011,
336 powertrain wty exp 10/31/2011,
no pending recalls.
****
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 6[redacted] office person answered and said no name with this business under William Sundermier.
Writer called phone number[redacted] spoke with office person[redacted] and same number called with no person with the name[redacted] at this business.
Writer sent email to Dan (SM) to check if has another customer phone number.
Email from Dan (SM) feedback; dealer said try phone number[redacted]
Writer called customer[redacted] left message to contact Jeep to go over information in the case.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs. Writer received a call from William Sundermier states repairs have been completed and had a very good experience at the dealership only charging customer $100.00 deductible. Writer informed customer since repairs are completed will close out case and appreciated him calling Jeep back. Customer said okay.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2413	7L1[redacted]	***Open Date***	09/28/2012	***Built Date***	04/19/2007	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	06/25/2007	***Mileage***	56,051	***Dealer Zone***	70		
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PJR	RESCUE GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	42604	DAVE SMITH MOTORS			
Dealer Address	210 NORTH DIVISION				
Dealer City	KELLOGG	***Dealer State***	ID	***Dealer Zip***	83837

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SPOKANE WA[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Inquiring about recalls on Jeep Wrangler

Briefly summarize why the customer is contacting Chrysler: The customer called in asking if there were any recalls on his vehicle. The customer stated his airbag indicator light stays on.
the customer spoke with a mechanic and was told the part needed to fix the light is a 'clock spring'
Briefly summarize what the customer is expecting: Information on a recall.
Agent advised the customer there was one open recall on his vehicle J24, that was incomplete. The customer stated he did not have a tow bar on his Jeep. Agent advised the customer that the recalls are VIN specific.
Agent updated customer information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3915	7L[redacted]	***Open Date***	10/02/2012	***Built Date***	01/16/2007	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	02/04/2007	***Mileage***	92,000	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68937	NAPLETON'S NORTH PALM AUTO PARK		INC	
Dealer Address	3703 NORTHLAKE BLVD				
Dealer City	LAKE PARK	***Dealer State***	FL	***Dealer Zip***	33403

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	WEST PALM BEACH FL [redacted]	***Country***	UNITED STATES

Recall - K13: INNER FENDER LINERS - Other	INNER FENDER LINERS
Recall - J24: MOPAR TOW BAR - Other	MOPAR TOW BAR
Recall - J30: TRANSMISSION FLUID TEMPERATURE WARNING - Other	TRANSMISSION FLUID TEMPERATURE WARNING
Service Contract - New Contract Coverage - Added Coverage - Unknown - Default	inspection

Briefly summarize why the customer is contacting Chrysler:Customer states the air bag lights are on. Customer states the brakes are fine . Customer states the symbol for slippery road comes on. Customer states that there is a symbol with a lightning bolt and then the engine sputters and loses power. Customer states that sometimes when you stop and restart it runs good.
Briefly summarize what the customer is expecting:Customer seeks warranty information. Customer seeks to purchase service contract . Customer seeks if they have a 100,000 mile warranty on the vehicle .
Agent advised the customer of the warranty as per the VIP. Agent also provided the service contract number that the customer had and is expired now.
Agent contacted the dealership to set an appointment for the customer.
Customer calls seeking recall information. Advised the customer of incomplete recall K13, and J30 Ù for this vehicle. Customer was advised to
contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
Customer seeking dealer location information. Provided the customer with name/address/telephone for a nearby dealer dealer codeÙ 68937

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2417	7L[redacted]	***Open Date***	10/03/2012	***Built Date***	03/31/2007	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	04/12/2007	***Mileage***	92,000	***Dealer Zone***	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PDA	LIGHT GRAYSTONE PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45189	DCH CHRYSLER JEEP DODGE OF		TEMECULA	
Dealer Address	26845 YNEZ ROAD				
Dealer City	TEMECULA	***Dealer State***	CA	***Dealer Zip***	92589

Owner	[redacted] L	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	TEMECULA CA [redacted]	***Country***	UNITED STATES

Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	Agent adives of recalls
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Agent advised of recalls
Product - Electrical - Power/Engine Control Module - Other - Default	Customer states air bag light keeps flashing.

Briefly summarize why the customer is contacting Chrysler:
Customer called in seeking recal information as he read an issue around PCM recalls.
Briefly summarize what the customer is expecting:
Customer inquiring if this issue has included his vehicle as the air bag light is on and keeps flashing.
Agent advised that there is no recalls on his vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3917 8[redacted]		***Open Date***	10/04/2012	***Built Date***	03/29/2008	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	05/14/2008	***Mileage***	73,300	***Dealer Zone***	70		
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	44848	LITHIA DODGE OF TRI-CITIES INC			
Dealer Address	7171 WEST CANAL STREET				
Dealer City	KENNEWICK	***Dealer State***	WA	***Dealer Zip***	99336

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	RICHLAND WA [redacted]	***Country***	UNITED STATES

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	advised of recall
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light came on, chiming sound intermittently
Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	seeking cost assistance

Briefly summarize why the customer is contacting Chrysler: Customer said the air bag light is on and it makes a chiming sound intermittently.
Customer heard there was an extended warranty for the clock spring.
Customer wanted to know if the extended warranty applied to his vehicle.
Briefly summarize what the customer is expecting: To find out if there was an extended warranty and to receive cost assistance.
Agent told customer there was not an extended warranty for the clock spring. Agent offered to contact the dealership to set up an appointment.
Agent said the repair might not relate to the clock spring. Agent told customer there was an incomplete recall for the Mopar Tow Bar.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BZ3H16	BL[redacted]	**Open Date**	10/05/2012	**Built Date**	10/27/2010	
Model Year	2011	**Body**	JKUM74	JEEP WRANGLER UNLIMITED SPORT (RHD) SPORT UTILITY			
In Service Dt	11/24/2010	**Mileage**	44,809	**Dealer Zone**	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60130	WHITE CHRYSLER JEEP DODGE, LLC			
Dealer Address	1581 EAST 10TH STREET				
Dealer City	ROANOKE RAPIDS	**Dealer State**	NC	**Dealer Zip**	27870

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	ROANOKE RAPIDS NC 2[redacted]	**Country**	UNITED STATES

Dealer - Service/Body Shop - Transaction - Poor Scheduling - Default	Customer states that the dealer cancelled her appointment.
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Vehicle's check engine light is on.
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that she would like to voice a complaint in regards to this vehicle. Customer states that since purchasing this vehicle she has had multiple problems with it. Customer states that now she is having issues with the check engine light coming on. Customer states that she has not yet been to a dealer in regards to this concern. Customer states that she made an appointment at the dealer for yesterday at 4 PM, because she had to work. Customer states that she got a call from the Service manager yesterday saying that they reminding her of her appointment at 8 AM today. Customer states that she could not go to that appointment because she had to work, that is why she made a late appointment. Customer states that she feels she is paying to much money for this vehicle to keep going back and fourth to the dealership for repairs.
Briefly summarize what the customer is expecting:
Customer wants to file a vehicle complaint.
****

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? 60130
Reassigned to 96F
****

Customer calls seeking recall information. Advised the customer of

incomplete recall recall L37Ù for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
Status update provided via email to the following email address:
[redacted]
Dear [redacted]
Case Number: 2[redacted]
VIN: 1J4BZ3H16B[redacted]
Vehicle Description: 2011 JEEP WRANGLER UNLIMITED SPORT (RHD) SPORT UTILITY 4-DOOR
My name is Aly and I have been assigned your Case Manager. Here is some information that will be helpful for you to have:
Chrysler case Management telephone number: 855-525-5085
My Direct Extension: 4720282
My work hours: 8am 4pm eastern time, Monday-Friday
I will be contacting you within the next business day.
Note: This is a system generated message. Please do not reply.
Sincerely,
Aly
Case Manager
End of Status Update
* * * * * CASE MANAGER TEAM - District 96 Ù * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]. Customer stated that Check Engine light went out and has not came back on. Customer also stated that vehicle was already at the DLR for the airbag light being on and Customer believes at that time the clockspring was taking care of. CM seen in history that Clockspring was repaired at the end of January. Recall came out in March. CM notified Customer that CM will contact DLR in the morning to verify that the recall was completed and if not help schedule a service date to get it handled. CM thanked Customer. Ended call.
CM called DLR 60130, spoke to SM Ron. SM stated that Jan. 20 at 30,505 mi the Clockspring was replaced and the recall was taken care of. CM thanked SM. Ended call.
CM called Customer at [redacted]4. CM notified Customer that recall was taken care of back in Jan. CM ask Customer if she had any additional concerns. CM thanked Customer. Ended call.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA2D10	AL1[redacted]	**Open Date**	10/08/2012	**Built Date**	11/25/2009	
Model Year	2010	**Body**	JKJL72	JEEP WRANGLER SPORT 4X4			
In Service Dt	03/27/2010	**Mileage**	48,000	**Dealer Zone**	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	23058	MILFORD JEEP, INC.			
Dealer Address	1470 BOSTON POST RD				
Dealer City	MILFORD	**Dealer State**	CT	**Dealer Zip**	06460

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	
	STRATFORD CT[redacted]	**Country**	UNITED STATES

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Airbag System Clockspring
Product - Electrical - Unknown - Intermittent or Inoperative - Default	Airbag System Clockspring
Corporate - E-Reimbursement - Default - Default - Default	reimburse 390.17

Briefly summarize why the customer is contacting Chrysler: Customer states his clock spring needs to be repaired and is currently at the dealership 23058 waiting for the part that could come in later today.
The vehicle has been diagnosed by dealer 23058.
Briefly summarize what the customer is expecting: Customer found that there was a recall on this concern for his year of make and model (Recall is L37, however it was for only RHD vehicles). Customer would like cost assistance as the repair is going to cost $465.
Agent advised customer that I will send up to a CM for further review.
Who has possession of the vehicle? Dealer 23058
Has an authorized dealer diagnosed the vehicle? Yes
If a CDJR dealer has diagnosed, what is the dealer name and code? Milford Jeep 23058
Customer advised a call back will take place within one business day.
Preferred Morning/Midday call back number[redacted]
Preferred Afternoon/Evening call back number is:[redacted]
Customer email address for case updates:[redacted]
Reassigned to: 88F
* * * * * CASE MANAGER TEAM - District T * * * * * *
2010 JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR with 47000 miles
Warranty: expired by miles
Vehicle within the 2 years or 24,000 miles after the basic warranty expired: yes
Original owner: yes
New: 1 Used: 0
Vehicles in household: no others
Service contract: none
DEALER CONTACT: Writer contacted dealer 23058 at 203-878-2471 and spoke to Nicole. Nicole advised that ASM Sam is not available and should be

back within the next 30 minutes.
DEALER CONTACT: Writer contacted dealer 23058 at 203-878-2471 and spoke to assistance service manager Sam. Paul service manager authorizes for CAC to speak to Sam. Sam advised that the airbag system failed due to an internal failure. Customer did not have any goodwill done at the dealer. Customer is not loyal and the last time the customer was there was in July 2010. Writer verified that the customer paid $490.17. Sam thinks no reimbursement should be considered.
Status update provided via email to the following email address:
p[redacted]
My name is Kim and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Chrysler Case Management telephone number: 800-763-8422
My direct extension: 66192
My work hours: 9:00am-5:30pm Eastern Time Monday-Friday
Feel free to contact me with any questions.
End of Status Update
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]. Customer stated that about a week ago the airbag light came on. Customer stated that he got the repairs done and it cost him $490.17. Customer stated that he believes this should have been a recall from what he has read online. Writer informed the customer that this is not a recall on his vehicle however writer will like to reimburse the customer $390.17. Customer was advised of the link and verified address. Writer advised that once the check is sent out the case will be closed and writer will process the check once writer received documents. Writer advised that writer will also let the customer know when the check will be sent out. If writer does not have the documents by 10/16 writer will contact customer.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2012-10-09 @ 15:31
***** Customer Document Received *****
Writer contacted customer at [redacted] Writer advised that writer will be sending the check for 390.17. Writer advised that the check will be sent out and any further concerns to give CAC a call as the check will be closed.
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
reimbursement fore repairs
If this is a Recall or Extended Warranty, enter the campaign number.
no
If this is for a previously made goodwill decision, what is that CAIR #?
no
Enter the Mileage at the time of the repair.
47989
Enter the Date when the repairs were completed.
10/08/12
What is the total cost of the Parts to be reimbursed?
260.00
What is the total cost of the Labor to be reimbursed?
198.00
What is the total Tax to be reimbursed?
29.27
What is the total amount being reimbursed?
390.17
****End structured narrative T2 - eReimbursement
Customer Document Reviewed.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6918	7L[redacted]	***Open Date***	10/09/2012	***Built Date***	07/07/2007	
Model Year	2007	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	08/13/2007	***Mileage***	42,000	***Dealer Zone***	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PBM	STEEL BLUE METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	42751	CHUCK PATTERSON DODGE			
Dealer Address	257 EAST AVENUE				
Dealer City	CHICO	***Dealer State***	CA	***Dealer Zip***	95926

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

Corporate - Product Information - Default - Default - Default	air bag light came on in the vehicle
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	informed customer of incomplete recall on account

Briefly summarize why the customer is contacting Chrysler:
Owner of the vehicle went online to check on the recalls
for the vehicle and customer is wondering if this is for his VIN.
****
Briefly summarize what the customer is expecting:
Advised the customer of incomplete recall #K13Ù
for this vehicle. Customer was advised to contact
a Chrysler, Dodge, or Jeep dealer to schedule
an appointment to complete recall repair.
Agent advised customer that all recalls are VIN specific.
Keep all receipts for possible future use.

Customer Assistance Inquiry Record (CAIR)# [redacted]7

VIN	1J4GA3918	9L787715	**Open Date**	10/10/2012	**Built Date**	07/28/2009	
Model Year	2009	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	01/25/2010	**Mileage**	42,245	**Dealer Zone**	70		
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PBS	DEEP WATER BLUE PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45417	DOWNTOWN DODGE CHRYSLER JEEP, INC			
Dealer Address	270 E MAIN ST				
Dealer City	VERNAL	**Dealer State**	UT	**Dealer Zip**	84078

Owner	[redacted]D	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	
	VERNAL UT 8[redacted]3	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	clockspring repair is causing indicator light to come on

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because his airbag indicator light came on. Customer took the vehicle to the dealership for a diagnosis and was advised that the clock spring needs repairing. Customer was advised that the repair would be $400.
Briefly summarize what the customer is expecting: Customer seeks possible cost assistance on the repair.
Agent advised customer that she would escalate this to case management for further review.
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 4[redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]u
Who has possession of the vehicle? (Owner)
Has the vehicle been diagnosed by a CDJ dealer? (Dealer)
If a CDJ dealer has diagnosed, what is the dealer name or code? 45417
Reassigned to 88F
********** CASE MANAGEMENT - District W **********
- Is the Original Owner
- Has 1 NEW CDJR
- Has 0 USED CDJR
- 0 cancelled service contract
- 0 active service contract
- 0 expired service contract

Status update provided via email to the following email address:
[redacted]
My name is Bree and I have been assigned as your case manager. Here is some information that will be useful for you to have:
Your case [redacted]

Chrysler Case Management telephone number: 800-763-8422
My direct extension: 66217
My work hours: 6:00 AM 2:00 PM MST.
I will contact you within one business day by telephone to review your case with you.
Thank You & Sincerely,
Bree
End of Status Update
Writer contacted the dealer 45417; spoke with the Service Advisor Jody (SA) and SA stated that the customer declined repairs for the clockspring on October 9th, 2012. Writer asked to speak with the Service Manager Justin (SM). SM stated that the customer is very loyal. SM suggested that the customer has a $ 100.00 co-pay.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
Writer contacted the customer and writer informed the customer of lines 41-43. Customer will be setting up an appointment later on today. Writer will follow up on October 15th, 2012.
* * Replacement of the clockspring * *
As a one-time goodwill gesture, Chrysler will be approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:
Co-pay = $ 100.00
########## DIRECT-TO-DEALER ##############
Customer Care is sending this file to your dealership because a joint goodwill decision has been made on behalf of our mutual customer.
If this repair falls under the Digital Imaging (DI) process, you will need to follow the DI process of submitting images or the required DI documents to the Powertrain Service Center for claim approval. Be sure to include in your comments that Customer Care is involved. Customer Care will add DM Notes to the VIN describing our decision. These notes are available to the DI group for reference.
When repairs are completed, submit your claim as you would normally.
If you need assistance with claim payment, please refer to Warranty Bulletin D-11-19 or for tech training requirements see Warranty Bulletin D-12-13.
This customer has been informed of this decision.
Please update and/or close CAIR when complete.
##################################
REASSIGNED TO BC/DLR 70 45417 10/11/12 12:30 O [redacted]
Writer contacted the customer and customer stated that there is an appointment today and the customer will be on the road for this weeks so the vehicle will be left at the dealership for the rest of the week.
Writer will follow with the next week when the customer is back in town and has time to drive the vehicle around.
*Contact Date:10/16/2012
Dealer goodwill repair is documented on Repair Order# [redacted]
CAIR RETURNED FROM DEALER ON 10/16/2012 AT 03:35:862 R [redacted]
Writer left a message for the customer.
2nd attempt : Left message.
Customer left a voicemail stating that the vehicle is running great and the customer thanks the writer for the assistance.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA6913	7L[redacted]	**Open Date**	10/11/2012	**Built Date**	01/08/2007	
Model Year	2007	**Body**	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	01/19/2007	**Mileage**	75,200	**Dealer Zone**	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	23248	ADAMS JEEP			
Dealer Address	1799 WEST STREET				
Dealer City	ANNAPOLIS	**Dealer State**	MD	**Dealer Zip**	21401

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	
	HARWOOD MD[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light is illuminated
Product - Engine - Engine Block / Short Engine - Noisy - Default	Customer called with engine issues.
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Customer seeking assistance.
Product - Exhaust - Unknown - Other - Default	Left exhaust manifold is cracked

Briefly summarize why the customer is contacting Chrysler:Customer called very upset that his has now being told that the engine upper and lower bearing are going, Customer states the previous issue he was looking into was the 1-2 sync tranny issue failed. TECH FOUND INTERNAL FAILURE OF THE TRANS (1-2 SYCHROS Customer states he should not be having these powertrain components failing on him with around 75,000 miles.
Briefly summarize what the customer is expecting:Customer is expecting assistance on these repairs.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]
Who has possession of the vehicle? (Owner
Has the vehicle been diagnosed by a CDJ dealer? (Yes
If a CDJ dealer has diagnosed, what is the dealer name or code?23248
Reassigned to 96F
CM contacted dealer 23248 and left message for SM Sue to return call.
Caller is Tracey with dealer 23248 and stated she received a message from CM. Caller seeking to speak to CM. Agent transferred customer to CM at extension 4720266.
Tracy Henderson from 23248 called to speak with the Case Manager. Agent transferred Tracy to the Case Manager s extension, 4720266.
Tracy from dealer 23248 contacted CM stating SM Sue is on vacation and will not return until 10/15/12. CM thanked Tracy and ended the call.
CONTACT UPDATE - 1st Contact attempt, phone number dialed [redacted]

CM left message for customer to return call.
Status update provided via email to the following email address:
[redacted]m
My Name is Quatisha and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Chrysler Case Management toll free telephone number: 855-525-5085
My direct extension: 4720266
My work hours: Monday- Friday 8:30am-5:00pm EST
Fax Number: 248-799-0820
I will contact you by the end of my shift on by telephone to review your case with you.
End of Status Update
Customer called to speak with his CM QM18.Agent transferred to 4720266
CONTACT UPDATE - 1st Contact attempt; CM contacted CM back: Customer states vehicle needs lower and upper bearing and fell concern is premature; customer was informed transmission and engine needs to be replaced and was quoted $9,000. Customer made CM aware he has no dealer loyalty; customer maintains vehicle with Pep Boys and IRF Jacks. Customer has conducted further research and discovered WCC for powertrain was changed from 3/36 to 10/100,000 2 months after he purchased vehicle; customer feels he was cheated out of warranty and feels his warranty should be extended; CM acknowledged but informed customer at time of purchase his WCC was 336 and would not be changed. Customer states if WCC cannot be changed he is looking for incentives for vehicle trade in; CM informed customer she does not intervene with sales transactions. CM informed customer due to vehicle being OOW, further research would be conducted in regards to goodwill offer; customer understood. Customer had no additional questions or concerns; CM thanked and ended the call.
Customer is calling in for an update. Customer seeks a return call.
CM contacted SM Sue at dealer 23248 who states customer needs a new engine; SM states customer is not loyal to dealer. SM informed CM back in February 2012 dealer recommended a transmission repair; customer declined. SM had no additional questions or concerns; Cm thanked and ended the call.
CONTACT UPDATE - 1st Contact attempt, phone number dialed[redacted]
CM left message for customer to return call.
Writer transfered the customer to 4720266.
CM contacted customer back. CM informed customer further research was conducted and assistance would be offered. CM reference customer back to old CASE [redacted]nd also lines 56-60; customer did not agree. CM apologized and informed customer due to vehicle being OOW no assistance would be offered. Customer inquired on ho decision was made ; CM informed customer she research repair history, have looked at your past warranty history for any repeat repairs, I have looked to see if there s any outstanding recalls on your vehicle; there are none. Customer states he would call back and get another case manager. CM apologized customer again no assistance would be offered. CM offered to look on Jeep website with customer for incentives customer declined and disconnect call.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6916	8L5[redacted]	**Open Date**	10/15/2012	**Built Date**	01/02/2008	
Model Year	2008	**Body**	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	01/26/2008	**Mileage**	60,000	**Dealer Zone**	74	DENVER	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PJR	RESCUE GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	66613	QUALITY MTRS OF INDEP INC			
Dealer Address	2022 W MAIN ST				
Dealer City	INDEPENDENCE	**Dealer State**	KS	**Dealer Zip**	67301

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	COFFEYVILLE KS [redacted]	**Country**	UNITED STATES

Product - Steering - Steering Wheel / Column - Defective - Default	Airgag light
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer called with air bag light issues
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Customer was advised of incomplete recall
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler:Customer called with a air bag light issue and the dealership states it is the clockspring. Customer states there is a recall listed on the 2007 models and newer and why does his vehicle not apply. Customer states he is also having issue with the seat tearing and other ongoing issues. Customer states he is having nothing but problems with this vehicle. Customer states since the clockspring issue is well know Jeep should be taking care of this concern.
Briefly summarize what the customer is expecting:Customer is expecting this issue resolved.
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 [redacted]
Customer email address for case updates: p[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?66613
Reassigned to 88F
Status update provided via email to the following email address:
[redacted]
Hello,
My name is Sherry and I have been assigned as your case manager.
Here is some information that will be helpful for you to have.
Chrysler case manager 800-763-8422
Extension 66138

My work hours are from 8:30 am to 5:00 pm Mountain Standard time.
I will contact you within one business day by telephone to review your case.
Thank you,
Sherry
End of Status Update
* * * * * CASE MANAGER TEAM - District N* * * * * *
OOW-Fits within 2/24000
Loyalty- 1 new
Service Contract - none on file
Writer contacted dealership @ 620-331-6090, left message for Alan Wolf or Josh Farrell, (Service Managers) to return call. Information needed is:
DI for seats:
Diagnosis:
Point of failure:
Customer contribution to issues:
Recall Issue:
Actual miles
Estimated costs:
Parts
Labor
Extras
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]1. Left message.
Writer called dealership, advised would send email asking for information identified. Spoke to Josh Ferrell (Service Manager). Was advised that customer has extended warranty that might cover issues but has $100.00 deductible that customer is trying to avoid.
Customer called. Claims Jeep should pay for all repairs. Claims part is defective and is safety issue.
Writer waiting for information from dealership.
Writer called dealership, spoke to Josh Farrell, (Service Manager) @ dealership. SM advised information should be available today.
The seat complaint was the trim is coming apart at the seems
The diagnosis is the lower seat cushion is tearing at the seams
Dealership provided information: Seams on lower seat cushion are coming apart
Verified clockspring issue is not covered by recall on this vehicle.
Actuall Miles is 61329
Parts on the clock spring is $259.00 plus tax
Labor is $150.10 plus tax
The parts and labor quote on the seat is $370.00 plus tax
Writer called dealership, spoke to Josh (Service Manager) @620-331-6090 extended warranty will not cover any of the repairs that are required.
Reassigned to 88F
########## DIRECT-TO-DEALER ##########
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this CAIR because this customer appears to fall within the scope of Warranty Bulletin D-12-27 Warranty Goodwill Administration Process. Please follow the guidelines set forth in this bulletin to come to a resolution. If the customer s request is beyond the
limits found within D-12-27, it will require Area Manager documented pre-approval via the DM Notes application. All offers or denials will be delivered to the customer, with an appropriate explanation, by the dealer or the Area Manager. Customer Care will follow-up as appropriate with the customer before the CAIR is closed. If this repair falls under the Digital
Imaging process or the Powertrain Service Center you will need to follow all associated processes and requirements for claim approval including tech training requirements.
##########
All other avenues of payment have been exhausted prior to requesting dealership offering goodwill.
REASSIGNED TO BC/DLR 74 66613 10/19/12 14:32 O[redacted]
Writer called customer [redacted]. Will contact customer by 10/23/12

with update.
AM contacted Allen Wulf regarding CAIR. Requested dealer s input on trim failure.
Writer contacted customer @ [redacted]). Gave update.
Writer waiting for response from dealer on D-12-27.
Writer called dealership, verified mileage as 61329. Puts customer out of D-12-27. Reassigned CAIR back to writer.
Writer called dealership, spoke to Josh Ferrell, (Service Manager) @ 620-331-6090 . Reported seat charges will be $290 parts & 480.00 labor. Clock spring issue $259.00 parts & $150.10 labor.
Added codes and processed RA due to customer agreeing to $100.00 copay on seats. Writer will not be assisting with further goodwill due to previous goodwill provided.
****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
As a one-time goodwill gesture, Chrysler will be approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $549.00
Labor = $230.10
Total = $760.00
Co-pay = $100.00
########## DIRECT-TO-DEALER ##############
Customer Care is sending this file to your dealership because a joint goodwill decision has been made on behalf of our mutual customer.
If this repair falls under the Digital Imaging (DI) process, you will need to follow the DI process of submitting images or the required DI documents to the Powertrain Service Center for claim approval. Be sure to include in your comments that Customer Care is involved. Customer Care will add DM Notes to the VIN describing our decision. These notes are available to the DI group for reference.
When repairs are completed, submit your claim as you would normally.
If you need assistance with claim payment, please refer to Warranty Bulletin D-11-19 or for tech training requirements see Warranty Bulletin D-12-13.
This customer has been informed of this decision.
Please update and/or close CAIR when complete.
##################################
RA processed.
Email sent to Josh Farrell, advising of details of RA.
Writer called Parts Manager (Dick) repair order # 109417, Part # H801J3AA, escalated to special handling. Reassigned to 96W due to ETA date of 12/5/12.
CONTACT UPDATE - Contact attempt, phone number dialed, [redacted]
PA-Jake provided the correct part number and order number for customer vehicle.
P/N 1KH801J3AA
O/N 002502
Seat cover
Per GPOP ETA is 11/11/12.
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITING
on 2012-11-02 @ 15:30
****** START OF SUPPORT ESCALATION by T8430MH******
1KH801J3AA - Per SSD supplier ETA to ship is 1week of 11/12 ETA is week of 11/19
****** END OF SUPPORT ESCALATION ****** by T8430MH
Per GPOP ETA is 11/12/12.
Order 002502 for dealer: 66613 for part: 1KH801J3AA has been resolved
CONTACT UPDATE - Contact attempt, phone number dialed, [redacted]
PA-Leon stated to writer the seat cover P/N 1KH801J3AA was received by DLR on 11/14/12.

Writer called dealership, spoke to Josh Farrell (Service Manager) @ 620-331-6090 and verified parts available for repairs.
Writer called customer ([redacted]1. Customer has appointment scheduled. Requests co-pay be waived. Request denied.
Writer called dealership, closed, left message for Service Manager to return call.
Writer called dealership @620-331-6090. Spoke to Josh Farrell (Sales Manager), Vehicle repaired and customer picked up 11/20/12.
Writer followed up with dealer, was advised vehicle has been repaired.
Called Customer- If everything is satisfactory, there is no need to contact this office back. However, case will be left open for 2 days prior to closing it. Please call 800-763-8422 ext 66138 if additional assistance is required.
CLOSED LOOP UPDATE - customer contacted to confirm repairs.
Writer verified claim authorization has already been processed. Called dealership, left message for Josh (Service Manager).

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2410 7[redacted]		***Open Date***	10/15/2012	***Built Date***	12/20/2006	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	03/01/2007	***Mileage***	73,000	***Dealer Zone***	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60296	DARCARS CHRYSLER JEEP OF ROCKVILLE			
Dealer Address	755 ROCKVILLE PIKE				
Dealer City	ROCKVILLE	***Dealer State***	MD	***Dealer Zip***	20852

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	ROCKVILLE MD[redacted]	***Country***	UNITED STATES

Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Customer states the airbag light is still on after service at the dealer

Briefly summarize why the customer is contacting Chrysler: Customer called stating that the airbag light is still on even after being serviced at the dealer. Customer states she told the SA after the repair was completed and he was very rude. Customer wanted to know what she can do from this point on. Agent put her on hold and called the dealer to speak with someone regarding this. The receptionist was unable to locate someone for me to speak with and while waiting for someone, the customer hung up.
Briefly summarize what the customer is expecting: Customer seeking information on repair issues.
Customer states that they were having issues and they took the vehicle to the dealer 2 weeks ago, and they were told that it was fixed. The air bag light is still on and the horn still does not work. The customer states that they took it back last week, and was told that they have to pay again so they can check it. Customer does not think that it is fair that they make another payment for the same issue.
****
Agent called the dealership and spoke to SA Melanie, who advised that customer was in 9/11/12 and had 3 recalls done (J24,J30 and K13). There was also a complaint for airbag light being on and the clockspring was replaced, PCM was reprogrammed. Agent advised that the airbag light is on again, SA Melanie advised that they will inspect the vehicle and if it is on for the same issue then the customer does not need to pay, but if the airbag light is on because of a different reason this time then she will be charged.
****
Agent relayed this to the customer, and transferred the call to the dealer so she can set up an appointment.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2412	8L[redacted]	**Open Date**	10/15/2012	**Built Date**	07/10/2008	
Model Year	2008	**Body**	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	10/25/2008	**Mileage**	49,800	**Dealer Zone**	42	DETROIT	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45114	COLUMBIANA CHRYSLER JEEP DODGE			
Dealer Address	100 COMMERCE CIRCLE				
Dealer City	COLUMBIANA	**Dealer State**	OH	**Dealer Zip**	44408

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	1[redacted]	**Home Phone**	
	EL PASO TX 7[redacted]	**Country**	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Agent updated the customer as the current owner
Product - Electrical - Unknown - Other - Default	Air Bag Warning Light on, and Hazard Lights not working either
Corporate - Warranty Coverage - Default - Default - Default	Customer called about any warranty on the vehicle
Corporate - Recall - Default - Default - Default	Customer calling in for any open recalls

Customer seeking recall information on vehicle. Advised customer there are no incomplete recalls. Customer was informed they will be notified by letter if a there was a recall on the vehicle using the address on file.
Briefly summarize why the customer is contacting Chrysler: The person calling in has purchased the vehicle but has not registered the vehicle yet. His information is:
[redacted]
Parker PA [redacted]
Mr. [redacted] is calling in to ask if there are any open recalls on the vehicle, and is also asking about any warranty on the vehicle. Mr. [redacted] is also calling in to complain that the hazard warning lights, and air bag warning light is on.
Briefly summarize what the customer is expecting: The agent updated the current mileage on the vehicle and informed the customer that there are no open recalls on the vehicle, and also that there is no warranty on the vehicle either. The agent informed the customer of, for the hazard warning light issue:
364 WHAT TO DO IN EMERGENCIES
HAZARD WARNING FLASHERS
Your vehicle s hazard warning flasher is an emergency warning system. When you activate it, all front and rear directional signals will flash intermittently. Use it when your vehicle is disabled on or near the road. It warns

other drivers to steer clear of you and your vehicle. This is an emergency warning system, not to be used when the vehicle is in motion.
To activate the warning flashers, press the switch on the lower switch bank (below the climate controls). To turn the warning flashers off, press the switch again.
Agent advised the customer to go to the dealership to discuss why there is no warranty on the vehicle
The agent called the Mr. [redacted] who has not registered the vehicle yet, back at phone numbe[redacted] and agent was able to - leave a message with the Cair number, and the advise on lines 30-to 32 inclusive. Agent also informed the customer of the nearest dealership.
Krebs Chrysler Jeep Dodge
6.19 miles away
100 Krebs Dr
Gibsonia , PA 15044-9673
724-444-8000
Agent will call the customer back tomorrow to see if he got the message left today by the agent.
The agent called the Mr. [redacted], who has not registered the vehicle yet, back at phone number [redacted] , and agent was able to - leave a message asking the customer to call us back, to see if he was to turn the hazard warning lights on
The agent called the customer back [redacted] to see if he was able to get his hazard warning lights to come on, and agent was only able to leave the Cair number and our Jeep customer service number 1-877-426-5337. Agent is closing the Cair as the agent has called the customer 3 times on this already.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA3H11	AL1[redacted]	**Open Date**	10/15/2012	**Built Date**	09/18/2009	
Model Year	2010	**Body**	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	10/12/2009	**Mileage**	51,565	**Dealer Zone**	74	DENVER	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	24241	PAT MURPHY MOTORS INC			
Dealer Address	30 PARKER AVENUE				
Dealer City	DURANGO	**Dealer State**	CO	**Dealer Zip**	81301

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light is on
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	customer is seeking some assistance
Product - Electrical - Cruise Control - Defective - Default	issues with cruise control

Briefly summarize why the customer is contacting Chrysler:
Customer is calling and stating that he is having some issues with the cruise control and the air bag light .Customer is stating that he had brought his vehicle to the dealership and they had stated that the problem with his vehicle is a faulty clockspring .Customer is stating that his vehicle has been nothing but problems since he has had it .Customer is seeking some assistance with the cost of this repair .Customer is stating that the cost of the repair is $600.00.
Briefly summarize what the customer is expecting:
Customer is expecting some assistance .
Who has possession of the vehicle? owner
Has an authorized dealer diagnosed the vehicle? yes
If a CDJR dealer has diagnosed, what is the dealer name and code? 24241
Customer advised a call back will take place within one business day.
Preferred Morning/Midday call back number is: [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates:
Reassigned to:88f
* * * * * CASE MANAGER TEAM - District N * * * * * *
Customer Profile:
Out of warranty in 2/24
Essential Care SC
Household Loyatly:
1 new 0 used
Writer attempted to contact Service Manager Pat store #24241 no answer left message advising will be sending case to him for 2/24 good will process, wanted to see what he is wanting to do, writer also sent SM email

requesting same information.
Customer Profile:
Out of warranty in 2/24
Essential Care SC
Household Loyatly:
1 new 0 used
SM Pat called said customer has not been at the dealership in over a year the last time the customer was in was in November of Last year, writer advised will follow up with customer to see what dealership he took vehicle to.
Writer contacted customer stated he just had someone take a look at it didn t actually do a full diagnostic but will schedule an appointment and call me back, writer offered to set it up declined. Customer provided email for updates. [redacted]
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted].
Status update provided via email to the following email address: [redacted]
My name is Jackie and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Chrysler Case Management telephone number: 800-763-8422
My direct extension: 66384
My work hours: 8:00 am to 4:30 pm MST Monday-Friday
End of Status Update
Customer called said he forgot to call me yesterday but he is taking it in right now for the diagnosis, writer advised will follow up later today for the diagnosis.
########## DIRECT-TO-DEALER ##########
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this CAIR because this customer appears to fall within the scope of Warranty Bulletin D-12-27 Warranty Goodwill Administration Process. Please follow the guidelines set forth in this bulletin to come to a resolution. If the customer s request is beyond the
limits found within D-12-27, it will require Area Manager documented pre-approval via the DM Notes application. All offers or denials will be delivered to the customer, with an appropriate explanation, by the dealer or the Area Manager. Customer Care will follow-up as appropriate with the customer before the CAIR is closed. If this repair falls under the Digital
Imaging process or the Powertrain Service Center you will need to follow all associated processes and requirements for claim approval including tech training requirements.
##########
Writer contacted SM Pat stated they did a 50/50 split with customer he will be paying $180.00, SM stated they already offered it to customer and he agreed to it. Writer will follow up with customer to find out when picking up vehicle.
Writer contacted customer stated he will be picking up later this afternoon. Writer advised if repairs are satisfactory no need to call back will keep case open one week prior to closing it, advised if any issues to give me a call otherwise closing on 10/24.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3916	9L[redacted]	***Open Date***	10/15/2012	***Built Date***	08/12/2008	
Model Year	2009	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	09/10/2008	***Mileage***	45,645	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PBS	DEEP WATER BLUE PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60348	FERMAN CHRYSLER JEEP DODGE AT		CYPRESS CREEK	
Dealer Address	24314 S.R. 54				
Dealer City	LUTZ	***Dealer State***	FL	***Dealer Zip***	33559

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	airbag light on

Briefly summarize why the customer is contacting Chrysler:
Customer calls seeking recall information because his
airbag light came on.
****
Briefly summarize what the customer is expecting:
Advised the customer of incomplete recall L37Ù for this vehicle.
Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to
schedule an appointment to complete recall repair.
Customer advised already had appointment for the concern

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D10	AL[redacted]	***Open Date***	10/17/2012	***Built Date***	03/26/2010	
Model Year	2010	***Body***	JKJL72	JEEP WRANGLER SPORT 4X4			
In Service Dt	06/05/2010	***Mileage***	71,000	***Dealer Zone***	51	CHICAGO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	44124	EXPRESSWAY DODGE INC			
Dealer Address	5531 E INDIANA				
Dealer City	EVANSVILLE	***Dealer State***	IN	***Dealer Zip***	47715

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CHANDLER IN 4[redacted]	***Country***	UNITED STATES

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Customer requesting cost assistance for repairs
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light is on
Corporate - Recall - Default - Default - Default	customer inquiring about clockspring recall
Product - Electrical - Horn - Intermittent or Inoperative - Default	horn does not work
Corporate - Survey By-Pass - No Diagnosis - Default - Default	no diagnosis
Recall - M22: TRANSMISSION SKID PLATE - Advise Owner/Incomplete Recall	

Briefly summarize why the customer is contacting Chrysler: Customer states he called the dealer at 40000 miles because his air bag light was on and the horn does not work. Customer states they advised he was out of warranty. Customer states that he has been researching online and saw there is a recall for this issue.
Briefly summarize what the customer is expecting: Customer seeking recall information
Agent advised of incomplete recall M22 and provided information. Agent advised that there is not a recall on the vehicle for the clockspring and recalls are VIN specific. Agent did further research and advised customer that the clockspring recall on the 2008-2012 Wrangler is for RHD vehicles only. Agent advised that we can look into cost assistance for the repair, but we would need the vehicle diagnosed by a Chrysler dealer first. Agent offered to transfer customer to schedule an appointment for the recall work and to diagnose the vehicle issues. Customer declined and states he will call alter.
Reassigned to 861

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GB391X	8L6[redacted]	***Open Date***	10/17/2012	***Built Date***	04/02/2008	
Model Year	2008	***Body***	JKTM74	JEEP WRANGLER UNLIMITED X 4X2			
In Service Dt	07/17/2008	***Mileage***	80,000	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68883	STONE MOUNTAIN CHRYSLER JEEP DODGE			
Dealer Address	5054 HIGHWAY 78				
Dealer City	STONE MOUNTAIN	***Dealer State***	GA	***Dealer Zip***	30087

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	ATLANTA GA [redacted]7	***Country***	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Recall information.

Briefly summarize why the customer is contacting Chrysler:Customer called in for recall information stated that her air bag light intermitently comes on.
Briefly summarize what the customer is expecting:Writer advised of outstanding recalls however none apply to the airbag.
Customer called back seeking incomplete recalls for the vehicle. Agent advised customer and advised her the recalls could be completed at any dealership at no cost to the customer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5911	7L1[redacted]	***Open Date***	10/19/2012	***Built Date***	05/31/2007	
Model Year	2007	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	06/30/2007	***Mileage***	124,500	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PJR	RESCUE GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	
	BRANDON MS 3[redacted]	***Country***	UNITED STATES

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Advised of Recall
Corporate - Corporate Warranty Extension Letter - Default - Information Request - Default	Clockspring Extended Warranty information

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Clockspring recall
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
I m trying to find out how to get my clockspring taken care of under the recall. Thanks Dusty Roberts
*****END OF CUSTOMER EMAIL*****
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center.
In regards to your clockspring inquiry, we have provided your Clockspring Extended Warranty letter below. This letter will go through the steps you need to have this repair completed:
This letter is to inform you that the warranty period (3 years or 36,000 miles) on your Wrangler s clockspring has been extended to 10 years or 150,000 miles, whichever occurs first. This extended clockspring warranty coverage applies to select model year 2007 Wranglers.
We are extending the warranty period on your clockspring because some of the affected vehicle population may experience an airbag lamp illumination caused by a steering column clockspring issue. If your vehicle is operating properly, there is nothing you are required to do.
If you are experiencing the condition as described in this warranty extension (within the 10 year or 150,000 mile period), simply contact your dealer to schedule a service appointment. Remember to bring this letter with you to your dealer. Please make sure to store this letter with your vehicle s other warranty information for future reference. The warranty extension applies to the above components only; the other terms and the What s Not Covered items of your warranty remain the same as stated in your Warranty Information book.
If you have already paid for the replacement of your airbag clockspring, you may be eligible to receive a reimbursement.
Our records indicate that the following recall campaign(s) have not been performed by an authorized dealer:
Recall #
Description
J24 MOPAR
TOW BAR
We suggest that you contact your local authorized Jeep dealer to make

arrangements for an inspection and, if necessary, corrective action at no charge to you.
Please take a copy of this message with you at the time of service to aid the process. Although not required, it is recommended to bring a copy of the recall notification with you to your dealer s service department when you bring your vehicle in for this service.
If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.
Finding a dealer is simple:
A dealership locator can be found on the brand web site in the 'Find a Dealer' field of the Jeep - http://www.jeep.com home page.
Thanks again for your email.
Sincerely,
Matt
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6917	7L1[redacted]	***Open Date***	10/19/2012	***Built Date***	07/26/2006	
Model Year	2007	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	11/10/2006	***Mileage***	32,000	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	62869	BENSON CHRY-DODGE-JEEP			
Dealer Address	400 W WADE HAMPTON BLVD				
Dealer City	GREER	***Dealer State***	SC	***Dealer Zip***	29650

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	GREER SC[redacted]	***Country***	UNITED STATES

Product - Steering - Unknown - Other - Default	clockspring
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	informed
Recall - J30: TRANSMISSION FLUID TEMPERATURE WARNING - Advise Owner/Incomplete Recall	informed
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	informed
Corporate - CNA Change - Default - Default - Default	updated

Briefly summarize why the customer is contacting Chrysler: Caller Gabe seeking recall information. Caller states that he is having issues with the horn not working and the air bag warning light.
Briefly summarize what the customer is expecting: Agent updated COIN. Agent advised customer of recalls J24, J30 and K13. Agent advised to have the dealer diagnose the clockspring concerns and if it is determined to be the EX 41 and would like cost assistance with the repair to call back to request a CM look into assisting. Agent provided CAIR #.
Reassign to 861

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2418	8L[redacted]	**Open Date**	10/22/2012	**Built Date**	03/25/2008	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	06/19/2008	**Mileage**	74,733	**Dealer Zone**	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60252	CHAMPION CHRYSLER-DODGE, INC.			
Dealer Address	1110 US HIGHWAY 31 S				
Dealer City	ATHENS	**Dealer State**	AL	**Dealer Zip**	35611

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	ELKMONT AL[redacted]	**Country**	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	Seeking reimbursement
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light on

POSTMARK DATE: 101112; DATE RECEIVED: 101712
Writer has verified address in COIN and return documents for accuracy.
Writer has updated COIN, Dealer Code and Mileage.
Writer has reviewed invoice and the Mopar Tow Bar J24 does not apply to this vehicle. The L37 recall was completed on the vehicle before the recall was issued, which is why the recall is still showing.
Customer had the recall completed on the vehicle before recall was issued, and customer charged a $100.00 deductible. Customer is seeking to have the deductible reimbursed.
RECALL L37 AIRBAG SYSTEM CLOCKSPRING
****
Customer submitted request for reimbursement for recall L37 AIRBAG SYSTEM CLOCKSPRING.
Recall applies to customer s vehicle: 1J4FZ24188L[redacted]
Customer s proof of payment is: Carbon check receipt - confirm payment
Date of Repair: 02/21/11
Invoice #[redacted]
Labor $0.00
Parts $0.00
Misc. Charges/Discounts $100.00
Tax $0.00
Total $100.00
Writer is submitting check for approval in the amount of $100.00
Writer contacted the dealership at 256-232-8787 and spoke with Gil (SA) who confirmed that customer paid $100.00 deductible on the repair as the work was placed under warranty.
Writer attempted to reach customer at[redacted] to advise that the L37 recall is still showing incomplete as it was done before the recall was issued. Writer unable to leave a message as after several rings, no voicemail picked up the call.

Writer attempted to reach customer [redacted] to advise of the open recall on the vehicle. Writer let the phone ring over 15 times, no answering machine to leave a message.
Writer has attempted to reach customer at an additional telephone number found on the invoice ([redacted]. Writer was unable to leave a message as after 3 rings a message came on saying 'The customer has a voice mail box that has not been set up, good bye.'
Writer attempted to reach customer at [redacted] to advise of open recall on vehicle. Customer does not seem to have an answering machine at this residence. Writer unable to leave a message after several rings.
**** APPROVED AND PROCESSED ****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2412	8L[redacted]	**Open Date**	10/22/2012	**Built Date**	12/06/2007	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	02/08/2008	**Mileage**	88,472	**Dealer Zone**			
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	LA VISTA NE[redacted]	**Country**	UNITED STATES

Corporate - Recall - Default - Default - Default	L37
Corporate - Reimbursement - Default - Default - Default	Pre-recall repair

POSTMARK DATE: 101212; DATE RECEIVED: 101712
Writer called IRF Sparks Computerized Car Care phone 402-592-7666 time 11:34 EDT. Owner John answered.
He stated that the discount applied on the invoice was 5% on the parts and labor.
Confirmed reimbursement information in documents matches COIN.
Writer called customer phone 4[redacted] time 11:53 EDT. Machine answered.
Writer left message requesting call back.
Writer provided Case#, Phone: 855-675-9291 Ext: 4718340.
Writer called customer phone [redacted]1 time 11:57 EDT. USPS answered.
Customer [redacted] was not available.
Status update provided via email to the following email address:
[redacted]
Regarding your 2008 JEEP WRANGLER X RHD 4X4:
We have received the documents you sent in for reimbursement of the clockspring repair.
I spoke to John at Sparks and he confirmed that the discount was 5% parts and labor, I based your reimbursement on that plus tax.
The reimbursement amount I will submit for approval is $375.85.
I can be reached at Phone: 855-675-9291 Ext: 4718340.
Case#[redacted].
Robert
Customer Assistance Representative
End of Status Update
Customer advised of amount via email per AC 22254.
L37 Recall -RHD- Clockspring
****
Customer submitted request for reimbursement for L37 -RHD- Clockspring.
Recall applies to customer s vehicle: 1J4FZ24128[redacted]
In-service Date: 02/08/08
Customer s proof of payment is: IRF Sparks Computerized Car Care invoice printed Paid: By: M/C-Visa, Visa sales slip for invoice amount Auth Code:
[redacted]
Date of repair: 06/03/11
Mileage: 61827
Invoice#:[redacted]

Labor: $90.00
Parts: $287.60
Misc. Charges: $0.00
Misc. Discount: (5% P&L per line 2-5) -$18.88
Tax: (7% parts after discount) $17.13
Total: $375.85
Writer is submitting check for approval in the amount of: $375.85
Approved. Closed loop.
Customer [redacted] returned call from line 7-10.
Writer advised of reimbursement detail and confirmed no changes to customer information.
Customer stated that he has no tow bar on this vehicle, J24 is still incomplete, writer requested on next visit to CDJ dealer he request they clear J24.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2415 8L[redacted]	**Open Date**	10/22/2012	**Built Date**	03/04/2008		
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	11/29/2008	**Mileage**	54,501	**Dealer Zone**	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PYB	DETONATOR YELLOW CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45362	CLAY COUNTY CHRYSLER DODGE JEEP,		LLC	
Dealer Address	86635 HIGHWAY 9				
Dealer City	LINEVILLE	**Dealer State**	AL	**Dealer Zip**	36266

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	SYLACAUGA AL[redacted]	**Country**	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	Seeking reimbursement
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light on - reimbursement requested.

POSTMARK DATE: 101312; DATE RECEIVED: 101812
Writer has updated COIN, Dealer Code and Mileage.
Writer has verified address in COIN and return documents for accuracy.
Customer has no open recalls on the vehicle at this time.
Customer seeking reimbursement for Clockspring recall as this was completed before the recall was issued.
Writer attempted to contact the dealership at 256-396-2155 to verify payment as unable to make out receipt, as well as confirm taxes on the invoice. Writer unable to speak with the Service Department as they were gone for lunch.
Writer has contacted the dealership again at 256-396-2155 and spoke with Jeffrey (Service) who confirmed that customer has paid the invoice in full. Writer also confirmed tax rate at 9.0% on parts only.
RECALL L37 AIRBAG SYSTEM CLOCKSPRING
****
Customer submitted request for reimbursement for recall L37 AIRBAG SYSTEM CLOCKSPRING.
Recall applies to customer s vehicle: 1J4FZ24158L[redacted]
Customer s proof of payment is: Credit Card Receipt
Date of Repair: 01/20/12
Invoice # 23219
Labor $90.60
Parts $208.60
Misc. Charges/Discounts $0.00
Tax $18.77
Total $317.97
Writer is submitting check for approval in the amount of $317.97
****
**** APPROVED AND PROCESSED ****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2413	8L[redacted]	**Open Date**	10/23/2012	**Built Date**	03/14/2008	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	05/17/2008	**Mileage**	55,731	**Dealer Zone**	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68952	ROBERTS CHRY-JEEP DODGE			
Dealer Address	ROUTE 101				
Dealer City	PETERBOROUGH	**Dealer State**	NH	**Dealer Zip**	03458

Owner	[redacted]	**Contact Type**	OUTBOUND CASE
Address	[redacted]	**Home Phone**	[redacted]
	FITZWILLIAM NH[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Unknown - Other - Unknown	Customer states that vehicle has been leaking water since purchase.
Corporate - Outbound - Survey Follow-Up - CPS - Customer Contact Complete	
Corporate - Outbound - Survey Follow-Up - CPS - Default	

CPS Survey Record Received Date: 10/23/2012
Survey Number : 8L60735207
Quality Survey ID Number: 218060534
Survey Date : 10/18/2012
VIN Number : 1J4FZ24138L[redacted]
Mapping Class : Non-Legal/Non-Dealer
Event Type : Year 5 Ownership
CPS Score : 0
* * * * * CASE MANAGER TEAM - District Z * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Left message.
Survey States: Customer has had nothing but problems with the vehicle since purchase and is dissatisfied with the constant recalls. Customer states transmission had to be replaced and customer paid $2500.00 for repairs. Customer only purchases Jeeps because a right handed vehicle is needed for work.
Writer contacts customer Ms Pelkey who states that she had replaced the transmission a few weeks ago and spent $2500.00 for that repair. Customer states that injector valve was replaced at the cost of $500.00 a few months ago. She states that the vehicle is leaking water and that the dealer had attempted to repair the concern 2-3 times since purchase but it was never resolved. Writer advised customer of recall L37 and customer states that the airbag light has been on for a while but due to her work schedule she has not been able to schedule an appointment for repair. Writer advised customer that CAC would like to ensure that the recall gets completed on her vehicle and that Chrysler can resolve the leaking concerns with her vehicle. Writer advised customer that her CM

JJ869 will follow up with her no later than 10/31 to determine the next steps. Customer alleged that when she purchased the vehicle she was told by the dealer that she could not purchase a Chrysler Service Contract because the vehicle is a right handed vehicle. Customer would like to know if that is correct. Writer advised that CAC will research this inquiry and follow up with her.
Writer contact dealer#68952 dialed 603-924-7777, Phone number is not service.
Writer contact dealer#68952 dialed 603-924-7777, Phone number is not service.
2nd attempt made to contact customer [redacted]7. Left message.
3rd attempt made to contact customer. Left message.
4th attempt made to contact customer. Left message.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2411	8L[redacted]	**Open Date**	10/26/2012	**Built Date**	10/05/2007	
Model Year	2008	**Body**	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	10/11/2007	**Mileage**	75,000	**Dealer Zone**	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68302	GREEN CHRYSLER PLYMOUTH DODGE			
Dealer Address	307 EAST FIRST STREET				
Dealer City	DERIDDER	**Dealer State**	LA	**Dealer Zip**	70634

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Airbag light intermittently activates.
Recall - J24: MOPAR TOW BAR - Information Request	Recall information request.
Recall - J30: TRANSMISSION FLUID TEMPERATURE WARNING - Information Request	Recall information request.
Recall - K13: INNER FENDER LINERS - Information Request	Recall information request.
Recall - L05: TRANSMISSION COOLER LINES - Information Request	Recall information request.
Corporate - Warranty Coverage - Default - Default - Default	Warranty information request.

Briefly summarize why the customer is contacting Chrysler: Customer seeking recall information regarding the clock spring. Customer stated their airbag light is flashing intermittently. Writer advised the vehicle has 4 open recalls. Writer advised there is no recall on the clock spring. Customer stated they have an appointment for diagnosis and recall repairs. Writer advised the warranty expired for the basic vehicle components.
Briefly summarize what the customer is expecting: Recall information request. Warranty information request.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6414 8[redacted]		***Open Date***	10/27/2012	***Built Date***	12/15/2007	
Model Year	2008	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4			
In Service Dt	01/26/2008	***Mileage***	87,500	***Dealer Zone***	51	CHICAGO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PYB	DETONATOR YELLOW CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	63814	EWALD'S MAYFAIR CHRY-JEEP INC			
Dealer Address	2201 N MAYFAIR RD				
Dealer City	WAUWATOSA	***Dealer State***	WI	***Dealer Zip***	53226

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MUKWONAGO W [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light not functioning properly - needs replacement
Corporate - Recall - Default - Default - Default	caller stated he thought air bag light should be on recall
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called in about the air bag light not functioning and needing to be repaired. Caller thought Chrysler should pay for this repair. Agent explained to the caller that this would have fallen under the 36/36 warranty for his vehicle. Agent informed the customer there were no recalls for this or extended warranties. Caller was very agitated and stated he was going to call NHSTA.
Briefly summarize what the customer is expecting: Caller felt that there should be a recall for the air bag light in his vehicle as other vehicles have recalls for this.
CSI received: Please contact this customer and advised that in order for us to consider assistance with this concern we require a diagnosis from a CDJR dealership. Vehicle is within goodwill parameters.
Agent contacted customer and left a message for the customer in regard to contacting us back for possible cost assistance with the repair or his air bag light. Next agent please update case and advance the file when the cusotmer calls back.
Briefly summarize why the customer is contacting Chrysler:
Customer called back as he saw previous agent had tried to contact him. Agent explained as per line 13 that he is within the parameters for goodwill, but he first needs to bring his vehicle to the his local CDJ dealership.
Agent confirmed he will be bringing his vehicle to dealer 63814.
Agent offered to connect the customer to the dealership to set up an appointment, customer declined stating he knows someone that works there, and he will just stop in to set an appointment.
Agent did advise that it is standard that the dealership will charge a

diagnostic fee.
Agent explained that once his vehicle is diagnosed to call back, we will open a new CAIR and he could possibly be reimbursed for the diagnostic fees.
Reassigning to 861.
Customer Called back in asking about the process for diagnosis. Agent explained that once his vehicle is diagnosed to call back, we will open a new CAIR and he could possibly be reimbursed for the diagnostic fees.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2411	7L1[redacted]	***Open Date***	10/30/2012	***Built Date***	09/30/2006	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	11/25/2006	***Mileage***	118,000	***Dealer Zone***	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PJR	RESCUE GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	41017	ALLEN MOTORS INC			
Dealer Address	19 MANCHESTER RD				
Dealer City	DERRY	***Dealer State***	NH	***Dealer Zip***	03038

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	NASHUA NH [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	airbag warning lamp is illuminated
Corporate - Warranty Coverage - Default - Default - Default	information on extended warranty X41

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because he got a letter in the mail regarding an extended warranty on his clockspring back in December. Customer states that he did not bring this to the attention of the dealership as he was not experiencing the issue.
Briefly summarize what the customer is expecting: Customer seeks direction on how to have the issue repaired and if it was covered under the extended warranty.
Agent advised customer that since he was experiencing the issue in the extended warranty he should advised his dealership of this and book an appointment to have the issue repaired.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3918	9L[redacted]	**Open Date**	10/31/2012	**Built Date**	11/24/2008	
Model Year	2009	**Body**	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	01/31/2009	**Mileage**	65,000	**Dealer Zone**	42	DETROIT	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PV6	SUNBURST ORANGE PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	23348	H E MC GONIGAL INC			
Dealer Address	1220 EAST BLVD				
Dealer City	KOKOMO	**Dealer State**	IN	**Dealer Zip**	46901

Owner	[redacted]	**Contact Type**	E-MAIL
Address	[redacted]	**Home Phone**	[redacted]
	LEETONIA OH [redacted]	**Country**	UNITED STATES

Product - Transmission / Transaxle - Gear Selector / Linkage - Improper Shift - Default	reverse went out of the transmission
Product - Transmission / Transaxle - Unknown - Rusty - Default	transmission pan cover was starting to rust
Corporate - Survey By-Pass - No Response - Default - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Problems with transmission.
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
I work for the post office and in 2009 bought a brand new right hand drive Wrangler. I expected this vehicle to last for years. Some of the old mail Jeeps from the 70s are still running up and down the road. I have never been so disappointed. I have had several issues with it. There is a recall on the airbag system clockspring that has never been resolved. The dealership did a temporary fix on it, but it is starting to come loose again because I am loosing my horn again. When it happened before I lost my horn and then the airbag light started coming on . When I took it in to get the temporary fix done - because you have not come up with a permanent one yet- the horn was fixed also so I know the two are related and now the horn is starting to go again. Sometimes it works, sometimes it doesn t. Then when I took the vehicle in for the 50,000 maintenance, they said the transmission pan cover was starting to rust through. I could hardly believe it. How does something rust through on a three and a half year old vehicle. Unheard of. I have had 30 year old vehicles that never had that problem. The vehicle has 65000 miles on it and the reverse went out of the transmission. Normally Columbiana Jeep is the servicing facility but they could not get to it for a week so we took it to AAmco in Boardman, Ohio for the transmission work because they said they would tear it apart Friday, get the parts Monday and I would have it back Monday night. They said the problem with the transmission was a broken snap ring. Really? We had a Dodge Ram that we bought new that had transmission problems that were caused by - you guessed it- a broken snap

ring. What is the problem with the snap rings in your transmissions? Why do they break? Is it a design flaw? Maybe this is something that needs to be looked into. Back to my Jeep. The broken snap ring caused a lot more damage and the price went from $1700-$1900 to $3000. Then they said the transmission lines were leaking through and wanted another $200 - again it is only 3 and 1/2 years old -HOW CAN THE LINES BE LEAKING?! They got it back together and now it won t shift out of 2nd gear properly. I was supposed to have it back Monday evening. It is Wednesday and they can t figure out what the problem is. Everyday I am off work costs me $185. I am just heartsick. I had a choice when I went to buy the right hand drive - either the Jeep or a Subaru. I chose the Jeep because my dad retired from Chrysler and in 2009 you guys were in trouble and needed all the help you could get. Buy American, right? I am so disappointed. Where do you buy a quality vehicle any more? I know I am rambling but it is the middle of the night and I can t sleep. What if they can t figure out what the problem is with the transmission. I need to get back to work so I can pay for the transmission that should NEVER have needed rebuilt. I just do not feel that your product has lived up to its reputation - unless this is the new reputation and I am the last to know. I just do not feel that I got the quality I deserved out of this vehicle.
VIN:
1J4GZ391
Mileage:
65000
Servicing Dealer:
Columbiana Jeep
Title:
Mrs.
First Name:
[redacted]l
Middle Initial:
Last Name:
[redacted]
Address 1:
[redacted]
Address 2:
City:
Leetonia
State:
OH
Zip:
[redacted]
Email:
[redacted]
Home Phone:
[redacted]
*****END OF CUSTOMER EMAIL*****
Dear[redacted]
Thank you for contacting the Jeep Customer Assistance Center.
In regards to your recent email on your 2009 Jeep Wrangler, Due to the nature of your concern, I would like to discuss this matter with you in more detail. Therefore, I will attempt to call you soon at the phone number you provided in your email.
My name is Crystal and I will be your Case Manager. I look forward to assisting you; as such, here is some information that will be helpful for you to have when I contact you:
*Your case number is: [redacted]
*The Chrysler Case Management telephone number is 877-759-5427
*My direct extension: 4718439
*My work hours are: 10:00 am - 6:30 pm Eastern Time
I will contact you within one business day by telephone to review your case with you.
If you need immediate assistance, please call the Customer Care Center at 1-877-IAM-JEEP (426-5337).
Thanks again for your email.
Sincerely,

Crystal
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC RESPONSE EMAIL*****
Dear Crystal,
I just wanted to let you know that if you have attempted to contact me at the [redacted] phone number that there has been an issue with the phone since Monday night. We can call out but we can not receive calls. It is supposed to be fixed by the end of the day Saturday. Thank you.
Cheryl Emelo
*****END OF CUSTOMER EMAIL*****
Agent to contact customer on Monday due to her phone line having difficulties accepting calls.
CUSTOMER CONTACT - 1st attempt, phone number dialed [redacted]. Agent requested call back at 877-759-5427 extension 4718439.
Dear [redacted]yl:
Thank you for contacting the Jeep Customer Assistance Center.
In regards to your recent email, we have tried contacting you on 11/05 by telephone and have received no response back. If you are still seeking assistance please contact us back at 877-759-5427 extension 4718439.
Thanks again for your email.
Sincerely,
Crystal
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC RESPONSE EMAIL*****
Customer called and left voicemail requesting call back.
Dear Crystal, I was disappointed to have missed your call. I work during the day and am not generally available until about 3pm. I really wanted to talk to you about all of the problems with my Jeep. Especially now that the rear end is going out of the Jeep. And no, I am not kidding. I wish I was. Isn t there some kind of lemon law? This vehicle has 65000 miles on it and has had the transmission rebuilt and now the rear end is out of it not to mention all of the other problems
*****END OF CUSTOMER EMAIL*****
CUSTOMER CONTACT - 1st attempt, phone number dialed 3[redacted]. Agent left voicemail for customer stating that received her email to contact after 3pm. Agent advised it is 3:30 pm and would like to discuss case. Agent requested call back at 877-759-5427 extension 4718439.
Dear Cheryl:
Thank you for contacting the Jeep Customer Assistance Center.
We have tried contacting you on 11/08/2012 3:32:39 PM and have not heard any response. Please contact us back at 877-759-5427 extension 4718439.
Thanks again for your email.
Sincerely,
Crystal
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC RESPONSE EMAIL*****
Dear [redacted]l:
Thank you for contacting the Jeep Customer Assistance Center.
We have tried contacting you and have not had any response back. Please contact us back at 877-759-5427 extension 4718439.
Thanks again for your email.
Sincerely,
Crystal
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC RESPONSE EMAIL*****
Dear [redacted]:
Thank you for contacting the Jeep Customer Assistance Center.
We have tried contacting you and have not had any response back. We are now closing your case. However, if you are still seeking assistance you may contact Jeep at 877-IAMJEEP (877-426-5337) and we can revisit your file at this time.
Thanks again for your email.

Sincerely,
Crystal
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC RESPONSE EMAIL*****
CLOSED LOOP - No response from customer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3919	9L[redacted]	**Open Date**	10/31/2012	**Built Date**	09/30/2008	
Model Year	2009	**Body**	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	10/21/2008	**Mileage**	56,844	**Dealer Zone**	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45008	UPSTATE DODGE-CHRY-JEEP INC			
Dealer Address	15-24 WEST AVE				
Dealer City	ATTICA	**Dealer State**	NY	**Dealer Zip**	14011

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	replaced the clock spring
Corporate - Recall - Default - Default - Default	requesting reimbursement under the L37

POSTMARK DATE: 102212; DATE RECEIVED: 102712
Writer verified the customer s information to match coin, invoice and envelope.
Customer is requesting reimbursement for a repair completed on 10/21/11 to replace the clock spring as the air bag light was on.
Writer located cair numbe[redacted]0 created on 03/30/12 in which reimbursement had been provided for this repair, approval date 04/02/12 DKV.
Writer will make the first attempt to contact the customer @[redacted] to advised reimbursement was provided for this repair.
Writer spoke with [redacted] and advised a check had been sent for this repair. [redacted] stated the repair had been completed twice. Writer advised the same invoice was received with another one, a check was submitted to include both repairs in April. [redacted] understood and thanked the writer for the call.
**********CLOSED**********

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BB3H11	AL[redacted]	***Open Date***	11/01/2012	***Built Date***	11/05/2009	
Model Year	2010	***Body***	JKTM74	JEEP WRANGLER UNLIMITED SPORT 4X2			
In Service Dt	12/11/2009	***Mileage***	48,000	***Dealer Zone***	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	24100	HUNTINGTON BEACH CHRYSLER JEEP			
Dealer Address	16701 BEACH BLVD				
Dealer City	HUNTINGTON BEACH	***Dealer State***	CA	***Dealer Zip***	92647

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted] APT 313	***Home Phone***	
	LOS ANGELES CA[redacted]	***Country***	UNITED STATES

Referral - Top Care - Social Media Team - Default - Marketing

POSTMARK DATE: 110112; DATE RECEIVED: 110112
Top Care customer first contact was 11/05/12 at 13:57 by PLF
11/5 - Customer states they are having multiple problems with vehicle
11/5 - Biggest issue is with wobble; also, customer states that exhaust in vehicle is making him sick.
11/5 customer is also concerned about air bag light, tire pressue and engine light that keep coming on;
11/5 per further conversation with customer, customer would like to trade this vehicle in with the help of a CDI number to lease a new vehicle; last 4 SS: 8219; BD: 05/18/81; PLS will also reimburse customer for repair on differntial issue (approx $175); customer is faxing in receipt for reimbursement
11/5 PLS requested CDI number
11/5 PLS sending check to customer for $172.27 per agreement; still waiting for CDi number
Top Care follow-up contact was 11/05/12 at 17:54 by PLF
11/5 - Customer s email address is M[redacted]
POSTMARK DATE: 110512; DATE RECEIVED: 110612
11/7 CDI number = CD515287A128
11/7 PLS sent email to customer with the CDI number.
12/11 - Per email PLS sent to customer on 11/7:Hello Mr. [redacted]
As promised, here is the CDI number: CD515287A128. The sponsor is Paul Alcala, Director of Chrysler Customer Care.
Please take this email to the dealership with you. This number is good for a new Chrysler purchase or lease. It allows you to purchase the vehicle at the Employee Purchase Price. The dealer should show you the invoice and point out the EPP number on the invoice.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2414	8L[redacted]	**Open Date**	11/02/2012	**Built Date**	12/05/2007	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	03/04/2008	**Mileage**	94,176	**Dealer Zone**	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	26767	CROSSROADS CHRYSLER JEEP DODGE			
Dealer Address	4510 WHITEHILL BLVD				
Dealer City	PRINCE GEORGE	**Dealer State**	VA	**Dealer Zip**	23875

Owner	[redacted]	**Contact Type**	E-MAIL
Address	[redacted]	**Home Phone**	([redacted]
	JARRATT VA[redacted]	**Country**	UNITED STATES

Corporate - CNA Change - Default - Default - Default	COIN Update=phone number update
Product - Transmission / Transaxle - Unknown - Other - Default	Transmission repair

***** EMAIL BRIEF DESCRIPTION CONTENT *****
had to pay for transmission service to the jeep again because of leaking flu
id yet again after replacing transmission in2010 and a recall on trans coole
r line replaced in feb 2012 this is something i feel is still a defect and s
hould not have had too pay
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
for but since i need the jeep for work i did . same feeling about having
too pay too replace clockspring in feb also .
*****END OF CUSTOMER EMAIL*****
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center.
Due to the nature of your concern, I would like to discuss this matter
with you in more detail.
My name is Kim and I will be your Case Manager. I look forward to
assisting you.
I will contact you in one business day by telephone to review your case
with you. I will attempt to contact you at the phone number provided in
your email at 4[redacted]
If you wish to be reached at an alternative number, please respond to
this email so that I may update your file appropriately.
Thanks again for your email.
Sincerely,
Kim
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
CONTACT UPDATE - 1st Contact attempt, phone number dialed 4[redacted]
CM contacted the customer and left a voicemail requesting a call back.
CM s message indicated case number, CM s office hours, contact number
1-877-759-5427 and extension 4718037.

CONTACT UPDATE 2nd Contact attempt, phone number dialed [redacted].
CM contacted the customer and left a voicemail requesting a call back.
CM s message indicated case number, CM s office hours, contact number
1-877-759-5427 and extension 4718037.
Customer contacted CM stating that she is taking her vehicle to the
dealer for diagnosis. Customer said she s not sure if it is the
transmission lines but if it is she feels she should not have to pay. CM
will follow up 11/12/12 with the dealer
Will follow up 11/12/12 with the dealer
Writer contact dealer 26767 at 804-733-4664.
SA Lionel stated the vehicle is repaired and the customer is picking it
up today and the customer is paying for the repair. SA Lionel stated it
was the oil pan that was leaking. Customer had dropped the vehicle off on
Friday for service.
CONTACT UPDATE - 1st Contact attempt, phone number dialed [redacted]
CM called to confirm repair. CM contacted the customer and left a
voicemail requesting a call back. CM's message indicated case
number, CM's office hours, contact number 1-877-759-5427 and
extension 4718037.
CONTACT UPDATE: 2nd Contact attempt, phone number dialed [redacted]. CM
contacted the customer and left a voicemail requesting a call back. CM s
message indicated case number, CM s office hours, contact number
1-877-759-5427 and extension 4718037.
CONTACT UPDATE: CM left a VM at the alternate number from the customer of
[redacted]3. CM contacted the customer and left a voicemail requesting a
call back. CM s message indicated case number, CM s office hours, contact
number 1-877-759-5427 and extension 4718037.
Customer stated recall completed but the Air Bag light is on. Customer
stated she cannot take her vehicle to the dealer until Nov 24 at the
earliest but it will be there for Nove.26. CM will call the dealer to let
them know. Customer stated she will be calling the dealer as well.
Writer contact dealer 26767 at 804-733-4664. Writer spoke with Lionel in
service to let him know the air bag light is on again and the customer
will be bringing the vehicle back to him on Nov. 24 or the 26th. Lionel
stated that as fine.
Agent will follow up with customer after Nov.26 as per customer request.
Agent will follow up with customer after Nov.26 as per customer request.
Agent will follow up with customer after Nov.27
Customer stated they are picking up the vehicle and the dealer could not
duplicate the problems that the customer descibed. Customer seeking a
call back.
CONTACT UPDATE: CM contacted the customer at [redacted] and left a
voicemail requesting a call back. CM s message indicated case number,
CM s office hours, contact number 1-877-759-5427 and extension 4718037.
Agent will follow up with customer 11/29
CONTACT UPDATE: CM contacted the customer at [redacted]8 and left
voicemail requesting a call back. CM s message indicated case number,
CM s office hours, contact number 1-877-759-5427 and extension 4718037.
Agent closing file. Dealer not able to duplicate. Agent left VM for
customer with no response.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5912	7L[redacted]	***Open Date***	11/03/2012	***Built Date***	03/13/2007	
Model Year	2007	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	06/08/2007	***Mileage***	75,000	***Dealer Zone***			
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	[redacted]
	RIDGECREST CA 9[redacted]	***Country***	UNITED STATES

Recall - G40: REPROGRAM EBC MODULE - Advise Owner/Incomplete Recall	Recall not completed
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	airbag sesor on
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	recall not complete
Recall - J30: TRANSMISSION FLUID TEMPERATURE WARNING - Advise Owner/Incomplete Recall	recall not complete
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	recall not complete

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Electrical Problem
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
My Airbag Light is on and when the steering wheel is turned I get an alarm noise like maybe seat belt not on. Is there a recall on this.
*****END OF CUSTOMER EMAIL*****
Dear James:
Thank you for contacting the Jeep Customer Assistance Center.
Our records indicate that the following recall campaigns have not been performed by an authorized dealer:
G40 REPROGRAM EBC MODULE SAFETY 10/24/2007 INCOMPLETE
J24 MOPAR TOW BAR SAFETY 11/19/2009 INCOMPLETE
J30 TRANSMISSION FLUID TEMPERATURE WARNING SAFETY 02/19/2010 INCOMPLETE
K13 INNER FENDER LINERS SAFETY 12/03/2010 INCOMPLETE
We suggest that you contact your local authorized Chrysler, Dodge, Jeep or Ram dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.
Please take a copy of this message with you at the time of service to aid the process. Although not required, it is recommended to bring a copy of the recall notification with you to your dealer s service department when you bring your vehicle in for this service.
If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.
Thanks again for your email.
Sincerely,
Heather
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL*****
I will try to take it in a couple of weeks for these recall, but my original question was not answered. I will take it to Lancaster, CA

Case Number[redacted]
*****END OF CUSTOMER EMAIL*****
Dear J[redacted]:
Thank you for contacting the Chrysler Customer Assistance Center.
The best resource for your question is the Service Department of your local dealership. They can ascertain the correct part number, review part availability and discuss any alternatives you may have.
Thanks again for your email.
Sincerely,
Heather
Customer Service Representative
Chrysler Customer Assistance Center
*****END OF CAC EMAIL*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA5H10 AL[redacted]		**Open Date**	11/05/2012	**Built Date**	09/24/2009	
Model Year	2010	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	10/14/2009	**Mileage**	40,000	**Dealer Zone**	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PBS	DEEP WATER BLUE PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60379	LANDERS MCLARTY CHRYSLER DODGE			
Dealer Address	6533 UNIVERSITY DR NW				
Dealer City	HUNTSVILLE	**Dealer State**	AL	**Dealer Zip**	35806

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	HUNTSVILLE AL[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Front - Driver	Customer states that the airbag light has been coming on and off

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer states that he has been having an issue with his airbag light coming on. Customer states that he researched online and saw many vehicles that were experiencing the same issue. Customer states that he feels that the issue is with the clockspring and that this should be involved in a recall.
Briefly summarize what the customer is expecting:
Customer does not want to pay out of pocket for this repair. Customer feels that this issue should be a recall.
Who has possession of the vehicle? Owner
Has an authorized dealer diagnosed the vehicle? yes
If a CDJR dealer has diagnosed, what is the dealer name and code? 60379
Customer advised a call back will take place within one business day.
Preferred Morning/Midday call back number [redacted]
Preferred Afternoon/Evening call back number is: [redacted]
Customer email address for case updates: [redacted]
Reassigned to: 88F
MR [redacted] O is requesting to speak with Case Manager. Transferred to NE80, 855-525-5085, 4720321
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] CM attempted to contact customer, unable to dial number, multiple attempts tried. If customer contacts please inquire about alternate contact number.
2nd attempt made to contact customer. Number does not work, if customer contacts CAC please reopen case with an alternate contact number.
[redacted]
Customer calls to speak with their Case Manager.

Writer provided the number and extension from line 23 and also transferred the call.
Writer according to line 28-30 reopened the case with the correct number and reassigned it to the same CM.
CORRECT PHONE NUMBER [redacted]
Transfered to CM.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] CM contacted customer and inquired about the concern the customer was having on the vehicle, customer stated that the airbag light is on and is worried that it may be the clockspring on the vehicle and would like to have some form of assistance financially in getting the vehicle repaired. CM advised customer would have to have the vehicle diagnosed before CM could inform customer that any form of assistance would be offered in reference to the concern. Customer understood, and CM placed customer on hold and scheduled appointment for customer to drop the vehicle off at the dealership for the repairs to be completed. CM scheduled appointment for 11.17.12 at 9:00 a.m., CM resumed call with customer and advised that, that is a Saturday and CM does not work on Saturday, but would follow up with dealership on Friday to discuss any form of financial assistance that could be offered in reference to the concern.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 4720321
CM contacted dealership and spoke with SM, Jim who advised that the customer is within the dealership goodwill and that the dealership would be willing to assist the customer with goodwill with a copay, CM advised would contact customer and advised of the dealership s offer of goodwill. CM contacted customer and advised of lines 55-58, and stated would follow up with customer on 11.19.12 to verify satisfaction of repairs.
2nd attempt made to contact customer. Left message [redacted]
Customer called wishing to speak to CM. Writer transfered caller to CM
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.
Disregard line 63....CM received call from customer who advised that the vehicle EGR light was on in the vehicle, customer states that upon research learned that the light indicates that the EGR valve may need to be replaced which is covered under the customer s federal emissions warranty. CM advised customer to schedule an appointment with the dealership to have the vehicle diagnosed for the concerned, but CM stated that their would be a good chance that because it is close to the holiday that the customer may want to schedule the appointment for maybe after the holiday. Customer stated was a little apprehensive as the customer is unsure if the condition would worsen with the customer still operating the vehicle, CM apologized and stated was unable to answer the customer s questions as the CM was not technically trained, but again encouraged the customer to reach out to the dealership to obtain that information as well as to schedule an appointment for the EGR diagnosis as the repairs would be covered under the federal emissions warranty if it is found that the concern is the EGR valve.
Customer calling in to speak to CM at Ext4720321 agent transferred to voicemail.
Customer states he brought his vehicle into dealership #60379 and they are informing him that the EGR valve is not covered under the customers federal emissions warranty. Customer states his CM informed him that this was and took the day off of work to have this repair done. Customer states he has not had the dealership diagnosed the vehicle yet. Agent informed the customer that the CM line is not open until 8:30 AM. Agent advised the customer to have the vehicle diagnosed and agent would put a request in to have CM call customer back.
Customer called in and was transfered to CM VM
Customer called in to speak with CM. Customer states that his previous attempt to speak with CM was unsuccesful. Agent was looking into customers warranty information regarding EGR valve and federal emissions warranty. Agent went back to customer and customer was no longer on the line. Customer would like to speak with CM.
CM contacted customer and was informed of lines 82-89, CM placed customer on hold and contacted dealership and was advised that the component is

not covered under the emissions warranty and the dealership recommends that the customer pay for the repairs as the dealership has extended goodwill once for the customer and feels that the customer will continue to seek out repairs for nothing on the vehicle. CM thanked SM, Jim for recommendation and stated would inform customer that repairs would need to be a customer pay item. CM concluded call with dealership and resumed call with customer, CM apologized to customer for the misinformation provided and advised customer that the repair would need to be a customer pay item as the component is not covered under the warranty and the dealership assisted the customer with the repair to the air bag. Customer understood and concluded call.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3918	9L7[redacted]	**Open Date**	11/05/2012	**Built Date**	07/06/2009	
Model Year	2009	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	11/04/2009	**Mileage**	57,001	**Dealer Zone**	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60542	GWINNETT CHRYSLER DODGE JEEP RAM			
Dealer Address	5054 HIGHWAY 78				
Dealer City	STONE MOUNTAIN	**Dealer State**	GA	**Dealer Zip**	30087

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	GRAYSON GA[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light turns on and off while driving
Product - Body / Trim / Paint Finish - Seat Belts - Inoperative - Front Driver	release button would not work

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because the air bag light keeps coming on and off while the customer is driving. Customer does not want to drive the vehicle until this is fixed. Customer also advised agent that the seat belt retracting button was not working so he could not get out of the seat.
Briefly summarize what the customer is expecting: Customer seeks possible cost assistance.
Agent advised customer that she would escalate this to case management for further review.
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: declined
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?
Reassigned to 96F
CONTACT UPDATE - 1st Contact attempt,[redacted] Left message
Customer calls to speak with their Case Manager. transferred to JD1293
customer returns call stating that he just lost his job and doesn t have money for diagnosis and he knows what is wrong with the vehicle and that he had SA Brad already look at vehicle - CSR informed customer that our process starts with a diagnosis - CSR to contact SA Brad
SA Brad (866 556 2311) thinks issue may be a clockspring @$217 for parts plus $42.90 labor but needs to diagnose. Informed SA Brad that this falls under D-12-27 guidelines - Will inform customer to take vehicle to

dealer
informed customer to take vehicle to SA Brad who thinks repair is inexpensive clockspring - if it is anything else, further discussions are required
SA Brad states that warranty price for clockspring repair is $ 301.90 total - vehicle qualifies for
D-12-27 - dealer will not participate as customer has not been to him before - by the way customer just moved in from out of state
Customer calls seeking CM, writer could not locate CM extension in A/C transfer list. Customer is requesting a call back from CM regarding this CAIR.
Customer not so happy with $50 co-pay - he then explained his battery issue and that he has no money until Fri and that he has owned 3 vehicle and his family (Dad & sister also own Chrysler products - confirmed).
CSR offered OC312N Owner Care package - customer smiled
As a one-time goodwill gesture, Chrysler will be approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:
Total = 301.90
Co-pay = 50.00
########## DIRECT-TO-DEALER ##############
Customer Care is sending this file to your dealership because a joint goodwill decision has been made on behalf of our mutual customer.
Customer Care will add DM Notes to the VIN describing our decision. These notes are available to the DI group for reference.
When repairs are completed, submit your claim as you would normally.
If you need assistance with claim payment, please refer to Warranty Bulletin D-11-19 or for tech training requirements see Warranty Bulletin D-12-13.
This customer has been informed of this decision.
Please update and/or close CAIR when complete.
##################################
REASSIGNED TO BC/DLR 66 60542 11/07/12 11:11 C[redacted]
e-mail to KR467 for OC312N
dialed 7[redacted] - no connection
left message with SM Brad informing him of $50 co-pay
*Contact Date:11/07/2012
Customer request has been fulfilled.
CAIR RETURNED FROM DEALER ON 11/07/2012 AT 12:23:005 R 2[redacted]
CLOSED LOOP UPDATE - customer s father contacted today - thinks everything is satisfactory but will confirm with son.
CM attempt to contact customer.Left message [redacted]
CLOSED LOOP UPDATE - no need for additional follow-up.
Customer calls to speak with their Case Manager. Customer is concerned that an Owner Care was supposed to be on the vehicle and is not showing on the vehicle yet. CM885 transferred call to CM.
Customer calls stating the Owner Care SC has not yet been added to his vehicle - CSR e-mailed LC checking on progress
Customer states that his idler pulley making noise - customer installed ideler pulley - CSR advised customer to take vehicle to dealer for assistance
Customer states that he is calling to see if the oil change service contract has been put on his vehicle yet. Agent tried to contact R[redacted] and all lines were busy. Agent looked for JD1293 extension and the name is not listed for 96.
Agent advised customer to call back in A.M to see if the next agent could contact the CM.
Agent is going to speak to TL to get advise on what to do in this case.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5910	7L[redacted]	***Open Date***	11/07/2012	***Built Date***	01/04/2007	
Model Year	2007	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	01/27/2007	***Mileage***	85,300	***Dealer Zone***	70		
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68009	DOUG SMITH CHRYSLER JEEP DODGE			
Dealer Address	523 WEST MAIN STREET				
Dealer City	AMERICAN FORK	***Dealer State***	UT	***Dealer Zip***	84003

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted] .	***Home Phone***	
	SALT LAKE CITY UT[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light alarm shuts off and on
Corporate - Product Information - Default - Default - Default	Customer was seeking information on parts equipped with vehicle
Corporate - Survey By-Pass - No Response - Default - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
2007 Jeep wrangler Sahara unlimited
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
I want to know what equipment is on my jeep. Do I have limited slip differentials. I have a satellite stereo, but do I have a satellite antena? My airbag alarm shuts off, and turns on all the time. Is there any recall on this? Thank you, [redacted]i
*****END OF CUSTOMER EMAIL*****
Dear [redacted]:
Thank you for contacting the Jeep Customer Assistance Center in regards to your 2007 Jeep Wrangler Sahara.
We are pleased to provide vehicle build information per your request. According to our records, your vehicle was equipped from the factory with the following, please note that I have placed (***) beside the items you were inquiring about:
(INSERT DATA HERE)
Due to the nature of your concern regarding your airbag alarm, I would like to discuss this matter with you in more detail. Therefore, I will attempt to call you soon at the phone number you provided in your email. My name is Erica and I will be your Case Manager. I look forward to assisting you; as such, here is some information that will be helpful for you to have when I contact you:
*Your case number is: [redacted]
*The Chrysler Case Management telephone number is 877-759-5427
*My direct extension: 4718147
I will contact you within one business day by telephone to review your case with you.

Thanks for contacting us. I look forward to talking to you soon.
Sincerely,
Erica
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL*****
1st contact attempt to customer at [redacted] and a voicemail was left to call CM back. If customer calls back please transfer to 877-759-5427 ext. 4718147. CM stated on her VM that if she does not receive a call back by 11/13/12 she would be closing her file however if she seeks further assistance to contact our Jeep Customer Assistance number at 1-877-426-5337.
CLOSED LOOP UPDATE - No follow up needed. Customer has not responded back to CM.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GB3913 8[redacted]		***Open Date***	11/07/2012	***Built Date***	12/04/2007	
Model Year	2008	***Body***	JKTM74	JEEP WRANGLER UNLIMITED X 4X2			
In Service Dt	12/13/2007	***Mileage***	82,000	***Dealer Zone***	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	26803	STEVE LANDERS CHRYSLER DODGE JEEP			
Dealer Address	401 COLONEL GLEN PLAZA LOOP				
Dealer City	LITTLE ROCK	***Dealer State***	AR	***Dealer Zip***	72210

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	LITTLE ROCK AR [redacted]	***Country***	UNITED STATES

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Agent advised of open recall.
Recall - J30: TRANSMISSION FLUID TEMPERATURE WARNING - Advise Owner/Incomplete Recall	Agent advised of open recall.
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	Agent advised of open recall.
Recall - L05: TRANSMISSION COOLER LINES - Advise Owner/Incomplete Recall	Agent advised of open recall.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states the air bag light comes on and off
Product - Drivability - Unknown - Other - Default	customer states there is a vibration when he accelerates

Briefly summarize why the customer is contacting Chrysler:
Customer called in stating the air bag light on his vehicle keeps coming on and off. Customer also states that he is experiencing severe vibration while accelerating.
Briefly summarize what the customer is expecting:
Customer is seeking recall information.
Agent advised the customer that there are no recalls for the vibration or the air bag light. Agent did advise the customer of the 4 recalls that are open on his vehicle. Agent transferred the customer to the dealership for recall repairs and diagnosis of the other issues.
Customer calls seeking recall information. Advised the customer of incomplete recall recall J24, J30,K13, L05Ù for this vehicle. Customer was advised to
contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4BJWEG1C[redacted]		**Open Date**	11/07/2012	**Built Date**	07/15/2011	
Model Year	2012	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	09/01/2011	**Mileage**	14,276	**Dealer Zone**	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION					

Dealer	60350	PRINCE FREDERICK CHRYSLER JEEP	DODGE
Dealer Address	265 SOLOMONS ISLAND ROAD		
Dealer City	PRINCE FREDERICK	**Dealer State**	MD
		Dealer Zip	20678

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	SAINT LEONARD MD [redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light is on
Product - Engine - Cylinder Head / Gskt - Defective - Default	Head needs possible replacing
Corporate - Rental Vehicle - Default - Default - Default	Seeking rental
Corporate - Survey By-Pass - No Diagnosis - Default - Default	no diagnosis at time of call
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	rental assistance

Briefly summarize why the customer is contacting Chrysler:
John the SA from Prince Frederick is calling in on behalf of the customer as they are in the need of a rental.
John did call his Area Manager but received no answer and the customer vehicle needs to be left there as it will need to analyzed the the Technicians.
The issues that they are having is the AirBag light is flashing and testing so far in leading towards a damaged head.
It is also uncertain as to how long they will be without their vehicle at this time.
Briefly summarize what the customer is expecting:
John is expecting that he will have a rental for his customer.
Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number [redacted]
Customer email address for case updates:
Reassigned to 86R
****

Please refer to AC # 23513, vehicle has not been diagnosed. Please follow the 861 process.
****

Reassign to DS1207 to follow 861 process.
Agent tried to get in contact with John the SA but the Service Department closes at 6PM,
A callback will be need to be made tomorrow to see if this vehicle has

been completely diagnosed now.
Reassigning to 861.
CM spoke with dealership and authorized 5 days of rental per warranty bulletin d-11-01
Writer dialed 410-535-1200 spoke to Service Advisor John needs an additional 7 days of rental for a total of 12 days. Authorization has been updated.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BZ3H18	AL1[redacted]	***Open Date***	11/08/2012	***Built Date***	12/14/2009	
Model Year	2010	***Body***	JKUM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	01/30/2010	***Mileage***	75,569	***Dealer Zone***	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PGN	NATURAL GREEN PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60137	CROSSTOWN MOTORS			
Dealer Address	650 MEADOW STREET				
Dealer City	LITTLETON	***Dealer State***	NH	***Dealer Zip***	03561

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]4	***Home Phone***	[redacted]
	READING VT 0[redacted]	***Country***	UNITED STATES

Briefly summarize why the customer is contacting Chrysler: Customer states she took her vehicle to the dealership because her air bag light was on. Customer states that the dealership told her she needed a new clockspring. Customer states the dealership wants to charge her $300 for the repair. Customer states her husband thought the vehicle had a recall for the clockspring.
Briefly summarize what the customer is expecting: Customer seeking recall information.
Agent let the customer know that the clockspring recall was completed in April of 2012. Agent let the customer know that the part would have a 12 month 12,000 warranty and should be covered. Customer states she will call back if the dealership gives her a hard time

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BZ3H12	AL[redacted]	**Open Date**	11/09/2012	**Built Date**	06/16/2010	
Model Year	2010	**Body**	JKUM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	06/24/2011	**Mileage**	29,975	**Dealer Zone**	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PGN	NATURAL GREEN PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60026	BAKERSFIELD CHRYSLER JEEP			
Dealer Address	3101 CATTLE DRIVE				
Dealer City	BAKERSFIELD	**Dealer State**	CA	**Dealer Zip**	93313

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	LAKE ISABELLA CA[redacted]	**Country**	UNITED STATES

Recall - M22: TRANSMISSION SKID PLATE - Advise Owner/Incomplete Recall	Agent advised the customer of the recall on the vehicle

Briefly summarize why the customer is contacting Chrysler: The air bag light keep popping on in his Jeep it started today.
Briefly summarize what the customer is expecting: The customer is seeking information about his air bag light that has come on in his vehicle. The writer advised the customer that there are two recalls on the vehicle L37, M22. The writer offered to contact the local dealership to set up a recall appointment. The customer declined the offer at the time of the call. The writer provided the customer with the dealership contact information to Bakersfield Chrysler Jeep 3101 cattle drive bakersfield , CA 93313-2604 661-832-3000

Customer Assistance Inquiry Record (CAIR)# 22797630

VIN	1J4GA6412	8L[redacted]	**Open Date**	11/12/2012	**Built Date**	01/30/2008	
Model Year	2008	**Body**	JKJS72	JEEP WRANGLER RUBICON 4X4			
In Service Dt	07/16/2008	**Mileage**	46,000	**Dealer Zone**	70		
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	24165	TOWN & COUNTRY CHRY-JEEP INC			
Dealer Address	13733 AURORA AVENUE NORTH				
Dealer City	SEATTLE	**Dealer State**	WA	**Dealer Zip**	98133

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	EDMONDS WA[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer called with air bag light issues
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Customer seeking assistance for safety reasons

Briefly summarize why the customer is contacting Chrysler:Customer called stating that there is a recall out for the 2007/2008 RHD for a air bag issue and he states he is having the same issue and why does his vehicle not fall into this recall for the LHD. Customer states the light is on and off with a chime for 2 days and the dealership states nothing is covered and did not look into it further.
Briefly summarize what the customer is expecting:customer is expecting this issue reviewed for safety reasons.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]
Who has possession of the vehicle? (Owner
Has the vehicle been diagnosed by a CDJ dealer? (Yes
If a CDJ dealer has diagnosed, what is the dealer name or code?: 24165
Reassigned to 88F
Status update provided via email to the following email address:
[redacted]
My name is Jessica and I have been assigned to be your Case Manager.
Here is some information that will be helpful for you to have:
Chrysler Case Management telephone number: 800-763-8422
My direct extension: 66305
My normal work hours: 9:30 am - 6:00 pm MST Monday-Friday
I will contact you by end of business tomorrow via telephone.
End of Status Update
* * * * * CASE MANAGER TEAM - District O * * * * * *
Ownership: 1st

Owned: 1
New: 1
Used: 0
Service contract: LIFETIME UNLIMITED MILEAGE MAXIMUM CARE
OOW: 18 months 10000 miles
Writer left message for SM Cindy to get diagnosis information.
Writer received call from SM Cindy who states she has not seen the vehicle since 2011.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 2[redacted] Left message.
Customer called writer to ask why his vehicle is not part of the recall. Writer explained that recalls are VIN specific and this particular recall he is seeking is for LHD vehicles only and only a certain number of them. Customer wanted to know if it would be covered. Writer advised needing a current diagnosis but any fees would be customer responsiblity and if CAC does assist, it would still require some customer participation, unless it was covered under customer s SC, which writer advised would need to be addressed with the dealership to know exactly what is wrong and what would be covered. Customer disconnected call.
Writer left message with receptionist for service deptartment to call writer back
Writer received call from SM Cindy who advised customer is on the schedule for diagnosis tomorrow.
Writer called dealer, SM Cindy on vacation. Writer left message for SA James.
Writer received VM from SA James requiring callback at 206-418-5026.
Writer called SA James who states the airbag light is on due to the clockspring needing replaced. SA states they also found the transmission cooler lines are leaking (both repairs will be covered under SC). SA states customer seemed okay with repairs and the 1 deductible. SA states vehicle will be ready tomorrow for customer to pick up.
Writer contacted customer to advise of information on lines 55-59 and a follow up on Friday on repairs.
Writer contacted customer at [redacted]2. Customer states everything he took his vehicle into the dealer for has been fixed, but states now his cruise control does not work. Writer asked if he would like to be followed up with, customer states will just work with the dealership.
Writer advised case closure.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6415	7L1[redacted]	***Open Date***	11/12/2012	***Built Date***	01/06/2007	
Model Year	2007	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	02/22/2007	***Mileage***	44,328	***Dealer Zone***	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	23254	HERITAGE AUTO MALL OF BEL AIR			
Dealer Address	716 BEL AIR RD				
Dealer City	BEL AIR	***Dealer State***	MD	***Dealer Zip***	21014

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	CUMBERLAND MD[redacted]	***Country***	UNITED STATES

Recall - G25: REPROGRAM TIPM - ENGINE STALLING - Advise Owner/Incomplete Recall	advised customer of recall
Recall - G40: REPROGRAM EBC MODULE - Advise Owner/Incomplete Recall	advised customer of recall
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	advised customer of recall
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	advised customer of recall
Product - Electrical - Lamps and Switches - Other - Default	check engine light
Product - Electrical - Unknown - Other - Default	clock spring
Corporate - CNA Change - Default - Default - Default	customer registered as owner
Corporate - Warranty Coverage - Default - Default - Default	warranty information

Briefly summarize why the customer is contacting Chrysler: Customer states he just purchased this vehicle and he has been having a concern with his air bag light becoming illuminated. Customer states he brought this to the attention of his local dealership who advised them that if it is not related to the clock spring than he will be responsible for the $80 dollar diagnostic fee.
Briefly summarize what the customer is expecting: Customer states he would like to know if this is accurate.
Agent informed customer that the vehicle would need to be diagnosed and the dealership would be able to determine if it is related to the clock spring if not than customer is responsible for the diagnostic fee. Agent informed customer of incomplete recalls on his vehicle. Customer states he is aware of these recalls. Customer states he would like to know if there is any remaining warranty on the vehicle since he his check engine light is on and he is having trouble with his emissions. Agent informed customer of remaining warranty and advised it is best to bring his vehicle to the local dealership for further assistance. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2418	8L[redacted]	***Open Date***	11/19/2012	***Built Date***	01/09/2008	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	08/20/2008	***Mileage***	86,500	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68357	ALEXANDER CHRYSLER DODGE JEEP LLC			
Dealer Address	106 S JAMES CAMPBELL BLVD				
Dealer City	COLUMBIA	***Dealer State***	TN	***Dealer Zip***	38401

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	COLUMBIA TN [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air Bag light comes on intermittently

Briefly summarize why the customer is contacting Chrysler: Customer called in to check on any recalls that could be related to an intermittently flashing air bag light. Agent advised of completed recall L37 and to contact a DLR to have this concern addressed.
Briefly summarize what the customer is expecting: Recall Information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5919	7L[redacted]	**Open Date**	11/19/2012	**Built Date**	12/20/2006	
Model Year	2007	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	02/23/2007	**Mileage**	95,000	**Dealer Zone**	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PBM	STEEL BLUE METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45443	US 1 CHRYSLER DODGE JEEP			
Dealer Address	2624 HAWKINS AVE				
Dealer City	SANFORD	**Dealer State**	NC	**Dealer Zip**	27330

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	BROADWAY NC [redacted]	**Country**	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	Customer called seeking information on his clock spring coverage.

Briefly summarize why the customer is contacting Chrysler:Customer called seeking information on his clock spring coverage. Customer states that he had received a notification a year ago for the Clockspring 10 year or 150,000 mile warranty. Customer states that he is currently experiencing an issue with his clockspring. Customer states that his wife had taken the vehicle to the US 1 CHRYSLER DODGE JEEP (45443) and they had advised her that the clockspring had been replaced previously in 2007 and they will not be able to replace this again. Customer wanted to know further information on his extended warranty and what the dealer was stating. Agent looked into the customer s information and found he did have the X41 for the Airbag Clockspring Assembly. Agent advised the customer that this extended warranty will cover the clockspring repairs as long as the vehicle is still in the 10 years or 100,000 parameters. Customer states that he is experiencing issues with the horn and the cruise control not operating and the airbag light is on. Agent advised the customer to bring the vehicle to the dealership and have a diagnosis done on the vehicle. As long as the root of the cause is the clockspring the dealer can cover this under the X41. Customer states that he will bring the vehicle to a dealership but it will not be US 1 CHRYSLER DODGE JEEP (45443). Briefly summarize what the customer is expecting: Customer called seeking extended warranty coverage information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2413	7L[redacted]	**Open Date**	11/20/2012	**Built Date**	09/14/2006	
Model Year	2007	**Body**	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	02/25/2007	**Mileage**	220,000	**Dealer Zone**	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45189	DCH CHRYSLER JEEP DODGE OF		TEMECULA	
Dealer Address	26845 YNEZ ROAD				
Dealer City	TEMECULA		**Dealer State**	CA	**Dealer Zip** 92589

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer states the airbag light is on.
Briefly summarize what the customer is expecting:
Customer calling to see if there were any recalls on the vehicle.
****End structured narrative T2 - Beginning Narrative
Writer informed customer that there are no open recalls for the airbag.
Advised the customer of incomplete recall K13 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2418 [redacted]		[redacted] **Date**	11/20/2012	**Built Date**	01/09/2008	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	08/20/2008	**Mileage**	86,500	**Dealer Zone**	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60501	COLUMBIA CHRYSLER DODGE JEEP RAM			
Dealer Address	106 S JAMES CAMPBELL BLVD				
Dealer City	COLUMBIA	**Dealer State**	TN	**Dealer Zip**	38401

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	COLUMBIA TN [redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Airbag Light On
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Escalated

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer states that the airbag light in her vehicle is on, customer wants assistance.
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Who has possession of the vehicle? Dealer
Has an authorized dealer diagnosed the vehicle? Yes
If a CDJR dealer has diagnosed, what is the dealer name and code? 60501
Customer advised a call back will take place within one business day.
Preferred Morning/Midday call back number is: [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: N/A
Reassigned to: 88F
* * * * * CASE MANAGER TEAM - District M * * * * * *
OOW by 1 year and 50500 miles of 3/36
Customer has had 1 new/ 1 used
no other vehicles listed in household
service contracts - expired essential care
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]. Left message.
Writer contacted the dealership to speak with service manager Gary.
Writer was advised that the SM was out today on vacation and would return on 11-26. Writer spoke with service advisor Elisha. SA stated that the vehicle has been repaired and returned to the customer. SA stated that the vehicle came in with the air bag light on. SA stated that the clock spring was replaced and the vehicle has been returned to the customer. SA stated that the customer paid for the repair $409.43.
2nd attempt made to contact customer. Left message.
Writer advised in message that the information provided from the

dealership is that repairs are complete and the vehicle has been returned to the customer. Writer advised that if there are additional concerns or questions to contact case manager back. Writer advised that if there are no additional concerns or questions customer does not need to call back. Writer advised that the case would automatically close if there is no call back.
Secondary number [redacted] requesting to speak with Case Manager CJ285 . Writer advised will notate case for a callback to customer.
Writer received a voice mail message from the customer asking for a call back.
Writer attempted to contact the customer on both numbers listed and left a message.
Writer received voice mail message from the customer asking for a call back.
Writer contacted the customer and left message.
Writer contacted the customer. Customer stated that she does not think she should have had to pay for the recent repair for the air bag light. Customer stated that she has the recall on her vehicle and this was the same repair. Writer advised the customer that another call would be made to the dealership to verify repairs and to gather information if this was the same repair for the recall L37. Writer advised that if this is the same repair, Chrysler can reimburse the customer. Writer asked the customer if she has access to email and a computer scanner. customer asked if she could fax the documents. Writer advised that if the same repair then writer will ask if the dealership can submit the repair invoice.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2012-11-28 @ 16:59
Writer contacted dealership and spoke with SM Gary. SM stated that the recent repair was for the clockspring and is the same part for the recall L37. SM stated that the customer is a great customer and would support reimbursement to the customer. Writer asked SM if a link is sent to him could he attach a copy of the repair invoice for the repair. SM agreed.
Writer contacted the customer and advised that Chrysler will reimburse for the recent air bag clockspring repair. Writer advised that the dealership will submit the repair invoice. Writer stated that a call back to the customer would be made once the reimbursement has been processed.
Writer verified that COIN information is correct.
Writer contacted the customer. Customer stated that she spoke with someone at the dealership and they advised the customer that the documents have been sent. Writer advised that the documents have not been received yet. Writer advised that a call back to the dealership would be made to see what is happening.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2012-12-04 @ 11:32
***** Customer Document Received *****
Customer Document Reviewed.
What has the customer requested? Reimbursement
If this is a Recall or Extended Warranty, enter the campaign number.
Recall L37
If this is for a previously made goodwill decision, what is that CAIR #?
Enter the Mileage at the time of the repair. 86645
Enter the Date when the repairs were completed. 11-19-12
What is the total cost of the Parts to be reimbursed? $286.75
What is the total cost of the Labor to be reimbursed? $80.00
What is the total tax to be reimbursed? $34.68
What is the total amount being reimbursed? $409.43
Repair order sent in by the SM Gary at dealer 60501.
Writer contacted the customer and advised that the documents were received and a check was being submitted in the amount of $409.43. Writer advised that once the check is processed then the case would automatically close. Writer advised the customer that if there is any further questions or concerns to contact CAC back.
Reimbursement processed.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA5H1X	BL[redacted]	***Open Date***	11/26/2012	***Built Date***	12/08/2010	
Model Year	2011	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	02/09/2011	***Mileage***	37,000	***Dealer Zone***	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	43722	CHARAPP RT. 28 CHRYSLER JEEP &		DODGE	
Dealer Address	112 ROUTE 908				
Dealer City	NATRONA HEIGHTS	***Dealer State***	PA	***Dealer Zip***	15065

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states her air bag light is on.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	no diagnosis at this time

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler regarding her 2011 Jeep. Customer states the vehicle air bag light has come on and it happen in 1st and 2nd gear. Customer states she has an appointment on 11/29/12 to have the vehicle diagnosis for the concern. Customer states she seen on the internet that Chrysler is aware of this concern and wanted to know if there was a recall on the vehicle. Customer states the dealership advised her that this would not be covered under warranty as there is 37000 miles on the vehicle. Writer advised the customer that the vehicle would need to be diagnosis before any cost assistance could be looked at or offered.
Briefly summarize what the customer is expecting: Customer is seeking
Reassigning to 861 for closer.
Customer called back in to confirm the previous answer. CSR advised customer he would need a diagnosis in order to proceed if there is any assistance needed for his concern. Customer states he knows there have been concerns with the airbags in the past. Customer asked what the warranty is. CSR advised at this point the warranty is 3 years and 36,00 miles but after a diagnosis it can be determined further if assistance would be available. Customer suddenly requested supervisor. CSR informed him the information would not differ. Customer demanded a supervisor. CSR advised supervisor - BA is currently on a call and would have to return his call.
Contact Number: [redacted]8.
**********Supervisor Call**********
The writer called the customer and explained that we suggest he take the vehicle in to a dealer. The customer stated that he has an appointment for 11/28/12 at 9:00am. The writer told the customer that if he has any issue after speaking with the service department that he should call Jeep

back.
The writer suggested that since the problem is intermitent that the dealer may require keeping the vehicle. The writer suggested that the customer request a rental from the dealer.
****
Customer called in requesting the case number as he is bringing the vehicle to the dealership in the morning and wants to be able to provide the case number to them. Writer advised customer of the CAIR number and if there is any concerns to call back with that case number.
Status update provided via email to the following email address:
[redacted]
Mr. [redacted], I had some technical difficulty and am not sure if the first email went through so I wanted to be sure to get you your case number. It is [redacted]. If you have any furter concerns please do not hesitate to call Jeep at 1-877-437-5337.
Thank you for choosing Jeep.
End of Status Update
Briefly summarize why the customer is contacting Chrysler:
Customer called back from the dealership.
They have replaced the clockspring, and they are still getting a fault code for air bags.
Customer stated he was told by BA215 to call back here to get a rental if the dealership needs to keep his vehicle. Agent read the notes on file and advised of lines 31-32.
Customer states dealership told him that they will not cover the rental for him.
Customer stated the dealership does not have time to fix his vehicle today, they are going to do it next week. Agent advised she would speak to BA215 when he comes in at 4pm today.
Briefly summarize what the customer is expecting:

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3913	8L5[redacted]	**Open Date**	11/27/2012	**Built Date**	10/04/2007	
Model Year	2008	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	10/27/2007	**Mileage**	70,000	**Dealer Zone**	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45468	LAWTON CHRYSLER JEEP DODGE RAM			
Dealer Address	215 SE INTERSTATE DR				
Dealer City	LAWTON	**Dealer State**	OK	**Dealer Zip**	73501

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	WALTERS OK[redacted]	**Country**	UNITED STATES

Product - Steering - Steering Wheel / Column - Other - Default	Clock spring went out
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	

Customer called in requesting assistance with the clock spring repair
that cost him almost $500.00. Customer states that the cruise control was
replaced but went out again because the clock spring is not working
properly. Customer states that he just buys a new Chrysler vehicle and he
wants any assistance from Chrysler to repair the vehicle.
Customer advised a call back is required and will take place
within one business day by COB their time
Preferred Morning/Midday call back number is[redacted]
Preferred Afternoon/Evening call back number is[redacted]
Customer email address for case updates: D[redacted]t
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? 45468
Reassigned to 88F
Status update provided via email to the following email address:
[redacted]
My name is Melissa and I have been assigned as your case manger.
Here is some information that will be helpful for you to have:
Your case number is: 22839985
The Chrysler case management telephone number is: 800-763-8422 my direct
extension : 66387
My work hours 7am-330pm Monday-Friday
I will contact you with one business day by telephone to review your case
with you.
Thank you melissa
End of Status Update
* * * * * CASE MANAGER TEAM - District U * * * * * *
4th owner
2 vehicle in household 2 used
No Service Contract

Extended Warranty (X32) INLET CHECK VALVE
Out of warranty 3/36 by 2 years 1 month 34000 miles
Writer called dealer and asked to speak with Service Manger Richard. SM is busy with a customer. Writer hung up was on hold for 10 minutes.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted].
Left message.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Still need to tell customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *
Approved by rb1180
Writer called customer. Writer let customer know decline. Customer said there was a recall for the right hand side. Writer said writer needs to call the dealer again.
Writer called dealer and asked to speak with Service Manger Richard.
Writer asked SM what the diagnosis on the vehicle is. SM said the air bag light is on and it is messing with the cruise control.
Writer found Safety Recall L37 / NHTSA 11V-528
Lines 37-43 have been changed we are helping the customer.
Writer called customer. Writer let customer know we will help him out.
Customer said the vehicle is there now.
Writer called dealer and asked to speak with Service Manger Richard. SM said the vehicle is there and the part isn t ordered. Writer asked when the part will be there. SM said it won t be there till 12/04.
Emailed Service Manger.
Writer called dealer and asked to speak with Service Advisor Yvonne.
Writer ask SA about a case for another dealer.
Writer called dealer and asked to speak with Service Manger Richard.
Writer asked SM how the vehicle is going. SM said the part is there.
Part $217.00
Labor $36.00
Total $253.00
Co-pay $120.00
As a one-time goodwill gesture, Chrysler will be approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $217.00
Labor = $36.00
Total = $253.00
Co-pay = $120.00
DIRECT-TO-DEALER # # # # # # # # # # # # #
Customer Care is sending this file to your dealership because a joint goodwill decision has been made on behalf of our mutual customer.
If this repair falls under the Digital Imaging (DI) process, you will need to follow the DI process of submitting images or the required DI documents to the Powertrain Service Center for claim approval. Be sure to include in your comments that Customer Care is involved. Customer Care will add DM Notes to the VIN describing our decision. These notes are available to the DI group for reference.
When repairs are completed, submit your claim as you would normally.
If you need assistance with claim payment, please refer to Warranty Bulletin D-11-19 or for tech training requirements see Warranty Bulletin D-12-13.
This customer has not been informed of this decision.
Please update and/or close CAIR when complete.
# #
Writer called Customer. Writer asked customer if the dealer called him. Customer said they did call him and he is okay with co-pay.
Writer called dealer and asked to speak with Service Manger Richard.
Writer asked SM if the vehicle is finished or if they are waiting for parts. SM said the part is there and 12/12 to come in.
1st attempt made to contact customer. Left message.
Writer called dealer and asked to speak with Service Manger Richard.
Writer asked SM if the vehicle was there. SM said he is there right now

and the turn singles are not working right now.
Writer called customer. Writer let customer know lines 95-97. Customer said they needed order a new part but the clock spring is fixed and they gave him a rental vehicle for the day.
Writer called dealer and asked to speak with Service Manger Richard. SM is out to lunch. Writer will call back later.
Writer called customer. Writer let customer know writer was trying to get a hold of the dealer to get the information if the vehicle was finished or not. Customer said the dealer called him and told him it was done.
1st attempt made to contact customer. Left message.
Writer let customer know writer is closing out the case.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2418	7L[redacted]	***Open Date***	11/28/2012	***Built Date***	03/08/2007	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	04/09/2007	***Mileage***	50,000	***Dealer Zone***	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60441	HUDSON CHRYSLER JEEP DODGE RAM			
Dealer Address	625 ROUTE 440				
Dealer City	JERSEY CITY	***Dealer State***	NJ	***Dealer Zip***	07304

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

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Advise owner incomplete recall
Product - Electrical - Body Control Module - Other - Default	Airbag warning lamp on

Customer calls seeking recall information. Advised the customer of incomplete recall J24} for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair. Caller states she is having the airbag lamp come on randomly on vehicle. Caller was inquiring if this issue is on a recall as she found information about a recall on Jeep airbag systems. Writer noted that this vehicle does not have any other open recalls other than J24 which is unrelated to airbag operation. Caller states she will bring the vehicle to dealer for issue.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3919	7L[redacted]	***Open Date***	11/28/2012	***Built Date***	06/23/2007	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	08/30/2007	***Mileage***	55,000	***Dealer Zone***	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PJR	RESCUE GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60136	FAIR OAKS CHRYSLER JEEP			
Dealer Address	4170 AUTO PARK CIRCLE				
Dealer City	CHANTILLY	***Dealer State***	VA	***Dealer Zip***	20151

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	OAKTON VA [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air Bag light is on
Corporate - CNA Change - Default - Default - Default	Caller added a new phone number
Corporate - Product Information - Default - Default - Default	Caller has two extended warranties (X32) (X41)

Briefly summarize why the customer is contacting Chrysler:
Customer Aria is calling in as he spoke to someone at the dealership and they advised him that there were no incomplete recalls.
Caller stated he was having a Clockspring issue and wants to know if there is a recall.
Caller also stated that the Airbag light was on.
Briefly summarize what the customer is expecting:
Caller wants to know if there is a Clockspring recall.
Agent advised the caller that there is a Clockspring extended warranty.
Agent called the dealership and warm transferred caller to Mark in the service department for further assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3912	7L[redacted]	***Open Date***	12/03/2012	***Built Date***	03/09/2007	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	04/06/2007	***Mileage***	92,000	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	26241	HENDRICK CHRY-JEEP			
Dealer Address	5421 RAEFORD ROAD				
Dealer City	FAYETTEVILLE	***Dealer State***	NC	***Dealer Zip***	28304

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	FAYETTE VILLE NC[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light is illuminated.
Corporate - Warranty Coverage - Default - Default - Default	Writer advised customer of extended warranty X41.
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Writer advised customer of incomplete recall.

Briefly summarize why the customer is contacting Chrysler: Customer called stating that she went to the gym with her daughter this morning at 8:30. Customer stated that when she got in the vehicle at 9:30 and turned the vehicle on she noticed her air bag light was illuminated. Customer stated that she went online and noticed blogs that indicated that the air bag could not deploy during a collision or could deploy without warning. Customer stated that she watned to know if she had a recall pertaining to this kind of conern. Writer informed customer that the only recall on the vehicle is pertaining to the Mopar Tow bar. Writer informed customer that she does have extended warranty X41 for her clock spring. Writer informed customer that if the clock spring is bad in the vehicle it could cause the air bag light to illuminate.
Briefly summarize what the customer is expecting: Customer called seeking recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA591X	8L[redacted]	***Open Date***	12/03/2012	***Built Date***	10/18/2007	
Model Year	2008	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	11/20/2007	***Mileage***	62,000	***Dealer Zone***	42	DETROIT	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PBM	STEEL BLUE METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45476	SUBURBAN CHRYSLER JEEP DODGE OF			
Dealer Address	1790 MAPLELAWN DR				
Dealer City	TROY	***Dealer State***	MI	***Dealer Zip***	48084

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Airbag stays on most of the time
Product - Electrical - Remote/Key Fob - Default - Default	both key foebs not working
Corporate - Recall - Default - Default - Default	customer checking if clockspring recall on vehicle
Corporate - Warranty Coverage - Default - Default - Default	customer checking if key foebs, clockspring and transmission covered

Briefly summarize why the customer is contacting Chrysler:Customer called to find out if there are any recalls on the clockspring as the airbag light is on most of the time. Agent advised no recalls on the vehicle. Customer also stated that both his key foebs have stopped working. Agent advised customer her has a SC. Customer stated he has had multiple starters put in at a cost to him of $500. Customer continued to have start issues until a friend advised him that he found out on the Internet that if you put the vehicle in neutral and jiggle the gear shift it won t happen again. Customer tried that and it continues to start each time. Agent suggested bringing that issue to the attention of the dealership. Agent offter to transfer the customer to the SC department to find out if his issues will be covered.
Briefly summarize what the customer is expecting:Customer was transferred to the SC department and may call us back to update his file on his coversation with the dealership on how his starter issue is no more.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2415	8L6[redacted]3	**Open Date**	12/03/2012	**Built Date**	04/30/2008	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	12/15/2008	**Mileage**	65,000	**Dealer Zone**	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68680	PHILLIPS CHRYSLER JEEP INC			
Dealer Address	3440 S PINE STREET				
Dealer City	OCALA	**Dealer State**	FL	**Dealer Zip**	34471

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	
	FORT MC COY FL[redacted]	**Country**	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Added secondary phone number
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Advised of incomplete recall
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Air bag light on and clockspring is bad

Briefly summarize why the customer is contacting Chrysler: Customer s husband, Bruce, called because an IRF advised him of a recall for Air Bag system - Clockspring. Bruce calling to determine his next steps with regard to having the repairs completed.
Briefly summarize what the customer is expecting: Information about recall. Writer advised that the recall does apply to the vehicle. Writer advised that there is another incomplete recall for this vehicle also relating to the Tow Bar (J24). Writer provided customer with the closest dealership s contact information - Phillips Chrysler Jeep 3440 South Pine Avenue Ocala , FL 34471 352-732-7577. Writer offered to contact dealership for caller to book an appointment. Caller declined, advising he would let his wife do that. Writer recommended calling prior to taking time off of work to have the recalls completed to ensure that the dealer has the required parts.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2411	7L2[redacted]	***Open Date***	12/03/2012	***Built Date***	05/18/2007	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	07/05/2007	***Mileage***	47,634	***Dealer Zone***	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	23281	WATERFRONT INC			
Dealer Address	525 DON KNOTTS BOULEVARD				
Dealer City	MORGANTOWN	***Dealer State***	WV	***Dealer Zip***	26501

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	MORGANTOWN WV 2[redacted]	***Country***	UNITED STATES

Corporate - Survey By-Pass - Default - Default - Default	Survey by Pass
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light is on

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
customer states that her airbag light is on and she is taking the vehicle
to dealership tomorrrow for diagnoses.
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
CONTACT UPDATE - 1st Contact attempt, see lines 1-6, customer contacted
CAC.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA5H1X	BL5[redacted]	**Open Date**	12/06/2012	**Built Date**	12/08/2010	
Model Year	2011	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	02/09/2011	**Mileage**	38,000	**Dealer Zone**	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	60484	JIM SHORKEY CHRYSLER DODGE JEEP			
Dealer Address	13230 ROUTE 30				
Dealer City	NORTH HUNTINGDON	**Dealer State**	PA	**Dealer Zip**	15642

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light still flashing
Corporate - Warranty Coverage - Default - Default - Default	Customer concerned for repeat issue

Briefly summarize why the customer is contacting Chrysler: Customer states he had the clock spring replaced last week because his air bag light was flashing. Customer states as soon as he left the dealership the light came back on. Customer states he returned to the dealership and they said he could return later this week. Customer states this dealership is an hour away and wants to go to a different dealership. Customer states they want a diagnose fee and agent advised the customer that the part they replaced last week would be covered for a year and the diagnose fee would be taken care of by Chrysler. Customer states there is a problem with his vehicle and the clock spring didn t take care of it. Customer asked for the supervisor that he spoke with last week. Agent was able to transfer him to Bryon.
Briefly summarize what the customer is expecting: Customer seeking help to fix vehicle.
**********Supervisor Call**********
The writer spoke to the customer about the issue he was having again that was repaired earlier in the week. The customer has taken the vehicle to dealer 45570. The customer felt that he should not have any expense with the current issue because the problem started before the end of the warranty period. The writer spoke with Darrell(assistant SM) who stated that they want to look at the vehicle but due to the vehicle being serviced at another dealer already were concerned about duplicating work that was already done. The writer suggested that the file be escalated to a CM for further assistance and the possibility of goodwill. No promises were made to the customer in terms of assistance. A one day rental has been provided so the vehicle can remain at the dealer in anticipation of hearing from the CM.

Please contact Darrell at COCHRAN CHRYSLER DODGE 35- 45570.
Please contact the customer at [redacted].
****

The customer called in stating he had receive a call from Bryon. Agent transferred the customer over to him.
**********Supervisor Call**********
The customer has called back and stated that the dealer(45570) was unable to provide a rental as Enterprise did not have any available. The customer has chosen to take the vehicle to the original repairing dealer (Shorkeys 60484) for further assistance and is still seeking goodwill.
****

* * * * * * * * * * CASE MANAGEMENT - District Q * * * * * * * * * * *
- Is the Original Owner
- Has 1 NEW CDJR
- Has 0 USED CDJR
- 0 cancelled service contract
- 0 active service contract
- 0 expired service contract

Writer contacted the dealer 60484; writer attempted to contact dealer Service Advisor Sean (SA), however, SA not available. Left message for a return call at extension 66217.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
Writer contacted the customer and customer stated that the vehicle is currently at the dealer for repairs of the orb module. Customer is stating that the dealership has been nothing but fantastic. Writer will follow up with the customer on Tuesday, December 11th, 2012.
E-Mail : [redacted]
Writer contacted the dealer 60484; writer attempted to contact dealer Service Advisor Justin (SA), however, SA not available. Left message for a return call at extension 66217.
Writer contacted the dealer 60484; spoke with the Service Advisor Justin (SA) and SA stated that the vehicle was returned back to the customer but the issue is still happening. SA advised that the customer has an appointment for Monday, December 17th, 2012. Writer will follow up with the dealership on Tuesday, December 18th, 2012.
Service Advisor Justin (SA) contacted the writer and SA stated that the dealership put an air bag in the vehicle but the light is still on. SA advised that the dealership will start looking into the electrical for the issue.
Writer contacted the dealer 60484; writer attempted to contact dealer Service Advisor Sean (SA), however, SA not available. Left message for a return call at extension 66217.
Status update provided via email to the following email address:
[redacted]
Hello Mr. [redacted]
This is Breeyanna from Jeep. I wanted to let you due to the holidays the dealership is closed until Wednesday, December 26th, 2012. I will be getting in contact with you on Thursday, December 27th, 2012 about the air bag light concerns. Have a Happy Holiday.
Sincerely,
Breeyanna
End of Status Update
Writer contacted the dealer 60484; spoke with the Service Advisor Justin (SA) and SA stated that the vehicle has returned and the dealership would need to try and diagnose the vehicle again.
Status update provided via email to the following email address:
[redacted],
My name is Kristina and I am contacting you today on behalf of your case manager Bree. We are actively working your case and will need a few additional days to contact the dealership regarding the diagnosis on your vehicle. We will follow up with you again no later than 1/3. If you have any questions please contact us at 800-763-8422 Ext 66217. Thank you for your continued patience.
End of Status Update

Writer contacted the dealer 60484; spoke with the Service Advisor Justin (SA) and SA stated that the wiring was replaced that ran from the work module to the clockspring. SA advised that the issue takes about 100 miles for the air bag light to come back on. Writer advised that the customer will be contacted in a couple of days to find out how the repairs went.
Status update provided via email to the following email address:
[redacted],
This is Breeyanna from Jeep. I just wanted to let you know that I will be following up with you in a couple of days due to the fact that the vehicle has been repaired and the dealership informed me that it takes about 100 miles for the air bag light to come back on. I will be getting in contact with you on Friday, January 4th, 2012 to see how the repairs went. If you have any questions please contact me at 800-763-8422 Ext 66217. Thank you for your patience.
Sincerely & Thank you,
Breeyanna
End of Status Update
Writer left a message for the customer.
[redacted] called to speak to CM BU18. Writer warm transferred customer to CM BU18.
Customer contacted the writer and customer stated that the vehicle is repaired and air bag light has not came on. Writer advised that the case is being closed.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2411	7L[redacted]	**Open Date**	12/07/2012	**Built Date**	03/14/2007	
Model Year	2007	**Body**	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	05/10/2007	**Mileage**	75,000	**Dealer Zone**	42	DETROIT	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PDA	LIGHT GRAYSTONE PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45119	CHAMPION CHRYSLER JEEP DODGE			
Dealer Address	4505 W 96TH ST				
Dealer City	INDIANAPOLIS	**Dealer State**	IN	**Dealer Zip**	46268

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	CARMEL IN [redacted]	**Country**	UNITED STATES

Product - Electrical - Ignition System - Intermittent or Inoperative - Default	Customer states that she is having an issue with vehicle starting
Corporate - Warranty Coverage - Default - Default - Default	Customer states that she would like information on the X32 and X41.

Briefly summarize why the customer is contacting Chrysler:Customer states that she would like to know if the X41 extended warranty has anything to do with the ignition system. Agent advised customer that this has to do with the air bag light coming on. Customer states that her air bag light is not coming on, but intermittently, when she tries to turn the vehicle on, she just gets clicking noises. Customer states that she had the X32 extended warranty done on the vehicle as well and was reimbursed for the work that was done. Agent advised customer that there are no recalls or extended warranties for the ignition system, but advised her to have a dealership look at that for her.
Briefly summarize what the customer is expecting:Extended warranty information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6918	8L546284	***Open Date***	12/07/2012	***Built Date***	10/30/2007	
Model Year	2008	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	06/09/2009	***Mileage***	73,785	***Dealer Zone***	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60136	FAIR OAKS CHRYSLER JEEP			
Dealer Address	4170 AUTO PARK CIRCLE				
Dealer City	CHANTILLY	***Dealer State***	VA	***Dealer Zip***	20151

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	LEESBURG VA [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	clock spring on vehicle needs replaced
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	customer looking for assistance with repair
Corporate - CNA Change - Default - Default - Default	updated customers information

Briefly summarize why the customer is contacting: Customer stated the air bag light stays on. Customer took vehicle in to have new transmission put and told Dealership the air bag light stays on. Dealership diagnosed vehicle, clock spring needs replaced, cost $780.00. Customer wondered if there was a recall on vehicle as this is an issue with Jeeps.
Briefly summarize what the customer is expecting: Customer looking for assistance with repair on vehicle
Agent advised customer of no recall on vehicle
Has an authorized dealer diagnosed the vehicle? Yes
If a CDJR dealer has diagnosed, what is the dealer name and code? FAIR OAKS CHRYSLER JEEP DODGE 35- 60136
Who has possession of the vehicle? Owner
Customer advised a call back will take place within one business day.
Preferred Morning/Midday call back number is: [redacted]
Customer email address for case updates: no
Reassigned to: 88F
* * * * * CASE MANAGER TEAM - District Q * * * * *
Writer dialed 703-961-9900 left message with Service Manager Tom
Writer dialed 703-961-9900 spoke to Service Manager Tom Archer. SM will check on vehicle and contact Writer back.
Service Manager Tom left voicemail with writer. SM advised that vehicle is not at dealership and customer has been advised that a clock spring is needed but is not covered under the warranty.
Writer dialed 703 961 9900 spoke with Service Manager Tom customer has declined repaired. Customer is loyal transmission should not have been goodwilled. Dealership not willing to offer goodwill assistance. Writer will decline assistance as vehicle is OOW

CONTACT UPDATE - 1st Contact attempt, phone number dialed customer [redacted]9 Left message. **DECLINE NOT GIVEN**
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *
Writer received a call from customer. Writer provided the decline on assistance and customer stated he would like his CM to call him. Customer stated what does he does if customer gets in an accident can customer sue Chrysler. Writer explained that Chrysler would like to see the customer have the repair completed by the dealer and customer stated he would not.
Customer stated he wants his CM to call him tomorrow.
Writer dialed [redacted] left message.
Writer dialed [redacted]9 left message case will be closed.
CLOSED LOOP UPDATE - no need for additional follow-up.
Customer called in to speak to his CM. The customer hungup while I was doing research. The DECLINE stands.
Customer calls to speak with their Case Manager.
Writer informed the customer of the lines 30-34.
Customer understood ,but he is not happy with the decision.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5912	8L5[redacted]	***Open Date***	12/10/2012	***Built Date***	08/13/2007	
Model Year	2008	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	09/11/2007	***Mileage***	76,000	***Dealer Zone***	51	CHICAGO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60439	ST CHARLES CHRYSLER DODGE JEEP			
Dealer Address	1611 E MAIN ST				
Dealer City	ST CHARLES	***Dealer State***	IL	***Dealer Zip***	60174

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SAINT CHARLES IL 6[redacted]	***Country***	UNITED STATES

Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	Declined
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Light comes on and disables airbags

Briefly summarize why the customer is contacting Chrysler: Customer seeking cost assistance on her airbag clockspring. Customer feels this is a safety concern as the light being on disables the airbag. CSR advised as per age/mileage no assistance would be offered at this time. Customer was upset because she feels the part should not cost so much. CSR apologized for inconvenience.
Briefly summarize what the customer is expecting: Cost assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3918	7L[redacted]	**Open Date**	12/12/2012	**Built Date**	03/01/2007	
Model Year	2007	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	04/06/2007	**Mileage**	75,000	**Dealer Zone**	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PBM	STEEL BLUE METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	42490	JOHNSON DODGE-CHRYSLER-JEEP			
Dealer Address	481 ROUTE 46 & NAUGHTRIGHT ROAD				
Dealer City	BUDD LAKE	**Dealer State**	NJ	**Dealer Zip**	07828

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	
	LEDGEWOOD NJ 0[redacted]	**Country**	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	Customer called with warranty issues
Corporate - Survey By-Pass - No Response - Default - Default	No Response

Briefly summarize why the customer is contacting Chrysler:Customer called stating that she received a letter in the mail for a clockspring extension X41 and went to dealership and they said she would have to pay for diagnosis and will have many issues to fix. Customer states she should not have to pay for diagnosis fee for a warranty issue. Customer states her air bag light has been on for some time now. Agent informed customer that she can get repair done at different dealership. Customer states she would also like a copy of the check valve extended warranty mailed to her due to her not receiving one.
Briefly summarize what the customer is expecting:Customer is expecting a copy of check valve warranty sent to her.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is[redacted]
Preferred Afternoon/Evening call back number is[redacted]
Customer email address for case updates: n/a
Who has possession of the vehicle? (Owner
Has the vehicle been diagnosed by a CDJ dealer? (No)
If a CDJ dealer has diagnosed, what is the dealer name or code?n/a
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District X * * * * * *
Customers Profile:
OOW by 32 months and about 39,000 miles - Basic and Powertrain Warranty
Customer has owned 0 new and 1 used
Customer has extended warranty X32 and X41
There are no service contracts
There are no incomplete recalls
Ther
CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[redacted] . Left message.
Writer called customer and left a message for a call back
Writer called customer and left a voice mail message for a call back
Writer called customer and left message for a call back.
Case being closed due to no response from the customer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3917	8L[redacted]	**Open Date**	12/14/2012	**Built Date**	10/06/2007	
Model Year	2008	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	08/31/2008	**Mileage**	50,000	**Dealer Zone**	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	23863	BLUEBONNET MOTORS INC			
Dealer Address	283 IH 35 SOUTH				
Dealer City	NEW BRAUNFELS	**Dealer State**	TX	**Dealer Zip**	78130

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

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Customer seeking assistance with repairs
Corporate - Recall - Default - Default - Default	Customer seeking recall information
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states airbag light constantly goes on and off
Recall - L05: TRANSMISSION COOLER LINES - Other	TRANSMISSION COOLER LINES
Corporate - CNA Change - Default - Default - Default	Updated with new owner information
Product - Steering - Steering Wheel / Column - Other - Default	clock spring needed.

Briefly summarize why the customer is contacting Chrysler: Customer called states he purchased this vehicle in March and is having an issue with the airbag light. Customer went to the dealer for the concern and advised that he needs a new clock spring. He has been quoted at $579.00. Customer states this was diagnosed about 2 weeks ago at 23863. Customer noted there were similar recalls on right hand drive Jeep s of the same year and thought it should apply to this vehicle as well. Agent advised the file will be escalated to a CM for consideration with cost assistance.
Briefly summarize what the customer is expecting: Customer seeking assistance with repairs.
****

Who has possession of the vehicle? Customer
Has an authorized dealer diagnosed the vehicle? Yes
If a CDJR dealer has diagnosed, what is the dealer name and code? 23863
Customer advised a call back will take place within one business day.
Preferred Morning/Midday call back number is: [redacted]
Preferred Afternoon/Evening call back number is: 7[redacted]
Customer email address for case updates: unknown
Reassigned to:88F
* * * * * CASE MANAGER TEAM - District U * * * * * *
2nd owner
2 vehicles in household 1 new 1 used
No Service Contract

Extended Warranty (X32) INLET CHECK VALVE
Out of warranty 1 year 4 months 14000 miles
Writer found Safety Recall L37 in Dealer Connect.
Writer called dealer and asked to speak with Service Manger Tom. Left message.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 7[redacted].
Left message.
Writer got a VM from SM Tom 830-606-8532
Writer emailed SM Tom.
SM Tom emailed writer, customer is in need of a new clockspring. The clockspring module has an open circuit causing the light to come on.
Writer asked what would have caused this failure. SM Tom indicated customer currently has 49,987 miles
Writer indicated vehicle is in 2/24 for dealership to decide goodwill.
REASSIGNED TO BC/DLR 63 23863 12/18/12 14:54 C[redacted]
Writer emailed SM Tom.
SM Tom emailed writer recall has been completed.
Writer emailed SM Tom vehicle was purchased used 3-12 from 23863. Writer indicated the vehicle is in the 2/24 and writer is seeking plan of action.
DEALERSHIP CONTACT 830-606-8500 Writer spoke with SM Thomas and he stated customer is not really loyal. Writer reviewed vehicle history and informed SM Thomas customer has purchased all 3 vehicles from the blue bonnets. SM Thomas indicated customer did not get a SC and had a chance to, SM Thomas indicated he would be willing to offer a one time goodwill assistance.
parts $217.00
labor $104.30
customer copay $150.00
retail 549.00
Writer indicated writer will indicate retail rate and the good values SC carry.
########## DIRECT-TO-DEALER ##########
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this CAIR because this customer appears to fall within the scope of Warranty Bulletin D-12-27 Warranty Goodwill Administration Process. Please follow the guidelines set forth in this bulletin to come to a resolution. If the customer s request is beyond the
limits found within D-12-27, it will require Area Manager documented pre-approval via the DM Notes application. All offers or denials will be delivered to the customer, with an appropriate explanation, by the dealer or the Area Manager. Customer Care will follow-up as appropriate with the customer before the CAIR is closed. If this repair falls under the Digital
Imaging process or the Powertrain Service Center you will need to follow all associated processes and requirements for claim approval including tech training requirements.
##########
2nd attempt made to contact customer [redacted] Writer spoke with customer and informed him of lines 45-56. Customer claims he purchased a SC, writer indicated writer is not seeing it as a Chrysler one. Writer indicated it may be aftermarket. Writer informed customer of goodwill and customer accepted. customer asked for confirmation to be emailed to him.
[redacted]
Status update provided via email to the following email address:
[redacted]
My name is Kristin, and I have been assigned as your case manager.
Here is some information that will be helpful for you to have:
Chrysler Case management phone number; 1-800-763-8422
My direct extension: 66275
I work 8 am to 600 pm mountain standard time Monday- Thursday
End of Status Update
Status update provided via email to the following email address:
[redacted]

Please contact the dealership at 830-606-8500 regarding the goodwill offer. You will need to let them know you spoke with Chrysler customer assistance center and you accept the goodwill offer and they will order parts for us. I will follow up with parts/repair status next week. If you have any questions for me my number is 1800-763-8422 ext 66275
End of Status Update
Writer emailed SM Thomas for part order information.
SM Thomas emailed writer PART NUMBER IS 5156106AC and the part is in house. Writer emailed SM Thomas asking how long repairs would take.
SM Thomas indicated the repairs would take half a day. Writer asked if an appointment has been set and if the dealership would like to call the customer or CAC in regards to appointment.
SM Thomas indicated he will have SA call the customer to set up an appointment and will email writer appointment dates.
Status update provided via email to the following email address:
[redacted]
I spoke with the service manager at the dealership, he informed me all parts have arrived and your SA will call you to set up an appointment. I will call to confirm repairs once the vehicle has been picked up. Please call me at 1800-763-8422 ext 66275 if you have any questions or concerns.
End of Status Update
SM Thomas emailed writer customer will drop vehicle off tomorrow morning for repairs.
Writer emailed SM.
SM Thomas emailed writer the vehicle was dropped off and repairs have been compeleted. SM Thomas indicated the customer now has the vehicle back.
2nd attempt made to contact customer. Left message [redacted] Writer indicated writer confirmed repairs with dealership. Writer indicated there is no need to contact writer back unless customer is still having issues. Writer indicated the case would stay open for 2 days, writer indicated if customer is still having issues to call writer, other than that in 2 days the case will be closed. Writer left call back number, and case number- 1-800-763-8422, #66275. Monday through Thursday.
Status update provided via email to the following email address:
[redacted]
Hello Mr. R[redacted] I followed up with your dealer and was told your vehicle has been repaired and returned to you. I wanted to check to see if everything is okay. If everything is to your satisfaction, there is no need for you to contact me back. However, I will leave your case open for two days prior to closing it. If you do need to contact me, please contact me at 1800-763-8422 ext. 66275. Thank you
End of Status Update
CLOSED LOOP UPDATE - Confirmed repairs with dealership, no call back from customer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2419	8L5[redacted]	***Open Date***	12/17/2012	***Built Date***	12/19/2007	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	01/09/2008	***Mileage***	80,080	***Dealer Zone***	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PBM	STEEL BLUE METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	60227	GARDEN CITY JEEP CHRYSLER DODGE,	LLC		
Dealer Address	283 N FRANKLIN ST				
Dealer City	HEMPSTEAD	***Dealer State***	NY	***Dealer Zip***	11550

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	NORTHPORT NY 1[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	air bag light came on
Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	goodwill denied

Briefly summarize why the customer is contacting Chrysler: Customer called in as his air bag light is on. Customer was inquiring about recalls for this. Agent informed the caller that there were no recalls pertaining to this. Customer asked for cost assistance. Agent informed that Chrysler would not be able to cost assist with this repair.
Briefly summarize what the customer is expecting: Customer inquiring about recalls for vehicle.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2413 8L[redacted]		***Open Date***	12/19/2012	***Built Date***	10/30/2007	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	12/20/2007	***Mileage***	77,000	***Dealer Zone***	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	23050	LAHTI'S INC			
Dealer Address	223 CENTRAL ST				
Dealer City	LEOMINSTER	***Dealer State***	MA	***Dealer Zip***	01453

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	BOLTON MA [redacted]	***Country***	UNITED STATES

Product - Electrical - Speedo/Gauges/Ometer/EIC - Defective - Default	Air bag warning light is on.
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Escalated.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Matrix Override approved by br379
Briefly summarize why the customer is contacting Chrysler: Customer called in stating that around a year ago the air bag warning light was coming on intermittently and brought it to Lahti s INC 23050Ù where they advised that a switch would have to be replaced and the sensor was replaced. Customer states that Lahti s INC 23050Ù advised the customer that it could be the clockspring which was about $500-$600 for repair. Customer states that this is a safety issue and it has been going on for a while and is seeking assistance. Customer states the last time he spoke with Lahti s INC 23050Ù ~4 months ago for this issue. Writer advised that an official diagnosis would have to be done and then a call back to CAC to look at cost assistance. Customer thanked writer and stated he will take it to the dealership over the holidays.
Briefly summarize what the customer is expecting:

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4BJWKG8	CL[redacted]	**Open Date**	12/21/2012	**Built Date**	04/17/2012	
Model Year	2012	**Body**	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	04/27/2012	**Mileage**	13,000	**Dealer Zone**	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION					

Dealer	44530	DIEHL CHRYSLER JEEP DODGE			
Dealer Address	258 PITTSBURGH RD				
Dealer City	BUTLER	**Dealer State**	PA	**Dealer Zip**	16002

Owner	[redacted]	**Contact Type**	ROADSIDE
Address	[redacted]D	**Home Phone**	[redacted]
	KITTANNING PA X	**Country**	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Drivability - Unknown - Hesitation/No Power - Default	

Roadside Assistance Contacted - DATE : 2012-12-21
Road Side File Created 12-21-12 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
498 SIMPSON CHURCH ROAD 258 PITTSBURGH RD
****

KITTANNING BUTLER
PA USA PA
DIEHL CHRYSLER 258 PITTSBURGH ROAD BUTLER
DEALER CODE : 44530 DIEHL CHRYSLER JEEP DODGE
* * * * * CASE MANAGER TEAM - District 88Q * * * * * *
Writer called dealer 44530 and received a general voice mail for the holiday.
Customer called in seeking CM at ext. 66088
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] The customer states he has had numerous issues with the vehicle. The customer states the airbag, oil pressure and the check engine warning lamps keep going off. The customer states the dealership is not able to repair the vehicle. The customer states he must consult with his wife before he opens a case. Writer provided the customer with Jeeps contact information if needed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2417	9L[redacted]	***Open Date***	12/21/2012	***Built Date***	07/30/2008	
Model Year	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	07/31/2008	***Mileage***	124,000	***Dealer Zone***	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45571	SUMMIT CHRYSLER DODGE JEEP & RAM			
Dealer Address	1270 PUTNEY RD				
Dealer City	BRATTLEBORO	***Dealer State***	VT	***Dealer Zip***	05301

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

Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Check engine light is on
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag is on
Product - Engine - Intake/Exh Manifolds/Turbo - Other - Default	intake manifold needs to be replaced
Dealer - Sales - Transaction - Sales Terms Unsatisfactory - Default	not repaired when sold

Briefly summarize why the customer is contacting Chrysler: Customer calling seeking information on the vehicle. Customer states that he purchased the vehicle from Summit CJD and was advised that it was a certified preowned vehicle. Customer states that he did not get any paperwork to state that says that the vehicle is certified. Customer states that he was advised that when driving the vehicle home that the lights on the dash will turn off due to being serviced. Customer states that he drove 2 hours home and that the lights never turned off. Customer states that there is an issue with the air bags, intake manifold, check engine light is turned on and that the brakes need to be repaired. Customer states that he called the dealer and was advsied to bring the vehicle to his to the local mechanic to repair the issues and that to contact the selling dealer in return to see about paying for the repair. Customer states that he spoke with 3 different people at the dealership in regards to the vehicle and they advised the customer that they will not assist in the repair of the vehicle. Customer states that he is seeking to find out what can be done in regards to the vehicle. Agent advised that the concern can be documented in regards to the sales issue but Chrysler can not assist in the repair.
Briefly summarize what the customer is expecting: Customer seeking assistance ingetting the vehicle repaired.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D14	AL[redacted]	***Open Date***	12/26/2012	***Built Date***	10/21/2009	
Model Year	2010	***Body***	JKJL72	JEEP WRANGLER SPORT 4X4			
In Service Dt	11/28/2009	***Mileage***	82,000	***Dealer Zone***	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	42244	FRED BEANS DODGE CHRYSLER JEEP			
Dealer Address	858 N EASTON RD				
Dealer City	DOYLESTOWN	***Dealer State***	PA	***Dealer Zip***	18902

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

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Customer seeking assistance on repair.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	customer states the air bag is on

Briefly summarize why the customer is contacting Chrysler: Customer states his airbag light is on, and he s read online that it s the clockspring.
Briefly summarize what the customer is expecting: Customer is expecting Chrysler to repair his vehicle.
Agent advised no recalls or extended warranties on the vehicle, agent advised warranty is expired by mileage. Agent advised taking the vehicle into DLR for diagnosis, and calling back in to inquire about optional assistance that might be available. Customer stated he would notify the national safety board, agent advised the vehicle would still need to be diagnosed as he stated vehicle has not been diagnosed, customer did not think he should have to pay to have the vehicle diagnosed and ended the call.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2410	7L1[redacted]	**Open Date**	12/27/2012	**Built Date**	09/12/2006	
Model Year	2007	**Body**	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	11/02/2006	**Mileage**	261,087	**Dealer Zone**	42	DETROIT	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	26016	JIM RIEHL'S FRIENDLY CHRY JEEP INC			
Dealer Address	32899 VAN DYKE AVENUE				
Dealer City	WARREN	**Dealer State**	MI	**Dealer Zip**	48093

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states the airbag light is going on and off
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states the airbag light is going on in his vehicle.
Briefly summarize what the customer is expecting: Customer is expecting help with the vehicle.
Customer states the airbag light is going off and on in his vehicle. Customer states that he does not want to pay to have the dealership look at the vehicle. Customer states that this is a safety issue and does not feel he should have to pay for Chrysler to look at the vehicle. Agent told customer that he needs to get the diagnosis done on the vehicle in order for the dealership to be able to find out what the problem is and repair it. Customer did agree that he would take it to the dealership for a diagnosis
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted] cell
Preferred Afternoon/Evening call back number is [redacted] cell or 5[redacted] home
Customer email address for case updates: none
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 88 V * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] cell . 260,000 miles but doesn t want to pay the diagnosis, writer stated that we will be following up on diagnosis. Follow up after 10:30 am on 12/28/12.
Customer calls to speak with their Case Manager.

Transferred the customer to df347Ù at ext 66248Ù
Customer is at the dealership with his vehicle.
Customer called and stated he is at the dealership now getting a diagnosis. Writer called SM bill and he stated no loyalty, 261087.
cell 58[redacted] Diagnosis follow up.
Customer calling seeking to speak with the CM, agent transferred customer over for further assistance.
Briefly summarize why the customer is contacting Chrysler:
Customer states the clock spring is broken. Customer would like this issue resolved quickly as it is a safety issue.
Briefly summarize what the customer is expecting:
Customer calls to speak with their Case Manager DF347 at extension 66248.
Call was disconnected by the customer before transferring to the case manager.
Customer called to speak with his case manager DF347 transferred to customer care
Customer called in looking to speak with CM.
Customer is looking for a call back.
Writer called SM Bill to check on diagnosis of the clockspring has worn out and has a check engine light on but has it taped over. Possible reimbursement. Writer called customer $ 425.00 for the repair. Assistance by reimbursement $ 220.00. Customer stated that he has had the engine light flashing for 9 months. 30 days offer. Customer stated that we should assist with this completely. Customer stated he will callback for a different person.
Customer looking to speak with CM, DF347
Agent transferred customer to CM, DF347, Ext. 66248. Customer is okay with leaving voice mail if no answer
Customer calls to speak with their Case Manager.
Transferred the customer to DF347 at ext 66248.
Customer called to speak with CM.
Agent transferred customer to CM Debbie phone number 800-763-8422 extension 66248 and there was no answer.
Agent advised customer that we were unable to reach CM and customer requested to leave a voicemail.
Agent transferred customer to the CM s voicemail and advised customer that I would document in the file that they would like a call back at [redacted]
Writer called SM Bill, left message.
Agent tried to call the case manager and caller left a voicer mail for the case manager.
Customer calls to speak with their Case Manager.
Transferred the customer to DF347at ext 66248.
[redacted]Writer calling customer advising customer that we can assist customer in the form of reimbursement being that his car is outside of the warranty by time and miles. Customer is very upset doesn t have the money to pick car up and would like us to pay dealership direct. Writer stated that we can do it in the form of reimbursement only. Writer asked customer if he had an email that we could send him the address to where he should send documents. Customer stated that he did have a pen to write down address writer gave customer contact information so he could call back and get the mailing address. Writer stated to customer that his reimbursement would be $220.00 dollars and once re receive the documentation it does take 7 to 10 business days to receive the check. Writer stated that once check is cut that case does close automatically.
Attempt made to contact customer. [redacted] Left message.
Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler to speak to the case manger.
Briefly summarize what the customer is expecting: Customer is expecting Chrysler to speak to the case manger.
Writer advised the customer she would transfer the customer to her case mangers line and asked if the customer would like to leave a message. Customer stated they would like to leave a message for the case manger. Writer transferred the customer to 8007638422 ext 66248.
Writer found the case managers information in Answer ID 19956.
Customer called and stated that how long this offer is good for 30 days.

Advised customer to submit original repair order & proof of payment to:
Chrysler Customer Assistance Center
PO Box 21-8004
Auburn Hills, MI 48321
Advised customer to make a copy of these documents for their records.
Asked the customer to include a brief letter of explanation & request,
including their name, address, phone number, VIN, & reference number
(CAIR). Advised customer the goodwill offer is dependent upon
verification of all documents requested.
Customer stated that he will take his vehicle in on 01/25/13. Repair.
Close on 01/09/13.
Attempt made to contact customer. Left message.
MR D[redacted] called to speak with their Case Manager. Transferred
the customer to DF347 at ext 66248
Secondary Phone [redacted]
Customer called and stated that he will be taking his vehicle in for
repairs the 4th week of january, writer stated that we will be closing
his case at this time and then when he calls back during repairs we will
reopen the case and follow up with repairs and reimbursement.
CLOSED LOOP UPDATE - no need for additional follow-up.
Customer calling to speak with CM DF347 at ext 66248 . Agent tansferred
the customer and customer left VM
Customer wanted to speak with CM. Agent connected to extension 66248.
Writer called customer [redacted]. left message.
Customer asking to speak with CM. Agent transferred the customer to DF347
at extension 66248.
Customer asking to speak with CM. Agent transferred the customer to DF347
at extension 66248.
Writer called SM Bill, he is ok with extending the repair for 30 days.
Offer will expire by 02/24/13.
Attempt made to contact customer. Left message.
Customer called and left message stating he will try for the repair 2nd
week of 02/13.
Attempt made to contact customer. Left message.
Writer opened a new case to follow up from this previous case.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2416	8L5[redacted]	**Open Date**	12/28/2012	**Built Date**	12/13/2007	
Model Year	2008	**Body**	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	01/02/2008	**Mileage**	59,128	**Dealer Zone**	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	06347	NEWBURGH PARK MOTORS INC			
Dealer Address	200 AUTO PARK PLACE				
Dealer City	NEWBURGH	**Dealer State**	NY	**Dealer Zip**	12550

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

Product - Electrical - Unknown - Intermittent or Inoperative - Default	Clockspring
Product - Cooling System - Unknown - Leaks - Default	
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	

Dealer has advised customer not to drive vehicle as it is a safety concern with the clockspring needing replacing. Customer son (Mathew) is the one driving the vehicle for school. Customer is seeking cost assistance with the repair as dealer stated the CPO service contract does not cover electrical.
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 [redacted]
Customer email address for case updates: XXXXX@XXXXX.com
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?06347
Reassigned to 88F
SM Andry from dealer code: 06347 845-562-4380 (direct line to service)
SM calls to speak with their Case Manager. SM advised that cusotmer is there now and that the air bag light is on and that the clock spring needs to be replaced. That the vehicle is a certified pre-owned, and that the customer doesn t feel safe having son driving vehicle, wants to talk to someone with decision capabilities now. 59128 miles
P=$336.00
L=$0
t= #336.00
Transferred the SM to CR895 at ext 66211.
SM Andry from dealer code: 06347 calls to speak with their Case Manager.
Transferred the SM to CR895 at ext 66211.
* * * * * CASE MANAGER TEAM - District Q * * * * * *
The writer received a call from the SM. The SM stated he would like to assist the customer with the repair. The SM was asked to provide the

warranty costs for the repair. The SM stated that he would like the customer to pay for the parts only. The SM was advised we prefer the customer have a co pay however, the SM was asked to be put on hold while the writer verified. The writer was advised that the customer s responsibility can be parts however both the parts and labor must be warranty prices. The warranty costs for the repair are: parts=$336.70 labor=$132.15 total=$468.85. The customer will pay the cost of the parts. The clockspring has an internal failure that the customer could not have caused or prevented. They would like to provide the customer with one day of rental at $35 per day because the customer lives so far away from the dealership. The dealership was advised a claim authorization will be sent and the case reassigned to the dealership.
As a one-time goodwill gesture, Chrysler will be approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $336.70
Labor = $132.15
Total = $468.85
Co-pay = $336.70
########## DIRECT-TO-DEALER ##########
Customer Care is sending this file to your dealership because a joint goodwill decision has been made on behalf of our mutual customer.
If this repair falls under the Digital Imaging (DI) process, you will need to follow the DI process of submitting images or the required DI documents to the Powertrain Service Center for claim approval. Be sure to include in your comments that Customer Care is involved. Customer Care will add DM Notes to the VIN describing our decision. These notes are available to the DI group for reference.
When repairs are completed, submit your claim as you would normally.
If you need assistance with claim payment, please refer to Warranty Bulletin D-11-19 or for tech training requirements see Warranty Bulletin D-12-13.
This customer has been informed of this decision.
Please update and/or close CAIR when complete.
##########
REASSIGNED TO BC/DLR 32 06347 12/28/12 12:37 O [redacted]
CONTACT UPDATE - line 28
Customer asking to speak with CM. Customer has questions about the decision that was made 12/28/12. Customer states when they drive the vehicle at 40 mph and the steering wheel shakes. Customer states the dealership was taking off one of the tires and the sensor broke and they are telling her she is responsible for the sensor and she feels she shouldn t have to pay for it. Customer states the vehicle is still at the dealership and she doesn t understand what Chrysler is paying for. Agent transferred the customer to CR895 at extension 66211.
Caller wanted to speak case manager as she is confused about the repair of the vehicle. Customer states that the dealership is giving her conflicting information and she needs to speak to her original case manager. She does not understand why the file was transferred and whats being paid for. Agent transferred the caller to extension 66211
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] 5 left message
MRS. [redacted] called to speak to CM TP405. Writer warm transferred customer to CM TP405.
Writer took call from customer and explained what customer is actually paying. Customer is not happy that vehicle has been owned by them for 8 months and has all these issues. Writer advised can speak with the GM and or the owner of the vehicle. Writer advised is committed to ensuring repairs are completed and will follow up with customer next week
Attempt made to contact customer. Left message at [redacted]
Writer called NEWBURGH PARK MOTORS INC spoke with SM John who advised that vehicle was repaired and picked up
attempt made to contact customer at [redacted] line was busy
Writer [redacted] spoke with Ms [redacted] n who confirmed all repairs were completed and is satisfied with the repairs. Would like it noted that was not happy with the sales process of the Jeep and feels like was

ripped off. Writer advised all concerns and issues would be noted and case would be closed.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2413	8L[redacted]	**Open Date**	12/28/2012	**Built Date**	10/30/2007	
Model Year	2008	**Body**	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	12/20/2007	**Mileage**	78,380	**Dealer Zone**	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	23050	LAHTI'S INC			
Dealer Address	223 CENTRAL ST				
Dealer City	LEOMINSTER	**Dealer State**	MA	**Dealer Zip**	01453

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]5
	BOLTON MA [redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	potential clockspring
Corporate - Lemon Law - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states air bag light has been coming on. Vehicle has been diagosed at Lahti s 23050
Briefly summarize what the customer is expecting: Customer seeks cost assistance. Customer states that he considers this a safety issue and that Chrysler Corporation should assume some responsibility on this.
Who has possession of the vehicle? Owner
Has an authorized dealer diagnosed the vehicle? Yes
If a CDJR dealer has diagnosed, what is the dealer name and code? Lahti s 23050
Customer advised a call back will take place within one business day.
Preferred Morning/Midday call back number [redacted]
Preferred Afternoon/Evening call back number is: [redacted]
Customer email address for case updates: [redacted]
Reassigned to: 88F
Status update provided via email to the following email address:
[redacted]
My name is Pam and I have been assigned to be your Case Manager. Here is some information that will be helpful for you to have:
Your Case [redacted]
Chrysler Customer Care telephone number: 800-763-8422
My direct extension: 66288
My hours: 8am-4:00pm Eastern Time Monday-Friday
I will contact you within one business day to review your case with you.
Note: This is a system generated message. Please do not reply.
Sincerely,
Pam
Customer Care
End of Status Update

Writer spoke to SA Joe regarding vehicle. SA states writer needs to speak to SM Bob Hayes 978-840-3363. SM currently at lunch, suggesting writer try again about 2:30 ET to speak to SM regarding goodwill.
SM Bob states vehicle only been in for recall repair, didn t purchase from this dealer. Current mileage is
78,380 as of 12/28. Vehicle appears to be kept up, doesn t look abused or neglected. Customer at this point has not paid for any repairs on this vehicle. SM doesn t want to offer any assistance with the repair.
Goodwill request is being declined based on customer s history with the dealer, and only taking vehicle in for warranty and recall repairs.
Customer was advised approximately 4 months ago of the need to replace the clock spring. Decline approved by KT282.
* * * * * * CASE MANAGER TEAM - District X * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
Customer states concern started as intermittent concern, and is now full time. Customer states he s disappointed that the clock spring has failed.
Writer advised customer of the decline for assistance, customer states he will file a claim in small claims court, stating Jeep is making inferior products with safety concerns, endangering people s lives. Customer states this is the last Jeep he ll ever own. Customer disconnected the call.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *
CLOSED LOOP UPDATE - no need for additional follow-up.
POSTMARK DATE: 010413; DATE RECEIVED: 010813
****

01.10.13
MA Lemon Law 93A demand letter (from customer)
defective clock spring
Reassigned to BC for their review and handling
matter referred to rose law

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3911	8[redacted]	**Open Date**	12/31/2012	**Built Date**	05/19/2008	
Model Year	2008	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	06/21/2008	**Mileage**	63,000	**Dealer Zone**	70		
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	43931	CHAPMAN'S LAS VEGAS DODGE L.L.C.			
Dealer Address	3470 BOULDER HWY				
Dealer City	LAS VEGAS	**Dealer State**	NV	**Dealer Zip**	89121

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	
	LAS VEGAS NV [redacted]	**Country**	UNITED STATES

Corporate - CNA Change - Default - Default - Default	updated customers information
Corporate - Warranty Coverage - Default - Default - Default	warranty questions

Briefly summarize why the customer is contacting Chrysler:Customer contacted us today because he has an airbag light on and wants to know if it will be covered under any warranty. Advised him ait would be covered under basic but that has expired. Agent transfrerred to service contracts for further assistance about warranty coverage
Briefly summarize what the customer is expecting:to have his airbag light warrning covered

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3914	8L[redacted]	***Open Date***	01/02/2013	***Built Date***	09/12/2007	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	11/05/2007	***Mileage***	145,000	***Dealer Zone***	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	23203	HARRISBURG CHRY-JEEP			
Dealer Address	6060 ALLENTOWN BOULEVARD				
Dealer City	HARRISBURG	***Dealer State***	PA	***Dealer Zip***	17112

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	airbag light is on
Product - Electrical - Horn - Defective - Default	horn doesnt work
Corporate - CNA Change - Default - Default - Default	updated customers information

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because the clock spring needs to be replaced. Customer advised agent that the airbag light now isn t coming on and the horn isn t working.
Briefly summarize what the customer is expecting: Customer seeks to know if there is any recall or EXT warranty that would be causing this issue to be happening.
Agent advised customer that there was no recall or extended warranty applied to the vehicle at this time. Agent advised the customer to have the vehicle diagnosed at the dealership and to keep his receipts incase any recall or extended warranties were applied to the vehicle. Agent advised the customer however that there was a recall on the Mopar Tow Bar.
Customer calls seeking recall information. Advised the customer of incomplete recall J24Ù for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3910	8L[redacted]	**Open Date**	01/03/2013	**Built Date**	02/06/2008	
Model Year	2008	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	03/08/2008	**Mileage**	62,000	**Dealer Zone**	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	44231	DEMONTROND AUTO COUNTRY INC			
Dealer Address	888 IH 45 SOUTH				
Dealer City	CONROE	**Dealer State**	TX	**Dealer Zip**	77304

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

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Clockspring needs replaced
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	J24 - Mopar Tow Bar

Matrix Override approved by LB546- original owner, safety concern
Briefly summarize why the customer is contacting Chrysler:
Customer is calling in as he went to his dealership and had them check out his vehicle as the horn won t work and the air bags light is on.
Agent looked into his VIN number to see if there was any recalls on his vehicle,there was only one recall and the customer is not sure if he has a mopar tow bar on his vehicle.
Customer will ask his dealership when he goes back.
Briefly summarize what the customer is expecting:
Customer is seeking cost assistance with this clockspring repair.
Who has possession of the vehicle? Owner
Has an authorized dealer diagnosed the vehicle? Yes
If a CDJR dealer has diagnosed, what is the dealer name and code? 44231 - DEMONTROND AUTO COUNTRY INC
Customer advised a call back will take place within one business day.
Preferred Morning/Midday call back number is: [redacted]
Preferred Afternoon/Evening call back number is: [redacted]
Customer email address for case updates: [redacted]
Reassigned to: 88F
* * * * * CASE MANAGER TEAM - District u * * * * * *
Status update provided via email to the following email address:
[redacted]
Hello my name is Yolanda and I was assigned to be your case manager. I will be contacting you in 1 business day. In the mean time I will be doing research on your case. Here is some information that will be helpful for you to have:
Chrysler Case Management telephone number: 800-763-8422
My direct extension: 66316
My work hours: Mon-Thurs 8am-5:30pm ~ Friday 10am-2pm
I will contact you by telephone to review your case with you with in one

business day, thanks.
End of Status Update
Original Owner
No other vehicle
No MVP
OOW 3/36 by almost 2 years and by 26000 miles
Agent spoke with Rob Service Advisor (SA) and Mike Service Manager (SM) of dealer 44231 was not available.
Rob SA said that the vehicle is not there and it was not diagnosed.
Rob SA said that what happened is that the customer came in, asked about a recall on the clockspring, asked for the cost of a clockspring repair and left, declining diagnosis.
Rob SA said the customer was quoted $280 for a clockspring and $198 for their labor.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 7[redacted] Left message that at this point, we do not have a CDJ dealer diagnosis. Left message that case manager YO437 will call by Wednesday 1/9 to know if there is a CDJ dealer diagnosis for the case. Note that Rob SA also said that J24 MOPAR TOW BAR does not apply.
2nd attempt made to contact customer. [redacted]
Left message.
[redacted] called to speak with CM YO437. With customer s permission, writer transferred customer to CM s voice mail, as CM is not currently available.
. . Dialed[redacted] . .
Writer called to the customer who stated that he has an appointment with the dealership first thing Monday Morning. Writer offered to follow up with the dealership that day and also explained to him the guide lines to OOW assistance. Customer clarified that he had writer contact information.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66014.
Customer calls to speak with their Case Manager.
Transferred the customer to JM2157 at ext 66014.
Customer calls to speak with their Case Manager.
Transferred the customer to JM2157 at ext 66014
Customer stated,
That the clockspring needs to be replaced on the vehicle. Writer informed customer that writer will contact the Service manager and get information needed for assistance.
Writer contact customer again by accident.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66014.
Customer stated,
That customer is ok with a call back later. Writer informed customer that writer is still waiting for a call back from the SM and is trying to get pricing information together and a offer. Writer informed customer of a call back later on today.
Customer calls to speak with their Case Manager.
Writer was advised by the CM that she can call the customer back soon.
Customer accepted.
CM in the above case was JM2157.
Service Adivsor Rob at 44231 stated,
That the pricing is as follows Parts$ 217.00 Labor$46.05 Co-pay$131.52.
Writer informed SA that writer will contact customer and let customer know the offer and authorize the cair for Service department.
Customer stated,
Tha customer Excepts offer. Writer informed customer that writer is willing to do a 50/50 split with customer. Writer informed customer that customer will need to contact the service department to schedule a time to bring the vehicle in.
As a one-time goodwill gesture, Chrysler will be approving this out of warranty repair on the Clock spring. According to the dealer, the warranty
costs of the repair are as follows:
Parts = $65.76

Labor = $65.76
Total = $131.52
Co-pay = $131.52
########## DIRECT-TO-DEALER ##########
Customer Care is sending this file to your dealership because a joint goodwill decision has been made on behalf of our mutual customer.
If this repair falls under the Digital Imaging (DI) process, you will need to follow the DI process of submitting images or the required DI documents to the Powertrain Service Center for claim approval. Be sure to include in your comments that Customer Care is involved. Customer Care will add DM Notes to the VIN describing our decision. These notes are available to the DI group for reference.
When repairs are completed, submit your claim as you would normally.
If you need assistance with claim payment, please refer to Warranty Bulletin D-11-19 or for tech training requirements see Warranty Bulletin D-12-13.
This customer has been informed of this decision.
Please update and/or close CAIR when complete.
##########
REASSIGNED TO BC/DLR 63 44231 01/15/13 17:23 C[redacted]
Status update provided via email to the following email address:
[redacted],
I wanted to send you this email to let you know that I have reviewed your case. I m glad that you accepted the offer and allowing this opportunity to assist. I will follow up with the dealership Friday to get a status update, in the mean time if you have any questions for me, please call me at 1-800-763-8422 ext 66316
Thanks,
Yolanda Case Manager
End of Status Update
Agent spoke with Rob SA and Mike SM of dealer 44231 was not available. Rob SA explained the correct amounts. Please correct lines 96-99 as follows:
Parts = $217.00
Labor = $46.06
Total = $263.06
Co-pay = $131.52
Rob SA said the customer was happy when he picked it up last night.
Agent called the customer at [redacted]6. Left message that agent has been told by the dealer that the work was finished and the vehicle was returned to the customer. Agent explained there is no reason to call back if everything is fine but if there are any concerns to call within two days. Case manager will close the case Monday.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2414	8L5[redacted]	***Open Date***	01/04/2013	***Built Date***	10/27/2007	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	12/06/2007	***Mileage***	66,000	***Dealer Zone***	42	DETROIT	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	26780	HAASZ AUTOMALL, LLC			
Dealer Address	4886 STATE ROUTE 59				
Dealer City	RAVENNA	***Dealer State***	OH	***Dealer Zip***	44266

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Airbag light on panel has turned on

Briefly summarize why the customer is contacting Chrysler: Customer states airbag light on panel has turned on.
Briefly summarize what the customer is expecting: information about airbags
Agent advised that customer see dealership to have vehicle diagnosed

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3915	8L[redacted]	**Open Date**	01/04/2013	**Built Date**	02/18/2008	
Model Year	2008	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	03/18/2008	**Mileage**	45,045	**Dealer Zone**	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	26492	BOB MOORE DODGE CHRYSLER JEEP,	INC.
Dealer Address	7420 NW EXPRESSWAY		
Dealer City	OKLAHOMA CITY	**Dealer State**	OK
Dealer Zip	73132		

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	TINKER AFB OK 7[redacted]	**Country**	UNITED STATES

Product - Electrical - Horn - Intermittent or Inoperative - Default	Horn does not work.
Corporate - E-Reimbursement - Default - Default - Default	Reibursement $300.00
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	

Customer alleges that he has a clockspring issue. Customer stated that that there is a check engine light on, his horn does not work, and there is an airbag light on. Customer alleges that he has heard online, that these vehicles are prone to these issues. Customer was advised by dealer 44554 that the clockspring sensor is bad. Customer is requesting cost assistance for the repairs. Customer requests to have the repairs completed at a dealer that is closer, dealer 26492. Customer has an appointment scheduled for a diagnosis on 01/07/13.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 44554.
Customer requests to go to a closer dealer, 26492, and has an appointment for 01/07/13.
Reassigned to 88F
Status update provided via email to the following email address:
[redacted]
My name is Melissa and I have been assigned as your case manger.
Here is some information that will be helpful for you to have:
Your case number is: [redacted]
The Chrysler case management telephone number is: 800-763-8422 my direct extension : 66387
My work hours 7am-330pm Monday-Friday
I will contact you with one business day by telephone to review your case

with you.
Thank you melissa
End of Status Update
* * * * * CASE MANAGER TEAM - District U * * * * * *
2nd owner
No other vehicles in household
No Service Contract
Extended Warranty (X32) INLET CHECK VALVE
Out of warranty 3/36 by 2 years 8920 miles
Writer called dealer and asked to speak with Service Manger Brent. Writer asked SM if the customer has come in for a diagnosis. SM said the customer is there and haven t gotten to the diagnosis yet.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 2[redacted].
Writer called customer. Writer let customer know the dealer is still working on getting the diagnosis. Customer said he dropped the vehicle off 20 minutes ago and wants to know if we have hared anything about this. Writer said no but we need the diagnosis to know if it s the clock spring.
Writer found in Tech Connect RC-L37-12 Safety Recall L37 - Airbag System Clock spring.
Writer called dealer and asked to speak with Service Manger Brent. Writer got hung up on and called back. Writer asked SM what the diagnosis is. Writer talked with Service Advisor David. SA said replaces the clock spring, steering angle sensor and evaporator canister.
SA said the customer has the vehicle as well and fixed the same day.
Writer called customer. Writer asked customer how the vehicle is doing since he got it back form the dealer. Customer said one of the lights came back on when he was driving home and he is on his way to the dealer now.
Agent spoke with Tray SA and Brent SM was not available. Tray SA said the customer was taken care of yesterday and they left with their vehicle yesterday.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2013-01-09 @ 11:32
Agent called the customer at [redacted]. Customer said he was satisfied with the vehicle and asked if he could have reimbursement goodwill for the clockspring when he thinks it is a common problem.
Customer said his total bill included other things and was $956.38.
Customer said just for the clockspring part it was about $260.00.
Agent offered a goodwilll of $300.00 which will cover the part and include just a small amount toward the labor.
Customer was very happy for goodwill assistance.
Agent explained the link is good 7 days.
Agent verified the address.
Agent explained the case closes when the check is issued and customer will not hear from the case manager unless there is any problem.
***** Customer Document Received *****
Customer Document Reviewed.
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
Reibursement for parts
If this is a Recall or Extended Warranty, enter the campaign number.
N/A
If this is for a previously made goodwill decision, what is that CAIR #?
N/A
Enter the Mileage at the time of the repair.
45045
Enter the Date when the repairs were completed.
01/07/13
What is the total cost of the Parts to be reimbursed?
$300.00
What is the total cost of the Labor to be reimbursed?
$0.00
What is the total Tax to be reimbursed?
$0.00
What is the total amount being reimbursed?

$300.00
****End structured narrative T2 - eReimbursement
Address updated.
Approved

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6917	8L[redacted]	**Open Date**	01/07/2013	**Built Date**	01/10/2008	
Model Year	2008	**Body**	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	03/19/2008	**Mileage**	60,300	**Dealer Zone**	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PJR	RESCUE GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	24050	MACK MASSEY CHRYSLER JEEP DODGE			
Dealer Address	950 CROCKETT STREET				
Dealer City	EL PASO	**Dealer State**	TX	**Dealer Zip**	79922

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	TAYLORSVILLE UT[redacted]	**Country**	UNITED STATES

Corporate - Survey By-Pass - No Diagnosis - Default - Default	No diagnosis
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	air bag light came on
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	recall K13
Corporate - CNA Change - Default - Default - Default	update new owner cna

New owner customer wanted to update cna and see if any recalls on vehicle, regardig airbag light and clockspring and if any other recalls not complete on this vehicle.
Customer seeking update cna and any recalls o this vehicle.
Writer updated cna to customer.
Customer calls seeking recall information. Advised the customer of incomplete recall recall #Ù for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
Writer explained, K13 INNER FENDER LINERS SAFETY 12/03/2010 issued but not completed.
Writer did not see any regarding airbag light and clockspring.
Writer found 2 dealers, and he will choose from them and call us back after diagnoses, writer did not make any promises.
Customer calls seeking recall information. Advised the customer of incomplete recall recall K13for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
Dealer 56189 (SA) Chad calls to see if there is a case for the customer .
Writer advised the dealer to advise the customer to call and open a case if the diagnoses is done already.
Dealer appreciated the information.
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?56189
Hinkley Dodge
Reassigned to 88F
Customer calling to request case opened for assistance.
Agent documented wrond case, disregard lines 23 to 33

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D12	AL[redacted]	***Open Date***	01/09/2013	***Built Date***	03/23/2010	
Model Year	2010	***Body***	JKJL72	JEEP WRANGLER SPORT 4X4			
In Service Dt	05/11/2010	***Mileage***	26,000	***Dealer Zone***	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PVG	MANGO TANGO PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	44770	BROWN DAUB DODGE INC			
Dealer Address	7720 BATH PIKE				
Dealer City	BATH	***Dealer State***	PA	***Dealer Zip***	18014

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	customer stated the airbag light was on
Corporate - CNA Change - Default - Default - Default	customer updated contact information
Corporate - Warranty Coverage - Default - Default - Default	customer wanted warranty information regarding the vehicle.

Briefly summarize why the customer is contacting Chrysler: Customer stated that the airbag light had come on in the vehicle and wanted to know what warranties were still on it. Agent advised customer of warranty information and customer disconnected.
Briefly summarize what the customer is expecting: Customer was expecting to find warranty information for his vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3911	9L[redacted]	***Open Date***	01/10/2013	***Built Date***	09/09/2008	
Model Year	2009	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	09/25/2008	***Mileage***	60,459	***Dealer Zone***			
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	[redacted]
	GILLETT PA[redacted]	***Country***	UNITED STATES

POSTMARK DATE: 010213; DATE RECEIVED: 010813
****
OUTBOUND CALL TO MAXIMUM OVERIDE @570.596.3663, no answer.
Status update provided via email to the following email address:
[redacted]
Just a quick note to let you know that I have received your documents. Chrysler does require proof of payment. I have attempted to contact Maximum Overide but did not get an answer. If you could provide a copy of both sides of the check or a bank statement showing the payment, I would greatly appreciate it. Fax number for your convenience is 877.768.5076.
Have a great day!
End of Status Update
Status update provided via email to the following email address:
[redacted],
I do apologize, here is my contact information that I did not include in the previous email.
My number is 855.675.9291 EXT 4718249, and your case number is 2[redacted]
Kelly
End of Status Update
CM checked for documents.
Status update provided via email to the following email address:
[redacted],
Just a quick note to inform you that we are waiting for you to fax in your documents for reimbursement consideration, if I don t hear from you in 2 days, your case will be closed, the case can be re-opened or a new case created when you fax in your documents for reimbursement. Fax number is 877.768.5076.
Have a great day!
End of Status Update
POSTMARK DATE: 011813; DATE RECEIVED: 011813
****
OUTBOUND CALL TO DEALERSHIP 570.596.3663
CM spoke with [redacted] co-ownerÙ, who stated the air bag light was flashing when he brought the vehicle in. Customer had the air bag replaced. Then

the mechanic realized it was the clockspring that required replacement.
RECALL L37 Airbag System Clockspring
****
Customer submitted request for reimbursement for recall L37 Airbag System Clockspring.
Recall applies to customer s vehicle: Yes
Customer s proof of payment is: CHECK [redacted]
Date of Repair: 1/05/12
Invoice #0000
Labor $50.00
Parts $249.00
Misc. Charges $0.00
Tax @6% $17.94
Total $316.94
Writer is submitting check for approval in the amount of $316.94, upon contact with the customer.
****
OUTBOUND CALL TO CUSTOMER [redacted]
CM spoke with MR [redacted] informed customer that we have received all your documents processed your request for the reimbursement for the amount of $316.94. Customer verified the address in COIN to be correct.
It should take 7-10 days upon approval. Customer asked for an email of the conversation due to bad connection.
CM informed customer that the L37 Recall is recorded on file as Incomplete. Please contact CDJ and have previous repair inspected, so that they will close out and update your file.
Status update provided via email to the following email address:
[redacted]t
[redacted],
As per our conversation we have received all your documents processed your request for the reimbursement for the amount of the clockspring replacement. Customer verified the address in COIN to be correct.
It should take 7-10 days upon approval.
CM informed customer that the L37 Recall is recorded on file as incomplete. Please contact CDJ and have previous repair inspected, so that they will close out and update your file.
Have a great night!
End of Status Update
******APPROVED******
*****CLOSED LOOP UPDATE-No further action required****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA391X	8L5[redacted]	***Open Date***	01/10/2013	***Built Date***	11/05/2007	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	04/17/2008	***Mileage***	58,000	***Dealer Zone***	70		
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	24132	JIM SMOLICH MOTORS INC			
Dealer Address	1865 NORTH EAST HIGHWAY 20				
Dealer City	BEND	***Dealer State***	OR	***Dealer Zip***	97701

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PHOENIX AZ [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer inquiring about open recalls on vehicle

Briefly summarize why the customer is contacting Chrysler: Customer inquiring about open recalls on vehicle. Agent advised customer that there were no open recalls on vehicle. Customer stated he was having issues with the air bag light and did not want to pay for the repair to them. Agent advised customer without a diagnosis no cost assistance could be offered.
Briefly summarize what the customer is expecting: Information about open recalls on vehicle

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2414	9L[redacted]	***Open Date***	01/11/2013	***Built Date***	09/11/2008	
Model Year	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	01/08/2009	***Mileage***	1,000	***Dealer Zone***	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	54914	PAUL BROWN MOTORS INC			
Dealer Address	1145 E STATE ST				
Dealer City	OLEAN	***Dealer State***	NY	***Dealer Zip***	14760

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light is on
Product - Electrical - Horn - Complete Failure - Default	horn does not work
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	inner fender recall

Briefly summarize why the customer is contacting Chrysler:Customer is inquiring about a recall on the vehicle for the airbag
Briefly summarize what the customer is expecting:customer is having issues with the horn not working and the airbag light is on. customer was inquiring about if there is a recall on the vehicle for this issue.
Customer had read online that there are recalls out for this.
Customer calls seeking recall information. Advised the customer of incomplete recall K13Ùfor this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair. Customer stated that they knew about this recall and is going to be done when they take the vehcile for a diagnosis

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3918	8L[redacted]	**Open Date**	01/14/2013	**Built Date**	11/30/2007	
Model Year	2008	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	02/18/2008	**Mileage**	54,000	**Dealer Zone**	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PYB	DETONATOR YELLOW CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45292	MOSS BROS. CHRYSLER JEEP DODGE			
Dealer Address	27810 EUCALYPTUS AVE				
Dealer City	MORENO VALLEY	**Dealer State**	CA	**Dealer Zip**	92555

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	MESA AZ[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air Bag Light On
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	INNER FENDER LINERS
Recall - L05: TRANSMISSION COOLER LINES - Advise Owner/Incomplete Recall	TRANSMISSION COOLER LINES
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Concerning Warranty of Clock Spring on Steering Column
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Comments:
The airbag warning light comes on and off with an annoying beeping sound quite frequently. This is likely caused by failure of the clock spring. I had heard this item had an extended warranty of 10 years.
VIN: 8L[redacted]
Mileage: 54000
Servicing Dealer: Sullivan Motors
Title: Mr.
First Name: [redacted]
Middle Initial: [redacted]
Last Name [redacted]
Address 1: [redacted]
Address 2:
City: Mesa
State: AZ
Zip: [redacted]
Email: [redacted]
Home Phone [redacted]
***** END OF CUSTOMER EMAIL ******
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center regarding your 2008 JEEP WRANGLER UNLIMITED X 4X4

We regret the fact that you have encountered issues with your vehicle and appreciate the fact that you have brought this to our attention.
Unfortunately Chrysler Group Customer Care is not a diagnostic support center and given the many variables involved, we are unable to address your concerns via email.
Since you are experiencing issues with your vehicle that you feel deserves attention, we certainly recommend that you contact your local dealer to arrange an appointment so that they can inspect the vehicle and determine an appropriate course of action.
Our dealerships have the factory training, equipment and information available to them to address any of your vehicle concerns.
In order for Chrysler to consider any assistance, you will need to have your vehicle diagnosed at an authorized Chrysler dealership within 5 days. This does not guarantee that Chrysler can provide assistance, however it will ensure that a trained technician on a Chrysler Brand vehicle has completed and provided an accurate diagnosis. You will be responsible for the diagnostics fees.
Once the diagnostic has been completed, and if you still require assistance, please contact our Customer Assistance Center at 1-877-IAMJEEP (877-426-5337)
We would like to take this opportunity to advise you that our records indicate that the following recall campaign(s) have not been performed by an authorized dealer:
RECALL: K13
DESCRIPTION: INNER FENDER LINERS
TYPE: SAFETY
DATE ISSUED: 12/03/2010
STATUS: INCOMPLETE
RECALL: L05
DESCRIPTION: TRANSMISSION COOLER LINES
TYPE: WARRANTY
DATE ISSUED: 05/06/2011
STATUS: INCOMPLETE
We suggest that you contact your local authorized dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.
Please take a copy of this message with you at the time of service to aid the process.
We hereby include a listing of local dealers within your zip code area:
Earnhardt Chrysler Jeep Dodge
1301 North Arizona Avenue
Gilbert, AZ 85233
(480) 926-4000
Chapman Dodge Chrysler Jeep
6601 East McDowell Road
Scottsdale, AZ 85257
(480) 949-7600
Superstition Springs Chrysler Jeep Dodge
6130 E Auto Park Drive
Mesa, AZ 85206
(480) 830-8001
Tempe Chrysler Dodge Jeep Ram
7975 S Autoplex Loop Rd
Tempe, AZ 85284
(800) 383-6343
If your vehicle is involved in any future recall campaign, you will be notified promptly by U.S. mail. Please keep in mind that recall campaigns are Vehicle Identification Number specific so keep us informed of any change of address.
You may also access the self-service recall site on the internet to check on your vehicle s involvement in any future recalls that are published. Simply go to your brand website Owners page: http://www.Jeep.com/en/owners and enter your Vehicle Identification Number (VIN) where appropriate.
If we can be of any assistance in the future, please email or contact Customer Care Center by telephone at 1-877-IAMJEEP (877-426-5337)

Thanks again for your email.
Sincerely,
Alex
Customer Service Representative
Jeep Customer Assistance Center
***** END OF CAC EMAIL ******
****** Reassigned to 861 for survey by-pass and closure ******

Customer Assistance Inquiry Record (CAIR)# 2[redacted]

VIN	1J4FA2417	7L2[redacted]	***Open Date***	01/14/2013	***Built Date***	06/26/2007	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	09/04/2007	***Mileage***	65,000	***Dealer Zone***	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PBM	STEEL BLUE METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	41946	URSE DODGE-CHRY-JEEP			
Dealer Address	14 TYGART MALL LOOP				
Dealer City	WHITE HALL	***Dealer State***	WV	***Dealer Zip***	26554

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LITTLETON WV 2[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking recall information
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Issue with air bag light staying on

Briefly summarize why the customer is contacting Chrysler:
Customer calling because they are experiencing an issue with the air bag light staying on. Customer thought this would be covered under an open recall however there is no open recalls on the vehicle.
Briefly summarize what the customer is expecting:
Customer would like this repair to be covered under a recall or if not they would just like Chrysler to cover it as they feel like it is a mechanical defect. Agent advised there are no open recalls for their VIN and that they are outside of their warranty so Chrysler will not be able to assist them. Customer stated that they will not be buying another Chrysler vehicle due to many problems they have been experiencing.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2410	7L[redacted]	***Open Date***	01/14/2013	***Built Date***	11/21/2006	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	03/25/2007	***Mileage***	67,000	***Dealer Zone***	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PBM	STEEL BLUE METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	60550	CAL'S CHRYSLER DODGE JEEP RAM			
Dealer Address	3 GEARY PLAZA				
Dealer City	SEASIDE	***Dealer State***	CA	***Dealer Zip***	93955

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MOSS LANDING CA[redacted]	***Country***	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	X41
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light
Corporate - CNA Change - Default - Default - Default	updated

Briefly summarize why the customer is contacting Chrysler: Customer states that the air bag light came on and went to the dealer.Customer states that he has been going to the dealer for 2 years for this issue now and still no resolution. Customer states that the dealer told him the seat needed to be re-calibrated at a cost of $120.00. Customer states the light came on again a month later. Customer states that he has no idea if this was a needed repair as the X41 was not completed to his knowledge. Customer states that if it is found to be the X41 causing the issue he would like to seek reimbursement for the $120.00 labor he paid for unnecessary work.
Briefly summarize what the customer is expecting: Agent advised customer that he needs to have a dealership determine that the X41 is needed and if this resolves the issue he may at that time call back to seek possible reimbursement consideration. Agent provided new dealer information and transferred to Jeff at the dealer for an appointment to have the X41 completed.
Agent advised customer of recall J24. Customer states that he does not have the tow bar on his vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA3910	8L[redacted]	***Open Date***	01/15/2013	***Built Date***	08/10/2007	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	09/07/2007	***Mileage***	89,000	***Dealer Zone***	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PGJ	JEEP GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60074	PUTNAM CHRYSLER DODGE JEEP INC			
Dealer Address	157 PROVIDENCE PIKE, RT 44				
Dealer City	PUTNAM	***Dealer State***	CT	***Dealer Zip***	06260

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	STERLING CT[redacted]	***Country***	UNITED STATES

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	
Corporate - Survey By-Pass - No Diagnosis - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	

Customer called about the vehicle s air bag light coming on and chiming. Customer states it comes on, doesn t always stay on, but it will come and go. Customer found something on line referencing a clockspring recall. Writer advised that this vehicle does not show that the recall applies to his vehicle. Writer apologized to customer, and explained that recalls are VIN specific and do not apply to all vehicles. Customer is experiencing the same symptoms. Customer is seeking assistance if not covered under recall.Writer advised customer that in order to look into assistance, the vehicle would need to be diagnosed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BZ3H11	AL[redacted]	**Open Date**	01/15/2013	**Built Date**	12/17/2009	
Model Year	2010	**Body**	JKUM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	01/07/2010	**Mileage**	59,600	**Dealer Zone**	42	DETROIT	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60334	CHAMPION CHRYSLER JEEP, INC			
Dealer Address	495 N CEDAR RD				
Dealer City	MASON	**Dealer State**	MI	**Dealer Zip**	48854

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

Recall - M22: TRANSMISSION SKID PLATE - Advise Owner/Incomplete Recall	The customer has the recall letter for the M22
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	The customer states the air bag light is on in her vehicle
Corporate - CNA Change - Default - Default - Default	Updated the customers phone numbers

Briefly summarize why the customer is contacting Chrysler: The customer states her jeep is three year old and it has a safety issue with the clock spring being broken. The air bag light has come on in the vehicle this afternoon. The customer is seeking assistance with this issue. The customer took the vehicle to an IRF and they told her to take the vehicle to Chrysler because it was a safety issue. The customer states she called the Champion dealership and they told her they decision because the manager was not at the dealership he was on a test drive at the time the customer called.
Briefly summarize what the customer is expecting: The customer is seeking recall information. The writer advised the customer that she would need to take vehicle to a certified Chrysler dealership to have the issue diagnosed. The writer contacted the dealership and spoke to Brian who took over the call to help Mrs. [redacted] ook an appointment.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA3H17	AL[redacted]	***Open Date***	01/17/2013	***Built Date***	07/29/2010	
Model Year	2010	***Body***	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	08/30/2010	***Mileage***	40,300	***Dealer Zone***	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	42127	HANOVER DODGE-JEEP			
Dealer Address	765 CARLISLE ST				
Dealer City	HANOVER	***Dealer State***	PA	***Dealer Zip***	17331

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	airbag light
Corporate - CNA Change - Default - Default - Default	updated customers information
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer contacted us today because her air bag light is coming on for about 2 weeks she stated and wants Chrysler to repair it but has no idea what is wrong. Customer has not had the vehicle diagnosed yet because she doesn t want to pay for it. Advised her if she wants assistance she needs to get it diagnosed
Briefly summarize what the customer is expecting: for Chrysler to pay for her repair

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA391X	9L7[redacted]	***Open Date***	01/18/2013	***Built Date***	10/15/2008	
Model Year	2009	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	02/23/2009	***Mileage***	28,000	***Dealer Zone***	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	23153	WESTBURY JEEP CHRYSLER DODGE, INC.			
Dealer Address	928 JERICHO TPKE				
Dealer City	WESTBURY	***Dealer State***	NY	***Dealer Zip***	11590

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

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer states that the air bag light is coming on.

Briefly summarize why the customer is contacting Chrysler:Customer states that his air bag light is on. Customer state that the vehicle is being diagnosed and would like to know what is making his air bag light come on. Agent advised customer that I can not diagnose over the phone. Customer states that his vehicle is new and he shouldn t be having an issue with the air bag. Agent advised customer that once the vehicle has been diagnosed, and the repair is not covered, he could give us a call back for cost assistance for the repair.
Briefly summarize what the customer is expecting:Technical information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2418	8L[redacted]	***Open Date***	01/20/2013	***Built Date***	03/18/2008	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	05/03/2008	***Mileage***	80,000	***Dealer Zone***	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	67294	KELLEY SALES & SERVICE			
Dealer Address	74-80 CLINTON STREET				
Dealer City	SPRINGFIELD	***Dealer State***	VT	***Dealer Zip***	05156

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	FORT WORTH TX [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Confirming internet information
Product - Brakes - Unknown - Complete Failure - Default	Customer reported failure reason unkown
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Light on

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer states that her airbag light is on, and that her brakes failed suddenly yesterday. Customer states that she is aware of a recall on the internet.
Briefly summarize what the customer is expecting:
recall information
****End structured narrative T2 - Beginning Narrative
Customer calls seeking recall information. Advised the customer there are no incomplete recalls for this vehicle. Writer advised contacting a dealership for a diagnosis on the vehicle airbag light.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3918	8L[redacted]	**Open Date**	01/21/2013	**Built Date**	03/28/2008	
Model Year	2008	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	09/04/2008	**Mileage**	59,850	**Dealer Zone**	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PYB	DETONATOR YELLOW CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	43071	ED SHULTS OF WARREN INC			
Dealer Address	1658 NORTH MARKET STREET				
Dealer City	WARREN	**Dealer State**	PA	**Dealer Zip**	16365

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

Corporate - Survey By-Pass - No Diagnosis - Default - Default	Customer needs to take vehicle to dealer for diagnosis.
Product - Electrical - Lamps and Switches - Defective - Default	air bag light on

Martha, customers wife calling in complaining of an issue regarding the clock spring being defective and needs replacement. Customer states the vehicle was diagnosed with a bad clock spring. Customer wanted to know if there are any ext. warranties or recalls regarding this. Agent verified that there were no recalls or ext. warranties on this vehicle regarding the clockspring.
Customer is requesting assistance with cost of repairs.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is[redacted]
Preferred Afternoon/Evening call back number is[redacted]
Customer email address for case updates:
Who has possession of the vehicle? Dealer
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? ED SHULTS OF WARREN 43071
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District 3* * * * * *
Warranty - OOW and within D-12-27
SC - No active service contract
Owner History - 1 used
Current Owner History - 1 used
Status update provided via email to the following email address:
[redacted]
My name is Teri and I have been assigned as your case manager. Here is some information that will be useful for you to have:
Chrysler Case Management telephone number: 800-763-8422
My direct extension: 66045

Your case number is [redacted]
My work hours: 9:00 a.m. to 5:30 p.m. Monday through Friday Eastern Time Frame.
I will be contacting you today to speak about the case that you have opened.
Thank You & Sincerely,
End of Status Update
Writer called the Dealer at 814-726-3150 for the diagnosis and to ask about the D-12-27.
The SM is Mike.Mike states that the vehicle is not there and has not been there since March of last year.
Writer called the Customer Mr. [redacted]. The phone number rings busy. Writer will send a Customer update email.
Status update provided via email to the following email address:
[redacted]
I have tried to call you [redacted]2. That number rings busy.
I have also contacted the Dealer Ed Shults of Warren named on the case [redacted] I spoke with the Service Manager, Mike. Mike states that the vehicle is not there, has not been diagnosed for this issue and has not been there since the last appointment in March of 2012.
I will need to speak with you to update or change the information for possible assistance of the Clock Spring concerns.
End of Status Update
Writer called the Customer Mr [redacted].
Writer spoke with Mrs. [redacted]. She states that a neighbor diagnosed the issue. Writer advised of needing an actual Dealer diagnosis. Writer advised of a call back on 01/28/13 for follow up with an appointment for diagnoses being made or completed. She will ask Mr [redacted] what they want to do. No promises. Call her cel [redacted] if she cannot be reached at [redacted]
Writer called Mrs. D[redacted] to follow up with getting a diagnosis. Writer left a message.
Writer called[redacted]
She states that no decision has been made in regards to taking the vehicle for diagnosis.
Status update provided via email to the following email address:
[redacted],
I have been waiting for you to get the vehicle issues diagnosed. The case [redacted] is being closed because no diagnosis has occurred as far as I know. You can still take your vehicle to the dealer for the diagnosis and a new case can be opened when they do that.
End of Status Update
CLOSED LOOP UPDATE - no need for additional follow-up.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2416	8L[redacted]	***Open Date***	01/22/2013	***Built Date***	09/08/2007	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	11/29/2007	***Mileage***	125,000	***Dealer Zone***	74	DENVER	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	42957	FLOWER MOTOR CO INC			
Dealer Address	2580 N TOWNSEND				
Dealer City	MONTROSE	***Dealer State***	CO	***Dealer Zip***	81402

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

Corporate - Warranty Coverage - Default - Default - Default	customer inquiring about ext warranties on vehicle
Corporate - Recall - Default - Default - Default	customer seeking recall info

Briefly summarize why the customer is contacting Chrysler:customer calling in because air bag light is on and vehicle also chimes. Customer states clockspring defective.
Briefly summarize what the customer is expecting:customer wants to know if this is covered under ext. warranty or recalls
Agent advised customer that there are no open recalls on vehicle at this time and that only ext. warranties;X32 (X32) INLET CHECK VALVE 999.0 months or 999999 MILES
X34 (X34) TRANS OIL COOLER LINES 84.0 months or 70000 MILES
Agent transferred customer to service contracts to see if clockspring is going to be covered.
Customer called back and statedhe spoke with someone in Service Contract Department and they stated that the clockspring was covered for the vehicle. Customer stated that he then contacted the dealership who told him it was not covered. Agent looked up Service Contract and clockspring was not covered and agent transferred caller to the Service Contract Dept.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4AJWAG5	CL[redacted]	**Open Date**	01/24/2013	**Built Date**	03/22/2012	
Model Year	2012	**Body**	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	04/19/2012	**Mileage**	14,500	**Dealer Zone**	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	68594	BROWN MOTORS INC			
Dealer Address	399 FEDERAL STREET				
Dealer City	GREENFIELD	**Dealer State**	MA	**Dealer Zip**	01301

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	FLORENCE MA[redacted]	**Country**	UNITED STATES

Product - Electrical - Lamps and Switches - Improper Installation/Missing - Default	clock spring needed replacing no dash lights, airbag light on
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	dealership unable to resolve the electrical issues
Corporate - CNA Change - Default - Default - Default	updated customer's information in COIN
Product - Electrical - Wipers / Washers - Intermittent or Inoperative - Unknown	wipers worker intermittentenly clock spring previously repaired
Corporate - Survey By-Pass - No Documentation - Default - Default	

Briefly summarize why the customer is contacting Chrysler: The customer called and stated that she had purchased this vehicle new in April 2012 and within a few months that she had to have the clock spring replaced in the vehicle as the air bag light was illuminated, head lights were inoperative and other items would either work intermittenly or not at all. The customer stated that she has been in frequently to the dealership as the windsheild wipers will not shut off. The customer stated that they work intermittenly and that she is seeking assistance to get this repaired so she can control when they are on or off. The customer stated that she has been at the BROWN MOTORS INC Dealership for service and that they have not been able to duplicate this problem although they are aware that it has been happening. The customer stated that she has 14,500 miles on the vehicle and does not believe that she should be having these difficulties. The customer is seeking technical assistance to get the vehicle repaired as the dealership SA has advised her that they are uncertain as to what they can do to repair the windsheild wipers so that they are not coming on by themselves and preventing her from turning them off.
The agent provided the customer with her CAIR #[redacted]
Briefly summarize what the customer is expecting: Technical assistance to get her vehicle repaired.
Customer advised a call back is required and will take place

within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: prefers a phone call
Who has possession of the vehicle? (Owner/Dealer/IRF) owner-first
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?
BROWN MOTORS INC
Dealer Phone : 413-772-2111
Dealer Code: 32- 68594
Reassigned to 88F
* * * * * * CASE MANAGER TEAM - District T * * * * * *
Customer s Profile:
OOW by N/A
Powertrain Warranty 5/100
Customer has owned 1 new and 0 used
There are 0 service contracts
There are 0 incomplete recalls
Writer contacted SM Frank to discuss customer s concerns. SM states vehicle was last seen 12/4, no faults showing in the system, unable to duplicate the concern, everything performed as designed. SM states customer will need to bring vehicle in for new diagnosis, if she is still having concerns with wipers coming on at will.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted].
Writer spoke to customer [redacted] regarding intermittent concern with wipers coming on without being turned on. Customer states she is very frustrated with the concern being unresolved. Customer acknowledged the vehicle has not been back in to dealer for further diagnosis since December, stating she would like the concern to be resolved. Writer advised customer that since the dealer was unable to duplicate the concern in December, the vehicle will need to be diagnosed again. Customer states dealer #68594 is 1/2 hour from home, writer advised vehicle can be taken to a dealer closer to home if it would be easier, and the warranty would still be valid. Customer states dealer was able to narrow the concern down to 2 possible components, but won t replace them for customer. Writer advised Chrysler s policy is not to replace parts if they aren t broken. Customer states dealer advised her of the same thing, but she feels since they have an idea of the cause, the repair should be done, regardless if the correct part is being replaced or not. Writer advised customer until the correct part can be diagnosed as failing, replacement can t be made. Customer is very upset stating she will be taking the vehicle back to dealer to inquire about trade in. Writer unable to inquire about exact mileage, customer disconnected the call. Writer will allow the customer time to take the vehicle in for further diagnosis and follow up 02/01.
Writer contacted customer for follow up on diagnosis status. Customer states vehicle has not been back to dealer for further diagnosis yet. Customer states she is still very frustrated with the inability to diagnose the exact problem. Customer states she doesn t want to take the vehicle in again right away, because in a few hundred miles the vehicle will need another oil change, and customer will speak to dealer when she takes the vehicle in for the service. Writer advised the case will be closed at this time, but if she feels CAC needs to be involved, she can call to reopen the case.
CLOSED LOOP UPDATE - no need for additional follow-up.
Writer sent email to MC1030 for survey by pass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8FA5416	7L[redacted]	***Open Date***	01/24/2013	***Built Date***	12/06/2006	
Model Year	2007	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	04/30/2007	***Mileage***	65,000	***Dealer Zone***			
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	[redacted]
	BAKERSFIELD CA[redacted]	***Country***	UNITED STATES

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Advised owner of incomplete recall.
Dealer - Service/Body Shop - Transaction - Warranty Misrepresented - Default	Was charged when customer told SM not to do repairs that would cost.
Corporate - Warranty Coverage - Default - Default - Default	X41 CLOCKSPRING
Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Recall notice and was treated like a crook by Gen. MGR
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
I received a letter from Chrysler Customer Ass. Center stating that my warrantee has been extended for the clock spring and that if I was having trouble to bring it in which I did. I was a little broke at the time and adamantly confirmed with the service advisor (Leticia Perez) not to do anything that would cost me money. She assured me that the recall was cost
free and so I waited for the work to be done. When they called me they handed me a bill for $135. I reminded her about the conversation we had in
regard to any cost and referred me to the MGR. Wok order number [redacted] reflected that there was a code and had to be reset which they did. However I did not consent or have the money for that service to be performed. When the Gen. MGR came out he said there was nothing he could do and even acted like he was going to hold my Jeep ransom until I paid the
bill. Well as you can imagine I went ballistic and said I was not paying a
dime!! He tried lowering the price and then finally agreed to not charge me but not after he got very upset with me and even told Ms. Perez to put $75. on her ticket so she would get paid. and yes she looked at him like huu. Anyway I just wanted to let you know The airbag light has come back on now and I m afraid to take it back and I don t want to have to take it out of town. I could not believe how he treated me like a thief. ps I don t know if you can or not but also they recommended on the invoice that
a transmission, front and rear diff service to be done which I cant afford
right now but if maybe you could cover that it would certainly smooth my

mood and maybe in the future decide to buy another $25,000 Jeep for my wife. Thank You Regards Paul Hartwell
*****END OF CUSTOMER EMAIL*****
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center.
I regret your dissatisfaction with the service you received and appreciate the time and effort you took to bring this matter to our attention. We at Chrysler take all of these complaints seriously and have documented your concerns on our corporate records.
Our records show you do have the extended warranty for the clockspring X41 CLOCKSPRING expires 120 Months or 150,000 Miles (which ever comes first). As long as the repairs are for the clockspring they will be covered. If the issue is caused by another component, it would be at your expense for the cost of the repairs..
In regards to assistance with the routine maintenance on your transmission, we would not be able to assist.
Our records indicate that the following recall campaign(s) have not been performed by an authorized dealer:
J24 MOPAR TOW BAR
We suggest that you contact your local authorized Chrysler, Dodge, Jeep or Ram dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.
Please take a copy of this message with you at the time of service to aid the process. Although not required, it is recommended to bring a copy of the recall notification with you to your dealer s service department when you bring your vehicle in for this service.
If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.
Sincerely,
Eileen
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CUSTOMER EMAIL*****
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BZ3H17	BL[redacted]	***Open Date***	01/28/2013	***Built Date***	10/28/2010	
Model Year	2011	***Body***	JKUM74	JEEP WRANGLER UNLIMITED SPORT (RHD) SPORT UTILITY			
In Service Dt	11/17/2010	***Mileage***	64,000	***Dealer Zone***	51	CHICAGO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PFD	SAHARA TAN CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45247	STEVE JONES CHRYSLER, DODGE, JEEP			
Dealer Address	322 W 4TH ST				
Dealer City	OWENSBORO	***Dealer State***	KY	***Dealer Zip***	42301

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	OWENSBORO KY [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air Bag light is on

Briefly summarize why the customer is contacting Chrysler: Customer stated air bag light is on. Customer stated they took the vehicle to dealer 45247 who advised it would be $95 for a diagnosis. Customer wondering if any recalls related to the air bags. Agent advised M37 recall however cannot tell if related to the issue he is having until after diagnosis. Agent advised to get diagnosis and deal with dealership.
Briefly summarize what the customer is expecting: Customer seeking recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6418	7L[redacted]	***Open Date***	01/28/2013	***Built Date***	09/25/2006	
Model Year	2007	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	10/24/2006	***Mileage***	82,000	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PJR	RESCUE GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	24028	AUTOPARK CHRYSLER JEEP			
Dealer Address	400 AUTO PARK BLVD				
Dealer City	CARY	***Dealer State***	NC	***Dealer Zip***	27511

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CHAPEL HILL NC [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states air bag light coming on
Corporate - Product Information - Default - Default - Default	Customer states air bag light is coming on
Product - Electrical - Horn - Other - Default	Customer states that horn is not working

Briefly summarize why the customer is contacting Chrysler:Customer states that his air bag light is going on and off. Customer states that the light comes on and off about every minute. Customer states that his horn is also not working and would like to know if he has the clockspring recall on his vehicle. Agent advised customer that there are no open recalls for this issue. Agent advised customer to have a dealership diagnose the vehicle and if they find that the reason for the air bag light and the horn is not working due to the exact same issue that the recall was issued for, he could give us a call back and we could look into it further. Agent did advise customer that the parts in the recall also have to match. Customer states that he would like to know how much this is going to cost. Agent advised customer that I do not have pricing information.
Briefly summarize what the customer is expecting:Recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3912	7L[redacted]	***Open Date***	01/28/2013	***Built Date***	04/24/2007	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	05/14/2007	***Mileage***	91,000	***Dealer Zone***	74	DENVER	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	68807	PERFORMANCE CHRY JEEP DODGE, INC			
Dealer Address	7010 SOUTH 124TH CIRCLE				
Dealer City	LA VISTA	***Dealer State***	NE	***Dealer Zip***	68128

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	OMAHA NE[redacted]	***Country***	UNITED STATES

Corporate - Survey By-Pass - No Diagnosis - Default - Default	No diagnosis
Product - Electrical - Occupant Classification System - Unknown - Default	customer light keeps coming on and wants to kmow of recalls

[redacted] calling to see if any recalls on vehicle for the air bag light. Customer states that the air bag light in customer vehicle comes on for a while then goes off and then comes back on. Customer believes this is the passenger side air bag. Customer read online about a recall or silent recall on the 2007 through 2012 Jeep Wranglers that have a clock spring that needs to be replaced. Writer advised customer that there is no recall on customer vehicle for the clock spring. Writer does see recalls but have all been completed. Writer advised that recalls are VIN specific. Writer advised customer to take vehicle to a CDJR dealer if customer has any air bag concerns.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6916	9L[redacted]	***Open Date***	01/29/2013	***Built Date***	07/06/2009	
Model Year	2009	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	08/01/2009	***Mileage***	51,532	***Dealer Zone***	71	LOS ANGELES	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	66667	DAVID ELLIS CHRYSLER JEEP			
Dealer Address	21422 ROSCOE BOULEVARD				
Dealer City	CANOGA PARK	***Dealer State***	CA	***Dealer Zip***	91304

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	NORTH HILLS CA 9[redacted]	***Country***	UNITED STATES

Recall - J31: TRANSMISSION FLUID TEMPERATURE WARNING - Advise Owner/Incomplete Recall	Advised customer of open recall.
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	Advised customer of open recall.
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Customer is seeking cost assistance.
Product - Steering - Steering Wheel / Column - Defective - Default	Defective clockspring.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Vehicle needs a clockspring repair.
Corporate - E-Reimbursement - Default - Default - Default	
Corporate - Reimbursement - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that he dropped this vehicle off for repairs, and when he picked it up the air bag light was on. Customer states that the dealership is now advising his that the vehicle needs a new clockspring. Customer states that the dealership advised him he did not have warranty for this repair, but advised him to contact Chrysler to see if he can have the repair covered. Agent attempted to speak with the SM, but he was unavailable. Agent then waited on hold to speak with Service, but no one was available. Agent advised customer she would have this case reviewed by a case manager.
Briefly summarize what the customer is expecting:
Customer is seeking possible cost assistance for a clockspring repair.
****

Customer calls seeking recall information. Advised the customer of incomplete recall recall J31 & K13Ù for this vehicle. Customer was advised to
contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
****

Who has possession of the vehicle? Dealer
Has an authorized dealer diagnosed the vehicle? Yes

If a CDJR dealer has diagnosed, what is the dealer name and code? 66667
Customer advised a call back will take place within one business day.
Preferred Morning/Midday call back number is: [redacted]
Preferred Afternoon/Evening call back number is: [redacted]
Customer email address for case updates: [redacted]
Reassigned to: 88F
* * * * * CASE MANAGER TEAM - District Y Ù * * * * * *
Status update provided via email to the following email address:
[redacted]
My name is Nahum and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have.
Your Case Number [redacted]
The Chrysler Case Management telephone number is 800-763-8422, extension: 66080.
My work hours: 7:30 to 4:00 PM MST. Monday - Friday.
I will contact you within one business day by telephone to review your case with you.
End of Status Update
This customer is the original owner of this three-year old vehicle, no CSC, 51,532 miles, purchase history (4), vehicle is outside basic warranty, etc.
Writer spoke with Jerry Gordon-SM is in a meeting, writer attempted to speak with Harold-ASM. Left a message requesting a call back to discuss the diagnosis.
Attempted to speak with Service Manager, Jerry Gordon, however, he is not available. Writer left a message requesting a call back to discuss case and diagnosis.
[redacted] called to speak to CM NS705 but got a message that CM was already gone for the day. Customer indicates the Dealership advised him the repair is complete and vehicle is ready for pickup. Customer asks status of case, understands it is still under CM review. Customer asks if he would be able to pick up the vehicle and seek payment or reimbursement afterward. Writer warm transferred customer to CM NS705 after verifying Customer contact info is correct.
Writer received transfer call with the customer on the line to discuss the situation with the vehicle. Customer states he received a call from the dealership indicating his vehicle is ready. Customer complains he came in to the dealership with a check air bag light on and they found a problem with the clock spring.
Writer spoke with Eder-SA assigned to the vehicle. Jerry Gordon is on a test drive. Clock spring failed due to an internal failure, first time this vehicle has been at the dealership, vehicle has an aftermarket lift kit on it, etc. SA states the repair has been complete and the paperwork done and is recommending CCAC to reimburse the customer.
SA confirmed recall work was completed on the vehicle. Writer called the customer back and advised that as a measure of goodwill, Chrysler is willing to participate in this repair with up to $450.00 dollars.
Customer agreed to pay for this repair upfront and submit his receipt for reimbursement review. Advised customer a electronic link, good for seven days, will be emailed to him so he can submit his documents.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2013-01-30 @ 17:59
CONTACT UPDATE - 1st Contact lines 56-65.
***** Customer Document Received *****
Customer Document Reviewed.
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
Reimbursement
If this is a Recall or Extended Warranty, enter the campaign number.
NA
If this is for a previously made goodwill decision, what is that CAIR #?
[redacted]
Enter the Mileage at the time of the repair.
51,535 miles
Enter the Date when the repairs were completed.
01/30/13

What is the total cost of the Parts to be reimbursed?
$259.00
What is the total cost of the Labor to be reimbursed?
$302.50
What is the total Tax to be reimbursed?
$23.31
What is the total amount being reimbursed?
$450.00
****End structured narrative T2 - eReimbursement
Writer attempted to speak with Mr. Hansen to verify mailing address and to finalize reimbursement request. Customer is not available. Left a message.
Customer has been notified about the resolution given to his case.
Customer has agreed to reimbursement amount. Owner verified current mailing address. Advised customer that a check will be mailed out as soon as possible. Advised he should receive it within 7-10 business days from the moment the check is approved and processed. Invited customer to contact Jeep back if there are any questions or any other needs in the future.
Check has been approved.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2419 8[redacted]	***Open Date***	01/31/2013	***Built Date***	12/19/2007		
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	01/09/2008	***Mileage***	78,000	***Dealer Zone***	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PBM	STEEL BLUE METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	60227	GARDEN CITY JEEP CHRYSLER DODGE,		LLC	
Dealer Address	283 N FRANKLIN ST				
Dealer City	HEMPSTEAD	***Dealer State***	NY	***Dealer Zip***	11550

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag flashing
Product - Electrical - Horn - Other - Default	clockspring recall on his vehicle

Briefly summarize why the customer is contacting Chrysler:
Customer is calling in because the air bag light is flashing on the vehicle. He has seen on the internet and talked with his mechanic about this, it s a recall on some vehicles. Agent informed him no recall for that on his vehicle. The recall letter does state it applies to right hand steering vehicles, which could be mail vehicles, or some one ordering this type of vehicle. Agent advised him to have a Chrysler dealership to look a vehicle. We are unable to tell him what the problem could be. The customer states that will cost some money.
Briefly summarize what the customer is expecting:information on the clockspring recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6410	7L2[redacted]	***Open Date***	01/31/2013	***Built Date***	06/26/2007	
Model Year	2007	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	07/17/2007	***Mileage***	40,000	***Dealer Zone***	70		
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	24164	EASTSIDE CHRYSLER JEEP			
Dealer Address	126 - 116TH AVENUE NE				
Dealer City	BELLEVUE	***Dealer State***	WA	***Dealer Zip***	98004

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	NACHES WA [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light on
Product - Fuel System - Unknown - Leaks - Default	Inlet Check Valve Inquiry

Briefly summarize why the customer is contacting Chrysler: Customer called in because she states that she heard there is a recall for the inlet check valve and called the DLR who advised that there is no recall for that. Agent advised that it is not a recall but a lifetime warranty on the inlet check valve. Agent also advised about the X41 clockspring warranty. Customer states that her airbag is on. Agent advised this should correct it.
Briefly summarize what the customer is expecting: Warranty and recall inquiry.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA391X	8L5[redacted]	***Open Date***	02/01/2013	***Built Date***	11/26/2007	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	01/31/2008	***Mileage***	98,000	***Dealer Zone***	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	43338	WHITSON-MORGAN MTR CO INC			
Dealer Address	HWY 103 S & I-40				
Dealer City	CLARKSVILLE	***Dealer State***	AR	***Dealer Zip***	72830

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	POCOLA OK 7[redacted]	***Country***	UNITED STATES

Recall - L05: TRANSMISSION COOLER LINES - Advise Owner/Incomplete Recall	Advised customer of recall
Product - Electrical - Unknown - Intermittent or Inoperative - Default	Customer states airbag light is intermittent

Briefly summarize why the customer is contacting Chrysler: Customer states that she is looking for recall information as her airbag light is intermittent. Customer states it does off and on randomly.
Briefly summarize what the customer is expecting: Customer seeking recall information
Agent advised customer of open recall # L05 for the transmission cooler lines
Agent advised customer no other recall applies and to take vehicle to the dealership for diagnosis.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6912	8L[redacted]	***Open Date***	02/02/2013	***Built Date***	06/26/2008	
Model Year	2008	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	10/11/2008	***Mileage***	150,000	***Dealer Zone***	42	DETROIT	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	44686	COMMUNITY CHRYSLER DODGE JEEP, INC			
Dealer Address	555 STATE ROAD 37 SOUTH				
Dealer City	MARTINSVILLE	***Dealer State***	IN	***Dealer Zip***	46151

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BROKEN ARROW OK[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light came on
Corporate - Warranty Coverage - Default - Default - Default	customer looking for recall L37 on vehicle
Corporate - CNA Change - Default - Default - Default	updated customer information

Briefly summarize why the customer is contacting Chrysler: Customer went on website and found recall L37 Air Bag System Clock spring. Customer is having issues of airbag light on and clock spring. Customer took vehicle to Dealership and was told to call Chrysler.
Briefly summarize what the customer is expecting: customer looking for recall L37 on vehicle.
Agent advised this recall was not on his vehicle. Time, Date and Manufacture of vehicle pertains to recalls on vehicles. Agent advised customer to have this repair completed, keep receipts incase a recall does come out on vehicle and would be able to get reimbursed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6416	8L[redacted]	**Open Date**	02/04/2013	**Built Date**	05/31/2008	
Model Year	2008	**Body**	JKJS72	JEEP WRANGLER RUBICON 4X4			
In Service Dt	03/28/2009	**Mileage**	19,297	**Dealer Zone**	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PYB	DETONATOR YELLOW CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60282	MUSKOGEE CHRYSLER JEEP DODGE,		L.L.C.	
Dealer Address	1711 W SHAWNEE ST				
Dealer City	MUSKOGEE		**Dealer State**	OK	**Dealer Zip** 74401

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	JOPLIN MO [redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Airbag light goes off and on.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	no diagnosis

The customer called because his airbag light keeps going off and on.
The customer would like Jeep to help with cost assistance.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: declined
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 KF270 because there has been no diagnosis. Survey by-pass required.
The customer stated that the airbag light goes off and on when he is going down the road and sometimes there is a dinging sound. The customer alleges that the clock spring is causing the problems. The customer alleges that other Jeeps have a recall for it.
The customer gave his primary number, but did not want to give a secondary number.
Writer advised the customer to call back after he has had a diagnosis.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2414	9L[redacted]	***Open Date***	02/04/2013	***Built Date***	08/05/2008	
Model Year	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	08/23/2008	***Mileage***	67,000	***Dealer Zone***	74	DENVER	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PGJ	JEEP GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	24238	PHIL LONG DENVER JEE-CHRY			
Dealer Address	7800 WEST STANFORD AVENUE				
Dealer City	DENVER	***Dealer State***	CO	***Dealer Zip***	80123

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	COLORADO SPRINGS CO 8[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	New owner
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	New owner seeks open recalls/airbag warning light
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	

Briefly summarize why the customer is contacting Chrysler: New owner seeks open recalls for air bag warning light.
Briefly summarize what the customer is expecting: Open recalls.
Agent updated COIN to show new owner information. Agent advised the cusotmer s son, Christian, of open recall K13 and there are no open recalls for the air bag warning light.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA3H17	AL2[redacted]	***Open Date***	02/05/2013	***Built Date***	07/29/2010	
Model Year	2010	***Body***	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	08/30/2010	***Mileage***	40,300	***Dealer Zone***	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	42127	HANOVER DODGE-JEEP			
Dealer Address	765 CARLISLE ST				
Dealer City	HANOVER	***Dealer State***	PA	***Dealer Zip***	17331

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

Product - Body / Trim / Paint Finish - Air Bag - Other - Front - Driver	Diagnosis of air bag light.
Corporate - Survey By-Pass - Dealer Call - Default - Default	non warranty repairs

Briefly summarize why the customer is contacting Chrysler:SA, John Shearer, is calling in regards to the diagnosis of this customers vehicle being completed. SA stated that the driver seat track sensor is broken but it looks like something was put under the seat and damaged the sensor. SA stated that the warranty on this vehicle is expired and this wouldn t be covered anyways because it was physical damage that damaged the sensor. Agent thanked SA for the information for the diagnosis and advised that this would be documented.
Briefly summarize what the customer is expecting:SA calling with diagnosis results.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3916	8L[redacted]	***Open Date***	02/05/2013	***Built Date***	09/27/2007	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	11/19/2007	***Mileage***	99,000	***Dealer Zone***	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45459	BARRY SANDERS SUPERCENTER			
Dealer Address	4120 W 6TH AVE				
Dealer City	STILLWATER	***Dealer State***	OK	***Dealer Zip***	74074

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	YALE OK[redacted]	***Country***	UNITED STATES

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Seeking warranty or cost assistance.
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	advised customer of incomplete recall
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	customer states air bag light comes on and off
Corporate - Recall - Default - Default - Default	customer wants to know if recall was open for air bags
Corporate - CNA Change - Default - Default - Default	updated email information

Briefly summarize why the customer is contacting Chrysler:Customer states that her air bag light and the sensor beep has been coming on and off intermittently for about 4 days now.
Briefly summarize what the customer is expecting:To find out if there is a recall out on the air bag for her vehicle.
Agent advised the customer that there is no open recall concerning her air bags out on her vehicle. Agent informed customer she does have an open recall of J24. Agent advised the customer to bring her vehicle to a local Chrysler dealership to have the air bag light issue taken care of, and the recall fixed at no cost to her. customer states she will call back to let us know what dealership she is going to work with.
Customer states taht she has an appointment with barry sanders on tuesday.
Briefly summarize why the customer is contacting Chrysler:
Customer has had the vehicle to her dealer (45459 Barry Sanders) and they have diagnosed the issue as the clockspring. Customer stated that other vehicles in the model and year have the recall but this vehicle does not. Customer is very upset and would like to know if Chrysler will repair this issue under the recall or offer cost assistance with this repair.
Customer stated that the dealer has quoted $385.00 plus tax for the repair, plus $45 for diagnostics fee.
Customer is original owner, 2 vehicles, 4 other family members, 2 years and 61,000 miles OOW.
Briefly summarize what the customer is expecting:

Customer is seeking warranty or cost assistance.
Customer advised a call back is required and will take place
within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: declined
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? 45459
Barry Sanders
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District U * * * * * *
Original owner
2 vehicles in household 2 new
No Service Contract
Extended Warranty (X32) INLET CHECK VALVE, (X34) TRANS OIL COOLER LINES
Out of warranty 3/36 by 3 years 61000 miles
POWERTRAIN Unlimited Months or Unlimited Miles
Emailed Service Manger.
**********Email from Dealer 45459**********
It has over 99000 miles, an open circuit in the air bag system at the
clock spring. NOT part of a recall according to VIN info, Owner declined
replacement of clock spring. It did have an open campaign for the 'tow
bar' vehicle not equipped. We will submit so it will not show as open on
the vehicle
Writer found in Tech Connect RC-L37-12 Safety Recall L37 - Airbag System
Clock spring.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 9[redacted]
Writer called customer. Writer let customer know we will be helping her
out with the repair but she is going to have a co-pay and as soon as we
have the amounts broke down we will let her know the co-pay. Customer
said there is a recall out there for other vehicles. Writer said because
the VIN isn t on the vehicle and she out of warranty she will have
co-pay.
**********Email from Dealer 45459**********
PARTS = $217.00
labor = $39.01
total = $256.01
Part # 5156106AC
**********Email from Writer**********
Co-Pay $115.00
Writer called wrong number. Customers only [redacted]
Writer called dealer and asked to speak with Service. Writer talked with
Service Manger Jeff. Writer asked SM if they have different number. SM
said they have the same number.
1st attempt made to contact customer. Left message.
**********Email from Dealer 45459**********
Have not heard from her
Writer called customer. Writer let customer know co-pay and she needs to
call the dealer and let them know the co-pay is ok.
As a one-time goodwill gesture, Chrysler will be approving this out
of warranty repair. According to the dealer, the warranty
costs of the repair are as follows:
Parts = $217.00
Labor = $39.01
Total = $256.01
Co-pay = $115.00
########## DIRECT-TO-DEALER ##########
Customer Care is sending this file to your dealership because a joint
goodwill decision has been made on behalf of our mutual customer.
If this repair falls under the Digital Imaging (DI) process,
you will need to follow the DI process of submitting images
or the required DI documents to the Powertrain Service Center
for claim approval. Be sure to include in your comments that Customer
Care is involved. Customer Care will add DM Notes to the VIN describing
our decision. These notes are available to the DI group for reference.

When repairs are completed, submit your claim as you would normally.
If you need assistance with claim payment, please refer to
Warranty Bulletin D-11-19 or for tech training requirements
see Warranty Bulletin D-12-13.
This customer has been informed of this decision.
Please update and/or close CAIR when complete.
##################################
1st attempt made to contact customer. cusotmer not there.
**********Email from Dealer 45459**********
Appointment set for 3/4/13 to repair.
Writer called dealer and asked to speak with Service. Writer talked with
Service Advisor Brad. Writer asked SA if the vehicle was finished. SA
said the vehicle is finished.
Writer called customer. Writer asked customer how her vehicle is doing.
Customer said the vehicle is doing just fine.
Writer let customer know writer is closing out the case.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5919	8L[redacted]	**Open Date**	02/06/2013	**Built Date**	11/28/2007	
Model Year	2008	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	01/08/2008	**Mileage**	51,000	**Dealer Zone**	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	23171	HUNTINGTON JEEP CHRYSLER INC			
Dealer Address	1220 EAST JERICHO TURNPIKE				
Dealer City	HUNTINGTON	**Dealer State**	NY	**Dealer Zip**	11743

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

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Air bag light flashing
Corporate - Survey By-Pass - No Diagnosis - Default - Default	Customer needs dealer diagnosis
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Customer called in indicating that they have experienced the air bag light flashing on their vehicle. Customer wanted to know if they had any outstanding vehicle recalls on their vehicle. Agent advised the customer that according to our corporate records they do not have any outstanding vehicle recalls on their vehicle.
Agent advised the customer to have their vehicle diagnosed by a local dealer. Agent attempted to transfer the customer to their dealership but they declined. Agent advised the customer that if they require assistance after the diagnostics has been performed they can certainly contact customer care.
****** Reassigned to 861 for survey by-pass and closure ****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA391X	8L[redacted]	***Open Date***	02/07/2013	***Built Date***	08/03/2007	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	12/19/2007	***Mileage***	58,000	***Dealer Zone***	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PJR	RESCUE GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60227	GARDEN CITY JEEP CHRYSLER DODGE,	LLC		
Dealer Address	283 N FRANKLIN ST				
Dealer City	HEMPSTEAD	***Dealer State***	NY	***Dealer Zip***	11550

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	GREAT NECK NY [redacted]1	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light staying on
Product - Electrical - Horn - Improper Installation/Missing - Default	Customer is having concerns with his horn
Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer stated that he just had his vehicle diagnosed yesterday and needs to have his clockspring replaced. Customer stated that the horn is faulty and his air bag light stays on. Customer stated that he has already contacted SC and the concerns at hand are not covered under this contract. Agent informed customer that unfortunately at this time Chrysler would not be able to assist in the repairs to his vehicle due to time and mileage on his vehicle. Agent advised customer to keep all receipts in case there is a recall placed on his vehicle and he could submit his receipts for possible reimbursement. Agent explained to customer that it s essential to have the repairs completed at a Chrysler dealership so if a recall is placed on his vehicle for this concern then they can look into possible reimbursement for both parts and labor.
Briefly summarize what the customer is expecting: Customer is seeking cost assistance in having his clockspring being repaired.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2416	9L[redacted]	**Open Date**	02/08/2013	**Built Date**	10/06/2008	
Model Year	2009	**Body**	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	11/17/2008	**Mileage**	45,000	**Dealer Zone**	32	NEW YORK	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PV6	SUNBURST ORANGE PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	60294	HIGHT CHRYSLER DODGE JEEP			
Dealer Address	507 LAKEWOOD RD				
Dealer City	MADISON	**Dealer State**	ME	**Dealer Zip**	04950

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	JACKMAN ME [redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light is on
Corporate - CNA Change - Default - Default - Default	updated customer information
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	

Matrix Override approved by LB546 - possible safety
Briefly summarize why the customer is contacting Chrysler:
Customer called in stating the air bag light has been on in the vehicle for awhile. Customer stated the clockspring needs to be replaced for a price of $400.00. Customer stated he wants Chrysler to help pay for the repair because it is a safety concern.
Briefly summarize what the customer is expecting:
Customer seeking cost assistance.
Agent called dealer #60294 and spoke to Tim in Service who stated he will reduce the price from $326.00 to $260.00 for the customer. Agent was informed the customer would like the cost further reduced.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 60294
Reassigned to 88F
Status update provided via email to the following email address:
[redacted]
My name is Pam and I have been assigned to be your Case Manager. Here is some information that will be helpful for you to have:
Your Case number: 2[redacted]
Chrysler Customer Care telephone number: 800-763-8422
My direct extension: 66288
My hours: 8am-4:00pm Eastern Time Monday-Friday

I will contact you within one business day to review your case with you.
Note: This is a system generated message. Please do not reply.
Sincerely,
Pam
Customer Care
End of Status Update
Writer spoke to SM Bob to confirm price reduction for repair. SM states vehicle is not currently at dealership, but the pricing is confirmed as being $260 plust tax. Customer will need to make an appointment for the repair.
CONTACT UPDATE - 1st Contact attempt, phone number dialed [redacted]
Writer spoke to Mrs. [redacted] to advise of the offer of $260 for the repair. Customer was upset, stated she is aware of the offer and feels it is unacceptable. Customer states she has read numerous blogs on the internet about other people that have been outside of the warranty and had the repair done for $100. Customer states she feels this is a safety concern and it should be done for free, or no more than $100. Writer attempted to explain to customer the way the goodwill program works, but customer was too upset to listen, stating this is placing her family in danger, not knowing if the airbag will properly function or not. Customer hung up, writer unable to explain anything to customer, or offer to contact SM to see if it would be possible to assist the customer further. Writer will allow customer a few days to think about the offer, then attempt to contact her again regarding offer.
Writer attempted to follow up with customer regarding dealer offer of $260 for clockspring repair. Left message inquiring if customer has reconsidered offer.
Writer spoke to Mrs. [redacted]t regarding decision for accepting dealer s offer for $260 repair. Customer states she will not be taking advantage of the offer. Writer advised customer the case will be closed.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA5411	7L[redacted]6	***Open Date***	02/12/2013	***Built Date***	06/23/2007	
Model Year	2007	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	07/17/2007	***Mileage***	83,000	***Dealer Zone***	35	WASHINGTON	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	64979	BLACKWELL CHRYSLER JEEP DODGE			
Dealer Address	4874 RIVERSIDE DR				
Dealer City	DANVILLE	***Dealer State***	VA	***Dealer Zip***	24541

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	EDEN NC[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light is on.
Corporate - Survey By-Pass - T2 Email - Default - Default	Dealer T2 email received

****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
**********Dealer T2 email received**********
Customer requesting out of warranty goodwill repair to diagnose and repair airbag light. (this was declined due to time and mileage outside of goodwill). Digital imaging approved and out of warranty repair on the right door hinge. Customer is not happy with decision.