Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3916	9L[redacted]	**Open Date**	02/13/2013	**Built Date**	08/11/2009	
Model Year	2009	**Body**	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	09/30/2009	**Mileage**	48,000	**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	42539	BILL BRYAN CHRYSLER DODGE JEEP INC			
Dealer Address	3401 U.S. HIGHWAY 441/27				
Dealer City	FRUITLAND PARK	**Dealer State**	FL	**Dealer Zip**	34731

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

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	air bag light flashing

Briefly summarize why the customer is contacting Chrysler: Customer contacting Chrysler about possible recalls on the vehicle because their air bag light is going on and off. Agent advised customer that they have an L37 recall on the vehicle and that recall can be completed at an official Chrysler dealership. Agent provided the following dealership information;
BILL BRYAN CHRYSLER DODGE JEEP INC: 352-787-2223
Briefly summarize what the customer is expecting: Customer expecting recall information.

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

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3911	9L7[redacted]	**Open Date**	02/14/2013	**Built Date**	04/03/2009	
Model Year	2009	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	06/17/2009	**Mileage**	68,152	**Dealer Zone**			
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					

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

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Clockspring Failure.
Corporate - Survey By-Pass - Duplicate CAIR - Default - Default	Customer addressed in CAIR 23098859
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Goodwill Escalated.
Referral - Other - Default - Default - Default	Referred to Dealer.

***** EMAIL BRIEF DESCRIPTION CONTENT *****
I want to know why my clock spring is not covered under the partial recall t
hat went out for the 2008-2012 models.
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
My airbag warning light started coming on this weekend. I did some
research online and found that the issue would most likely be the clock
spring. I also found that their was a recall for this on RHD models from
2008 until 2012. The National Highway Traffic Safety Administration has
had many reports of this occurring in LHD models also. I have also read
in several Wrangler forums where they have contacted customer service and
they have just had to pay a co-pay to get this safety issue taken care
of. I contacted Jeep Customer Service today and was told that because the
dealership did not want to help with this that I would have to pay for it
all myself. Why does Jeep/Chrysler leave this decision to the dealership?
It is not their name on the vehicle. It doesn t seem right that Chrysler
will pay for some and not the others. Isn t this a safety issue and
shouldn t Jeep/Chrysler want to make sure this is taken care of? I have
to say that I was very disappointed in your customer service today. The
person who I spoke with did a fine job, and was just doing her job. I
love my Jeep and this is the first real issue that I have had with it. I
was just hoping for better results when I contacted customer service. I
hope you can help me resolve this issue in a manner that will keep me
loving my Jeep.
*****END OF CUSTOMER EMAIL*****
Dear[redacted]
Thank you for contacting the Jeep Customer Assistance Center.
We are sorry to learn of the concerns you have encountered with your
vehicle. Your concerns, particularly in view of the inconvenience
involved in this issue, are understandable and I appreciate the time and
effort you took to bring this matter to my attention.
We identify the recall issue and determine which vehicles in the assembly
plant are involved. This is determined by the specific day and time of
day vehicles are built. We then recall all those vehicles built within
that time frame.

We would be happy to further look into this situation and review your request. To do so, we will first require a diagnosis be performed by any authorized Chrysler Group Dealership to review the situation and a determination on the repair procedure be put in place.
This will best allow us to review your request going forward. It is important to note we are not requesting you fully undergo the repairs at this time, we are only requesting a diagnosis be performed so we may better gather information related to your vehicles condition in order to better review your request.
We have updated your file to reflect the information provided in your email. Once you have had an opportunity to undergo a diagnosis through your authorized Chrysler Group Dealership, please respond using the link provided below to advise us of this information. We will be more than happy to further review your request at that time.
Thanks again for your email.
Sincerely,
Christopher
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
Reassigned to 861.
In previous CAIR- [redacted]9- customer called in and has already received a diagnosis. Customer was declined cost assistance by the dealer and CAC agent stood behind decision. This file should not have been referred to 861. Reassigning to CA659 for further handling.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3910	7L1[redacted]	**Open Date**	02/15/2013	**Built Date**	10/28/2006	
Model Year	2007	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	11/24/2006	**Mileage**	46,878	**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	68377	VERO BEACH CHRYSLER			
Dealer Address	855 S US HIGHWAY 1				
Dealer City	VERO BEACH	**Dealer State**	FL	**Dealer Zip**	32962

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

Corporate - E-Reimbursement - Default - Default - Default	Reimbursement for 50% of clockspring
Product - Electrical - Electronic Vehicle Security - Other - Default	USP AND DHA lights are on
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	customer seeking Chrysler to pay for repairs

Briefly summarize why the customer is contacting Chrysler:Customer called to advise he is very upset as he is at the dealership and needs his clockspring replaced again. Even though there is a lifetime warranty on the part, it won t be covered as there is a steering angle sensor that has burned out which caused the USP and DSA lights to come on, but airbag light did not. If airbag light doesn t come on it is not covered by the extended warranty. Cost of the repairs is $519.00
Briefly summarize what the customer is expecting:Customer would like Chrysler to pay for the repairs
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? 68377 Vero Beach Chrysler
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: Please contact by phone
Reassigned to: 88f
No email - unable to provide opening email.
* * * * * CASE MANAGER TEAM - District M Ù * * * * * *
Writer contacted dealer 68377 VERO BEACH CHRYSLER JEEP DODGE 772-567-6633 and requested to speak to SM Lumena. SM was in training and not available for the entire day.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Left message. Make second contact attempt on 02.19.2013.
Writer spoke with SM Lumena, who advised that in 12.11.2010 the clockspring connected to the airbag was repaired and the customer was reimbursed. Customer also had some work that was completed under the

lifetime powertrain warranty for the water pump completed with a 100.00 copay. This current repair is for the power steering sensor and the clockspring is connected with it but not part of the clockspring/airbag extended warranty. SM advised that they had attempted to advise the customer as the vehicle is now out of warranty that he should protect himself from the cost of repairs by purchasing a service contract, but he has declined. Vehicle mileage is now 46878.
Customer contacted writer and was very concerned as he feels the clockspring is a safety issue that needs to be addressed. Customer stated that the sensor for the powersteering and the clockspring are one part and he feels is should be separate. Customer stated that he has the past parts that needed to be repaired and will send them to DOT for evaluation again, he feels this is a safety issue. Writer will research and contact customer on 02.20.2013.
Writer reviewed with another SM at another dealership as customer feels that the clockspring in the steering sensor is the same clockspring in the airbag.
Writer spoke with SM Jeremy Dealer 6007. Because of this information, writer will not assist upholding decision recommended by servicing dealer as the sensor and clockspring are out of warranty and not related to the clockspring and air bag extended warranty.
Writer attempted to contact customer. Will make next attempt on 02.22.2013.
Writer attempted to contact customer. Left message. Next contact attempt on 02.25.2013.
Left message, waiting for call back. Make next attempt on 02.27.2013.
Writer attempted to contact customer. Make final attempt to contact customer on 02.28.2013.
Returned writers call. Customer upset that just sensor could not be replaced. Customer would like writer to verify with the dealership that sensor could not be replaced with just the sensor. Writer will research and up date customer by 03.01.2013.
Writer requested to SM Lumena concerning clockspring issue. SM advised that customer is somewhat loyal and does have a service contract. SM advised that clockspring was 286.00 and that diagnosis and installation was 148.21. Customer also had an oil change at the time.
Writer reviewed case with TL KL307 concerning customers disappointment that the clockspring must be replaced with airbag recall and steering sensor repair. Due to the fact that customer has owned two new vehicles and has a service contract, customer will be offered 50% of the part by reimbursement.
Writer attempted to contact customer. Left message. Make next attempt on 03.01.2013.
Writer attempted to contact customer to attempt to discuss reimbursement of clockspring. Make next contact attempt on 03.04.2013.
Customer returned writer call. Customer will accept 50% of part. Customer will fax paperwork on 03.04.2013. Customer make contact when fax is being sent so writer can obtain documents. Customer verified address.
Customer made contact and advised that he would be faxing in his documents. Customer also advised that it would be ok to just leave a message when the check for 50% of the part is processed. Writer advised customer that when check is submitted that his case will close.
****** Below Customer Contacted for Documentation Request ******
jh1298@Chrylser.com on 2013-03-04 @ 11:47
****** Below Customer Contacted for Documentation Request ******
JH1298@chrysler.com on 2013-03-04 @ 14:29
***** Customer Document Received *****
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
Reimbursement for clockspring
If this is a Recall or Extended Warranty, enter the campaign number.
No This repair is different than recall where repair was needed for airbag and clockspring
If this is for a previously made goodwill decision, what is that CAIR #?
No
Enter the Mileage at the time of the repair.

46878
Enter the Date when the repairs were completed.
02.15.2013
What is the total cost of the Parts to be reimbursed?
286.75
What is the total cost of the Labor to be reimbursed?
None
What is the total Tax to be reimbursed?
None
What is the total amount being reimbursed?
143.38 50% of part
****End structured narrative T2 - eReimbursement
Writer contacted customer and advised that check is being processed and
will arrive in 7 to 10 business days. Writer also advised that case is
now being closed. Customer did not want phone number for Jeep CAC.
CLOSED LOOP UPDATE - no need for additional follow-up.
Customer Document Reviewed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3918	8L5[redacted]	***Open Date***	02/16/2013	***Built Date***	08/21/2007	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	12/24/2007	***Mileage***	78,000	***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	44990	ALLEN SAMUELS DODGE			
Dealer Address	21777 KATY FREEWAY				
Dealer City	KATY	***Dealer State***	TX	***Dealer Zip***	77450

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

Product - Steering - Linkage - Defective - Default	Clock spring needed to be replaced
Corporate - Recall - Default - Default - Default	Cutsomer seeking information on a clock spring recall.
Corporate - CNA Change - Default - Default - Default	Update to Coin.
Corporate - E-Reimbursement - Default - Default - Default	

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 stated that he would like a call back from a supervisor as he read online that this recall does apply to his vehicle and he stated he had already called before and did not receive a call back.
Customers perferred contact number is [redacted].
Customer called very upset stating that there was a recall (L37) that should apply to his vehicle that does not. Customer stated that his vehicle was built between the dates listed on the recall. Agent advised customer that there are no incomplete recalls for his vehicle. Agent verified that the customers vehicle was built between the dates listed for recall L37 but that it was for Right Hand Drive vehicles and the customers vehicle was Left Hand Drive. Customer stated that this should not matter as the clockspring is the same for all MY Jeep Wranglers. Agent apologized. Customer stated that he was supposed to receive a callback from a supervisor but did not. Agent advised customer that his case was assigned to a supervisor but that it was the weekend and they were not available. Customer understood. Customer stated that in the event he was unable to answer his phone he would like a message to be left on his voicemail. Agent advised customer that this would be noted on his file and provided him the CAIR number. Customer thanked agent and stated he would wait for his callback.
Customer called wanting to speak to supervisor not an agent. Customers perferred contact number is [redacted]. Customer is wishing to speak to NC603 ASAP.
**** Supervisor Call back ****

Supervisor left voicemail [redacted] 6 and stated another call back will occur in a few hours.
Customer called back and wanted to speak with supervisor immediately. Agent informed supervisor who will contact the caller back in approx 20 minutes.
Customer states his frustration is more now as the vehicle is leaking coolant.
**** Supervisor Call back ****
Customer is seeking reimbursement for the cost of the repair to the clockspring that occurred on January 22, 2013. Customer states from what he has researched on NHTSA.gov that this part should have been recalled and what does it take to have a recall issued? Customer states he took his vehicle into Frontier Chrysler today as his coolant was leaking. Customer states he paid $286.75 for the part and $104 for the labor. Supervisor will escalate to CM because of the sensitivity of the problem. Please leave a voicemail if you do not reach customer.
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? 44990 at Allen Samuels Dodge
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: 8 [redacted] 6
Customer email address for case updates: w [redacted]
Reassigned to: 88F
Escalation Override approved by NC603.
The clockspring repair totaled $390.75.
* * * * * CASE MANAGER TEAM - District U * * * * * *
Customer profile:
OOW of basic by 3 years and 42,000 miles
How many vehicles original owner/purchased used: 1 new, 0 used
Additional vehicles in household: 0
Service contract (what type): none
Writer contacted DLR SA Jackie. SA advised that the customer brought the vehicle in on 01/22/13; the air bag light was on and they found air bag squid code and took care of that. SA also reported that the customer had the clock spring replaced as well and that the customer insisted that there was a recall, even there wasn t one showing. Writer understood.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Customer is on the phone with NHTSA. Writer educated customer on the recall or lack thereof. Customer and writer were disconnected before it could go any further.
Status update provided via email to the following email address:
w [redacted]
Hello My name is Theresa 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 1-800-763-8422
My extension is 66302
My work hours are 8:00 am-4:30 pm
Case numbe [redacted] 1
I will follow up with you no later than 02/21.
Thank you.
End of Status Update
Writer contacted customer; apologized for the disconnect. Customer is insisting that NHTSA has reported the clockspring malfunction on the vehicle models. Writer emailed customer her contact information. Customer is insisting that he be refunded for the recent repair. Customer asked writer to look at a website mentioning complaints that have to do with the clock spring. Writer advised that she d conduct further research and follow up with customer no later than 02/21.
Customer called back asking about the recall L37 but the customer hung up before I could tell him that a CM would be calling him back no later than 2/21.
. . Dialed [redacted]
[redacted] left.
Writer found that there is no recall on VIN regarding clock spring

recall, Writer found one vehicle under the customers information, no service contract. After review of the case, Jeep will be willing to offer $250.
[redacted] requesting to speak with Case Manager.
Transferred to TV152 voice mail.
Agent spoke with customer. Agent advised customer we will be reimbursing him $250.00. Customer accepted reimbursement amount. Customer asked if there would be a recall for the clock spring on his vehicle. Agent advised customer if there is a recall we will issue one and send by mail. Customer asked if we can get the invoice from the dealership because he is not home and will not be back until tomorrow. Agent advised customer agent will contact the dealership and see if they will email agent the invoice. Customer states he paid with credit card. Agent advised customer it will take 7-10 business days to receive the check. Customer requested a receipt be emailed to him, agent advised customer agent will email him to let him know the reimbursement has been processed.
(ALLEN SAMUELS 44990) - Agent spoke with Service Manager Tracy. (SM) will email agent the invoice.
****** Below Customer Contacted for Documentation Request ******
cl550@chrysler.com on 2013-02-22 @ 11:13
***** Customer Document Received *****
Customer Document Reviewed.
What has the customer requested?
Reimbursement for 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.
77,531
Enter the Date when the repairs were completed.
1/22/13
What is the total cost of the Parts to be reimbursed?
$250.00
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?
$250.00
Waiting on approval.
Approved
CLOSED LOOP UPDATE - no need for additional follow-up.
Customer looking for full reimbursement as a $250 check was received, agent advised case manager will not be in until 10:30 central time.
CAIR Customer: [redacted] calling to speak with CM CL550, transferred call to ext 66360.
Agent received call from customer s father. Mr. [redacted] did not understand why we did not reimburse his son the full amount for the repairs because that is what his son was under the impression of. Agent explained to Mr. [redacted], the vehicle does not qualify for recall because recalls are VIN specific. Agent advised Mr [redacted] the recall is for right hand side vehicle only at this time. Agent advised Mr. Johnson the full amount of $635.76 would not have been reimbursed because other repairs made to the vehicle were maintenance items. Agent advised Mr. [redacted] the vehicle is 39,531 miles and 3 years outside the manufactures warranty and that is why we provided partial reimbursement. Agent advised Mr. [redacted] when a vehicle is outside the manufactures warranty and goodwill is offered there is a deductible involved and repairs and not covered 100%. Agent advised Mr. J[redacted] agent advised his son he would receive $250 for reimbursement. Agent advised Mr. J[redacted] if the recall is ever applied to his VIN we will reimburse the rest of the amount he paid for the repair. Agent advised Mr. [redacted]n he will receive a letter in the mail advising if recall is applied to VIN. Agent advised Mr. [redacted]n if his son experiences the same problem to call CAC back and we can look into seeing if the repair will be covered. Agent advised Mr.

[redacted] at this time no money will be reimbursed. NO PROMISES OF FUTURE ASSISTANCE WAS MADE TO CUSTOMER.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3916	7L[redacted]	***Open Date***	02/20/2013	***Built Date***	05/15/2007	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	06/22/2007	***Mileage***	97,000	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	61884	TOM O'BRIEN CHRYSLER JEEP NORTH			
Dealer Address	4630 E 96TH STREET				
Dealer City	INDIANAPOLIS	***Dealer State***	IN	***Dealer Zip***	46240

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

Corporate - Warranty Coverage - Default - Default - Default	Seeking reimubrsement for X41 warranty
Corporate - CNA Change - Default - Default - Default	Updated coin-email address
Corporate - Reimbursement - Default - Default - Default	X41 - Reimbursement

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Clock Spring Extended Warranty
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
I recently had to replace my clockspring due to my air bag lights on, no cruise and no horn. After replacing I did some research and found that the warranty was extended for this on my model year. I could not find a bulletin/document number and I don t show record of ever receiving a letter. I d like to find out if my vehicle was covered under this and if so how I go about getting reimbursed.
*****END OF CUSTOMER EMAIL*****
Dear [redacted]:
Thank you for contacting the Jeep Customer Assistance Center.
You do have the extended warranty for the X41-Clockspring on your vehicle.
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
Please attach case number [redacted] to the outside of your envelop as well as on your letter.
The issue will be reviewed and you will be contacted with the response.
Sincerely,
Sarah
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
Briefly summarize why the customer is contacting Chrysler: Customer is

seeking reimbursement for clockspring replacement. Customer has the X41 extended warranty.
Briefly summarize what the customer is expecting: Customer is expecting reimbursements
Reassigned to: 86Y
Thank you for the info!
*****END OF CUSTOMER EMAIL*****
No answer needed, customer concern is being addressed
*****END OF CAC RATIONALE*****
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2013-02-20 @ 15:10
Writer contacted MR[redacted] Cust Ph: 3[redacted]2 and obtained email address for doc link submission.
***** Customer Document Received *****
X41 Extended Warranty
****

Customer submitted request for reimbursement for the clockspring extended warranty (X41). Parameters are 120.0 months or 150000 miles.
Customer s proof of payment is: Paid Stamp
In-service Date: 06/22/07
Date of repair: 02/19/13
Mileage: 97000
Invoice #[redacted]
Labor: $0.00
Parts: $259.00
Misc. Charges: $0.00
Misc. Discounts: $0.00
Tax: $18.13 (7%)
Total: $277.13
Writer is submitting check for approval in the amount of: $277.13.
Writer called customer at 3[redacted]2 and verified name and address for check. Customer said his name is [redacted]
Approved.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GB3918	8L[redacted]	***Open Date***	02/21/2013	***Built Date***	10/23/2007	
Model Year	2008	***Body***	JKTM74	JEEP WRANGLER UNLIMITED X 4X2			
In Service Dt	01/12/2008	***Mileage***	85,000	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	60123	JIM ARCHER CHRYSLER JEEP			
Dealer Address	19200 NORTHWEST FREEWAY				
Dealer City	HOUSTON	***Dealer State***	TX	***Dealer Zip***	77065

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

Product - Electrical - Occupant Classification System - Defective - Default	Customer states the clock spring need to be replaced
Product - Electrical - Lamps and Switches - Other - Default	air bag light on

Briefly summarize why the customer is contacting Chrysler
Customer calling in with a complaint about airbag light being on.
Customer states its very frustrating and thinks its a safety issue,
driving around with the light on. Customer states there is a lot of
frustrated Jeep owners with the same problem and there is a few forums
online regarding this issue
Customer expecting: cost assistance with repair
Agent advised customer that there are no open recalls at this time and
the M35 only affects vehicles built in 02-04
Agent advised customer that in order to proceed with cost assistance
request, we need a diagnoses from any CDJ dealership. Agent advised case
would be closed until a diagnosis is made.
1. Contact customer to remind of the five year inspection to keep the
lifetime powertrain warranty. Customer has until 03/12/2013 to have the
inspection completed at any CDJR dealer.
2. Vehicle concern does not meet parameters in AnswerCONNECT 22330.
Obtain an escalation override or contact customer to decline assistance
for this out-of-warranty concern.
Reassigned to JJ894 to complete steps 1 and 2.
Agent contacted customer Brian and informed him of lines 13-16
Customer has until 03/12/2013 to have the
inspection completed at any CDJR dealer.
* * * * 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 called and stated that he had the vehicle diagnosed and the
dealership stated that he needs a new clock spring. Customer is stating

that the dealership would charge 670.00 for the repair. Customer is
requesting goodwill assistance. Agent advised the customer
* * * * 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 wanted to document his concerns and wanted to know he could
write to in regards to the clockspring issues that are going on with
these vehicle. Agent advised that he could write to Chrysler Group
Customer Care
P.O. Box 21-8004
Auburn Hills MI 48321-8004 and that all the concerns are read internally.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA5919	8L[redacted]	**Open Date**	02/25/2013	**Built Date**	01/02/2008	
Model Year	2008	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	02/23/2008	**Mileage**	104,000	**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	26808	FRANKLIN CHRYSLER DODGE JEEP RAM			
Dealer Address	1124 MURFREESBORO RD				
Dealer City	FRANKLIN	**Dealer State**	TN	**Dealer Zip**	37064

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	
	COLLEGE GROVE TN[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	L37 for right hand drive vehicles only. Does not apply
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Seeking cost assistance
Corporate - Reimbursement - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer is having an issue with an air bag light on and it has been diagnosed by his dealer (26808 Franklin) as a clockspring issue. Customer stated that the dealer told him that the recent clockspring recall does not apply to this vehicle (build date) as it does for other 2008 s and was told by the dealer to give Customer Service to see if Chrysler can help. Customer is taking his vehicle to the dealer as we speak to have it repaired and would like some assistance with the cost of the repair. (approx. $400 - $500)
Customer is original owner, 1 vehicle, 24 months and 62,000 miles OOW
Briefly summarize what the customer is expecting:
Customer is seeking cost assistance for this repair as he feels it should be covered because other 2008 Wranglers were covered under Xwarranty.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]
Who has possession of the vehicle? (Owner/Dealer/IRF) Dealer
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 26808 Franklin
Reassigned to 88F
Status update provided via email to the following email address:
[redacted]
Hello My name is Christa

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 1-800-763-8422
My extension is 66134
My work hours are 8:30 am to 5:00 pm MST
I will contact you before close of business to discuss your case.
Thank you
End of Status Update
* * * * * CASE MANAGER TEAM - District M * * * * * *
OOW by 2 years and 62000 miles of 3/36
Customer shows 1 new
No other vehicles listed in household
Service Contract - none listed
Writer contacted the dealership and asked to speak with Service Manager John. SM was unavailable. Writer spoke with service advisor Jerry, who worked with the customer. SA confirmed the diagnosis was for the clockspring and repairs have been completed but customer has not picked up the vehicle. SA stated that the customer will be picking up the vehicle tonight or tomorrow. Writer stated that information for the Recall L37 was looked up and it is for right hand drive vehicles only. SA stated that the vehicle is not right hand drive and does not apply to this vehicle. Writer asked if SA would leave a message for the SM John to call writer back. Writer stated that if SM would like CAC to assist then writer would need pricing information and to discuss customer co pay amount. Writer stated that a call back is requested to discuss assistance or possible reimbursement to the customer.
Writer sent an email to SM John. Writer seeking further information on assisting the customer with repairs. Writer asked for pricing information or to discuss possibly reimbursing the customer because repairs have been completed.
Writer received a voice mail message from SM John asking writer to call back his cell 9[redacted]9.
Writer contacted the SM John. SM stated that the vehicle has over 104000 miles, however, the customer is a good customer. SM stated that the customer really only comes in about one time a year, but he does spend money each time. SM stated that the repairs are complete and the customer authorized the repairs to be completed and they are just waiting for the customer to pick up the vehicle. SM stated that the clockspring repair is $484.40 plus tax. SM stated that they also did other repairs; a tire sensor and wiper blades. SM stated that the customer did mention something about being reimbursed for repairs. Writer asked again about any recalls for this concern. SM stated that they only found the L37 recall and the recall does not apply to this vehicle. SM stated that he is fine with CAC doing some reimbursement for the clockspring repair. Writer thanked the SM.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]. Writer spoke with the customer. Customer stated that he was contacted by the dealership advising him that repairs have been completed and the customer can pick up the vehicle. Customer stated that the dealership is waiting for one part to come in. Customer stated that they are currently waiting on the part that holds the spare tire in place. Customer stated that he was told that the part should be at the dealership tomorrow 2-27-13 and then the customer would pick up the vehicle. Writer advised the customer of the information provided by SM in regards to the clockspring repair. Writer advised the customer that the cost of the clockspring repair only was $484.40. Writer advised that Chrysler is willing to reimburse half the cost of that repair in the amount of $242.20. Customer accepted. Writer advised the customer that a follow up call would be made to the customer on 2-28-13 to verify that the vehicle was picked up and that repairs are satisfactory. Writer advised that at that time a link could be sent to the customer to have the repair invoice submitted for the reimbursement.
Writer attempted to contact the customer. Left message.
Writer contacted the dealership and spoke with SM John. SM stated that the customer picked up the vehicle yesterday and paid.
****** Below Customer Contacted for Documentation Request ******

[redacted]m on 2013-02-28 @ 16:22
***** Customer Document Received *****
Customer Document Reviewed.
What has the customer requested? Reimbursement for half of 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 #?
[redacted]
Enter the Mileage at the time of the repair. 103379
Enter the Date when the repairs were completed. 2-25-13
What is the total cost of the Parts to be reimbursed? $259.00
What is the total cost of the Labor to be reimbursed? $225.40
What is the total tax to be reimbursed? $46.00
What is the total amount being reimbursed? $265.20 - half the cost of the repair
Proof of payment verified by SM John per lines 91
Writer contacted the customer. Left message. Writer advised that amount of reimbursement is $265.20. Writer advised that once the check is approved the case would automatically close. Writer advised the customer to contact CAC if there is any further questions or concerns.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2417	9L7[redacted]	***Open Date***	02/25/2013	***Built Date***	08/04/2009	
Model Year	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	09/07/2009	***Mileage***	24,000	***Dealer Zone***	63	DALLAS	
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	60300	FREEDOM JEEP CHRYSLER			
Dealer Address	3602 E CENTRAL TEXAS EXPY				
Dealer City	KILLEEN	***Dealer State***	TX	***Dealer Zip***	76543

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

Corporate - Survey By-Pass - No Diagnosis - Default - Default	Customer needs dealer diagnosis
Corporate - Warranty Coverage - Default - Default - Default	Requesting warranty information
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that their Air Bag light flashes and their horn sounds at the same time. Customer researched the issue online and found information for an Extended Warranty for 2007 Jeep vehicles. Customer wanted to know if they have the extended warranty as well.
Briefly summarize what the customer is expecting: Customer requesting warranty information for the vehicle.
Agent reviewed the vehicle information and advised that the vehicle does not have any extended warranties. Customer asked if anything can be done or if there is any assistance they can get for the repair.
Agent advised that the customer would need to have a diagnosis at the dealership first. Agent provided the customer with their CAIR number and advised them to call back in after the diagnosis is done. Agent advised that their case will need to be reviewed before any assistance can be offered.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA5412 9[redacted]		***Open Date***	02/25/2013	***Built Date***	08/22/2008	
Model Year	2009	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	03/25/2009	***Mileage***	82,000	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	60046	ROSS CHRYSLER JEEP DODGE			
Dealer Address	2282 HIGHWAY 105 SOUTH				
Dealer City	BOONE	***Dealer State***	NC	***Dealer Zip***	28607

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air Bag Lamp On.
Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	Goodwill Declined.
Corporate - CNA Change - Default - Default - Default	Updated Phone Number in COIN.

Briefly summarize why the customer is contacting Chrysler:
Customer s father is contacting Chrysler as they state that the airbag lamp on in their vehicle and are seeking to determine if there are any open recalls on their vehicle.
-
Briefly summarize what the customer is expecting:
Customer is expecting if there are any open recalls on their vehicle.
-
Agent advised the caller that there are no open recalls on their 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	1J4GA3910	7L[redacted]7	**Open Date**	02/26/2013	**Built Date**	06/21/2007	
Model Year	2007	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	08/27/2007	**Mileage**	69,000	**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] [redacted]	**Home Phone**	
	TALLASSEE AL 3[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Air Bag Light On
Product - Fuel System - Fuel Hoses and Lines - Leaks - Default	Fuel flows out when vehicle is filled up
Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	Goodwill declined
Product - Electrical - Radio/Spkrs/Clock/Antenna - Noisey/Static/Interference - Default	Static on Radio System

***** EMAIL BRIEF DESCRIPTION CONTENT *****
my air bag light turns on and off, fuel over flows on fill ups, and catalyst efficiency light on, radio is staticy..
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Comments:
Lights keep coming on and off...
VIN: [redacted]
Mileage: 69000
Servicing Dealer: Ben Atkinson Motors...
Title: Mr.
First Name [redacted]
Middle Initial:
Last Name: [redacted]l
Address 1 [redacted]
Address 2: [redacted]
City: Tallassee
State: AL
Zip: [redacted]
Email: [redacted]m
Work Phone [redacted]
***** END OF CUSTOMER EMAIL ******
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center regarding your 2007 JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR
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.
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: J24
DESCRIPTION: MOPAR TOW BAR
TYPE: SAFETY
DATE ISSUED: 11/19/2009
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:
Ben Atkinson Motors
Hwy 14-1618 Gilmer Ave
Tallassee, AL 36078
(334) 283-6815
Brewbaker Dodge Chrysler Jeep
300 Eastern Blvd
Montgomery, AL 36117
(334) 279-0174
Bice Chrysler Dodge
2133 Cherokee Road
Alexander City, AL 35010
(256) 234-2519
Hometown Chrysler Dodge Jeep
801 Columbus Pkwy
Opelika, AL 36801
(334) 749-8113
If your vehicle is involved in any 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.
Your concerns, particularly in view of the expense and inconvenience involved in this issue, are understandable. However, Jeep Customer Care will be unable to assist with your vehicle repair costs 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.
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 *******
***** CUSTOMER FAILED TO MEET SECTION A OF THE GOODWILL PARAMETERS ******
* * * * 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.
* *
***** NO ADDITONAL FOLLOW UP NEEDED ******
***** CLOSE LOOP *****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3911	8L5[redacted]	***Open Date***	02/26/2013	***Built Date***	10/30/2007	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	12/17/2007	***Mileage***	84,065	***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	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***	
	MONROE TN[redacted]	***Country***	UNITED STATES

Corporate - Survey By-Pass - No Diagnosis - Default - Default	Customer needs to take vehicle to dealership for diagnosis.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light is on
Corporate - Limited Lifetime Powertrain Warranty - General inquiry - default - default	five year inspection required
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	recall reminder
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	recall reminder
Corporate - CNA Change - Default - Default - Default	updated ownership information

Briefly summarize why the customer is contacting Chrysler: Customer states that his vehicles air bag light has gone on in his vehicle.
Customer states other vehicles have had the recall on their vehicle for this issue but his does not. Customer does not know what the real issue is as he has not had his vehicle diagnosed.
Briefly summarize what the customer is expecting: Customer was advised that he needs to have his 5 year anniversary powertrain inspection completed. Advised the customer of the recalls showing on this vehicle.
Advised the customer that his concern with the recall will be documented.
Customer calling back with diagnosis.
Diagnosis is as follows:
Clockspring
Quote: $495 (estimate)
Briefly summarize why the customer is contacting Chrysler: Customer seeking cost assistance for repairs
Briefly summarize what the customer is expecting: Cost assistance
Who has possession of the vehicle? BOB FRENSLEY CHRYSLER JEEP DODGE
Has an authorized dealer diagnosed the vehicle? Yes
If a CDJR dealer has diagnosed, what is the dealer name and code? BOB FRENSLEY CHRYSLER JEEP DODGE 67396Ù
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
Writer contacted the dealership and spoke with Service Manager Randy. SM stated that the vehicle is currently at the dealership. SM stated that dealer is doing the powertrain inspection, performed a recall, and doing the clockspring repair. SM stated that they have the parts in stock. SM stated that the customer is a good customer for the dealership. SM stated that the pricing for the clockspring repair is
Parts - $217.00
Labor - $42.03
Writer and SM agreed that the customer will have a co pay amount of $100.00 for the repair.
SM stated that the dealership would contact the customer to advise of the offer.
Status update provided via email to the following email address:
[redacted]
Hello My name is Christa
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 1-800-763-8422
My extension is 66134
My work hours are 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 M * * * * * *
OOW by 2 years and 48064 miles of 3/36
Customer has 1 new
Household 2 new 1 used
Service Contract - none
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]. Left message.
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 = $42.03
Total = $259.03
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 66 67396 03/01/13 11:44 R [redacted]
*Contact Date:03/01/2013
DCX goodwill repair is documented on Repair Order#1[redacted]
CAIR RETURNED FROM DEALER ON 3/01/2013 AT 12:38:822 R 2[redacted]
Writer contacted the dealership and spoke with SA. SA stated that the ticket was closed out on 3-2-13 and the vehicle is no longer at the dealership.
Writer attempted to contact the customer. Left message. Writer advised

that the case would close in 2 days. Writer provided case manager contact information if there are any further questions or concerns.
Caller [redacted] requesting to speak with Case Manager.
Case manager not avaialble, nic LK237
66244 took the call.
Customer made contact that the blinker on the vehicle is still not working that he will be taking the vehicle back to the dealership. Writer thanked customer for the update. CM will follow up with customer again on 03.07.2013.
Writer attempted to contact the customer. Left message.
Writer spoke with ASM Gary. ASM stated that the customer has not brought the vehicle back in for the blinker concern. ASM stated that the last time the vehicle was at the dealership was 2-27-13 and they replaced the clockspring, performed 2 recalls, repaired a gear in the shifter bezel, and an oil change. Writer advised that a follow up call would be made to the customer to see when they plan to take the vehicle back to the dealership.
Writer attempted to contact the customer. Left message. Writer seeking information to see if the customer has taken the vehicle back to the dealership to have the blinkers looked at.
Writer contacted the dealership and spoke with ASM Gary. ASM stated that the customer has not brought the vehicle back in yet.
Writer contacted the customer and left message. Writer advised that the case would be put on hold on 3-18-13 if they have not been able to take the vehicle in to have the blinker concern looked at.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4AJWAG3	CL2[redacted]	**Open Date**	02/28/2013	**Built Date**	05/21/2012	
Model Year	2012	**Body**	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	09/03/2012	**Mileage**	899	**Dealer Zone**	70		
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	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**	([redacted]-
	FLORENCE OR 9[redacted]3	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	light has been on since purchase

Briefly summarize why the customer is contacting Chrysler: Customer s wife [redacted] stated the Jeep 2012 Wrangler purchased in August had the air bag light come on, when on the way home, the dealership was called and it was suggested it had to cycle. Customer s wife stated it has been in for service three times for warranty work, the dealership suggested there are five possible parts, that may cause the air bag light to come on. Customer s wife stated the interior is being torn apart, the dealership suggested there is a new console that has to be ordered as a bracket was broken. Customer s wife stated the vehicle is going to be taken to a different dealership, the console in between the two seats had to be taken apart. Customer s wife stated the inside of the vehicle was taken apart around the emergency brake and her husband drove home with the emergency brake on. Customer s wife stated the vehicle was driven there are five modules that could cause the air bag light to come on. Customer s wife [redacted] stated there are scratches on the vehicle. Customer s wife stated a bracket had been broken. Customer s wife stated they decided to have the vehicle taken to a different dealership, with all the parts ordered. Customer stated Wednesday March 6th the vehicle will go to the dealership in Eugene. Customer s wife stated this dealership will give them a rental car as well.
Briefly summarize what the customer is expecting: Customer s wife stated this is going to cost Chrysler a lot of money in warranty repairs and rental vehicles why doesn t the dealership just order all the parts at once and ship back what is not needed? Customer would like to know if the console has to be taken out to do a repair.
Writer advised writer is not trained to know if the console has to be removed, the dealership will know if this is necessary to be able to change the module. Writer advised the customer s wife not to worry about the cost, the warranty is there in case there is a problem with a manufacture part, Chrysler is fine with assisting, the rental is given so

the customer is not without a vehicle while the repair is being made on the vehicle. Customer understood. Writer advised a call back should there be any further questions.
**********CLOSED**********

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6418	9L[redacted]	***Open Date***	02/28/2013	***Built Date***	10/13/2008	
Model Year	2009	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	03/06/2009	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

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***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HUNTINGTON BEACH CA[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer called about his airbag light

Briefly summarize why the customer is contacting Chrysler:
Customer called about his airbag light being on for about one to two years, he stated that he was waiting to see if there was going to be a recall on this. He looked online and seen that the recall is for the right drivers side (L37), customer did not understand why he would have to pay $560 for something that should be in the recall. Writer informed him that there is no recall on his vehicle for the airbag, and at this time there is nothing that we can do for him.
Briefly summarize what the customer is expecting:
Customer called about his airbag light

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2419	7L[redacted]	***Open Date***	03/01/2013	***Built Date***	05/01/2007	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	06/01/2007	***Mileage***	50,800	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	58415	SISK MOTOR COMPANY INC			
Dealer Address	4599 FORT CAMPBELL BLVD				
Dealer City	HOPKINSVILLE	***Dealer State***	KY	***Dealer Zip***	42240

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CLARKSVILLE TN 3[redacted]	***Country***	UNITED STATES

Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	Agent advised the customer of the open recall K13
Corporate - Warranty Coverage - Default - Default - Default	Customer is calling in about the X41 Clockspring
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Recall information

Customer calls seeking recall information. Advised the customer of incomplete recall 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 indicated that he is having electrical issues and air bag light issue and researched online other recalls that relate to these issues. Writer addressed concern but advised that this vehicle is not listed with this recall. Customer believes this is a safety concern and wants it addressed. Writer advised that in order for Chrysler to assist a diagnosis be completed. Customer disconnected.
Briefly summarize why the customer is contacting Chrysler: The customer is calling back to discuss that he has the X41 Clockspring -Extended Warranty. The customer had thought that X41 Clockspring was recall and did not realized, as the previous agent did not either, - is an extended warranty, and not a recall.
Briefly summarize what the customer is expecting: Agent verified the customers information, and informed the customer, that she is documenting their concerns. Agent explained to the customer that X41 is an Extended warranty and not a recall. The customer was upset with previous agent. Agent apologized and explained to the customer that the agent did not realized that X41 was an extended warranty and not a recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BZ3H18	BL[redacted]	**Open Date**	03/01/2013	**Built Date**	10/26/2010	
Model Year	2011	**Body**	JKUM74	JEEP WRANGLER UNLIMITED SPORT (RHD) SPORT UTILITY			
In Service Dt	08/02/2011	**Mileage**	59,976	**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	44585	LEWIS CHRYSLER-DODGE-JEEP OF HAYS			
Dealer Address	4440 VINE AVE				
Dealer City	HAYS	**Dealer State**	KS	**Dealer Zip**	67601

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	CAWKER CITY KS[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light wont shut off
Product - Fuel System - Fuel Pump - Defective - Default	Complete failure

Briefly summarize why the customer is contacting Chrysler:Customer called in stating he had his Fuel pump replaced and felt that it was covered under a 3rd party contract from the dealership he had bought the vehicle from. Customer took vehicle to MARSHALL MOTOR CO INC dealer code -08585 to have repairs done. Agent called Dealership and spoke to Service advisor Chris ,Service adviser Chris states she called the service contract as per customer request to see if it was covered, they advised Service adviser Chris that if after it was diagnosed and it turned out to be the fuel pump that it should be covered but advised Chris they had to look into it further and would contact her back to let her know for sure. Service advisor Chris said that she did not wait for the call back before they went ahead with the repair. The service contract people called her back and advised her that they would not honor the warranty because they didn t get authorization before the repair. Agent called GALENA CHRYSLER-44445 and spoker to SM- Ron. SM Ron advised agent that all Kent needs to do is call him directly and he would be more then happy to assist with the 365.80$ bill for the fuel pump as his Service contract would cover it. Agent advised customer of this and he was very happy. Customer also states that his air bag light was staying on and that when he took it in for the fuel pump at MARSHALL MOTOR CO INC they advised Customer that the diagnosis determined that the airbag circuit needs clockspring part and refused to fix it even tho this was a Recall that was performed on the vehicle. Recall L37 was completed on 03/19/2012. Customer states that he feels that at MARSHALL MOTOR CO INC was not a good fit for his vehicle anymore and did not want to continue doing business with them. Agent called Lewis Chrysler Jeep Dodge of Hays 4440 Vine Ave Hays, KS 67601 (888) 628-3359 dealer code- 44585 because Customer was irritated with GALENA CHRYSLER- 44445 and wanted to have this taken care of at a different dealership. Agent spoke to Service adviser Jeffeerey at Lewis Chrysler Jeep Dodge of Hays 4440 Vine Ave Hays, KS 67601 (888) 628-3359

and he states they would be more then happy to re-fix the recall. Agent transferred over to Dealership Lewis Chrysler Jeep Dodge of Hays 4440 Vine Ave Hays, KS 67601 (888) 628-3359 to book an appointment to have this resolved.
Briefly summarize what the customer is expecting: Customer was expecting to have cost assitance on the fuel pump and to have the recall redone to fix the airbag light.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3919	7L2[redacted]	***Open Date***	03/01/2013	***Built Date***	05/24/2007	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	05/31/2007	***Mileage***	85,000	***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	49923	MARTY FRANICH CHRYSLER PLYMOUTH			
Dealer Address	5330 E 31ST STREET				
Dealer City	TULSA	***Dealer State***	OK	***Dealer Zip***	74135

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	CLOVIS NM 8[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light won't go off
Corporate - Recall - Default - Default - Default	recall inquiry

Briefly summarize why the customer is contacting Chrysler: Customer said the air bag light won t go off. Customer heard from a friend that there was a recall for the air bag. Customer wanted to know what she needed to do, to have the repair completed.
Briefly summarize what the customer is expecting: To get information about the recall.
Agent said the recall was not on her vehicle. Agent said the recall applied to 2002-2004 vehicles. Agent offered to connect customer to dealership, however customer said she would contact the dealership.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA6915	9L7[redacted]	***Open Date***	03/02/2013	***Built Date***	08/20/2008	
Model Year	2009	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	01/13/2009	***Mileage***	47,400	***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	60147	PORTERVILLE CJD			
Dealer Address	777 WEST OLIVE AVENUE				
Dealer City	PORTERVILLE	***Dealer State***	CA	***Dealer Zip***	93257

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	PORTERVILLE CA [redacted]7	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Added email address
Product - Body / Trim / Paint Finish - Air Bag - Noisy - Both Air Bags	Air bag light remaining on
Corporate - Recall - Default - Default - Default	Information about possible recall on airbags

Briefly summarize why the customer is contacting Chrysler: Customer called to inquire if there was a recall for his clockspring as he had seen it online and he is having an issue with his airbags. Writer advised the customer that he currently does not have any recalls on his vehicle and that the recalls seen online are very generalized and that our recalls are VIN specific to both the vehicle and the parts. Customer request information about how to possible get his vehicle included on the recall. Writer advised the customer that the issue would be documented and he can also document it with NHTSA to have the issue looked into. Briefly summarize what the customer is expecting: Recall information

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3919	8L5[redacted]	***Open Date***	03/05/2013	***Built Date***	08/29/2007	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	09/17/2007	***Mileage***	52,800	***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	68709	GERRY WOOD CHRYSLER JEEP DODGE			
Dealer Address	525 JAKE ALEXANDER BLVD SOUTH				
Dealer City	SALISBURY	***Dealer State***	NC	***Dealer Zip***	28147

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

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	air bag light periodically coming on

Briefly summarize why the customer is contacting Chrysler: Customer calling stating his airbag light is coming on periodically. Customer states he has brought it in to dealerships and they say they cannot do anything about it unless the light is on when he is there, the diagnostics will not process. Writer stated that he should take it back in and talk to a Service Manager to see if there are any options customer can explore since CAC are not technicians. Writer was going to offer for customer to call CAC if he had any further concerns after that but customer dropped call. Writer also had advised owner of an outstanding recall number J24.
Briefly summarize what the customer is expecting: Customer is expecting to know why his airbag light is coming on all the time.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA241X	7L1[redacted]	***Open Date***	03/05/2013	***Built Date***	09/22/2006	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	11/24/2006	***Mileage***	65,000	***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	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]
	PACE FL [redacted]	***Country***	UNITED STATES

Product - Electrical - Battery - Other - Default	Battery light turns on.
Product - Electrical - Lamps and Switches - Other - Default	Other display lights turn on for instrutment panel.
Product - Drivability - Unknown - Stalling - Default	Vehicle turns off.

Briefly summarize why the customer is contacting Chrysler: Customer contacted Jeep as she has been having issues since purchasing the vehicle with her electrical system. Customer states that the check battery light turns on, then other display lights start to turn on the instrutment cluster and finally vehicle turns off. Customer states that she looked online about recalls and found one from Motor Trend 67421 that matches her issues.
Briefly summarize what the customer is expecting: Agent advised customer that there isn t any recalls on her vehicle for the electrical system. Agent advised customer that she should bring vehicle to a local Jeep dealership to get the vehicle repaired and to provide the Motor Trend recall number to the dealership. Agent advised customer that if the vehicle comes under a recall where she has had repairs she could possibly get reimbursement at that point.
Briefly summarize why the customer is contacting Chrysler: Customer calling to be added to a recall list that was found online. Customer states there is an electrical issue as the battery light, all brake lights and air bag light came on, air bags lights went off, power steering stopped working, and the odometer is stuck at zero. Customer has stated that she has contacted dealer and does not agree with the price of the repairs and is inquiring a diagnostic fee.
Briefly summarize what the customer is expecting: Recall information Agent advised vehicles cannot be added to recalls as they are assigned to VIN numbers. Agent advised customer to see dealer for diagnosis and information for fees can be found through the dealer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2419	8L[redacted]	**Open Date**	03/06/2013	**Built Date**	09/29/2007	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	11/10/2007	**Mileage**	138,881	**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	68638	COMMERCE CHRYSLER DODGE JEEP INC			
Dealer Address	2377 HOMER ROAD				
Dealer City	COMMERCE	**Dealer State**	GA	**Dealer Zip**	30529

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	COMMERCE GA[redacted]	**Country**	UNITED STATES

Corporate - Recall - Default - Default - Default	Seeking recall reimbursment
Product - Electrical - Lamps and Switches - Other - Default	esp light comes on with lose of power replaced clock spring
Corporate - Reimbursement - Default - Default - Default	reimbursement for the L37 recall

Briefly summarize why the customer is contacting Chrysler:
Customer is calling in about the recall that she had looked after already
and she had it down twice.
customer is referring to the L37 - AIRBAG SYSTEM CLOCKSPRING.
Agent supplied the customer with the address and all the information that
she needed to include to see if she qualified for a reimbursement.
Agent advised the customer to send to:
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007
attention: reimbursement
and also to include this is your letter:
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:
Customer is expecting to be reimbursed for the repairs that she paid
twice for that turns out to be a recall.
POSTMARK DATE: 031513; DATE RECEIVED: 031913

****
Writer verified the customer s information to match coin and envelope.
****
Customer is requesting reimbursement for a repair completed to replace the clock spring before the recall L37 had been attached to this vehicle.
****
Customer sent in the invoice, no proof of payment. The invoice has a hand written entry for tax the first invoice does not show both invoice numbers[redacted]
****
Writer searched dealer connect for information regarding the L37 recall: The airbag system clockspring 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.
Part Number Description
05156106AB Clockspring
06505656AA Screw, Hex Flange
****
Invoice sent showing the completion of the recall dated 04/02/12 has the above part number.
****
The invoice showing the first repair dated 10/25/10 shows the esp light coming on with loss of power to be the reason the clock spring in the steering column had been replaced.
Part number 05156106AA
****
Writer will call Commerce Chrysler @ 706-335-2800. Writer would like to know if the part number changed from 2010 to 2012, is this related to the L37 recall and payment information.
Writer spoke with Jim advised the reason for the call, Jim stated he did not know and transferred the call. Writer spoke with Fran who stated his position as the warranty administrator, Fran stated the air bag and esp light are all related. Fran stated he advised the customer to call for possible reimbursement. Fran stated the computer should have defaulted the tax and when it didn t it was written on by hand. Fran stated the tax is legitimate, the customer did pay for the repair the tax should be $19.46 tax on parts 7%. Fran stated she has nothing but trouble with the Jeep. Fran stated it is not the vehicle or the way the customer takes care of it. Writer thanked Fran for his time.
****
Writer will submit a check for reimbursement for this repair.
****
RECALL - Clock Spring L37
****
Customer submitted request for reimbursement for recall L37 for the clock spring.
Customer s proof of payment is: Verified by the warranty administrator of the dealership
Recall applies to customer s vehicle:Yes
Date of repair:10/25/10
Invoice #[redacted]1
Labor $190.00 ($225.00 - $35.00)
Parts $278.00
Tax $19.46 (7%) part
Misc. Charges $00.00
Total $487.46
Writer is submitting check for approval in the amount of $487.46
**********APPROVED**********

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2414	7L1[redacted]	***Open Date***	03/11/2013	***Built Date***	05/16/2007	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	07/28/2007	***Mileage***	60,000	***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	60039	TOWN AND COUNTRY AUTOPLEX C G INC			
Dealer Address	6250 EAST HIGHWAY 50				
Dealer City	SALIDA	***Dealer State***	CO	***Dealer Zip***	81201

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

Recall - J24: MOPAR TOW BAR - Information Request	J24 MOPAR TOW BAR -customer does not have a tow bar
Recall - K13: INNER FENDER LINERS - Information Request	K13 INNER FENDER LINERS
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	airbag light is on intermittenly
Corporate - CNA Change - Default - Default - Default	updated customer's information in COIN-phone number and address

Briefly summarize why the customer is contacting Chrysler: The customer called and stated that he had received a letter that advised him that he had an extended warranty on his vehicle for the Clockspring. The customer stated that he has an airbag light that comes on and than goes off and he is seeking to know if this would be something that he should have repaired. The agent updated the customer s information in COIn which included the addition of a phone number. The agent referred to VIP and found tha tthe customer did have an extended warranty for the X41 CLOCKSPRING 120 Months or 150,000 Miles with the current OD reading that he provided there would be 52 Months or 90,000 Miles remaining. The agent advised the customer that if he was having an airbag light that was illuminated or staying on for more than a short time that he should take the vehicle to s CDJ Delaership to have it diagnosed as the air bag may need to be repaired. The agent advised the customer to keep his receipts as he may be able to submitt this at a later date for consideration for a refund should this become a recall on his vehicle. The agent advised the customer that if the Dealership SM advised him that it was not part of the clockspring that he would be responsible for all diagnostic and repair costs.
Briefly summarize what the customer is expecting: The customer was seeking to know if he had the extended clockspring warranty and if he needed to get his airbag repaired.
****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
The agent offered to connect the customer to a CDJ Dealership Service Department for further assistance to book an appointment for a diagnosis and the customer declined the assistance and stated that he would contact them to arrange his appointment.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3917	9L7[redacted]	***Open Date***	03/11/2013	***Built Date***	10/03/2008	
Model Year	2009	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	01/21/2009	***Mileage***	55,350	***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	45567	LITHIA DODGE OF LAS CRUCES			
Dealer Address	860 N TELSHOR BLVD				
Dealer City	LAS CRUCES	***Dealer State***	NM	***Dealer Zip***	88011

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LAS CRUCES NM[redacted]	***Country***	UNITED STATES

Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	Customer requesting assistance with repair.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states air bag light is on.

Briefly summarize why the customer is contacting Chrysler:Customer states that the air bag light is on and he took the vehicle to an IRF who advised customer that there is an issue with the clock spring. Customer states that he called Lithia Chrysler and they advised customer that it sounds like it may be the clockspring. Customer states that the repair at the IRF will cost $317.
Customer requesting assistance for the repair. Agent advised customer that we will not be able to assist with the repair.
Briefly summarize what the customer is expecting:Goodwill assistance.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5915	8L5[redacted]	***Open Date***	03/12/2013	***Built Date***	10/09/2007	
Model Year	2008	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	11/23/2007	***Mileage***	99,387	***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	45235	LITHIA CHRYSLER DODGE OF EUREKA			
Dealer Address	4320 BROADWAY ST				
Dealer City	EUREKA	***Dealer State***	CA	***Dealer Zip***	95503

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

Recall - L05: TRANSMISSION COOLER LINES - Information Request	L05 TRANSMISSION COOLER LINES -customer stated completed
Corporate - Dealer Information - Default - Default - Default	assistance to find a CDJ Dealer to diagnose the vehicle
Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	customer seeking assistance with cost of repair
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	vehicle is having electrical issues

Briefly summarize why the customer is contacting Chrysler: The customer stated that there have been repeat issues with the vehicle. The customer stated that the vehicle has had a number of sensors that have gone on and go off and each week there is another one. The customer stated that door, check engine, gas cap, check engine light, the air bag have all had lights that have come on and the alarm dings for the sensor and this keeps on and then they go off. The customer stated that the sensor stays on for about 4 days and goes off and than a new sensor comes on. The customer stated that she has not been to a CDJ Dealership to have the vehicle diagnosed. The customer was not very forthcoming with information and appeared to not want to have the vehicle diagnosed as she stated that this was a huge waste of money when it is clear that there is a problem with the vehicle as she stated her previous service notes would support. The customer stated that she did not believe that she should have to pay for this as she stated that she has kept up the service and done all of the oil changes and this electrical issue is outside her control. The agent advised the customer that without a diagnosis we can not make a promise or a guarantee of assistance and even with a diagnosis there is no promise or guarantee that she will receive assistance. The agent stated that the customer would bennefit from a diagnosis as it will provide her with a complete and accurate diagnosis that has been completed by a trained CDJ technician. The customer stated that she did not believe that she should have to pay for the diagnostic. The agent advised the customer that she would be responsible for the diagnostic

regardless what CDJ Dealership that she went to. The agent offered to locate another Dealership for the customer and the customer is currently in the Eureka, CA [redacted]. The agent used the Brand website and located several dealerships in the area however the customer declined all these dealerships as she stated that they were too far so she might as well go to LITHIA CHRYSLER JEEP DODGE. The customer stated that she has an airbag light on currently. The agent advised the customer that with an airbag light illuminated and all the other electrical issues that she has been having that the vehicle really does need to be diagnosed as we can not diagnose over the phone. The customer stated that she is very disappointed as she is seeking assistance as she does not feel that the vehicle is old or has too many miles. The agent advised the customer that the vehicle has no active Service Contracts and that the basic warranty has expired by both time and or miles. The agent advised the customer that she does still have an extended warranty for the X32 INLET CHECK VALVE Unlimited Months or Unlimited Miles remaining on the vheicle.
The customer stated that she would think about going to LITHIA CHRYSLER JEEP DODGE for assistance.
The agent provided the customer with her CAIR #: [redacted].
Briefly summarize what the customer is expecting: Assistance with the cost of her vehicle repair.
The agent advised the customer that the vehicle would need a diagnose as well that there would be no goodwill unless she has additional new information that the decision would remain 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.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2415	8L[redacted]	**Open Date**	03/12/2013	**Built Date**	08/01/2007	
Model Year	2008	**Body**	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	01/19/2008	**Mileage**	42,305	**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	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**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	SAN ANTONIO TX[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Seized, Sticks, Binds - Unknown	clock spring
Dealer - By-Pass - Default - Default - Default	
Referral - Top Care - Social Media Team - Default - Marketing	

******TOP CARE: SOCIAL MEDIA REFERRAL STAFF******
POSTMARK DATE: 031113; DATE RECEIVED: 031213
Top Care customer first contact was 03/13/13 at 11:49 by MFY
Top Care follow-up contact was 03/13/13 at 11:49 by MFY
Writer left message for Customer today. Included my direct line and file number. Customer complaining of air bag lamp on his vehicle.
Writer provided owner my fax number today advising that he supply proof of payment and receipt for the clock spring replacement (he already paid for it). Proof of payment arrived via fax on 3/13. Writer processed a goodwill refund Customer is satisfied. Amount for replaced spring$451.87
POSTMARK DATE: 031313; DATE RECEIVED: 031413
...Customer called writer and they havent received the check. Writer stated we can do a stop payment and then reissue the check.
RECEIVED REQUEST FOR STOP PAYMENT AS CUSTOMER HAS NOT RECEIVED THE CHECK. I WILL FAX REQUEST TO ACCOUNTS PAYABLE AND I AM TO ADVISE JMS201 WHEN I HEAR BACK.
RECEIVED CONFIRMATION OF STOP PAYMENT FROM ACCOUNTS PAYABLE. LMM14 WILL VOID AND CLOSE THE CAIR AND I WILL ADVISE JMS201 THAT THE CHECK CAN NOW BE REISSUED.
POSTMARK DATE: 040313; DATE RECEIVED: 040313

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2412	8L[redacted]	**Open Date**	03/13/2013	**Built Date**	04/17/2008	
Model Year	2008	**Body**	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	05/26/2008	**Mileage**	48,000	**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	45118	LITHIA CHRYSLER JEEP DODGE OF	SANTA ROSA	
Dealer Address	2727 DOWD DRIVE			
Dealer City	SANTA ROSA	**Dealer State**	CA	**Dealer Zip** 95407

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	SANTA ROSA CA 9[redacted]	**Country**	UNITED STATES

Recall - J30: TRANSMISSION FLUID TEMPERATURE WARNING - Advise Owner/Incomplete Recall	Advised customer of incomplete recall
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	Advised customer of incomplete recall
Corporate - CNA Change - Default - Default - Default	Customer added a phone number
Corporate - Recall - Default - Default - Default	Customer asked about the air bag recall.
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Informed customer of the incomplete recall on the vehicle

Briefly summarize why the customer is contacting Chrysler: Mr. [redacted] called in wanting to know if his vehicle had the air bag light recall on it.
Briefly summarize what the customer is expecting: to find out about recalls.
Agent informed customer that there are three incomplete recalls on the vehicle and that he can check himself for recalls on jeep.com with his vin number.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3914	7L[redacted]	**Open Date**	03/18/2013	**Built Date**	02/12/2007	
Model Year	2007	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	03/26/2008	**Mileage**	38,200	**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]
	SIERRA VISTA AZ[redacted]0	**Country**	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Inoperative Brake Lamps.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Problem Not Resolved.
Referral - Other - Default - Default - Default	Referred to Dealer.
Product - Drivability - Unknown - Stalling - Default	Vehicle Stalling.

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Break Light Issues
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
I recently had to have the Total Integrated Power Moduel (TIPM)replaced because my break lights were not working. This was just a couple weeks ago. This weekend I was pulled over because my break lights were not working. I have had several issues from my Jeep shutting off and then turning back on with all the lights on the dash lighting up. I also get the air bag deployed light every time I step on my breaks but the Air Bag has never been deployed as far as I know. Can anyone tell me what is going on with my Jeep? V/r, Theresa
*****END OF CUSTOMER EMAIL*****
Dear [redacted]:
Thank you for contacting the Jeep Customer Assistance Center.
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.
Thanks again for your email.
Sincerely,
Christopher
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA541X	8L[redacted]	***Open Date***	03/18/2013	***Built Date***	12/10/2007	
Model Year	2008	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4			
In Service Dt	03/16/2008	***Mileage***	98,000	***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	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]
	GEORGETOWN MA 0[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 - Not Escalated - Default - Default	Customer seeking goodwill

Briefly summarize why the customer is contacting Chrysler: [redacted]-wife of customer calling to seek goodwill. Caller states the air bag light is on and was told by the dealership that the clock spring needs to be replaced. Customer doesn t pass goodwill and agent informed the customer that we could not assist but to keep her receipt incase a recall comes out. Caller asked how much the part would cost and agent informed her we don t have any prices her she would need to speak with her dealership. Customer asked to be transferred, agent transferred her to the parts department.
Briefly summarize what the customer is expecting: Customer seeking goodwill.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3912	7L1[redacted]	***Open Date***	03/18/2013	***Built Date***	03/03/2007	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	06/02/2007	***Mileage***	60,000	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	42947	AUTOWEST CHRYSLER JEEP DODGE			
Dealer Address	230 AUTOMALL DR				
Dealer City	ROSEVILLE	***Dealer State***	CA	***Dealer Zip***	95661

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

Corporate - Corporate Warranty Extension Letter - Default - Information Request - Default	X41 on 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: Caller has air bag light on. Heard there was a recall.
Briefly summarize what the customer is expecting: Recall information.
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.
Advised of X41 - Airbag Clockspring Assembly Agent advised to bring the vehicle into a CJD dealership for further diagnosis, call to set up an appointment.
If it is determined to be the Airbag Clockspring Assembly the repair will be covered under the extended warranty.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2410	8L[redacted]	***Open Date***	03/19/2013	***Built Date***	06/23/2008	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	01/30/2009	***Mileage***	48,000	***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	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]
	SPARTA TN [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	airbag light is on
Product - Electrical - Unknown - Other - Default	esc light on

Briefly summarize why the customer is contacting Chrysler: Customer calling in stating that her ESC and airbag lights are on. Customer states that she took this to the dealer however was advised that nothing is wrong with this vehicle. Customer states that this is very annoying and would like assistance with repairing this. CAC advised customer in these situations it is always a good idea to go for a second opinion. CAC advised customer that we can contact that dealer to see what may be happening with this. Customer declined CAC contacting the dealer and states will figure this out
Briefly summarize what the customer is expecting: seeking assistance getting vehilce repaired

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BZ3H12	AL1[redacted]	**Open Date**	03/20/2013	**Built Date**	04/21/2010	
Model Year	2010	**Body**	JKUM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	06/05/2010	**Mileage**	64,000	**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	41461	DOAN DODGE			
Dealer Address	4477 RIDGE RD W				
Dealer City	ROCHESTER	**Dealer State**	NY	**Dealer Zip**	14626

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	
	GOWANDA NY 1[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	No Open Recalls

Briefly summarize why the customer is contacting Chrysler:
MR[redacted]E 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 has just purchased this vehicle withn the last month and the airbag light is on. customer is aware of the previous recall completed L37 Airbag System clockspring and wondering if this will be covered. Agent explained that there would need to be a diagnosis completed at a certified Chrysler dealership and they would need to determine that it was the excact component that was effective. Agent explained that if it was not then the repair would be that of the customer s as well as the diagnosis fee as the basic warranty has expired.
Briefly summarize what the customer is expecting:
Recall information

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6918	9L[redacted]	**Open Date**	03/20/2013	**Built Date**	10/09/2008	
Model Year	2009	**Body**	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	12/26/2008	**Mileage**	52,000	**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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	68091	LIBERTY CHRYSLER DODGE JEEP, INC.			
Dealer Address	750 WEST OGLETHORPE HIGHWAY				
Dealer City	HINESVILLE	**Dealer State**	GA	**Dealer Zip**	31313

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

Product - Electrical - Lamps and Switches - Other - Default	Air bag warning light is on/clock sensor needs replacement
Corporate - Recall - Default - Default - Default	Customer seeks open recalls for air bag warning light

Briefly summarize why the customer is contacting Chrysler: Customer stated that his air bag warning light was on so he went to dealership for diagnosis and found that the clock sensor must be replaced.
Briefly summarize what the customer is expecting: Open recall for this issue as viewed on line.
Agent advised the customer that there are no open recalls for this issue and that newest recall for air bag warning light M35 does not include the same part: clock sensor. Agent advised the customer to keep repair receipt and if in the future a recall for this clock sensor is issued against this vin number, he would be eligible to apply for reimbursement of his repair cost.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2413 8L[redacted]	**Open Date**	03/21/2013	**Built Date**	02/07/2008		
Model Year	2008	**Body**	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	03/07/2008	**Mileage**	78,500	**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	45069	ALLEN SAMUELS CHRYSLER DODGE JEEP			
Dealer Address	11200 NORTH FWY				
Dealer City	FORT WORTH	**Dealer State**	TX	**Dealer Zip**	76177

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	([redacted]
	NORTH RICHLAND H TX [redacted]4	**Country**	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer requesting recall information
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that the air bag light is on

Briefly summarize why the customer is contacting Chrysler:Customer states that his air bag light is coming on and he knows its the clockspring. Agent advised customer that there may be several different reasons why the air bag light is coming on and can only advise to have a Chrysler dealership look into that issue. Agent advised customer that there are no open recalls or extended warranties for this issue. Customer states that he would like to know what happens after he has the vehicle diagnosed. Agent advised customer that the repairs would be an out of pocket expense to him.
Briefly summarize what the customer is expecting:Air bag light information

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6914	7L1[redacted]	***Open Date***	03/25/2013	***Built Date***	07/24/2006	
Model Year	2007	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	10/13/2006	***Mileage***	97,000	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	63159	CASS BURCH CHRYSLER			
Dealer Address	4164 NORTH VALDOSTA ROAD				
Dealer City	VALDOSTA	***Dealer State***	GA	***Dealer Zip***	31601

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

Corporate - Dealer Information - Default - Default - Default	Agent provided dealers phone number
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light on
Corporate - Warranty Coverage - Default - Default - Default	Customer seeking warranty information
Product - Fuel System - Fuel Tank - Other - Default	Gas spills out when filling tank
Corporate - CNA Change - Default - Default - Default	Updated owners information

Briefly summarize why the customer is contacting Chrysler: Customer states he has just purchased a vehicle and agent updated his information. Customer seeking recall or warranty on his vehicle, customer states the air bag light is flashing. Agent advised the customer his vehicle has 2 extended warranties, X41 for the clockspring and X47 for the inlet check valve. Agent asked if he had an issue while filling the vehicle with gas, he stated he did and agent informed him that the X47 should take care of this for him. Agent offered to transfer the customer to a dealership and he declined but agent did provide their phone number to the following dealership
Cass Burch Chrysler
4164 North Valdosta Road Valdosta, GA 31602
(229) 242-1540.
Briefly summarize what the customer is expecting: Customer seeking warranty information

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

VIN	1J4FA2413	8L5[redacted]	***Open Date***	03/25/2013	***Built Date***	11/29/2007	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	12/28/2007	***Mileage***	86,043	***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	68182	TUNKHANNOCK AUTO MART INC			
Dealer Address	509 STATE ROUTE 29 SOUTH				
Dealer City	TUNKHANNOCK	***Dealer State***	PA	***Dealer Zip***	18657

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

Corporate - Recall - Default - Default - Default	Customer requesting recall information

Briefly summarize why the customer is contacting Chrysler:Customer states that his air bag light is on and would like to know if there are any recalls for the clockspring on this vehicle. Agent advised customer that there are no open recalls or extended warranties on this vehicle. Customer states that he took the vehicle to a dealership and they advised him that it was the clockspring and the cost to repair is $500.00. Customer states that he took the vehicle to an IRF and they advised that it was not the clockspring.
Briefly summarize what the customer is expecting:Recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA5910 7[redacted]	**Open Date**	04/01/2013	**Built Date**	10/21/2006		
Model Year	2007	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	12/16/2006	**Mileage**	117,000	**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	62301	DEACON'S CHRYSLER JEEP			
Dealer Address	835 SOM CENTER RD				
Dealer City	CLEVELAND	**Dealer State**	OH	**Dealer Zip**	44143

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	(440) 354-0599
	PAINESVILLE OH [redacted]	**Country**	UNITED STATES

Corporate - Product Information - Default - Default - Default	Customer requesting that the diagnostic fee be waived
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states air bag light comes on when turning steering wheel
Product - Fuel System - Fuel Hoses and Lines - Other - Default	Customer states vehicle going in for x47 repair

Briefly summarize why the customer is contacting Chrysler:Customer states that he is bringing the vehicle in for the x47 repair for the fuel inlet check valve and he has another issue and requested that the dealership look into that for him. Customer states that the dealership advised that there is an $80 diagnostic fee and customer states that he would like the fee waived. Agent advised customer that we can not waive the diagnostic fee.
Briefly summarize what the customer is expecting:to waive diagnostic fee.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6417	7L[redacted]	**Open Date**	04/02/2013	**Built Date**	10/04/2006	
Model Year	2007	**Body**	JKJS72	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	12/23/2006	**Mileage**	95,000	**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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	44881	SOUTH POINT DODGE			
Dealer Address	5210 SOUTH I.H. 35				
Dealer City	AUSTIN	**Dealer State**	TX	**Dealer Zip**	78745

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

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Advised customer of incomplete recall J24
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	Advised customer of incomplete recall K13
Corporate - CNA Change - Default - Default - Default	Updated COIN

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Clock Spring & Recall s
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
My airbag light remains on and chimes at me. I did some research online and it looks like there is an extended warranty for the clock spring. As I ll be a new dad soon I need to figure out what i need to do to get this and any outstanding recalls taken care of. Is there paper work I need to fill out? Request a build sheet? I spoke to the closest dealer and they asked if i had any paper work as they were unaware of any issues. Thanks
*****END OF CUSTOMER EMAIL*****
Dear[redacted]
Thank you for contacting the Jeep Customer Assistance Center.
I noticed that the name and address provided in your email are different from the name and address in our customer database and need to verify that you are the current owner of this vehicle. It is important to keep this database current so that we can reach you on recalls, customer satisfaction notifications and other important information.
Please reply to the link below letting us know that you are verifying ownership and would like the information to be updated in our system.
Please also provide the date of purchase, the vehicle mileage at the time of sale and either the name of the selling dealer or that it was a private owner transaction.
Thanks again for your email.
Sincerely,
Colleen
Customer Service Representative

Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
I am verifying ownership. My grandmother [redacted] is listed as the primary owner and I m the co-buyer. She passed away the second year I owned the Jeep though I m the only one who has ever made a payment as my grandmother at the age of 83 wouldn t be driving around Texas in a Rubicon. I purchased the Jeep from a dealer who was a client of mine - Carl Gregory Chrysler Jeep Dodge of Albany. I made the purchase December of 2013 and made my last payment Nov, or Dec last year. The last address associated with my Jeep was Probably [redacted] Austin Tx [redacted], and before that it was [redacted] t Houston Tx 7[redacted]. My new and current address is [redacted] r. Austin Tx [redacted]. I have proof of insurance since December of 07. Let me know what else you need to know.
Thanks
*****END OF CUSTOMER EMAIL RESPONSE*****
Dea[redacted]
Thank you for the information you provided. I have updated our database to reflect your name, address and telephone number.
It is important to keep this database current, so we can reach you on recalls, customer satisfaction notifications and other important information.
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
You also have two extended warranties on your vehicle:
Extended Warranty Code Extended Warranty Description Coverage (based on the 95,000 miles you provided in your email)
X41 CLOCKSPRING
December 23, 2016 or 55,000 Miles, whichever comes first
X47 INLET CHECK VALVE
Unlimited Months or Unlimited Miles
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. The closest dealership to your Zip Code is South Point Dodge Chrysler Jeep. They are located at 5210 S I H 35 Austin, TX. Their phone number (512) 443-9333.
Please take a copy of this message with you at the time of service to aid the process.
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,
Colleen
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****

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

VIN	1J4AA2D16	BL[redacted]	**Open Date**	04/02/2013	**Built Date**	06/17/2011	
Model Year	2011	**Body**	JKJL72	JEEP WRANGLER SPORT 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	08/30/2011	**Mileage**	22,843	**Dealer Zone**	70		
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	68343	PRICE CHRYSLER DODGE JEEP			
Dealer Address	354 S HWY 55				
Dealer City	PRICE	**Dealer State**	UT	**Dealer Zip**	84501

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

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2013-04-02
Road Side File Created 04-02-13 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
[redacted]
UT USA UT
TIC TACK TOW / AIR BAG LIGHT ON
DEALER CODE : 68343 PRICE CHRYSLER DODGE JEEP

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3915 8L[redacted]		**Open Date**	04/02/2013	**Built Date**	08/30/2007	
Model Year	2008	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	09/29/2007	**Mileage**	92,000	**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	62346	BRUBAKER CHRYSLER-JEEP			
Dealer Address	1020-60 LITITZ PIKE				
Dealer City	LANCASTER	**Dealer State**	PA	**Dealer Zip**	17601

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

Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	Goodwill declined due to age/mileage.
Product - Steering - Unknown - Other - Default	airbag light coming on when turning wheel
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	keeps coming on when turning the steering wheel

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 called stating that when intermittently turning the wheel on the vehicle and then turning the steering wheel back the airbag light come on. Customer states that he found out on the internet that this is happening in Jeep Wranglers and they were being recalled. Customer wanted to know if his vehicle was one of the recalls. Writer informed the customer what recalls had been on his vehicle and that they had been all repaired. Writer also told customer that recalls are according to VIN and when vehicles were made and that what is on the internet does not always apply to everyone s vehicle in that year. Customer was advised to take his Jeep Wrangler to his local dealership for inspection so that it would be properly diagnosed. Customer will be taking his vehicle to Brubaker Dealership Code 62346. Briefly summarize what the customer is expecting: Customer called enquiring as to what recalls were on his vehicle. Customer called back stating he had the vehicle diagnosed today (62346) and was advised the clockspring in the steering wheel must be replaced costing $400. Customer states he thinks the warranty extension X41 should be on his vehicle, it shouldn t matter that its a right hand vehicle. Agent advised customer his vehicle does not have any recalls or warranty extensions for the steering or clockspring. Agent advised customer due to time/mileage Chrysler is unable to offer cost assistance at this time, customer states he s looking at selling the vehicle as he feels he shouldn t have to pay $400 for repairs. Agent apologized for customer s

situation.
* * * * 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	1J4HA6H15	AL1[redacted]	**Open Date**	04/03/2013	**Built Date**	11/05/2009	
Model Year	2010	**Body**	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	01/02/2010	**Mileage**	62,000	**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**	[redacted]
	HENDERSON NV[redacted]1	**Country**	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Customer having issues with air bag light

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Air Bag Light on and off
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
2010 jeep wrangler unlimited rubicon. Out of warantee. Not really that old for the Radio Screen to go out but it did. Searched internet and seems this is a common problem but Jeep doesn t believe so. NOW - airbag light comes on and off. Chime dings off then on. After reading the internet seems the clock spring is another WELL known issue with the JK models. My question is Will Jeep do anything to resolve my clock spring problem?
*****END OF CUSTOMER EMAIL*****
Dea[redacted]
Thank you for contacting the Jeep 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 they may contact our Technical Operations Resource Group (STAR) or contact their regional Business Center.
Thanks again for your email.
Sincerely,
Melissa
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA5412	9L[redacted]	***Open Date***	04/03/2013	***Built Date***	08/22/2008	
Model Year	2009	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	03/25/2009	***Mileage***	72,000	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	60046	ROSS CHRYSLER JEEP DODGE			
Dealer Address	2282 HIGHWAY 105 SOUTH				
Dealer City	BOONE	***Dealer State***	NC	***Dealer Zip***	28607

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

Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	Customer requesting goodwill assistance--not escalated.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states air bag light is on.
Corporate - Recall - Default - Default - Default	Customer states that she would like recall information

Briefly summarize why the customer is contacting Chrysler:Customer states that her air bag light is on and would like to know if there is an open recall on the air bag on her vehicle. Agent advised customer that there are no open recalls on this vehicle for air bag issues. Customer states that she would like to know if she could get assistance with the repairs. Agent advised customer that some one called in February and was advised that there could not be any assistance provided. Agent advised customer that it was her father who contacted us on February. Agent advised customer that a previous agent has declined assistance and I have to stand behind this decision. Agent advised customer that there may be several reasons why the air bag light is on and suggested taking it to a dealership for diagnostics.
Briefly summarize what the customer is expecting:Goodwill assistance
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5910	9L7[redacted]	***Open Date***	04/03/2013	***Built Date***	04/14/2009	
Model Year	2009	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	06/01/2009	***Mileage***	71,000	***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	45180	MAC HAIK DODGE CHRYSLER JEEP			
Dealer Address	11000 NORTH FWY				
Dealer City	HOUSTON	***Dealer State***	TX	***Dealer Zip***	77037

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

Product - Electrical - Lamps and Switches - Other - Default	Air bag warning light on/intermittent

Briefly summarize why the customer is contacting Chrysler: Customer seeks open recalls for air bag warning light.
Briefly summarize what the customer is expecting: Open recalls.
Agent advised the customer that there are no open recalls and to seek dealership for diagnosis.

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

VIN	1J4BA3H16	AL1[redacted]0	***Open Date***	04/04/2013	***Built Date***	10/15/2009	
Model Year	2010	***Body***	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	01/04/2010	***Mileage***	42,000	***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	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]9
	VAIL [redacted]	***Country***	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	airbag light

Briefly summarize why the customer is contacting Chrysler: Customer stated that the air bag light is on on the vehicle.
Briefly summarize what the customer is expecting: Customer seeking information on the air bag light, he stated that he thought that it could be the clockspring. Agent advised that he needs to take it into the dealership for a diagnosis on this.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3916	7L[redacted]2	**Open Date**	04/04/2013	**Built Date**	04/13/2007	
Model Year	2007	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	04/28/2007	**Mileage**	110,000	**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	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**	
	DELTONA FL [redacted]	**Country**	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	extended warranty

Briefly summarize why the customer is contacting Chrysler: Customer stated that the air bag light is on on the dashboard.
Briefly summarize what the customer is expecting: Customer inquired on the extended warranty for the clockspring, agent advised of the remaining time left on this extended warranty and to take the vehicle into the dealership for a diagnosis.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA641X	8L6[redacted]	***Open Date***	04/08/2013	***Built Date***	03/26/2008	
Model Year	2008	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4			
In Service Dt	04/10/2008	***Mileage***	57,000	***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	60600	SALT LAKE VALLEY CHRYSLER DODGE			
Dealer Address	2309 S STATE ST				
Dealer City	SALT LAKE CITY	***Dealer State***	UT	***Dealer Zip***	84115

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	PARK CITY UT 8[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer thinks vehicle should be under recall

Briefly summarize why the customer is contacting Chrysler: Customer states that his airbag light is on all the time. Customer said did some research on this particular issue and found that other exact same make/model of Jeep has the same issue with their vehicle falling under recall for a clockspring/or orc filter circuit. Customer stated he has heard cases where the dealership and Chrysler Customer Assistance were able to do at least some cost assistance on the diagnosis fee if not the full repair.
Briefly summarize what the customer is expecting: Customer seeking to have documentation on account as agent stated that dealership has to diagnose first before we can attempt to help.
Briefly summarize why the customer is contacting Chrysler:
Larry -SA called from dealer 60600 stating that they have diagnosed the vehicle and it is the clockspring that needs to be replaced. Agent explained that the customer qualifies for dealer goodwill under warranty bulletin D-12-27. Larry said he will approach his SM to see if he will approve giving the customer cost assistance with this repair. Agent explained if the SM says no then the customer will have to call us to request cost assistance. Agent also advised the SA that he may not qualify for goodwill through CAC as he only meets one of the criteria in the matrix, and is in by time and mileage.
Agent updated CAIR with the correct dealer code.
Agent also noted that in COIN Mr Coleman is the only owner shown, so placed a call to the customer to verify if he is the first or second owner. If he is the first should have 799 WCC, and is due for an inspection on the powertrain. Mr [redacted]n confirmed he is the second registered owner of this vehicle.
[redacted] calling to check the status of his case; customer explains his vehicle went to the dealership on Monday 04/08/2013, and dealership indicates his vehicle is complete now and ready for pickup. Customer plans to pick his vehicle up from the dealership today. As Case was not forwarded or worked by our department, only by zone 86, Writer

provided phone number and transferred Customer to Jeep specialist; 1-877-426-5337.
The customer called back and stated that he was seeking to know the status of his case as he was to pick his vehicle up today from the CDJ Dealership.
The agent called the SALT LAKE VALLEY CHRYSLER DODGE and was transferred to SA Larry who is responsible for this vehicle. The agent stated that she was calling on behalf of the customer who was calling to have an update regarding his vehicle. The agent advised that the customer advised that the Dealership had called him and advised him that he could pick up his vehicle but he was seeking an update to know what had been repaired on the vehicle and any associated costs so he was aware what was happening. The agent was advised by the SA Larry that the Customer bought a water pump and ujoints which will be installed today. The vehicle will also have to have a clock spring repair completed. The agent was advised by the SA Larry that when they completed the diagnostic on the vehicle that they found that the customer s vehicle required a water pump as the customer s water pump was leaking as well as the axle ujoints needed repairs and the clock spring.
The agent was advised that the approximate costs of the repairs would be $1,275 plus tax.
The agent thanked the SA Larry who stated that the installation was being completed currently and that the customer should be able to pick up the vehicle today.
The customer stated that he was very disappointed that this was not included in any recall and he intended to call or post this with the NHTSA as he believed that his vehicle should have had a recall for the clock spring. The agent advised the customer that he could keep his receipts and in the event that his repair did become a recall that he could submit it for consideration for reimbursement.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2419	9L7[redacted]	***Open Date***	04/08/2013	***Built Date***	11/24/2008	
Model Year	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	02/07/2009	***Mileage***	62,000	***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	60180	WALKER CHRYSLER JEEP DODGE			
Dealer Address	95 LOOP ROAD				
Dealer City	CENTERVILLE	***Dealer State***	OH	***Dealer Zip***	45459

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	DAYTON OH[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 is contacting Chrysler because his air bag light is on.
Briefly summarize what the customer is expecting: Customer seeks to know why the light is on. Customer also seeks to know what warranties were remaining on the vehicle.
Agent advised customer that the warranties that were left on the vehicle didn t cover any components that would cause the air bag light to go on.
Agent advised the caller to have the vehicle diagnosed and if he doesn t exceed a large amount of mileage to call CAC back to look into possible cost assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5917	8L6[redacted]	***Open Date***	04/11/2013	***Built Date***	06/24/2008	
Model Year	2008	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	01/02/2009	***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	67686	JEEP CHRYSLER DODGE CITY			
Dealer Address	631 W PUTNAM AVE				
Dealer City	GREENWICH	***Dealer State***	CT	***Dealer Zip***	06830

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light is flashing
Corporate - Recall - Default - Default - Default	Calling about recall

Briefly summarize why the customer is contacting Chrysler:
Customer calling regarding recall. Customer stated the air bag light is on and it dings every few minutes. Agent advised customer that there are no incomplete recalls on file. Agent advised customer to bring vehicle to authorized dealership for inspection. Customer stated she contacted dealership and was advised that she would have to pay for the repair. Customer stated she found information online regarding recalls related to the air bag. Agent advised customer that all recalls are vin specific and that there were no air bag related recalls on her file.
**
Briefly summarize what the customer is expecting:
Information regarding recall.

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

VIN	1J4FA2416	8L6[redacted]	**Open Date**	04/12/2013	**Built Date**	06/10/2008	
Model Year	2008	**Body**	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	07/28/2008	**Mileage**	96,000	**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	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**	
	NEW HYDE PARK NY 1[redacted]	**Country**	UNITED STATES

Corporate - Limited Lifetime Powertrain Warranty - General inquiry - default - default	Customer had questions about the lifetime powertrain warranty
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer stated that vehicle's 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 he had the airbag light in his vehicle come on occasionally and wanted to know if there were any recalls in regards to this. Agent advised customer that there were currently no open recalls or extended warranties and advised the customer to let a dealership take a look at it as well as to hold onto any receipts in the event a recall did come out in the future. Customer also wanted information in regards to the lifetime powertrain warranty, and agent advised of the inspection period. Customer understood and was happy with the vehicles performance so far. Briefly summarize what the customer is expecting: Customer was expecting to find out if there were any recalls on the vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BZ3H11	BL[redacted]	***Open Date***	04/12/2013	***Built Date***	04/19/2011	
Model Year	2011	***Body***	JKUM74	JEEP WRANGLER UNLIMITED SPORT (RHD) SPORT UTILITY			
In Service Dt	05/23/2011	***Mileage***	49,000	***Dealer Zone***	63	DALLAS	
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	60407	BILL HODGE CHRYSLER JEEP DODGE			
Dealer Address	228 S WILSON ST				
Dealer City	VINITA	***Dealer State***	OK	***Dealer Zip***	74301

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

Product - Brakes - Pads/Shoes - Other - Unknown	brakes wear out too soon
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	

Briefly summarize why the customer is contacting Chrysler: [redacted]
[redacted]s husband) called to say he was having ongoing issues with the brakes. Customer also stated the air bag light is on. Customer believes the issue is related to the clockspring. Customer said he received a recall notice for the clock spring. Customer said he was told by Gina in the Service Department that the repair would be an out of pocket expense. Customer said a case was started in September, however he was informed today the case was closed. Customer said he was never informed the case was closed and wanted it re-opened. Case numbers:
[redacted]
Briefly summarize what the customer is expecting: To seek cost assistance.
Agent spoke with Danny (Service Manager). Danny said the vehicle has not been at the dealership for awhile. Danny said the vehicle would need to be diagnosed and if they still could not determine what was causing the issue with the brakes, they would reach out to their technical department. Agent provided information to customer. Agent also said that cost assistance was already provided previously, so the repair would an out of pocket expense. Customer wanted to speak with supervisor. Agent said the supervisor would have the same information, however customer still insisted on speaking with supervisor. Agent forwarded information to BA215. Customer would like to be contacted at
[redacted]
* * * * 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 said the following parts have been replaced in regards to the brakes:
master cylinder ,pads/rotors and left front caliper. Customer said he has a mail delivery vehicle.
**********Supervisor Call**********
The following notes were entered at the time of call on 04/15/13, however did not save. The writer contacted the customer and discussed the issue the customer had been having with the brakes on thier RHD mail delivery vehicle. The customer is concerned that he is going through rear brakes at approximately twice the rate of front brakes. The rear brakes were originally changed at 11,000 mile, and then front and rear were done again at 22.201 miles. Due to the excess wear the dealer replaced the master cylinder at 11,000 miles but the problem still persists. The customer did state that the new SM Danny was willing to take a look at the vehicle again but the customer currently needs it 6 days a week for work. The writer stated that we would certainly be willing to try and find a solution to the issue but the vehicle will have to get to the dealer. The writer stated that a return call will happen later in the week to see if the customer will be able to get to the dealer.
****
**********Supervisor Call**********
The writer called the customer and got VM. The writer left the message that Danny the SM does want to look at the vehicle and that a return call will be made by the end of the week.
****
Customer called to state that the vehicle went in yesterday at 2:00 pm and looked at it and he brought the vehicle back home and the SM is at a loss of what to do. Customer states that if Danny wants to look at it again that he will take it back in. Customer states that he is just returning BA215 s message.
Agent advised customer of lines 50-52.
Customer states that he just wants the vehicle fixed at this point.
Agent advised customer that the file will be documented
**********Supervisor Call**********
The writer called 9[redacted] 4 and spoke to Mr[redacted]. The customer stated that he has taken the vehicle in to have it looked at again for the brake issue. The SM Danny was unable to find the cause of the rear brakes wearing out much sooner than the front. The customer is waiting for a call from the dealer to make an appointment to repair the repeat recall concern. The writer spoke to the customer who stated that he is not seeking cost assistance but just wants the 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 9[redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: customer does not have email
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? 63- 60407 BILL HODGE CHRYSLER
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District U * * * * * *
Original owner
No other vehicles in household
Service Contract Active ESSENTIAL CARE PREMIUM - 2 YEARS / 4 OI, EXPIRED ESSENTIAL CARE - 1 YEAR / 4 OIL CHANGES, EXPIRED ER CARE - 2 YEARS / 4 OIL CHANGES
Out of warranty 3/36 by Still under years 13000 miles
Still under POWERTRAIN
Writer called dealer and asked to speak with Service Manger Danny. Writer asked SM if they have the diagnosis on the vehicle. SM said it needs a clock spring. Writer asked if the part is on order. SM said it s on order. Writer asked when the part will be there. SM said might be there today or tomorrow. Writer asked if they looked at the brakes. SM said he didn t see anything for the brakes but they are going to get a hold of a

tech.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] 4.
Writer called customer. Writer asked customer if they are having an issue with the air bag light and the brakes. Customer said yes. Writer let customer know the dealer is waiting for the clock spring to come which will come in today or tomorrow. Customer said the vehicle isn t using the brakes right since it s on its 3rd set.
Customer asked if the air bag light is under the recall if it will be covered under the recall. Writer said it will be covered under the recall if its everything the recall says.
Writer called dealer and asked to speak with Service Manger Danny. Writer asked if the air bad light is from the recall. SM said it falls under the recall. Writer asked if they are getting a hold of star. SM said still getting a hold a star. Writer asked if they have part. SM said he has the part.
Writer called customer. Writer let customer know the part is in and they just have to call the dealer and make a day to get in. Customer said he will call the dealer when he gets off with writer. Writer asked customer to call writer and let writer know when he will be getting in.
[redacted] called requesting to speak to CM MH1301. With customer s permission, writer transferred customer to CM s voicemail.
Customer called writer and left message. Customer said they will take the vehicle in 2 weeks from today when they were going to put the maintenance done on the vehicle.
Writer called customer. Writer let customer know we got his voicemail. Customer said the dealer will do it on its regular maintenance. Writer said we are going to put case on a hold.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4BJWFG0	CL1[redacted]	***Open Date***	04/15/2013	***Built Date***	12/12/2011	
Model Year	2012	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	10/30/2012	***Mileage***	14,105	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PY5	DOZER CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

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]
	KENNESAW GA[redacted]	***Country***	UNITED STATES

Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default	2012 JEEP WRANGLER UNLIMITED RUBICON
Product - Electrical - Unknown - Other - Default	Throttle/Passenger airbag lite on

Dealer called stating they have an ECS customer dropping vehicle off for service.
Dealer Code: 66999
Service Advisor Name: John
Service Advisor Number: 770 429 1100
VIN: CL[redacted]
Mileage: 14105
Customer Name: [redacted]
Customer Number: [redacted]
Description of issue(s): Traction control light on; airbag light on passenger side on
Writer verified dealer offered free rental to ECS customer? Yes, customer waiting
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] was invalid.
2nd attempt made to contact [redacted]. Writer contacted customer and spoke with customer s husband who advised that he is the primary driver of the vehicle and it would be alright to speak with in regards as the customer s wife was currently at the doctors office.
Writer introduced programs and advised would be working with dealership to resolve concerns , customer advised that they had looked into LL on the vehicle, but was advised that the vehicle did not qualify. Writer apologized for inconvenience and advised would not be able to speak with customer regarding LL, writer provided contact information and informed customer that vehicle was still currently being diagnosed and that once diagnosis is obtained writer would contact customer to advise of updates.
Dapis notes indicate: Vehicle not yet diagnosed.
Dapis notes indicate: Vehicle steering is off, vehicle requires alignment, dealership advised customer placing things in the front

passenger seat that is making the ORC get off balance, system is operating as designed. Alignment has been authorized.
Dapis notes indicate: Alignment is done, vehicle steering centered, and trac light is off. Vehicle repaired and released to customer.
3rd attempt made to contact customer. [redacted] CA contacted customer and verified satisfaction with repairs, customer stated was still seeking information regarding whether or not the vehicle qualifies for LL. CA apologized and advised could not speak with customer regarding LL but would recommend that customer contact the State Attny General office for further assistance or refer to the blue and white handbook. Customer advised was informed that ECS would be able to provide unofficial LL advisement, CA apologized for customer being misinformed, and recommended again that customer refer to handbook or state attny general, and advised customer that if the customer has concerns in the future to contact CA for further assistance with repairs.
Briefly summarize why the customer is contacting Chrysler: The customer is seeking information about the Lemon Law.
Briefly summarize what the customer is expecting: The customer is seeking information about Lemon Law. The writer confirmed that the customer would have to go through the States attorney s general office.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3919	9L7[redacted]	***Open Date***	04/17/2013	***Built Date***	09/19/2008	
Model Year	2009	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	10/08/2008	***Mileage***	62,000	***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	39712	SWOPE CHRYSLER DODGE JEEP			
Dealer Address	1012 N DIXIE HWY				
Dealer City	ELIZABETHTOWN	***Dealer State***	KY	***Dealer Zip***	42701

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

Corporate - Recall - Default - Default - Default	The customer is looking for recall information
Product - Electrical - Lamps and Switches - Other - Default	The customer states the air bag light is on in the vehicle

Briefly summarize why the customer is contacting Chrysler: The customer states she was told about the air bag recall from her dealership. The customer states she is having problems with her air bag. The customer states the clock spring is the issue and the dealership has quoted her $500 to repair the clock spring.
Briefly summarize what the customer is expecting: The customer is looking for Chrysler to replace the part. The writer contacted the dealership and spoke to Phillip the SA who states the vehicle came in on 04/16/13. The SA Phillip states the air bag light was on and it was the clock spring again that was completed under the recall which they did complete in 2012. SA states he can not resubmit the clock spring under a recall again and the customer is not covered under her warranty. The writer was advised to contact the dealership back and inform SA Phillip that the failed clock spring can be resubmitted under the recall and if he has trouble to have SA reach out to his business centre for assistance. SA Phillip stated he will look into this for the customer and contact her back. The writer informed the customer what is going to take place.

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

VIN	1J4BA3H19	AL[redacted]	**Open Date**	04/19/2013	**Built Date**	11/11/2009	
Model Year	2010	**Body**	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	04/14/2010	**Mileage**	55,490	**Dealer Zone**	74	DENVER	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PAV	DK. CHARCOAL PEARL 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**	[redacted]
	LAKEWOOD CO[redacted]	**Country**	UNITED STATES

Product - Steering - Steering Wheel / Column - Other - Default	Clock spring sensor needed replacement
Corporate - E-Reimbursement - Default - Default - Default	Reimbursement
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light is illunminated and chime and currently not working
Product - Electrical - Unknown - Other - Default	clock spring needs to be replaced
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	customer seeking assistance with cost of clockspring repair
Corporate - Recall - Default - Default - Default	customer seeking to know if he had any recalls

Briefly summarize why the customer is contacting Chrysler: The customer called and stated that his vehicle was currently at the GO CHRYSLER JEEP SOUTH Dealership as he had an airbag light on that was flashing and the chime would go off intermittenly. The customer was advised that he needed to have the clock spring replaced in his vehicle. The customer was seeking to know if he had any recalls on the vehicle. The agent advised the customer that there were no incomplete recalls on the vehicle. The customer stated that the SA advised him that it would be about $617 to complete the repair.
The agent called the GO CHRYSLER JEEP SOUTH SM Chad who advised that the vehicle may be at the other location as they did not have it at this location.
Agent noted that there are notes from the Service Contract 23340285 the following:
CUSTOMER STATES THAT THEY WOULD LIKE TO VERIFY COVERAGE FOR THE CLOCKSPRING. WRITER STATED THAT LOP#: 19852502 CLOCKSPRING/STEERING ANGLE SENSOR 0.5 R Y W,M,F,S,T,A NOT COVERED UNDER WARRANTY OR SERVICE CONTRACT.
The agent called the GO CHRYSLER DODGE JEEP Serivce Department and was advised that SM Henry would be able to advise the agent further and SA provided a direct phone 303-269-7790 for SM Henry. The customer needs to have the clockspring replaced which is not a covered a componet and the customer would need to pay for this as they did not have the authority to approve any goodwill as this was handled either by Chrysler or the Area

Rep at the Business Center.
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?
GO CHRYSLER DODGE JEEP RAM
303-269-7790 (SM Henry)
45474
Briefly summarize what the customer is expecting: Assistance with the repair of having the clockspring for his vehicle repaired.
Reassigned to 88F
The agent provided the customer with the CAIR #: 2[redacted]
Customer stated that he wanted to see if there was any progress on the case. Agent advised customer that it would be a one business day call back and customer understood and inquired if he could be reimbursed if he went ahead with the repair. Agent advised customer that it was certainly an option, however no guarantee s could be made and it would require case management to review the case regardless. Customer understood and was happy with the answer and stated he would go ahead with the repair.
* * * * * CASE MANAGER TEAM - District N * * * * * *
Out of basic warranty by 19,250 miles
In powertrain warranty
1 currently owned 1 original owner
1 previously owned 1 purchased used
6 household 5 original owner, 1 purchased used
8 total 6 original owner, 2 purchased used
1 active service contract Added Care Plus
Per COIN, customer s email address is [redacted].
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:
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 phone by the end of my shift today to review your case with you. Thank you for contacting us!
End of Status Update
Called 45474 at 303-269-7800, spoke with Service Advisor Henry, as Service Manager Fidel was in a meeting. SA Henry stated it was an open circuit in the clockspring that needed to be replaced, not the clockspring itself, and that could be considered a fuse. SA Henry stated the vehicle has been modified and that may have contributed to this part s failure, because the airbag light would turn on whenever the vehicle turned left. SA Henry gave the current mileage as 55,490, and transferred call to SM Fidel s voicemail. Writer left message, requesting call back to discuss this case and the possibility of goodwill reimbursement.
Called 45474 at 303-269-7800, spoke with Service Advisor Henry, who stated Service Manager Fidel is currently at lunch. Writer advised will try again later.
Called 45474 at 303-269-7800, spoke with Service Manager Fidel, who stated it s not uncommon for this part to need to be replaced at this mileage, but he would have offered goodwill if he had been aware it fell under his goodwill parameters, would have had the customer pay a $100 co-pay, confirmed the customer paid $621.20.
CONTACT UPDATE - 1st Contact attempt, phone number dialed was [redacted]. Writer advised will reimburse all but $100 of the repair, or $521.20 if the information from line 84 is correct. Customer accepted, gave mailing address as [redacted] Lakewood, CO [redacted] Writer confirmed email address, will submit documents through the documentation link. Writer advised that, if no documents are

received by Monday, will call again, and customer should receive check within two and a half weeks after the documents have been received.
Updated customer s address and mileage per lines 73 and 88-89,
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2013-04-22 @ 17:10
***** 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.
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.
55,490
Enter the Date when the repairs were completed.
04/19/13
What is the total cost of the Parts to be reimbursed?
$297.85
What is the total cost of the Labor to be reimbursed?
$223.35
What is the total Tax to be reimbursed?
$0.00
What is the total amount being reimbursed?
$521.20
****End structured narrative T2 - eReimbursement
Check has been approved.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4AJWAG0 CL[redacted]	**Open Date**	04/19/2013	**Built Date**	03/02/2012		
Model Year	2012	**Body**	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	05/14/2012	**Mileage**	15,624	**Dealer Zone**	35	WASHINGTON	
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	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**	[redacted]
	FROSTBURG MD[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Loose - Arm Rest/Console	Center console loose
Dealer - Service/Body Shop - Transaction - Other - Default	Customer reporting poorly performed repairs at previous dealer.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Missing harness & improperly connected during previous repair.
Corporate - Rental Vehicle - Default - Default - Default	SM Mike wanted to know about rental coverage.
Corporate - Warranty Coverage - Default - Default - Default	SM Mike wanted to know whether repairs would be under warranty.
Product - Electrical - uConnect Cellular System - USB Port Functionality - Default	USB Port wiring was improperly reattached during previous repair.
Product - Electrical - uConnect Cellular System - Voice Commands - Default	Voice recognition software was improperly connected during prior repair.
Corporate - Dealer Information - Default - Default - Default	appointment

Briefly summarize why the customer is contacting Chrysler: Customer has had the same issue 4 times now. The airbag light, usb, bluetooth and the some of the other radio controls were not working after the wiring harness was replaced. Agent contacted 44347 to setup the appointment for customer. The appointment is for Thursday April 25 at 9 am. Agent passed this information to the customer.
Briefly summarize what the customer is expecting: appointment.
Customer seeking rental assistance because caller Mike (Service Manager at Dealer #44347 Billy Bender CJD) states that repairs were not properly performed at previous dealership. SM Mike states that repairs were poorly and incorrectly performed at Dealer #68729 BEDFORD CHRYSLER DODGE JEEP INC. Caller noted that customer wanted his dissatisfation on file.
Caller stated he was upset as well since this was not his dealership s fault.
Agent sympathized and advised SM Mike that repairs he performed seemed to all be under warranty and that customer s request for rental assistance

could be authorized by him as per guidelines in Warranty Bulletin D-11-53.
Rental authorization will be processed by #44347 Billy Bender CJD.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BZ3H1X	BL6[redacted]	***Open Date***	04/19/2013	***Built Date***	04/14/2011	
Model Year	2011	***Body***	JKUM74	JEEP WRANGLER UNLIMITED SPORT (RHD) SPORT UTILITY			
In Service Dt	10/14/2011	***Mileage***	4,500	***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	67518	PETTIJOHN AUTO CENTER INC			
Dealer Address	HIGHWAY 69 SOUTH				
Dealer City	BETHANY	***Dealer State***	MO	***Dealer Zip***	64424

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

Corporate - Product Information - Default - Default - Default	Air bag Light is on

Briefly summarize why the customer is contacting Chrysler:
Customer is calling in as the air bag light is on and he is sure it has something to do with the seat and pressing on the gas.
Agent asked the customer for his VIN number and we could see if there is any open recalls on his Jeep.
Agent was able to tell the customer that there was an recall for the airbag and that he only needed to contact his dealership with the letter or without the letter and they will look after it at no cost to him.
Briefly summarize what the customer is expecting:
Expecting to know about the air bag light that is on.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3918	8L[redacted]	***Open Date***	04/23/2013	***Built Date***	10/05/2007	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	11/22/2008	***Mileage***	46,995	***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	51437	ILDERTON DODGE-CHRY JEEP			
Dealer Address	701-709 S MAIN ST POB350				
Dealer City	HIGH POINT	***Dealer State***	NC	***Dealer Zip***	27260

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light is on
Product - Body / Trim / Paint Finish - External Ornamentation - Rusted - Trunk/Deck Lid/Hatch	rear door is falling off due to hinges rusting

Briefly summarize why the customer is contacting Chrysler:
Customer is seeking cost assistance with repairs to his vehicle.
Customer states his vehicle has a lift kit on it, and the lift kit was installed by the dealership before he purchased it. There is a problem with the rear hatch/rear door falling apart due to the weight of the spare tire. Images were sent to DI, and rejected as the vehicle is OOW by both time and mileage.
Customer qualifies for dealer goodwill under warranty bulletin D-12-27, and the SA-JOHN confirmed that the customer is a good customer, he gets all his oil changes, etc done at the dealership. Agent asked to speak to the SM and was advised that Bob Stewart is not in at the time of the call.
SA-JOHN advised that this is a 'known' issue with the rivets in the doors coming out for this MY of Jeep Wrangler.
There is also an issue with the air bag light being on. Customer had the vehicle diagnosed by an IRF and wants Chrysler to pay for repairs. Agent advised that the vehicle needs to be diagnosed by the dealership before any cost assistance can be considered. Agent offered to transfer him to John at the dealership to set up an appointment and customer declined stating he will call John directly himself.
Briefly summarize what the customer is expecting:
Customer is expecting cost assistance with repairs to the rear door and replacing the clockspring.
Reason for Dealer Contact:
Dealer Code: 51437
Dealer Personnel Required: Bob Stewart -SM
Customer s Preferred Method of Contact:phone
Customer Phone Number ([redacted]

Customer Phone Number ([redacted]
Customer Email address: [redacted]
Reason for assigning to Resolution Team:
The SM was not available to ask if they will assist the customer with any repairs as he qualifies for dealer goodwill.
Assigned to 86T
DEALER CONTACT:Writer called dealer 51437 and spoke with SA John who advised customer has not brought vehicle to dealer for diagnosis of airbag light concern and that rear hatch concern has been denied by DI.
CUSTOMER VOICE MESSAGE:Customer left VM for writer advising that he does not have time to take his vehicle to the dealer to have clockspring diagnosed and that he has taken his vehicle to his mechanic down the street.
CUSTOMER CONTACT:Writer called customer at [redacted] and customer advised that he has not been able to take vehicle to dealer for diagnosis due to his work schedule. Writer advised customer that Jeep would give no consideration for cost assistance until vehicle is diagnosed at dealer and provided file reference number and Jeep CAC phone to customer and advised his to call Jeep and advise once his vehicle has been diagnosed by dealer. Customer then advised that his major issue was related to the rear hatch door on his vehicle. Customer advises that he purchased his vehicle new from dealer 51437 with aftermarket lift kit and tires that had been added by dealer. Customer advised that due to weight of the spare tire the welds and hinge on the rear hatch are coming loose and he is fearful that the spare tire will break free while driving hitting another vehicle causing injury to someone. Writer advised that writer does not have the authority to change the DI decision and that only thing that could be done would be to have further contact with the SM at the dealer to see if there is merit in contacting the AM to review the DI decision. Writer advised customer that his concerns would be documented and could be addressed with the SM when customer contacts back to advise of diagnosis for airbag light. Customer then advised that he did request a letter from the dealer in the event of an accident regarding this concern advising that they were not willing to fix his rear door concern and that he has spoken to his lawyer, but has not decided on if he is going to proceed with legal claim regarding this issue.
****REASSIGNING TO LT684 FOR FUTHER HANDLING, VEHICLE HAS NOT BEEN DIAGNOSED*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3910	8L[redacted]	***Open Date***	04/24/2013	***Built Date***	03/07/2008	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	04/24/2008	***Mileage***	118,781	***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	44690	MARK DODGE, CHRYSLER, JEEP, LLC			
Dealer Address	3777 GERSTNER MEMORIAL DRIVE				
Dealer City	LAKE CHARLES	***Dealer State***	LA	***Dealer Zip***	70607

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

Product - Engine - Intake/Exh Manifolds/Turbo - Oil Consumption - Default	Customer states he is going through a quart of oil every 750 miles.
Corporate - Dealer Information - Default - Default - Default	Provided dealership contact information for customer's new address.

Customer states he is happy with current dealer Scoville-Meno #67833 but is moving and is seeking new dealer location information. Customer requested that we call SM at new dealership #44690 Mark DCJ. Provided the
customer with name/address/telephone for his new dealership. Agent called dealership #44690 Mark DCJ and provided customer contact info and VIN number to SM Monty. Agent advised SM Monty of customer s oil consumption issue.
Agent encouraged customer to call back once he has moved in order to provided up to date customer contact information.
Briefly summarize why the customer is contacting Chrysler: Customer states ever since he had some wiring done for vehicle at Mark Dodge DC# 44690 Tel: 337-474-2640 and also added fog lights but now his air bag light is flashing and he has been reading that there are problems with this for the 2008 Jeep Wranglers.
Briefly summarize what the customer is expecting: Customer seeking to know if there are any recalls related to this as he has seen some notice boards with this issue.
Agent referred to AC#22734 but that is for RHD 2008-2012 JK Jeep Wranglers and informed customer there is no recall for that VIN on his vehicle.
Agent advised customer that he will need to get a diagnosis.
Agent contacted Mark Dodge and spoke with Scott Labato the SA who worked on customer s vehicle and he stated that the customer will need to call and set up an appointment and if there is anything that is caused by the wiring and fog lights they would certainly look after the customer but it would need to come in and have a diagnosis.
Agent informed customer of SA Scott s recommendation and customer will

contact them to have it looked it.
PLease note that lines 11-29 were incorrect in this CAIR as agent thought
agent was still in CAIR[redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3919	8L[redacted]	***Open Date***	04/26/2013	***Built Date***	05/17/2008	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	10/18/2008	***Mileage***	65,000	***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	59853	KILLEBREW INC			
Dealer Address	2108 HOUSTON HIGHWAY				
Dealer City	VICTORIA	***Dealer State***	TX	***Dealer Zip***	77901

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CUERO TX 7[redacted]6	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light comes on and off
Corporate - CNA Change - Default - Default - Default	updated customers information

Briefly summarize why the customer is contacting Chrysler: Customer stated air bag light is coming on and off and was looking for recall or warranty coverage.
Briefly summarize what the customer is expecting: Customer wants to know if any recall or warranty coverage on vehicle for air bag light coming on.
Agent advised customer no recall on air bags or warranty coverage, was explaining extended warranty coverage and customer disconnect from agent. The customer calls in again wanting further clarification as to what may be wrong with his vehicle. This writer explains that as previously stated there is no Recall incomplete, or EXT Warranty that would have anything to do with the vehicle s current symptoms. This writer explained that if there was a recall at a later date then there is a process in place for reimbursement for work that was done on a vehicle before a recall was instituted. This writer also explained that based on the customer s description that their airbag indicator light was blinking on and off that they should definitely get their vehicle looked at.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2415	7L1[redacted]	***Open Date***	04/29/2013	***Built Date***	11/11/2006	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	02/10/2007	***Mileage***	92,000	***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	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***	[redacted]
	STERLING MA[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light is on
Product - Fuel System - Fuel Tank - Leaks - Default	Fuel tank over flows

Briefly summarize why the customer is contacting Chrysler: Customer states that the air bag light is coming on in her vehicle but not staying on. Customer states that when filling her fuel tank the gas pouring out if she is going to fast. Customer states that she is aware of extended warranties for this vehicle.
Briefly summarize what the customer is expecting: Customer seeks how to going about having her vehicle repaired.
Agent advised customer that she will have to have her vehicle diagnoses by a Chrysler dodge dealership and if they found that the issues are covered under he extended warranty then the repair will be free of charge.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA3H10	AL[redacted]	***Open Date***	04/29/2013	***Built Date***	12/16/2009	
Model Year	2010	***Body***	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	02/10/2010	***Mileage***	97,000	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	60201	SPRING CHRYSLER JEEP DODGE, INC.			
Dealer Address	21027 I H 45				
Dealer City	SPRING	***Dealer State***	TX	***Dealer Zip***	77388

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer seeking warranty coverage
Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	OOW

Briefly summarize why the customer is contacting Chrysler:
Customer called stating that his air bag light keeps coming on and wanted to know if this is something that will be covered under warranty.
Customer stated this is the first time it has happened. custmoer stated he hasn t had it diagnosed yet.
Briefly summarize what the customer is expecting:
Customer seeking assistance.
Agent stated to the customer that his vehicle is outside of warranty by 3 years and several miles and that any repairs would be at his expense.
Customer stated that he doesn t feel that is right.
-
First owner, First issue, OOW by 3 years 3 months, 61000 miles.
* * * * 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	1J4GA5910	7L[redacted]	***Open Date***	04/29/2013	***Built Date***	01/03/2007	
Model Year	2007	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	02/28/2007	***Mileage***	60,000	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	42977	WILDE CHRYSLER JEEP DODGE			
Dealer Address	1627 EAST MORELAND BLVD				
Dealer City	WAUKESHA	***Dealer State***	WI	***Dealer Zip***	53186

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

Product - Electrical - Lamps and Switches - Defective - Default	air bag light came on

Briefly summarize why the customer is contacting Chrysler:recall and extended warranty information
Briefly summarize what the customer is expecting:Customer called and said her air bag light came on and she saw on line there might be either a recall or extended warranty for this issue. Writer checked and advised customer that if the light was on due to the clockspring then she had and extended warranty X41 that would cover it. Writer also advised customer of the extended warranty X47 but the customer said she did have that issue but the dealership had already taken care of it for her. Writer offered to call a dealership for the customer but she said there was one right down the street from her and she could contact them herself.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3915	8L[redacted]	***Open Date***	04/29/2013	***Built Date***	10/04/2007	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	12/28/2007	***Mileage***	800,800	***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	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]
	AVON CO[redacted]	***Country***	UNITED STATES

Recall - L05: TRANSMISSION COOLER LINES - Advise Owner/Incomplete Recall	Advised of open recall L05.
Corporate - CNA Change - Default - Default - Default	Customer is the new owner of the vehicle.
Corporate - Dealer Information - Default - Default - Default	Dealership locate

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler stating he would like to know of any open recalls.
Briefly summarize what the customer is expecting: Customer is expecting Chrysler to advise of any open recall.
Writer advised the customer of open recall L05 TRANSMISSION COOLER LINES and to take his Jeep into his local dealership to have the recall completed.
Customer stated he is having an issue with a cooler line and he is also having issues with the air bag light coming on. Customer he would like to try another dealership in his area.
Writer advised the customer he should have the air bag light checked out when he has his Jeep in for the recall.
Writer found the following dealership information: Vista Chrysler Jeep Dodge of Silverthorne 171 W 9th st Silverthorne CO 80489 9702629488.
Writer contacted the dealership at 9702629488.
Writer transferred the customer the service department to schedule an appointment to have the recall completed.
Writer thanked the customer for choosing Jeep.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2411	8L[redacted]	***Open Date***	05/02/2013	***Built Date***	08/23/2007	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	09/14/2007	***Mileage***	120,400	***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	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	43577	JOHN VANCE MOTORS INC			
Dealer Address	I-35 & GUTHRIE				
Dealer City	GUTHRIE	***Dealer State***	OK	***Dealer Zip***	73044

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

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Advised customer of the incomplete recall
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	Advised customer of the k13 recall
Dealer - Parts - Transaction - Parts N/A / Backordered - Default	CAACK137AA ETA 05/08/13
Product - Brakes - Unknown - Defective - Front	Customer seeking information on recalls on his vehicle
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer stated his air bag light goes on and off
Corporate - CNA Change - Default - Default - Default	Updated customer information in COIN
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer contacted Jeep seeking information on a recall for his brakes.
Briefly summarize what the customer is expecting: Customer expecting information on recall for brakes.
Customer stated that he saw there was a recall on the brakes which he is having trouble with.
Agent searched in AC for recall information and verified to customer of the K13 recall Inner fender liners
Agent also advised customer of the other two incomplete recalls, J24 airbag system clockspring, J24 Mopar tow bar.
Customer stated that his vehicle does not have this part on it.
Agent researched closest dealership for customer and gave the customer the information. (45389) CENTRAL OKLAHOMA DODGE CHRYSLER 405-258-1616
Customer stated they will phone the dealership in the morning
Customer [redacted] called.
He stated this vehicle went in to Dealer 43577 on 05/02/13 for recall completion and they told him they are waiting for parts, they did not provide any other information.
Customer confirmed call back phone[redacted]
Writer called Dealer 43577 phone 405-282-2113 time 15:48 EDT. PM Paul answered.
He stated the part is Part number CAACK137AA, Order number MAY6S, Status

Special,
LEFT REAR BRAKE (SWB)(RHD) HCU TO LEFT REAR BRAKE HOSE,
and that it shows the part left Dallas and should be at the dealer
tomorrow, 05/08/13.
Writer called customer phone [redacted]7 time 15:56 EDT. Machine
answered.
Writer left message line 24-26 and case number.
Writer contacted Dealer 43577 JOHN VANCE MOTORS and spoke with SA Chad
and Parts Manager Paul.
PM Paul stated part information for order is as follows:
Part #:CAACK137AA
Part Description:LEFT REAR BRAKE (SWB)(RHD) HCU TO LEFT REAR BRAKE HOSE
Order #:MAY6S
Status:Special
ETA:05/08/13
Shipper #[redacted]4
Writer advised customer that their case was being
assigned to a Case Manager for further handling,
and to expect a call within 1 business day.
Assigned case to 96W (Parts Only) or 88F for handling
Customer calling in saying her wants his truck fixed today .Agent
reviewed the cair and seen all the information and called the dealership
to see if they have received the parts yet . Parts department informed
Agent the parts are arriving today between 12 and 1 .Agent informed the
customer.
* * * * * CASE MANAGER TEAM - District 96W * * * * * *
ORDER NUMBER : MAY6S PART NUMBER : CAACK137AA TUBE KIT
ORDER TYPE : S SPECIAL HANDLING STATUS : 9000 CLOSED FROM : 05 06 13
Per GPOP Unconfirmed: SRV PDC 03110 ORIG PROM DATE NO DATE
STAT CODE 70 CURR PROM DATE
STAT DATE 05/07 REAS CD 00 INVOICED-PDC
CM called parts, PA Paul stated the part arrived and the technician has
the part. CM thanked PA, call ended...
CM called customer at [redacted]7, CM left message of parts arrival and
intention to follow up after repair.
CM called service, spoke with SA Chad, stated repair was completed. CM
thanked SA, call ended...
CM called customer at [redacted]17, left message with closed loop
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2411 9[redacted]		***Open Date***	05/03/2013	***Built Date***	02/05/2009	
Model Year	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	04/18/2009	***Mileage***	52,360	***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	60502	HENDRICK CHRYSLER DODGE JEEP RAM			
Dealer Address	1624 MONTGOMERY HWY				
Dealer City	HOOVER	***Dealer State***	AL	***Dealer Zip***	35216

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BIRMINGHAM AL 3[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer given recall infomration from IRF/internet
Product - Steering - Steering Wheel / Column - Other - Default	Customer states he has issues with steering column
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states light on
Corporate - CNA Change - Default - Default - Default	Updated customer's phone

Briefly summarize why the customer is contacting Chrysler: Customer called in because he states he has recall information on his vehicle. Customer is experiencing issues with his air bag light and steering column and air bag light staying on.
Briefly summarize what the customer is expecting: Customer believes that there are recalls on his vehicle.
Agent advised customer that there are no recalls on his vehicle and provided customer with closest dealership # 60502 HENDRICK CHRYSLER DODGE JEEP RAM Dealer Phone : 205-823-5220

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA5412 8[redacted]		***Open Date***	05/04/2013	***Built Date***	04/03/2008	
Model Year	2008	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4			
In Service Dt	04/16/2008	***Mileage***	98,000	***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***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	BROOKLYN NY [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	COIN updated
Corporate - Recall - Default - Default - Default	Customer seeking recall information
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer stated light is on

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Air Bag Light ON !
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
I have been looking at the Jeep web sites and there seems to be a problem with 2008 Jeep air bag systems (Clockspring?) I am also seeing that there is a NTSB recall and extended warranty on this system. What must I do to get this problem resolved? [redacted]

*****END OF CUSTOMER EMAIL*****
Dear [redacted]:
Thank you for contacting the Jeep Customer Assistance Center.
We are sorry to learn of the inconvenience you have experienced.
Your 2008 Jeep Wrangler does not have the recall regarding the air bag system. Our records indicate that the following recall campaign(s) have not been performed by an authorized dealer:
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,
Samantha
Customer Service Representative
Jeep Customer Assistance Center
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center.
We are sorry to learn of the inconvenience you have experienced.

Your 2008 Jeep Wrangler does not have the recall regarding the air bag system. Our records indicate that the following recall campaign(s) have not been performed by an authorized dealer:
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,
Samantha
Customer Service Representative
Jeep Customer Assistance Center
Dear R[redacted]:
Thank you for contacting the Jeep Customer Assistance Center.
We are sorry to learn of the inconvenience you have experienced.
Your 2008 Jeep Wrangler does not have the recall regarding the air bag system. Our records indicate that the following recall campaign(s) have not been performed by an authorized dealer:
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,
Samantha
Customer Service Representative
Jeep Customer Assistance Center
Dear R[redacted]:
Thank you for contacting the Jeep Customer Assistance Center.
We are sorry to learn of the inconvenience you have experienced.
Your 2008 Jeep Wrangler does not have the recall regarding the air bag system. Our records indicate that the following recall campaign(s) have not been performed by an authorized dealer:
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,
Samantha
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
POSTMARK DATE: 051113; DATE RECEIVED: 051713
Customer sent copy of letter he sent to NHTSA wanting to have his vehicle

included in the campaign for the clockspring mechanism. Customer has recently been informed that his vehicle is not included.
No further action necessary.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3913	7L[redacted]	**Open Date**	05/07/2013	**Built Date**	06/13/2007	
Model Year	2007	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	07/24/2007	**Mileage**	90,000	**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	24173	HANNAH CHRYSLER JEEP			
Dealer Address	3517 NE AUTO MALL DR				
Dealer City	VANCOUVER	**Dealer State**	WA	**Dealer Zip**	98662

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

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Air bag light is on.
Corporate - CNA Change - Default - Default - Default	Updated Customer information.

Briefly summarize why the customer is contacting Chrysler: Customer states that Chrysler does not warranty vehicle for off-road use which all commercials show the Jeep going off road. Customer states that engine blew up and replaced the motor on his own. Customer states that air bag light is on now and wants to know if there is any recalls for this issue. Agent informed customer that there was no recalls for this just on older Jeeps. Customer released the call before he could be told about incomplete recalls.
Briefly summarize what the customer is expecting: Customer seeking information on any recalls for air bag light.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5919	7L[redacted]	***Open Date***	05/07/2013	***Built Date***	01/11/2007	
Model Year	2007	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	02/19/2007	***Mileage***	86,830	***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	65454	BLOOMINGTON CHRYSLER JEEP, INC			
Dealer Address	8000 PENN AVENUE SOUTH				
Dealer City	BLOOMINGTON	***Dealer State***	MN	***Dealer Zip***	55431

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SIOUX FALLS SD 5[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light stays on for the vehicle
Corporate - Recall - Default - Default - Default	informed caller there are no recalls
Corporate - Dealer Information - Default - Default - Default	referred to dealership to determine if X41 repair

Briefly summarize why the customer is contacting Chrysler: Customer called in for information on warranty for the vehicle. caller is having a problem with the air bag light not going off. Agent informed the caller of the two extended warranties for the vehicle
Extended Warranty Code Extended Warranty Description Coverage
X41 (X41) CLOCKSPRING 120.0 months or 150000 MILES
X47 (X47) INLET CHECK VALVE 999.0 months or 999999 MILES
Briefly summarize what the customer is expecting: Information on warranty for the vehicle - recalls etc.

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

VIN	1J8GA3910	8L[redacted]	**Open Date**	05/08/2013	**Built Date**	08/10/2007	
Model Year	2008	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	09/07/2007	**Mileage**	92,000	**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**	[redacted]
	STERLING CT [redacted] 5	**Country**	UNITED STATES

Corporate - Goodwill Escalation Matrix - Not 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 was flashing

Briefly summarize why the customer is contacting Chrysler:customer states that he had his air bag light on and needed to have the clockspring replaced and was charged 411.50 for the out of warranty repair. Customer looked online and saw a recall for the clockspring.
Briefly summarize what the customer is expecting:customer is seeking reimbursement for the repair
Agent 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 advised that the clockspring is a basic warranty item and advised the warranty is expired by time and mileage
* * * * 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	1J4HA5H14	BL6[redacted]	***Open Date***	05/08/2013	***Built Date***	07/09/2011	
Model Year	2011	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	08/02/2011	***Mileage***	41,463	***Dealer Zone***	32	NEW YORK	
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	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***	([redacted]
	DANVILLE VT 0[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	Changed phone number, email address and dearlership
Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	Customer seeking goodwill for part he thinks should be under warranty.
Corporate - Product Suggestions - Electrical - Default - Default	Customer states clockspring problem is widely known, should be a recall.
Dealer - Service/Body Shop - Personnel - Discourteous/ Rude - Service Management	Customer states he received poor service.
Corporate - Recall - Default - Default - Default	No open recalls
Corporate - E-Reimbursement - Default - Default - Default	Reimbursement for clock spring repair
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer stated that his airbag light is on. Customer states that he was told that it was the clockspring that was causing the problem. Writer contacted the dearlership and spook to SA Jamie and Jamie stated that the customer has been into the dealership for an oil change but that s it. Jamie stated that he could not give cost assistance since his SM was not avaiable but the part is back ordered. Writer advised the customer to contact the dearlership when the parts come in to ask for cost assistance at this time and if they will not cover it to call CAC back and cost assiastace would be consistered.
Briefly summarize what the customer is expecting: To get his repair covered
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 called back and states he feels he is getting the runaround because when he first called this number he was told to call the

dealership and when he called them he was told to call us. Agent apologized and explained that vehicle is listed as having a complete restriction on it. As per Answer Connect ID 18827 and others, agent called dealer #68774 Midstate CJD for information about the restriction. SA Jeff was unable to provide any information. Agent checked narrative in GWA which states: 'PER STATE OF CT TITLE BRANDED JUNK COMPLETE VEHICLE RESTRICTION' and informed customer as per AnswerConnect that they would have to contact DMV office in Connecticut. Agent informed customer that IF restriction is lifted, i.e., if the title/licensing agency states that the title is clean (not branded), the customer must fax or send a copy of the document to us. Agent provided fax number (877-768-5076) in case restriction is lifted.
Customer is also unhappy that his vehicle was charged a $90.00 diagnostic fee. Customer feels that the dealership should have told him about this restriction BEFORE charging him. Customer states it would be good customer service to reimburse him. Customer states he is extremely unhappy with the gruff way the dealership continually said to just 'Call Chrysler'.
Customer also states that the problem he is having is widespread and that it should be a recall repair. Agent apologized and advised customer to keep his receipt in case the part does become involved in a recall.
Briefly summarize why the customer is contacting Chrysler:Customer states that he contacted the DMV as per line 26. Customer states that the DMV has lifted the restriction on the vehicle but there is no paperwork for him to submit.
Agent contacted dealer 68774 and spoke with SM Paul Grupp who advised that he will not be providing cost assistance to the customer because he has no loyalty to the dealership and he is out of warranty.
Briefly summarize what the customer is expecting:Goodwill 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? 68774
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 T * * * * * *
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:
Chrysler Customer Care telephone number: 800-763-8422
My direct extension: 66211
My work hours: 9:30AM-6:00PM Eastern Time Monday-Friday
I will contact you within one business day by telephone to review your case with you.
End of Status Update
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]. He stated that he received confirmation from the DMV that the restriction has been lifted. He stated he was advised that a copy of the title will be sent to Allied Financing. The customer stated that he is waiting for the back ordered part for the clockspring.
He stated this has been a problem for other Jeeps and expects to get some assistance with this part. The customer was advised we will get the diagnosis information from the dealership, however we would like to get the restriction cleared before we can offer any type of assistance.
Status update provided via email to the following email address:
[redacted],
I am continuing to research your vehicle history. I will contact you by telephone on 5/16/13 with an update.
Thank you for choosing Jeep.
Sincerely,
Christine
Jeep Customer Care

800-763-8422 ext. 66211
End of Status Update
The writer contacted the customer at [redacted]. He was advised to contact either Ally Financial or the DMV for a copy of his title. He was advised a document link will be sent so he can attach a copy of the title for review. Follow-up on 5/21/13.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2013-05-16 @ 14:42
The writer contacted the customer at [redacted] The customer was advised that we need him to contact either Ally Financial or the DMV to get the copy of his title. He was advised we will send a document link so he can attach a copy of his title. Follow-up on 5/21/13.
Begin Customer Message reviewed:
Christine, i talked to Ally today, they have the title and are sending me a copy, I should have it by the end of next week and I will then fax it to you
Thanks
[redacted]
End of Reviewed Customer message
Status update provided via email to the following email address:
[redacted]
Mr. [redacted],
Thank you so much for updating me. I will contact you by telephone once I receive the documentation.
Have a great weekend!
End of Status Update
Begin Customer Message reviewed:
Christine I sent you a copy of the title by fax, please let me know if you recieved it and if you need anything else
Thanks
[redacted]
case [redacted]
End of Reviewed Customer message
Status update provided via email to the following email address:
[redacted]
Thank you for updating me on your case. Our fax machine is currently being serviced. As soon as I receive your fax, I will contact you by telephone to give you a confirmation.
Sincerely,
Christine
Jeep Customer Care
800-763-8422 ext. 66211
End of Status Update
****** Below Customer Contacted for Documentation Request ******
jh1298@chrysler.com on 2013-05-21 @ 11:43
***** Customer Document Received *****
Customer Document Reviewed.
Writer reviewed documents on file and found that the restriction can not be removed because the proper documents are not available. The title states that the customer purchased the vehicle used and also the restriction was placed on vehicle by state of CT.
The writer contacted the customer at [redacted] The customer was advised that we will need some kind of documentation from Connecticut advising that the restriction was placed on the vehicle in error. He was also advised that the title from Vermont shows the vehicle as used. He stated he will contact the Vermont DMV and find out why it shows his vehicle as used. He stated that the DMV in CT stated they did not have documents for him but they could be called for the information. He was advised we may not be able to make that contact but it will be researched. Follow-up on 5/24/13.
Status update provided via email to the following email address:
[redacted],
I will not be able to contact the Connecticut DMV on your behalf. I have

been advised that the contact will have to be made by you as the owner.
I will contact you by telephone on 5/29/13 to discuss your case with you.
Sincerely,
Christine
Jeep Customer Care
800-763-8422 ext. 66211
End of Status Update
The writer contacted the customer at [redacted]. Phone rang without being answered.
Begin Customer Message reviewed:
Christine, I was just wondering what was going on with my case [redacted]0
I saw someone called today from Chrysler but they left no message
Thanks
[redacted]
End of Reviewed Customer message
Status update provided via email to the following email address:
[redacted]
[redacted] me Mr. [redacted]. I did try to contact you today by telephone, but it rang without going to voicemail. I did send an email previously advising that I am unable to get information from the DMV because I am not the owner of the vehicle and I am not authorized to get that information. I apologize for the inconvenience. You will need to contact the DMV and let them know that Customer Care is not able to contact them by telephone for the information and some kind of documentation is required in order to see if the restriction was placed on your vehicle in error.
End of Status Update
Begin Customer Message reviewed:
Christine, I will call Ct DMV first thing in the morning to try and get this resolved and let you know This is really turning into a big project, Its been three weeks since the jeep was into the dealer and still no clock spring. I find that unaceptable for being a airbag part and that if it was due to be inspected by Vermont DMV which we have to do every year i wouldnt be able to pass or drive the vechicle
Thanks
[redacted]
End of Reviewed Customer message
Status update provided via email to the following email address:
[redacted]
,
I was hopeful that the restriction would be simple to resolve. I apologize that it has taken so long to get the information needed to clear the restriction. We need to send your case to parts expediting to get the part for you. Once the case has been escalated we can still pursue the restriction and get a resolution for you. Thank you for your patience.
End of Status Update
The writer contacted the dealership at 802-479-0586. The writer spoke to Eric in parts who gave the following. He advised that the part number is 5156106AD. He went on to say that the part should arrive soon because parts shipped from the supplier on May 17 headed towards the PDC.
Part number 0156106AD--order number AR1557 No ETA
**********96W TRIAGE TEAM**********
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITING
on 2013-05-30 @ 13:30
VOR yes
Rental no
Date in rental:
How long has rental been promised?
Who promised rental?
Part 5156106AD. Order AR1557
Begin Customer Message reviewed:
Christine, I talked to Ct DMV they are saying there is no restriction on the title, it s not showing that its a junk title so after il talked with

them a few weeks ago they must of cleared it up like they said they would, but again they said they have nothing to give to me stateing that. I am now waiting for a superviser to call me back today or tomarrow (I m not holding my breath that they do) Hopefully they do but if they don t i don t know what else i can do except to say the hell with it
Thanks
[redacted]
case [redacted]
End of Reviewed Customer message
****** START OF SUPPORT ESCALATION by T8430MH******
05156106AD - Called dealer Per P/A Steve correct order# is 0530CC. Stock need to be packaged ETA is week of 6/3
****** END OF SUPPORT ESCALATION ****** by T8430MH
Begin Customer Message reviewed:
Dear Christine, I just wanted to let you know what s going on with me and Ct DMV on the title to my jeep. I never heard back from a supervisor, just like i figured so I just emailed the DMV Commisioner explaining the situation, hopefully I will hear back from her and get this resolved. I will keep you posted
Thanks
[redacted]
End of Reviewed Customer message
Begin Customer Message reviewed:
Christine, I recieved a letter this morning that i am fowarding to you by fax from Ct DMV Hopefully it will be what your looking for. Please let me know how you make out
Thanks
[redacted]
End of Reviewed Customer message
****** Below Customer Contacted for Documentation Request ******
NS705@Chrysler.com on 2013-06-04 @ 13:06
***** Customer Document Received *****
[redacted] called requesting to speak to CM CR895. Writer warm transferred customer to CM CR913 for further handling.
Writer spoke with customer who wanted an update on the part and vehicle restriction removal. Writer advised parts expediting is handled in this case by PK726. Writer advised will be reviewed to determine if restriction can be removed and a CM will follow up.
Customer Document Reviewed.
Please finish Parts Expediting request. Customer would like an update. Last update in CAIR on 6/1/13.
Call received from Mr. Williams. Customer states he has had no new information. Writer advised no updates posted, and requested customer send in current vehicle registration. Customer will fax.
****** Below Customer Contacted for Documentation Request ******
cm1101@chrysler.com on 2013-06-14 @ 15:00
***** Customer Document Received *****
Registration illegible.
Attempt made to contact Mr [redacted] Left message advising document illegible.
Customer Document Reviewed.
****** Below Customer Contacted for Documentation Request ******
mh1129@chrysler.com on 2013-06-18 @ 11:06
***** Customer Document Received *****
Request submitted to review restriction.
Status update provided via email to the following email address:
[redacted]
I apologize I missed your call. I received the copy of your registration and it came through clear.
I am re-submitting the request for the restriction to be reviewed. As soon as a decision is made, you will receive follow up contact. Your continued patience is appreciated!
End of Status Update
Customer Document Reviewed.

Confirmed restriction has been removed.
Writer contacted Mr. [redacted] and advised restriction removed. Writer advised will check on part status and possible goodwill, and will notify the customer when new information is available.
Call received from Mr. [redacted] requesting update. Writer advised would contact back by EOB.
Writer contacted Parts Manager, Eric, who confirmed part arrived on 6/5/13 & customer was notified that date by voicemail.
Writer contacted SM Paul who advised retail labor is $209.00 & part is $323.75, total $532.75 + applicable sales taxes. SM Paul said the dealer is closed on 7/4, but customer is welcome to call and schedule an appointment for any other day next week for repairs. Writer and SM agree it will be reimbursement goodwill. Last known mileage in May is 39,303.
Writer contacted Mr. [redacted]. Writer advised of repair totals outlined in 291-293. Writer advised will reimburse customer $400.00 for repair pending documentation. Writer to follow-up on 7/3.
****** Below Customer Contacted for Documentation Request ******
jh1298@chrysler.com on 2013-07-03 @ 12:05
Writer attached documents from fax.
***** Customer Document Received *****
Writer contacted SM, Paul, who informed writer that the repair was paid for in cash.
Writer contacted customers wife who verified the information in COIN.
Writer advised that the check will be sent in the amount of $400.00 and the case will be closed.
Customer Document Reviewed.
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
Customer requested reimbursement for clock spring 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.
41463
Enter the Date when the repairs were completed.
7/1/13
What is the total cost of the Parts to be reimbursed?
$320.00
What is the total cost of the Labor to be reimbursed?
$80.00
What is the total Tax to be reimbursed?
N/A
What is the total amount being reimbursed?
$400.00
****End structured narrative T2 - eReimbursement
Reassigning CAIR for check approval.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA5919	9L[redacted]	***Open Date***	05/08/2013	***Built Date***	08/08/2009	
Model Year	2009	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	09/10/2009	***Mileage***	34,982	***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	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]
	DERWOOD MD [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light turned on, and a ding sound was heard.
Corporate - Recall - Default - Default - Default	Inquiring about any recalls on the vehicle.

Briefly summarize why the customer is contacting Chrysler: Customer contacted Jeep to find out if there was any recalls for the clockspring assembly on his vehicle. Customer states that the air bag light on the dash board came on for the air bag and made a ding sound.
Briefly summarize what the customer is expecting: Agent advised customer that there were no recalls on the vehicle for the clockspring. Agent advised customer that if a recall for that part comes out in the future, he would receive a letter from Chrysler with a reimbursement form.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA5418	8L[redacted]	**Open Date**	05/08/2013	**Built Date**	02/26/2008	
Model Year	2008	**Body**	JKJP72	JEEP WRANGLER SAHARA 4X4			
In Service Dt	04/15/2008	**Mileage**	59,366	**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]
	GARDNER KS[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states air bag light is on
Referral - Other - Default - Default - Default	Referred to dealer for diagnosis

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Clockspring issue with my 2008 Wrangler
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Hello, I recently started having my airbag light come on. I researched a little to find this seems to be a common problem with a Jeep s clockspring. I have looked for a recall and see the RHD models and 2007 s were covered, but am unsure if mine is. I work as a paramedic in the Kansas City area and have seen numerous times were a proper airbag deployment has decreased the incidence of major injury...I am also old enough to have worked many an accident before airbags were common. In researching this I see some people suggesting to just turn it off to make the chime/warning go away, since the cost for repair is significant. Just human nature, I suppose. This is definitely something I will NOT do. Since the cost is significant, I will have to drive my Jeep in this condition until I can afford to make repairs, as this is my only vehicle. I would like to encourage your organization to consider issuing a repair bulletin for all Chrysler vehicles that have these unsafe parts. Thank you for your time!
*****END OF CUSTOMER EMAIL*****
Dea[redacted]:
Thank you for contacting the Jeep Customer Assistance Center.
We have received your recent email and it has been documented in our corporate records. We appreciate the time you have taken to email us.
Unfortunately, given the many variables involved, we are unable to diagnose your vehicle s problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.
Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Should your dealer require factory assistance they may contact our Technical Operations Resource Group (STAR) or contact their regional Business Center.
Thanks again for your email.
Sincerely,
Sam
Customer Service Representative

Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
Dear Sam,
I think the point in which you are avoiding is the fact
that I purchased this Jeep five years ago, that has less than 60K miles,
and now, I have to replace a part (to keep a very important safety
function working) that the dealer states will cost ~$500. I just recently
spent several hundred dollars to replace a failed ERG valve as well. I
would expect, and I think Chrysler would too, that a Customer should not
be needing to spend a lot of money on major repairs by 60K miles. I have
not even needed to replace the original tires yet!
[redacted]
*****END OF CUSTOMER EMAIL*****
No answer needed.
*****END OF CAC RATIONALE*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA5917	7L[redacted]	**Open Date**	05/09/2013	**Built Date**	05/15/2007	
Model Year	2007	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	06/06/2007	**Mileage**	80,000	**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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	43689	HERITAGE CHRYSLER JEEP DODGE			
Dealer Address	11212 REISTERSTOWN RD				
Dealer City	OWINGS MILLS	**Dealer State**	MD	**Dealer Zip**	21117

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

Corporate - Recall - Default - Default - Default	MOPAR TOW BAR
Product - Body / Trim / Paint Finish - Vinyl Roof - Other - Default	Soft top of vehicle leeks
Product - Electrical - Unknown - Other - Default	air bag light on
Referral - Warranty Administration - Default - Default - Default	referred to service contracts

Briefly summarize why the customer is contacting Chrysler: wondered if there is a recall on air bag on vehicle. Agent stated no recall on vehicle, but there is a recall of MOPAR TOW BAR that is incomplete. Agent stated the soft top of vehicle leeks, and wondered if would be covered under extended warranty, agent transferred to MVP 1-800-521-9922
Briefly summarize what the customer is expecting: any recalls and extended warranty information.
Customer called back as he was transferred to Service Contracts. Agent does not know why the customer was transferred as he has no existing Service Contract. The customer has an after market contract that he purchased throught his dealership. Customer is not happy with the fact that his air bag light is on and there is no recall for this. Customer is not happy with the fact that his vehicle leaks. Agent advised that these concerns would have been addressed under the factory warranty 36/36000 miles that had expired. It was at this point the customer stated he should have an open Service Contract he purchased at the dealerhsip. Customer states he is going back to the dealership in regard to What Service Contract he purchased.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2418	8L5[redacted]	***Open Date***	05/10/2013	***Built Date***	10/16/2007	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	11/15/2007	***Mileage***	98,800	***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	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***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	RIVERTON CT [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	airbag light on
Corporate - CNA Change - Default - Default - Default	updated customers information

Briefly summarize why the customer is contacting Chrysler: Customer called stating that his airbag light is on and he checked online and it said that he didn t have a recall and didn t understand why it says that. Writer advised the customer how recalls work and the customer didn t understand that he stated if he has the exact same problem related to the recall then it should be part of the recall. Writer told customer again that he is not part of the recall and customer then stated he will make a formal complaint against Chrysler.
Briefly summarize what the customer is expecting: Customer is expecting to be part of the recall

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2412	8L6[redacted]	***Open Date***	05/10/2013	***Built Date***	05/08/2008	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	07/11/2008	***Mileage***	46,591	***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	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]
	DRAPER UT[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	The customer is seeking recall information
Product - Electrical - Lamps and Switches - Other - Default	The customer states the air bag light has come on in the vehicle
Corporate - CNA Change - Default - Default - Default	Updated the owners information

Briefly summarize why the customer is contacting Chrysler: The customer states the air bag light keeps going on and off for the past few days. The customer states he has contacted the dealership and they have not contacted him back. The customer is seeking recall information. The customer would like to know why his vehicle is not included in a recall. Briefly summarize what the customer is expecting: The customer is seeking recall information. The writer advised the customer that there are no open recalls on the vehicle. The writer advised the customer that all recalls are vin specific. The writer offered to contact the dealership to get the customer a service appointment set up. The customer declined the offer at the time of the call.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GB3913	7L[redacted]	***Open Date***	05/10/2013	***Built Date***	11/03/2006	
Model Year	2007	***Body***	JKTM74	JEEP WRANGLER UNLIMITED X 4X2 SPORT UTILITY			
In Service Dt	12/09/2006	***Mileage***	87,000	***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	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]
	SURPRISE AZ[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states air bag light on
Product - Fuel System - Fuel Tank - Leaks - Default	Customer states fuel leaking when filling tank
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Customer will consult with dealership
Corporate - Warranty Coverage - Default - Default - Default	Provided customer remaining warranty on vehicle

Briefly summarize why the customer is contacting Chrysler:Customer states that the air bag has been on for over a week, customer states the steering of the vehicle seems to be affected. Customer stated when he turns the steering wheel a certain way the light will go off, customer stated he saw information pertaining to a recall and wanted to confirm if his vehicle had any open recalls. Agent advised customer of only recall listed at this time, customer also stated that the fuel tank leaks when filling the tank. Agent advised customer that the vehicle will need to be diagnosed by a Chrysler dealership to determine the best course of action, agent advised customer the vehicle does have an extended warranty for the clock spring as well as the inlet check valve. Customer was advised to speak with the dealership for further assistance and diagnosis, agent advised customer to call back with any further questions or concerns.
Briefly summarize what the customer is expecting:Customer seeking any recalls on the vehicle at this time.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D10	AL[redacted]	***Open Date***	05/13/2013	***Built Date***	02/24/2010	
Model Year	2010	***Body***	JKJL72	JEEP WRANGLER SPORT 4X4			
In Service Dt	08/27/2010	***Mileage***	40,000	***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	66827	PAQUIN MOTORS INC			
Dealer Address	2 FRANKLIN PARK W				
Dealer City	SAINT ALBANS	***Dealer State***	VT	***Dealer Zip***	05478

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

Recall - M22: TRANSMISSION SKID PLATE - Advise Owner/Incomplete Recall	TRANSMISSION SKID PLATE
Product - Electrical - Unknown - Other - Default	air bag light

Briefly summarize why the customer is contacting Chrysler Customer is calling because his air bag light has come on. Customer has been looking online and seen that there have been recalls and wants to know if his would be under the recall. Agent advised customer that his vehicle does not fall under the recall. Customer wants to know if Chrysler will pay for this. Agent advised customer that he would have to have a diagnosis for Chrysler to consider cost assistance. Customer is not very happy that he would have to pay for a diagnosis. Customer is going to consider having a diagnosis. Agent asked customer if there is anything else we could do for them and the customer declined. Agent thanked customer for calling Chrysler and the call ended.
Briefly summarize why the customer is contacting Chrysler: Customer states he would like to open a file regarding his clock spring as it is causing problems with his air bag light.
Briefly summarize what the customer is expecting: Customer would like to review his vehicle to see if it falls under the M35 recall. Agent advised customer of the open recall on his vehicle for the transmission skid plate, and advised his vehicle is not under the recall for the ORC Module. Customer is at the dealership currently to have his vehicle diagnosed. Agent advised the customer to call Chrysler after the diagnosis is complete so we can gather information to possibly escalate for cost assistance. Agent advised customer that a case was already created for his airbag indicator light. Agent provided customer with the case number and advised it would be updated with notes from today s call. DLR contacted CAC asking if there was anything Chrysler could do in term of cost assistance. Agent advised Service Worker that they are within Dealer Goodwill D-12-27 and it is up to them to diagnose vehicle and make a decision whether or not to assist.
Customer called in stating that the dealership had contacted him and advised that they would assist but there would be a $100 copay. Customer

does not believe he should be responsible for the copay and feels this should be covered under a recall, agent advised that the only recall on the vehicle is for the M22 - TRANSMISSION SKID PLATE. Customer states that he feels this is a known problem and doesn t want to pay $100.
Agent advised that we can not dispute a goodwill decision provided by a dealership. Customer requested to speak with a supervisor.
Agent advised that a supervisor is currently unavailable but would contact him back within 1 business day, customer stated that he needed to speak with someone now. Agent advised that no one is available at this time but the decision would still remain unchanged. Customer then asked for agents employee ID and ended the call.
Briefly summarize why the customer is contacting Chrysler:
Customer called in immediately demanding to speak with a supervisor.
Briefly summarize what the customer is expecting:
Customer seeks to immediately speak to a supervisor.
Agent advised customer that a supervisor would not deliver any information or resolution different than the one that has already been thoroughly researched on the customer s behalf.
Agent reviewed customer s concern, advised customer that Jeep CAC must stand behind the copay offer as presented by the Jeep dealer, and recommended that the customer consider the offer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA5419	8L5[redacted]	***Open Date***	05/13/2013	***Built Date***	01/22/2008	
Model Year	2008	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4			
In Service Dt	02/27/2008	***Mileage***	70,000	***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	45587	TEXAN DODGE CHRYSLER JEEP RAM			
Dealer Address	18555 HIGHWAY 59 N				
Dealer City	HUMBLE	***Dealer State***	TX	***Dealer Zip***	77338

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Airbag light is illuminating.
Corporate - Recall - Default - Default - Default	Open recall inquiry.

Briefly summarize why the customer is contacting Chrysler: Customer states his air bag light is coming on and began happening 3 or 4 days ago. He wants to know if there are any open recalls related to this matter for his vehicle. He also asked if his warranty would cover this issue.
Briefly summarize what the customer is expecting: Agent advised the customer there are no open recalls on his vehicle and that he is out of the warranty parameters.
Customer thanked agent for assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA241X	8L5[redacted]	***Open Date***	05/13/2013	***Built Date***	08/29/2007	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	11/07/2007	***Mileage***	84,000	***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	45225	PATTERSON CHRYSLER DODGE JEEP			
Dealer Address	3435 EAST END BLVD.				
Dealer City	MARSHALL	***Dealer State***	TX	***Dealer Zip***	75672

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

Corporate - Recall - Default - Default - Default	Customer seeking recall information.
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	

Briefly summarize why the customer is contacting Chrysler: Customer is aggravated with dealership and their vehicle. Customer stated they been to two different dealerships with a Air bag light and clock spring. Customer stated the recall was issued in 2011. Customer thinks the VIN is not showing their recall however is confused about the new recalls listed over weekend that were just sent out with no VINS yet. Agent advised that it was a different recall that they have a sales code involved with and would receive a letter. Agent however advised that the reason they are not receiving the repairs for the clock spring covered is because it is not listed on their vehicle as a recall. Customer is demanding they have the recall completed and covered as other models like theirs are. Customer feels it is a manufacturing defect and wants the repairs covered for the air bag and clock spring. Agent advised that they are not showing the recall as they are VIN specific. Customer does not care they stated they have the same problem as the recall issued in 2011 and would like completed costs covered.
Briefly summarize what the customer is expecting: Customer demanded for supervisor call back as they feel agent is inconstant and not providing the correct information. Agent advised customer they do not show they have the clock spring recall and is the reason why the dealerships are not covering the repair. Customer does not care and would like to speak to a supervisor. Agent advised customer it would take 24 hours for call back. Customer understood and was provided with a case number. Agent reassigned case to supervisor for call back as customer is not happy with answer from agent. Customer believes they have the recall for the air bag light and clock spring.
*** Supervisor Callback 940-585-7898 ***
Customer states he feels Chrysler should repair his vehicle since he is experiencing the same concern that other Wranglers. Customer feels this

is a major safety issue.
Supervisor readvised that there are no recalls for the airbag concern on this VIN. Advised the customer of incomplete recall K13 and reccomended the customer have that recall repaired at an authorized dealer

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2415	8L[redacted]	***Open Date***	05/14/2013	***Built Date***	06/26/2008	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	07/17/2008	***Mileage***	48,000	***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	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68924	SAITTA TRUDEAU CHRY-JEEP-DODGE			
Dealer Address	1541 E WAHKIAKUM AVE				
Dealer City	PAHRUMP	***Dealer State***	NV	***Dealer Zip***	89048

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

Product - Electrical - Body Wiring - Intermittent or Inoperative - Default	airbag clockspring needs to be replaced
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	airbag light is on
Dealer - By-Pass - Default - Default - Default	

Caller: MR [redacted]
Agent made no promises or commitments.
Briefly summarize why the customer is contacting Chrysler:
Customer called in asking for cost assistance with replacing the air bag clock spring. The air bag light is on, and the dealership has diagnosed the air bag clock spring needs to be replaced.
Agent placed a call to the dealership and spoke to Steve-SM since the customer meets the parameters for dealer goodwill. He stated that the last time they saw this vehicle was in January 2011 for recall work.
Agent went to TL BR379 and was advised that since the dealer declined him under dealer goodwill agent is unable to escalate as he does not qualify under the goodwill matrix.
Briefly summarize what the customer is expecting:
Customer called in seeking cost assistance with repairs.
MR [redacted] called because his airbag has a clock spring issue. The customer stated that the dealership is not going to help with the cost due to being out of warranty. The customer would like some help from CAC for the repairs. Writer advised the customer that a case manager will call him by the end of business tomorrow.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - D-12-27
No secondary number.
* * * * * CASE MANAGER TEAM - District O* * * * * *
Srvc dealer: 68924 SAITTA TRUDEAU CHRY-JEEP-DODGE
Ownership: 2nd owner
Owned: 3
NEW: 1

USED: 2
Currently owns: 3
Service Contract: No
Out of Warranty
Time: 2 years
Miles: 10,000
Writer spoke with SM Steve and he states that the customer was there yesterday. SM states that the point of failure is the airbag clock spring. SM states it is a defect. SM states that the customer has only been there 2 times. SM states that the only type of goodwill he would be able to do would be a discount.
Writer spoke with customer and he states that he was not pleased with the service at the dealership. Customer states that he has friends that went to the dealership and they took care of their concerns because of the recall L37. Customer states that he would like to know if it applies to his vehicle. Writer alleged that there is a recall for the airbag clock spring. Customer states he would like to know how the dealership was not aware of the recall. Customer states that he also has a RAM that has issues. Writer alleged that he would have to call and open a case on his RAM. Writer alleged we will look into this and follow up later today.
Writer spoke with SM Steve and he states that the customer s vehicle does not have the right hand steering so it does not fall within that recall.
Writer spoke with customer and advised him of lines 48-49. Customer states that he would like an apology. Writer alleged that would have to be on the SA own free will to apologize and that we cannot force him. Writer alleged that the dealership is willing to offer a discount if he still wants to have the repair completed. Customer states that he will give them a call and see what he will do once he has spoke with them. Writer alleged that a follow up would be made on Friday 5/17/13.
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
Writer spoke with SM Steve and he states that the customer picked up his vehicle.
Writer spoke with customer and he states that he did pick up his vehicle and he is really unhappy about the service he has had at teh dealer. Customer states that he would like the SM to give him a call.
Writer called SM Steve, left message.
Writer spoke with SM Steve and he states that he is just getting all the information on pricing. SM states once he has that he will be giving the customer a call.
Writer called customer and advised him of lines 64-66. Writer alleged that a follow up would be made on Tuesday 5/21/13.
Writer spoke with customer and he states that he does not know why we are trying to put the cost on the dealership. Writer alleged that is not what we are doing. Writer alleged that the dealership is offering him a discount. Writer alleged that we will look into this and follow up later today.
Writer called to speak with SM Steve, not available.
Writer called SM Steve, left message.
########## 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 spoke with SM Steve and alleged that this does fall within the

D-12-27 dealer goodwill parameters. SM states that he is new and does not really know how the process works. Writer explained the D-12-27 parameters. Writer alleged that when it does fall within the parameters Chrysler has no say on the decision that the dealership has to make to decision on goodwill. SM states that he will look into this and give CM a call.
Writer spoke with customer and advised him that we are doing additional research and we will follow up on Thursday 5/23/13.
Writer spoke with SM Steve and he states that he does not have any new information as of yet.
Writer spoke with customer and informed him of lines 102-103. Writer alleged that a follow up would be made on Tuesday 5/28/13.
Writer spoke with SM Steve and he states that they have ordered the part and it should arrive this week. SM states that they are thinking of doing a 50/50 split.
Writer called customer and advised him that the dealership is just waiting for the part and it should arrive this week. Writer alleged that a follow up would be made on Thursday 5/30/13.
Writer spoke with SM and he states that he does not have anything as of yet. SM states that the owner will not be there until Monday 6/3/13.
Writer alleged if the part has came in yet. SM states that he is not sure if the part is in.
Writer spoke with customer and advised him that the part is not in as of yet. Writer alleged that we will follow up no later than Monday 6/3/13 to inform him when the part has arrived.
Status update provided via email to the following email address:
[redacted]
Mr. S[redacted]
This is Tina with Jeep Customer Care contacting your in regards to case: [redacted] At this time we are currently waiting for parts to arrive for your vehicle s repairs. We appreciate your patience. We will contact you no later than Tuesday, 06/04. Thank you for working with Jeep.
End of Status Update
Writer spoke with Chuck in parts and he states that only thing in his system states that the customer declined repairs. Writer asked to speak with SM Steve. Writer spoke with SM and he states that he does not know if the part is in. SM states that he will give CM a call later today with that information.
Status update provided via email to the following email address:
[redacted]
We are still waiting for the parts to arrive at the dealership. I will contact you by phone once they have arrived. Thank you for being part of the Jeep Family, have a wonderful day.
End of Status Update
Writer spoke with SM Steve and he states that the parts are in and that he will be calling the customer to advise him. SM states that he will also have the customer schedule an appointment.
Writer called customer, left message.
Writer called SM Steve and he states that the repairs are not completed. SM states that they have the customer scheduled for next week.
Status update provided via email to the following email address:
[redacted]
Hello Mr. [redacted]
I was advised by SM Steve that you will be taking the vehicle in for repairs next week. I will follow up with you on Wednesday 6/12/13. Thank you for being part of the Jeep family, have a great weekend.
End of Status Update
Writer spoke with SM Steve and he states that the customer is going to go into the dealership on Friday 6/14/13.
Status update provided via email to the following email address:
[redacted]
Hello Mr. S[redacted]
I was advised by SM Steve that you will be taking you vehicle in for repairs on Friday 6/14/13. I will follow up with you on Monday 6/17/13 to make sure repairs are done to satisfaction. Thank you for you patience

and being part of the Jeep family. Have a great day.
End of Status Update
Writer contacted customer at [redacted]. Customer stated that the repairs are good. Writer stated that the case would be closed per AD1021.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3917	8L[redacted]	***Open Date***	05/14/2013	***Built Date***	01/09/2008	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	05/27/2008	***Mileage***	139,362	***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	44796	CENTRAL DODGE OF RAYNHAM			
Dealer Address	191 NEW STATE HIGHWAY				
Dealer City	RAYNHAM	***Dealer State***	MA	***Dealer Zip***	02767

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

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Air bag light is on
Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	Mileage

Briefly summarize why the customer is contacting Chrysler: Customer reading online that many customers are having an issue with the air bag spring and have called Chrysler to cover repairs. Vehicle has not been diagnosed.
Briefly summarize what the customer is expecting: Possible cost assistance
Agent advised if this was an on going issue from the time vehicle was in the warranty coverage period it is possible that Chrysler would look into cost assistance. Agent advised customer have a diagnosis as he is not yet sure which component is causing the light to come on however there will be a diagnostic fee as vehicle is no long under warranty. Agent advised no open recalls and no extended warranty on the air bag system. Vehicle has too many miles and is outside of timeframe to consider any cost assistance. Customer states that NHTSA has open an investigation on this component and is looking into recalling it. Agent advised that if it is recalled in the future a notice will be mailed out to the customer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2410	7L[redacted]	***Open Date***	05/15/2013	***Built Date***	06/15/2007	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	07/09/2007	***Mileage***	114,000	***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	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***	TELEPHONE
Address	[redacted]	***Home Phone***	
	ROCKVILLE MD 2[redacted]	***Country***	UNITED STATES

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Customer does not own a Mopar tow bar
Product - Steering - Steering Wheel / Column - Defective - Default	Customer seeks clockspring X41 repair/air bag light is on
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	Customer seeks repair
Product - Fuel System - Fuel Tank - Defective - Default	Gas back splash/customer seeks X32 inlet check valve repair

Briefly summarize why the customer is contacting Chrysler: Customer s son, Carlos, seeks repairs for clockspring, fuel inlet check valve and the inner fender liners.
Briefly summarize what the customer is expecting: Open recalls.
Agent advised the customer of open recalls J24 and K13 and confirmed that customer does not own a Mopar tow bar. Agent confirmed extended warranties available to customer for problems he is currently experiencing: X32 and X41. Agent advised customer that these issues will be repaired free of charge to customer and customer stated that he already has appointment booked for next week.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2416	8L[redacted]	***Open Date***	05/15/2013	***Built Date***	05/05/2008	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	03/02/2009	***Mileage***	47,620	***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	45594	FREDONIA CHRYSLER DODGE JEEP RAM			
Dealer Address	258 W MAIN ST				
Dealer City	FREDONIA	***Dealer State***	NY	***Dealer Zip***	14063

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

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Customer seeking goodwill assistance
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	when steering wheel is turned light comes on

Briefly summarize why the customer is contacting Chrysler: Customer called stating he had taken his vehicle in to be repaired because the airbag light came on and off when the steering wheel was turned left or right. Customer took to vehicle to dealership and it was a click spring that cost $454.65 to repair. Customer had purchased and service contract and wanted to know why it was not covered under that. 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 also stated that the gas spurts back out at him and agent advised him that he has an ext. warranty for inlet check valve X47 which can be repaired if that is the issue he is having. Agent transferred customer to the Service Contract agent Danielle who was to assist customer further regarding coverage. Agent informed customer to call back with CAIR # if part is not covered under service contract as it could possible be covered for him under Basic Warranty.
Briefly summarize what the customer is expecting: Customer paid for a part and wanted to know if his service contract covered the cost for it. Customer contacted Chrysler seeking cost assistance with clock spring repair. Customer stated that he spoke with service contracts; however this repair is not a covered component. Writer attempted to contact the dealership, FARRELL CHRYSLER DODGE JEEP #64586, to verify repairs; however the service department was closed for the evening. Writer advised customer that contact would be made with him, after the dealership is reached in regards to possible cost assistance with repair.
Reason for Dealer Contact:
Dealer Code:
Dealer Personnel Required:

Customer s Preferred Method of Contact:
Customer Phone Number (Morning):
Customer Phone Number (Evening):
Customer Email address:
Reason for assigning to Resolution Team:
Assigned to 86T
Customer loyalty is 1 original and 1 used.
DEALER CONTACT: Writer spoke to SA Joe (64586) at 716-673-1371 who will forward writers contact number 877-759-5427 EXT 4718159 to Service Manager Mike to discuss goodwill assistance.
########## 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 45594.
REASSIGNED TO BC/DLR 32 45594 05/16/13 12:52 R
CONTACT UPDATE - Writer contacted customer at to advise that a SM has not returned call to discuss goodwill assistance. Once contact is made writer will contact customer with information. Customer was provided with 877-759-5427 EXT 4718159.
*Contact Date:05/16/2013
Repair is not covered by warranty and explanation has been provided to custo
mer.
CAIR RETURNED FROM DEALER ON 5/16/2013 AT 01:50:967 R
Service Manager Mike called in to advise that vehicle has been repaired and that customer was given $50 off the cost of labor due to the fact that customer did have a service contract that unfortunately did not cover cost of repair.
CONTACT UPDATE - Writer contacted customer at who stated she is pleased that vehicle has been repaired. Customer did have issues as to why repair was not covered under her service contract. Customer was transferred to Service Contract agent Danielle as documented in Lines 12 - 14 for explanation. Customer stated she is not pleased with decision. Writer expressed empathy and explained that SM Mike also stated it was an unfortunate incident and reduced the labor cost by $50 as a goodwill gesture. Customer thanked writer for return call.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8FA2418	7L[redacted]	***Open Date***	05/15/2013	***Built Date***	05/04/2007	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	05/28/2007	***Mileage***	27,502	***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	43664	KINGS DODGE CHRYSLER JEEP			
Dealer Address	4486 KINGSWATER DRIVE				
Dealer City	CINCINNATI	***Dealer State***	OH	***Dealer Zip***	45249

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

Corporate - Corporate Warranty Extension Letter - Default - Information Request - Default	X41

Briefly summarize why the customer is contacting Chrysler: Customer states he is calling because he is having an issue where the airbag light keeps coming on and going off.
Briefly summarize what the customer is expecting: Customer seeking extended warranty coverage information.
Agent advised customer of the extended warranty as per Answer ID 22875.
Agent provided customer with local dealership information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6418	8L5[redacted]	***Open Date***	05/15/2013	***Built Date***	10/23/2007	
Model Year	2008	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4			
In Service Dt	12/29/2007	***Mileage***	85,000	***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	44548	SAN MARCOS CHRYSLER PLYMOUTH DODGE			
Dealer Address	2990 I.H. 35 SOUTH				
Dealer City	SAN MARCOS	***Dealer State***	TX	***Dealer Zip***	78666

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

Corporate - Recall - Default - Default - Default	agent advised no recalls / ext warranties on the 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 in to ask if there is a recall on this vehicle for the clockspring as he has an air bag light on. Agent explained that there are no recalls or ext warranties on the clockspring for this vehicle.
Briefly summarize what the customer is expecting:
Customer is looking for recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2412	8L[redacted]	**Open Date**	05/16/2013	**Built Date**	05/08/2008	
Model Year	2008	**Body**	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	07/11/2008	**Mileage**	47,000	**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	26676	LARRY H MILLER BOUNTIFUL CHRYSLER	JEEP DODGE
Dealer Address	2929 SOUTH MAIN STREET		
Dealer City	BOUNTIFUL	**Dealer State** UT	**Dealer Zip** 84010

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	DRAPER UT[redacted]	**Country**	UNITED STATES

Referral - Other - Default - Default - Default	BBB complaint

POSTMARK DATE: 051413; DATE RECEIVED: 051613
This complaint is from the fourth owner who recently purchased this vehicle and is requesting a repair be done for the airbag MIL lights keep coming on. This vin is not included in any recalls pertaining to this problem and would be the responsibility of the owner to hve it fixed.
POSTMARK DATE: 051713; DATE RECEIVED: 051713

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA6912	8L[redacted]	***Open Date***	05/16/2013	***Built Date***	11/27/2007	
Model Year	2008	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	06/25/2008	***Mileage***	77,000	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	60046	ROSS CHRYSLER JEEP DODGE			
Dealer Address	2282 HIGHWAY 105 SOUTH				
Dealer City	BOONE	***Dealer State***	NC	***Dealer Zip***	28607

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ESCONDIDO CA 9[redacted]	***Country***	UNITED STATES

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	advised of recall
Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	customer seeking assistance
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	customer states clockspring needs to be replaced

Briefly summarize why the customer is contacting Chrysler: Customer states he has been experiencing issues with the airbag light coming on. Customer states he has done some research online and it says the right hand drive has a recall for clock spring and to contact CAC for assistance.
Briefly summarize what the customer is expecting: Customer is seeking cost assistance. Customer states he just purchased in January and does not use a Chrysler dealer. Writer advised due to time and mileage assistance could not be considered.
* * * * 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	1J4GA3910	7L[redacted]	**Open Date**	05/16/2013	**Built Date**	12/04/2006	
Model Year	2007	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	03/13/2007	**Mileage**	71,000	**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]5	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light is on -clockspring needs to be replaced

Briefly summarize why the customer is contacting Chrysler:
Customer called in to state that he took his vehicle to dealer 66856 as the air bag light is on and it is intermittently chiming. The dealership advised him that he needs to replace the clockspring and that he has to pay for the repair. The dealership charged him $94 for the diagnostics.
The SA that looked after the customer today is Curtis Myers.
Agent was going to call the dealership, but they closed at 6pm CST.
Agent advised the customer that she will call to the dealership and speak to Curtis, and/or his manager when she comes in tomorrow and advise him that this repair should be covered under the X41 ext warranty. As well the customer should be reimbursed for the $94 diagnostic fee as this repair should have been covered.
Customer also mentioned that he has been to this dealership about 3-4x and he finds the staff here to be very rude.
Briefly summarize what the customer is expecting:
Customer wants his vehicle fixed, and to not have to pay for a covered repair.
Agent placed a call to the dealership and spoke to Gene Smith -service writer.
Agent explained that the customer was told he would have to pay for a repair that has an ext warranty, and was charged a diagnostic fee when he should not.
Gene pulled up the customer s VIN in VIP and confirmed that he does have the X41 on his vehicle.
He said he will check that the part is available and reach out to the customer to make an appointment.
He also said he will speak to his SM about reimbursing the customer the $94 diagnostic fee.
Agent called to the customer [redacted]1 and advised him that the dealership will be taking care of the repair and will be reimbursing him

for the diagnostic fee. Agent asked him if he has any concerns or problems when at the dealership this time to call us back and we will have to escalate this to the AM above the dealership.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3912	8L[redacted]	***Open Date***	05/16/2013	***Built Date***	10/07/2007	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	11/24/2007	***Mileage***	82,698	***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	45504	JOHN ELWAY CHRYSLER JEEP DODGE RAM			
Dealer Address	2501 35TH AVE				
Dealer City	GREELEY	***Dealer State***	CO	***Dealer Zip***	80634

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	GREELEY CO 8[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	agent explained no recalls on air bag for this VIN at this time
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light is on -clockspring needs to be replaced

Briefly summarize why the customer is contacting Chrysler:
Customer called in as his air bag light is on.
The dealership has diagnosed that the clockspring needs to be replaced.
Customer saw on the news/internet that there is a recall for the clockspring.
Agent did some research and there is an ext warranty (x41) for the 2007 MY and there is a recall that is coming out for the 2008-2012 MY s with RHD (m31), but not for this VIN.
Agent explained that at this time there is no recall so he would have to pay for the repairs, but if this VIN is added to the recall list he will be sent a recall notice and he can seek reimbursement consideration at that time.
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.
* * * * 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/3rd owner.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3912	8L[redacted]	***Open Date***	05/17/2013	***Built Date***	05/29/2008	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	06/14/2008	***Mileage***	45,000	***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	44394	TEMPE DODGE			
Dealer Address	7975 S AUTOPLEX LOOP RD				
Dealer City	TEMPE	***Dealer State***	AZ	***Dealer Zip***	85284

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

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Air bag light
Corporate - Warranty Coverage - Default - Default - Default	Extended warranty

Briefly summarize why the customer is contacting Chrysler: Customer called in wanting to know if his vehicle has an extended warranty on the clockspring. Customer states that his air bag light keeps coming on and wants to know if repairs would be covered.
Briefly summarize what the customer is expecting: Customer inquiring about warranty.
Agent advised the customer that his vehicle does not have an extended warranty for the clockspring. Agent advised the customer to bring the vehicle into the dealership for a diagnosis to determine what needs to be repaired. Agent provided CAIR incase a call back is needed for further assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2414	8L[redacted]	***Open Date***	05/17/2013	***Built Date***	09/20/2007	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	11/30/2007	***Mileage***	92,000	***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	60099	WESTPOINTE CHRYSLER JEEP DODGE			
Dealer Address	11001 W RENO AVE				
Dealer City	YUKON	***Dealer State***	OK	***Dealer Zip***	73099

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	OKLAHOMA CITY OK [redacted]-	***Country***	UNITED STATES

Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	Customer seeking cost assistance
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Vehicle needs a new clockspring

Briefly summarize why the customer is contacting Chrysler:Customer called seeking cost assistance as he requires a new clockspring. Customer had it diagnosed when his airbag light came one.
Briefly summarize what the customer is expecting:Agent advised Chrysler is unable to assist with the cost of this repair due to the time and mileage the vehicle currently is outside of the basic warranty.
* * * * 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	1J4GA6914	8L6[redacted]	***Open Date***	05/18/2013	***Built Date***	04/04/2008	
Model Year	2008	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	04/26/2008	***Mileage***	80,000	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

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***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ESCONDIDO CA [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

Briefly summarize why the customer is contacting Chrysler:Customer s air bag light started to come on and the customer stated that the dealership she took it to told her that it was not covered under her service contract per Tiffany at MVP. Agent contacted Jack Powell Jack Powell Chrysler Jeep Dodge
Visit dealer website 1625 Auto Park Way
Escondido, CA 92029
(760) 745-2880
And spoke to service Dept since Ethan was not available so the agent spoke to Mathew. Mathew stated that the part number that was put in the system is showing as not covered. Agent advised the SERVICE ADVISOR to contact MVP today and gave him the number to call. Agent spoke to the caller and gave her the CAIR number and MVP s number and her service contract number. Agent stated to the caller that it looks like a part number that is not going through and that MVP and the dealership should be able to sort it out but to contact us if there is still an issue.
Briefly summarize what the customer is expecting:Customer has a service contract and wanted to know why something was not covered.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA3H15 AL[redacted]		**Open Date**	05/21/2013	**Built Date**	01/21/2010	
Model Year	2010	**Body**	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	01/28/2010	**Mileage**	28,356	**Dealer Zone**	42	DETROIT	
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	66262	SUBURBAN CHRYSLER JEEP DODGE			
Dealer Address	24315 HAGGERTY				
Dealer City	NOVI	**Dealer State**	MI	**Dealer Zip**	48375

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer has had repeat airbag light concerns
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Customer seeking cost assistance,
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	customer had issue twice now
Corporate - Warranty Coverage - Default - Default - Default	seek assistance thru warranty
Corporate - E-Reimbursement - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler:Customer called in to see if we can possible assist with the reapir he just had done. Vehicle is still at the dealership. Repair and diagnosis has been made but it is a recurrent issue for the customer.
Briefly summarize what the customer is expecting:Agent advised she could look into possible assistance but would need to confer with the dealership. Agent called dealership and service manager is on lunch agent will call back and see if dealer will assist as customer falls in dealers parameters.
No promises or guarantees were made to customer he asked for assistance agent said she would lookinto it .
Agent called back dealership for the third time and manager was not available agent did leave a voicemail for the dealer and asked dealer to please assist or decline and call back chrysler to let us know his decision. And to inform customer as well. As customers vehicle is ready to be oicked up.
Service Manager Shawn called in to speak to DL965 writer transfered the caller.
Shawn the Sm called and stated he is not able to provide goodwill for the customer as the repair has already been competed and has been since this morning. The SM stated he had only herd from the customer this morning seeking assistance and at that time the repair had been completed.
Agent was never transferred a call from dealership. Dealership has declined and let customer know why it was declined.
Briefly summarize why the customer is contacting Chrysler: Customer called seeking assistance with his 2010 Jeep Wrangler. Customer states

that the vehicle is no out of the basic warranty and has had a reoccurrence of an airbag concern that was previously repaired under warranty. Customer states that he had the airbag light come on back in Dec of 2012 and the dealer had replaced some wiring for the airbag system. Customer states that the light had come back on May 21st 2013. Customer took the vehicle to the dealer and had the repair completed. Customer states that he had called us for some assistance at that time and the agent was looking into cost assistance. Customer was told by the dealer that he had to pay the dealer first and then we will look into reimbursing him after. Customer states that this is why he is calling today. Agent looked into the vehicle information and advised the customer that he would like to call the dealer to confirm the repairs. Agent dialed 248-476-7900 and spoke to SA Patty. Agent inquired about the customer s repair. Patty states that the customer had come in to the dealer in Dec for an airbag light and they had replaced some of the wiring under the passenger seat to address the airbag issue. Patty states that the customer then came back in May for the airbag light again and they had replaced the control module for the airbag. Agent inquired if this was due to customer neglect or abuse. Patty states that there is no indication of customer caused damage. Agent advised the customer that he will forward his case to a CM for further review and possible assistance. Agent advised the customer that he will receive a call within one business day and provided the case number.
Briefly summarize what the customer is expecting: Customer called seeking cost assistance with a repeat airbag 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? 66262
Customer advised a call back will take place within one business day.
Preferred Morning/Midday call back number is: 2[redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]
Reassigned to: 88F
* * * * * CASE MANAGER TEAM - District V * * * * * *
Status update provided via email to the following email address:
[redacted]
My name is Spencer 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- 800-763-8422
My direct extension is 66214.
My work hours are from 8 am-4:30 pm Mountain Time.
I will contact you by telephone within one business day to review your case with you.
End of Status Update
Writer contacted dealership 66262, spoke to Service Manager Sean who states customer s vehicle was seen at dealership on 5/20/2013. SM states that diagnosis on vehicle air bag light was on and was determined by code to be the air bag module. SM states customers vehicle mileage is 28356 as of 5/20/2013. SM states customer has paid for part. SM states part cost of $399.71. Writer thanked SM for information and will be in contact.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]9.
Left message.
Writer recieved inbound call from customer. Writer informed cusotmer that write would consider some reimbursement. Writer inquired if customer is able to scan documents. Customer stated that they are able to. Writer advised customer that document link would be sent and informed customer that writer would follow up when documents are recieved.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2013-06-06 @ 11:45
***** Customer Document Received *****
Customer Document Reviewed.
Writer called customer [redacted]. left message.
Writer s review of documents. Writer will be offering complete reimbursement of amounts in documents. Total of $666.76.
Writer called customer at [redacted] Left message
Writer recieved call from customer. Writer informed customer of decision

to reimburse $666.76. Customer stated that the decision was acceptable. Writer verified customer s mailing address and information. Writer advised customer that case would be closed once check is processed. Customer stated that there are no other issues for writer to follow up on.
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
reimbursement for labor charges while under warranty and part charge for repair on repeat issue.
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.
26626, 28356
Enter the Date when the repairs were completed.
12/31/12, 5/21/13
What is the total cost of the Parts to be reimbursed?
$161.99
What is the total cost of the Labor to be reimbursed?
$495.05
What is the total Tax to be reimbursed?
$9.72
What is the total amount being reimbursed?
$666.76
****End structured narrative T2 - eReimbursement
Mr. [redacted] accepts and verifies the check should be mailed to the following name and address:
[redacted]
NOVI , MI-[redacted]
approved.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BZ3H17	BL[redacted]	***Open Date***	05/21/2013	***Built Date***	04/12/2011	
Model Year	2011	***Body***	JKUM74	JEEP WRANGLER UNLIMITED SPORT (RHD) SPORT UTILITY			
In Service Dt	06/04/2011	***Mileage***	47,000	***Dealer Zone***	66	ORLANDO	
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	67679	BECK CHRYSLER DODGE JEEP			
Dealer Address	256 HIGHWAY 17 NORTH				
Dealer City	PALATKA	***Dealer State***	FL	***Dealer Zip***	32177

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SAN MATEO FL 3[redacted]	***Country***	UNITED STATES

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

Briefly summarize why the customer is contacting Chrysler: [redacted] called stating that his air bag light is flashing. Caller stated that the dealership advised him that he would have to pay out of pocket as the recall was already completed.
Briefly summarize what the customer is expecting: Customer would like the repairs covered if it s found to be a repeat of the recall. Agent found recall inspection showing completed 2012-08-31 but no repairs needed. Agent contacted BECK CHRYSLER DODGE JEEP 386-328-8863 and spoke with Hunter. Hunter advised that if found to be a reoccurrence do to the recall not being completed properly it would be covered. Agent relayed the information provided by Hunter to the customer and transferred the customer to Hunter to schedule a diagnosis at the customer s expense. Customer calling back as he suspects that the air bag clockspring has never been replaced and was only inspected and then signed off by dealership when the recall was issued. He stated that the air bag warning light flashes when he turns the steering wheel and suspects recall L37 must be repaired this time.
Customer stated that he will take vehicle to selling dealership to seek repair of recall L37.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2418	7L[redacted]	***Open Date***	05/22/2013	***Built Date***	09/12/2006	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	01/06/2007	***Mileage***	50,000	***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	68737	CHAPMAN CHRYSLER JEEP LLC			
Dealer Address	930 AUTO SHOW DR				
Dealer City	HENDERSON	***Dealer State***	NV	***Dealer Zip***	89014

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

Corporate - Corporate Warranty Extension Letter - Default - Other - Default	Caller seeking coverage for two concerns.
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	

Briefly summarize why the customer is contacting Chrysler:
Caller would like to know if they have any open recalls on their vehicle.
Caller states that their air bag light is on and they have problems with filling their vehicle with fuel. Agent advised caller of X41 and X47.
Agent advised caller of open recall J24.
Briefly summarize what the customer is expecting:
Caller is seeking recall information.
Agent connected caller to dealer 68737.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3910	7L[redacted]	***Open Date***	05/22/2013	***Built Date***	01/12/2007	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	02/24/2007	***Mileage***	84,828	***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	26769	HALL CHRYSLER JEEP			
Dealer Address	3152 VIRGINIA BEACH BLVD				
Dealer City	VIRGINIA BEACH	***Dealer State***	VA	***Dealer Zip***	23452

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

Corporate - Warranty Coverage - Default - Default - Default	Customer seeking extended warranty information for the X41
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called seeking assistance with his 2007 Jeep Wrangler that has an airbag light issue. Customer states that the airbag light come on intermittently and found that there was an extended warranty for the Clock Spring. Customer wanted to know if this applied to his vehicle. Agent advised the customer that he does have tow extended warranties a X41 for the clock spring that runs for 10 years or 150,000 miles and an X47 for the Inlet Check Valve that is a lifetime warranty. Agent explained that the customer needs to take the vehicle to the dealer for a diagnosis and if they determine that it is the clock spring that needs to be replaced they will cover the repair parts and labor. Customer understood.
Briefly summarize what the customer is expecting: Customer called seeking extended warranty information.
Reassigned to 861 due to a No Diagnosis.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA591X	9L7[redacted]	***Open Date***	05/22/2013	***Built Date***	07/30/2008	
Model Year	2009	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	03/28/2009	***Mileage***	73,000	***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	44078	RALLYE AUTOPLAZA INC			
Dealer Address	563 ROUTE 17M				
Dealer City	MONROE	***Dealer State***	NY	***Dealer Zip***	10950

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

Corporate - Recall - Default - Default - Default	seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer called stating his air bag light is coming on and has been for a few months. Customer stated he seen that there is a recall in regards to that for his vehicle. Writer advised customer there is not recall on his vehicle in regards to the air bag light. Writer advised customer if could be anything with the electrical system in his vehicle that s causing the air bag light to come on. Writer advised customer to have a dealership take a look at it and see what s causing that to happen.
Briefly summarize what the customer is expecting: recall information on his vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA6417	8L6[redacted]	***Open Date***	05/24/2013	***Built Date***	03/25/2008	
Model Year	2008	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4			
In Service Dt	12/23/2008	***Mileage***	15,733	***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***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ORANGE CA [redacted]	***Country***	UNITED STATES

Product - Electrical - Unknown - Other - Default	Airbag light on
Corporate - Lost Customer - Default - Default - Default	Customer to get rid of Jeep once airbag light concern is resolved
Corporate - Outbound - Survey Follow-Up - CPS - Customer Contact Complete	Once airbag light concern is resolved, customer to get rid of vehicle
Corporate - Outbound - Survey Follow-Up - CPS - Default	

CPS Survey Record Received Date: 05/24/2013
Survey Number : 8[redacted]
Quality Survey ID Number: 231389629
Survey Date : 05/20/2013
VIN Number : 1J8GA64178L[redacted]
Mapping Class : No Reason
Event Type : Year 5 Ownership
CPS Score : 0
* * * * * CASE MANAGER TEAM - District O* * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
Writer called to speak with the customer regarding the recent survey that customer completed on the vehicle. Customer states that this is customers first Chrysler family vehicle, and customer states that customer doesn t like the vehicle, and that it has been nothing but problems. Customer states that customer is going to take the vehicle to an IRF for the airbag light being on, and once that is repaired, customer states that customer is going to get rid of the Jeep. Writer apologized on behalf of Chrysler Automotive for the problems that the customer has been having with the vehicle, and that Writer would like to work with customer and the dealer to get any and all concerns with the customers Jeep resolved. Customer states that the vehicle will be going to an IRF, and that if the IRF has the customer take it to the dealer, they will do so, but once vehicle is repaired, customer states that they will be getting rid of the vehicle. Writer provided customer with the number for Jeep Customer Care, and informed the customer that if there is anything Jeep can do for the customer and the vehicle to please call. Customer

states that it is ok to close the survey case.
CLOSED LOOP UPDATE - no need for additional 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

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6416 8L[redacted]	**Open Date**	05/28/2013	**Built Date**	02/20/2008		
Model Year	2008	**Body**	JKJS72	JEEP WRANGLER RUBICON 4X4			
In Service Dt	04/03/2008	**Mileage**	53,000	**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	60446	CHRYSLER JEEP DODGE RAM OF TAMPA			
Dealer Address	10909 N FLORIDA AVE				
Dealer City	TAMPA	**Dealer State**	FL	**Dealer Zip**	33612

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

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Advised customer of incomplete recall
Corporate - Recall - Default - Default - Default	Customer looking for information regarding another recall.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that air bag light is on

Briefly summarize why the customer is contacting Chrysler: Customer is calling Chrysler to report their air bar light concern, get information about a particular recall, and voice his concerns and complaints about Chrysler.
Briefly summarize what the customer is expecting: Customer is expecting Chrysler to have a solution to their air bag problem, have recall information and document his concerns.
Agent verified and updated customer s contact information. Customer stated that they had previously had brake problems which occurred 3 times, with the first two paid by the customer and last repair under warranty. Customer also states that the dealership NORTH TAMPA CHRYSLER JEEP DODGE 60446 had done an unsatisfactory job replacing the K13 Fender Liner recall. Customer states that dealer had taken tire off and made cuts in fender wall, and that it looks shoddy. Customer states that intermittent light for the airbag has gone off and he hears a ticking noise. Customer stated that they had read in MOTOR TREND MAGAZINE that there had been a recall for the same vehicle but it was for a different steering head style. Agent advised customer s of incomplete recalls and also stated that there are no airbag light recalls incomplete. Customer was confused why his vehicle may not have the recall. Agent advised customer that the M35 recall applies to other Jeep vehicles and not his own, and that recalls are VIN specific. Customer asked agent to document his concerns as he is displeased with the service he has been receiving from Chrysler. He enjoys his vehicle very much, but has been having too many problems with the vehicle and the dealerships have not been giving him the service he has been expecting. Customer stated that he will deal

with his vehicle but does not wish to buy a Jeep or Chrysler vehicle again.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA3H17	AL1[redacted]	***Open Date***	05/29/2013	***Built Date***	04/14/2010	
Model Year	2010	***Body***	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	05/20/2010	***Mileage***	73,925	***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	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***	
	AMARILLO TX [redacted]	***Country***	UNITED STATES

Recall - M22: TRANSMISSION SKID PLATE - Advise Owner/Incomplete Recall	TRANSMISSION SKID PLATE
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light coming on and going out, started yesterday
Corporate - CNA Change - Default - Default - Default	updated customers information

Briefly summarize why the customer is contacting Chrysler: Customer stated air bag light is came on and went off yesterday. Customer called Dealership, not able to look at vehicle for a week.
Briefly summarize what the customer is expecting: Customer seeking recall on vehicle for clock spring and anything pertaining to air bag light coming on.
Agent advised customer to have vehicle diagnosed as to issue with air bag light coming on. Agent advised customer there is no recall for the clock spring. Agent stated once
Vehicle has been diagnosed, calls back to CAC with results, system down, and was not able to provide Case number to customer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA241X	8L[redacted]	***Open Date***	05/29/2013	***Built Date***	07/23/2007	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	08/13/2007	***Mileage***	68,000	***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	23296	BERGLUND CHRYSLER JEEP			
Dealer Address	2525 FRANKLIN RD SW				
Dealer City	ROANOKE	***Dealer State***	VA	***Dealer Zip***	24014

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

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Air bag light continues to come on and off
Recall - K13: INNER FENDER LINERS - Information Request	INNER FENDER LINERS

Briefly summarize why the customer is contacting Chrysler: Customer states that his engine check light continues to flash on and off.
Briefly summarize what the customer is expecting: Customer is seeking to know if there are any open recalls on his vehicle.
Agent advised customer that he has the incomplete K13 recall on his vehicle. Agent advised customer that he would have to bring his vehicle to the dealership (23296) to have a diagnostic completed on why the check engine light is coming on.
Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2418	8L[redacted]	***Open Date***	05/30/2013	***Built Date***	02/12/2008	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	03/18/2008	***Mileage***	64,000	***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	59564	LITHIA CHRYSLER JEEP DODGE			
Dealer Address	4540 GRUMMAN DR.				
Dealer City	MEDFORD	***Dealer State***	OR	***Dealer Zip***	97504

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MEDFORD OR[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.
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	Advised Customer of incomplete recall.
Corporate - Recall - Default - Default - Default	Customer calling to confirm he has M31 recall.
Corporate - CNA Change - Default - Default - Default	Updated coin.

Briefly summarize why the customer is contacting Chrysler: Customer is calling because he has his vehicle at an IRF and states he has an issue with his airbag light is on and continously beeping and was told he needs to replace his airbag clockspring assembly.
Briefly summarize what the customer is expecting: Customer is expecting his airbag clockspring assembly to be repaired under recall m31.
Writer updated coin.
Writer advised Customer of incomplete recalls k13,j30,j24.
Writer advised Customer he did not have recall m31 associated to his vin and letters are expected to be sent out 06/03/2013 for this recall and in the event this recall is related to his vin number he would get a letter indication the recall issue and repair as per M31 - Safety Recall - Airbag Clockspring / 2008-2012 (JK) Jeep Wrangler Answer ID 23863
Customer upset and hung up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA541X	8[redacted]	***Open Date***	05/30/2013	***Built Date***	09/05/2007	
Model Year	2008	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4			
In Service Dt	10/29/2007	***Mileage***	87,000	***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	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***	[redacted]
	ALPHARETTA GA[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light is illuminated
Corporate - Recall - Default - Default - Default	Customer is seeking information on open recalls on the vehicle
Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	Customer seeking cost assistance

Briefly summarize why the customer is contacting Chrysler:
Customer stated they are allegedly having issues with the air bag clock spring in the vehicle.
Customer stated there is a recall out on right hand drive vehicles but the customer owns a left hand drive vehicle.
Briefly summarize what the customer is expecting:
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 seeking cost assistance for the repairs.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *
Writer advised the customer to have the issue repaired at a Chrysler dealership so incase in the future there is a recall on left hand drive vehicles, the customer could take the vehicle in to have the dealership verify it is the same issue the customer already had repaired.
Writer advised the customer at that point the customer would be able to file for reimbursement consideration.
Customer stated they will be filing a complaint with NHTSA.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5918	8L[redacted]	***Open Date***	05/30/2013	***Built Date***	11/02/2007	
Model Year	2008	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	02/29/2008	***Mileage***	98,000	***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	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***	
	RICHLAND WA [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	lamp on and flashing

Briefly summarize why the customer is contacting Chrysler: Customer states that he is having an issue with his airbag light on and flashing. An IRF indicated that the air bag system has become disabled.
Briefly summarize what the customer is expecting: Writer called to enquire whether cost assistance would be offered on this repair.
Writer reviewed available information. Vehicle is 28 months out of basic warranty and 62,000 miles past basic mileage warranty. Writer informed customer that there were no extended warranties or recalls pertaining to this issue. Writer indicated that Chrysler would not be participating in this repair.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3918	8L[redacted]	**Open Date**	05/31/2013	**Built Date**	05/21/2008	
Model Year	2008	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	03/31/2009	**Mileage**	47,901	**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	44566	RUSS DARROW CHRYSLER, JEEP, DODGE			
Dealer Address	7676 N. 76TH STREET				
Dealer City	MILWAUKEE	**Dealer State**	WI	**Dealer Zip**	53223

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	CUDAHY WI 5[redacted]	**Country**	UNITED STATES

Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default	2008 JEEP WRANGLER
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light appears then horn become inop
Product - Electrical - Unknown - Other - Default	Esp bas anti slip lights
Product - Body / Trim / Paint Finish - Paint Finish - Flaking, Peeling, Blistering - Unknown	Paint bubbles on the hinges of the hood, left rear door upper hinge rig
Product - Electrical - Radio/Spkrs/Clock/Antenna - Defective - Default	Radio stopped working
Dealer - By-Pass - Default - Default - Default	

Dealer called in stating they have an ECS customer dropping off vehicle for service.
Service Advisor: SA Burse
Dealers phone number: 414-354-8338
Dealer Code: 44566
VIN: 8L[redacted]
Mileage: 47901
Customer Name: [redacted]
Customer best contact number: [redacted]
Descriptions of issue: 1. Esp bas anti slip lights 2. Air bag light appears then horn become inop. 3. radio stop working 4. Paint bubbles on the hinges of the hood, left rear door upper hinge right hinge on front door.
Customer is in a rental.
Writer verified dealer offered a free rental to ECS customer. Writer provided the dealer with phone number 866-275-1420 and extension 4720391.
CM called customer to enlighten the customer on the program CM stated .. the Enhanced Customer Satisfaction Program or ECS is a program developed by Chrysler to be proactive with the customers such as yourself who have had repeated issues with their vehicle. Not only will we be relying on our resources at the dealership, but we will also be enlisting the help of a Technical Specialist to work directly with the dealer in getting

your issues resolved properly. Another benefit of the ECS program is the option for a rental vehicle while your vehicle is in for repairs. If you have any concerns or question please feel free to contact me at the Chrysler Enhanced Customer Satisfaction Program telephone number 866-275-1420. My direct extension is 4720391.
My work hours are Monday Friday from 9:30 A.M. until 6:00 P.M. EST.
Thank you for allowing me to assist you! CM to follow up with customer no later than 6/3/13, CM to follow up with TS about carpet replacement.
SA Bruce calling to talk to the CA in charge of the case. Writer advised SA that CA is going to contact the customer and TS today and SA will be contacted. SA wants to know if he can order parts. Writer informed SA to wait until TS contacts the dealership.
CM contacted TS for vehicle status. TS stated that the case has been transferred to the BC due to them dealing with the customer on the previous case. TS advised to wait until BC follows up with next step.
Bruce from DC 44566 called in because he has not heard from a TS and has the parts to repair the vehicel. Writer transfered caller to GL655.
CM contacted SA Bruce. SA requested to relay diagnostic results and approval for installation. CM recommended SA contact the ECS TS, SA agreed, CM provided SA with TS contact information. CM stated the TS has requested TA assistance. CM thanked SA for efforts with the customer.
Customer contact attempt, phone number dialed [redacted]. Left message for customer to return CM call.
CM contacted SA Bruce. SA stated that the TA will be at the dealer on 6/10/13. CM acknowledged and thanked SA for update.
Customer contact attempt, phone number dialed [redacted] CM left message stating a TA/FSE will be at the dealer on 6/10/13 to assist with the diagnosis and repair of the vehicle.
CM contacted SA Bruce. SA stated the TA has not arrived at this time. CM acknowledged and requested SA to contact CM when TA arrives. CM stated CM will follow up with SA on 6/11/13.
CM contacted SA Bruce. SA stated the TA has not shown up at the dealer at this point and the dealer has not been contacted by the TA or the BC regarding the TA scheduled visit. CM acknowledged and stated CM will alert the TS to determine what is the status of the TA visit.
CM sent email to TS to follow up with CM regarding the TA visit.
CM to note the TS responded stating the TA is working with the CR Manager/WAM and will report back when there is more information.
Call received from Mr [redacted] requesting an update on the case. Writer advised CA has requested an update and as of now there is no new information as of 6/11/13. Customer would like original MyGig radio installed. Customer alleges they were promised power door locks that have not been installed, and carpeting was not done right. Writer advised at this time TA was scheduled to inspect vehicle and CA is gathering more information. Customer needs update provided by 6/13.
Case prematurely closed.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - Top Care
Per TS: Vehicle is at dealer awaiting BC input. As far as the concern goes, the vehicle is out of warranty and ECS will not be assisting. The case is in the business center s hands and they will make a decision on what to do next. We need to request the customer drop off the rental until the Business Center has made a mutually agreeable decision with the customer. The radio concern does not affect the safety, usability, or performance of the vehicle at this time.
Attempt made to contact customer at [redacted] Customer s mother requested contact customer at: [redacted]. Writer contacted Mr. Perket and advised at this time we are requesting he pick up his vehicle and return rental, until BC makes decision on vehicle. Customer will drop it off today, 6/14.
Update requested from TL.
TL emailed WAM requesting information on decision. Follow-up on 6/20.
Update requested from TL.
Writer contacted Mr. [redacted]. Writer offered partial to full reimbursement, depending on cost, for an aftermarket radio deck to be installed in vehicle. Customer at this time is declining and states he

wants to keep everything stock. Customer states he was advised by a previous dealership, when a technician was sent out to inspect the vehicle, that he had the wiring for the MyGig radio installed, which was causing the issue. Customer would like the MyGig touch-screen radio installed in the vehicle. Writer advised would research and let customer know. Customer states there are also issues with paint coming off on hinges again. Customer states dealer advised there was an issue with DI site and could not submit. Customer states there is an issue with the speed sensor causing problems with dash lights for ABS and traction control to illuminate. Customer states dealer ordered parts but has not heard about them.
Writer contacted SA Bruce of 44566. SA Bruce states no pictures were taken for DI regarding paint concern. SA Bruce states no parts were ordered for customer whatsoever, due to TA demanding to inspect vehicle. SA confirmed that TA never showed for inspection, and then customer was advised to pick up vehicle. SA Bruce states he does not think the MyGig would work in the vehicle, as the PCM would be programmed to the radio. Additionally, SA Bruce advised paint repairs have previously done at another dealership, and they recommend the customer go back to that location for repairs.
Paint repair, claim [redacted]0, completed at 63814.
BC Final decision: ECS will assist with a comparible aftermarket radio. No other assistance for this concern will be provided.
Writer contacted Mr. [redacted]. Writer advised the only available option at this point for radio concern, is that Chrysler will assist with at least partial cost for an aftermarket radio, up to full cost, depending on final amounts. Writer advised dealer 63814 repaired paint previously, and would like them to inspect it. Writer confirmed customer can schedule an appointment with 63814 for ABS issue and paint concern. Writer to call customer on 6/27/13 to gather pricing information for aftermarket radio and appointment date with 63814.
[redacted] calling to speak with Customer Advocate CR913. Writer advised customer that cm is unavailable at this time. Writer transferred customer over to RR964 at ext 66082.
Phone numbers: verified both
Email: declined
Restriction has been removed from VIN.
Mr [redacted] called states was informed has to get after market radio and requesting assistance on this matter, informed customer that Customer Advocate ready to take call and transferred.
Call received from customer inquiring if SC can be cancelled and refunded. Writer advised customer will need to speak with SC regarding the matter. MVP number provided to customer and transferred.
Attempt made to contact Mr. [redacted]. Left message.
2nd attempt made to contact customer. Left message.
DONALD PERKET called requesting to speak with CM CR913. Writer warm transferred customer to CM CR913 for further handling.
Call received from Mr. Perket advising that he got pricing for aftermarket radio and was told it would be about $500-$700, and that they would not provide warranty on the radio due to history. Writer confirmed Chrysler will not provide warranty on an aftermarket part as well. Customer states he has an appointment with an attorney on 7/10 to see what his options are. Writer confirmed will follow-up with customer on 7/11 to determine how customer wants to proceed.
Follow-up scheduled for 7/11.
Customer called for information on what his MVP covers as far as replacing the radio with factory or after market. Customer is questioning if she gets a factory or aftermarket radio what kind of warranty is on the replacement radio.
Agent transferred customer to the MVP department.
There is NO coverage on an aftermarket radio. Please direct customer to CR913 at 800-763-8422 extension 66039.
Attempt made to contact Mr. [redacted]. Left message.
Writer contacted Mr. [redacted]. Writer advised there is no warranty being provided on the current radio, and radio will not be replaced with factory parts any longer at this point. Writer advised the

only option available is customer can receive one-time assistance with an aftermarket radio. Customer states he wants warranty coverage on aftermarket components. Writer confirmed no warranty would be provided. Customer states he is not installing an aftermarket radio. Writer advised customer again that radio warranty is restricted and will not be honored at any dealership. Writer advised due to customer declining offer of aftermarket radio, case would be closed.
CLOSED LOOP UPDATE - no need for additional follow-up.
Call received from Mr. [redacted] advising he has a print out from a dealership, a long time ago, where STAR allegedly told the dealer that the wrong radio was installed in the vehicle. Writer advised that is incorrect information. Customer again disputing warranty coverage. Writer confirmed that radio warranty is no longer being provided and the only solution available is for customer to retain current radio in the vehicle or to allow one-time assistance with an aftermarket replacement. Customer again declined aftermarket. Writer advised customer offer is good for 30 days from today s date. CAIR will remain closed at this time.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6917	8L[redacted]	**Open Date**	05/31/2013	**Built Date**	04/02/2008	
Model Year	2008	**Body**	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	05/27/2008	**Mileage**	86,001	**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	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**	
	TIGARD OR[redacted]	**Country**	UNITED STATES

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	customer is seeking assistance
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	issue with clockspring

Briefly summarize why the customer is contacting Chrysler:
Customer is calling and stating that he has had his vehicke at the dealership and it was diagnosis as having a clockspring issue because his air bag light is on .Customer is stating that he is aware that there has been a recall for this issue on the Jeep vehicles .Customer is stating that he feels this is a safety issue and he is requesting some assistance with the cost of this repair . Customer is stating that he was advised that the cost of the repair would be $500.00 .
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? 24154
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 O * * * * * *
Customer history -
Three (3) vehicles - new
NO SC
X47 Extended warranty
Tech Connect - Airbag light - 4 STAR cases
Email was sent to SM Dennis at dealer 24154 to see what the diagnosis information is on the 'airbag light' that is illuminated on the dashboard.
Agent attempted to contact dealer 24154 Service Manager (SM) Dennis, however,
SM not available. Left message for a return call at extension 66093,

also email response was received back with information stating that the vehicle has not been there since 2008.
Status update provided via email to the following email address:
[redacted]t
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]
Callback number - 1-800-763-8422
Extension 66093
Hours of availability - 7a-3:30p MST - Monday-Friday
I will contact you within one (1) business day to discuss the concern and see what Jeep Customer Care can do to resolve your issue.
Thank you for being part of Jeep.
Suzie (SM1203)
End of Status Update
CONTACT UPDATE - 1st Contact attempt, phone number dialed -[redacted]
CM spoke with customer to discuss the concern with the clockspring. Customer alleges that the vehicle was taken to dealer 24154, SA Michael looked and found that the problem is related to the clockspring that is on back order. CM appreciated the information but instructed customer that diagnosis information would be needed from SM Dennis at dealer 24154 before any assistance can be provided toward the cost to repair. Customer stated that he is concerned the 2007 Jeep Wrangler had recall for the same concern and he would like confirmation that the same part is not used in his vehicle. CM stated that the parts are changed from year to year so the part used in 2007 would not be used in 2008 and customer was instructed to speak directly with SM Dennis at dealer so the needed information can be gathered. Another call will be placed on Thursday June 6th 2013 to see if diagnosis has been scheduled.
Begin Customer Message reviewed:
Suzie (operator ID-SM1203)
Hi Suzie, i went over to northwest jeep and they told me it was the clock spring as I told them on friday. They are sending over an email to you regarding the report.
Case number --[redacted]
[redacted]
End of Reviewed Customer message
Email received from SM Dennis at dealer 24154 -
Warranty pricing and diagnosis information -
Vehicle needs a clock spring
National back order. part # 5156106-ad
Part -- $284.90
Labor -- $52.11
total $337.01.
Email was sent back with offer of customer co-pay of $150.00 on clockspring replacement.
2nd call was made to contact customer.[redacted]
CM spoke with customer to discuss the diagnosis information and assistance that CAC would be willing to provide on the clockspring replacement. Customer alleges that the vehicle was taken over today and it was found that the repair needed is related to the clockspring/air bag light. CM confirmed that information was received on the repair so CAC would be willing to assist with the remaining amount of the repair cost once the customer covers $150.00 but with understanding that the part is on back order so order information is needed so it can be tracked. Another follow up call will be placed on Thursday June 6th 2013 so see what is going on with the part. Customer understood, accepted the offer and was instructed to contact dealer 24154 SM Dennis to accept and was advised the case would be sent 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 = $284.90
Labor = $52.11

Total = $337.01
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.
##################################
REASSIGNED TO BC/DLR 70 24154 06/04/13 12:35 O[redacted]
Email was sent to SM Dennis at dealer 24154 with offer extended to the customer and also to notify CM when the part has been ordered, RA is in the system and case was sent to dealer.
Email received from SM Dennis at dealer 24154 -
Obtaining the part from 68412
3rd call was made to contact customer [redacted]
CM spoke with customer to confirm that the dealer was able to get the part locally so now he will not have to wait for the part to be ordered. Customer was advised that once the part came in, call will be placed by SM so the vehicle can be brought in so repairs can be completed. Same follow up call will be placed on current schedule date.
*Contact Date:06/05/2013
Customer request has been fulfilled.
CAIR RETURNED FROM DEALER ON 6/05/2013 AT 09:38:268 [redacted]
Email received from SM Dennis at dealer 24154 - part was being obtained from St Helens dealership.
Email was sent to SM Dennis at dealer 24154 to see if the repair has been completed and customer picked up vehicle yet.
Status update provided via email to the following email address:
[redacted]
This is your case manager, Suzie from Jeep Customer Care to see if the vehicle repairs have been completed.
I have attempted to contact Service Manager Dennis at Northwest but have not heard anything back. My contact number is 1-800-763-8422 extension 66093 with case [redacted] between 7a-3p MST M-F.
Thank you.
End of Status Update
4th call was made to contact [redacted]
CM left message for customer to confirm if the repairs have been completed since the part was being obtained locally and provided contact information for CM with another call to be placed on Friday June 7th 2013.
5th call was made to contact customer. [redacted]
CM left message for customer to confirm that the repair has been completed and vehicle has been returned to him so another call will be placed to cell phone - [redacted] and provided callback number, case number, extension 66093 since SM Dennis at dealer 24154 is out of the office today.
6th call was made to contact customer. [redacted]0
CM spoke with customer to verify the repair status. Customer alleges that there is an appointment scheduled for Tuesday June 11th 2013 since he has been busy this week. CM appreciated his efforts and will follow up with dealer on same day as appointment and then, another call will be placed to customer on Wednesday June 12th 2013.
CM called dealer 24154 and spoke with SA Chris to verify that the vehicle has been dropped off. SA stated that the vehicle is at the dealership now but no completion timeframe for the repair. CM verified that another

call will be placed on Thursday June 13th 2013 with SM Dennis.
7th call was made to contact customer. [redacted]
CM left message for customer to verify that the next follow up call will be placed on Thursday June 13th 2013 to verify the status of repairs and provided callback number, case number, extension 66093.
CM received call from customer to confirm that the vehicle should be done today but he is very frustrated because the appointment was for 7 am but the vehicle was taken into the bay until 8 am. CM appreciated the call and the next review unless information is received prior will be there on Thursday June 13th 2013.
CM called dealer 24154 and spoke with SM Dennis to confirm repairs are done and customer has picked up the vehicle. SM confirmed that the vehicle repair is done and customer has picked up the vehicle.
5th call was made to contact customer [redacted]
CM left message for customer to confirm the vehicle is operating properly and repair was completed satisfactorily. CM also apologized for the frustration , provided callback number, and extension 66093 and no need to contact CM back if all is working well and the case will be closed on Monday, June 17th 2013. Customer was advised to contact dealer directly if he has any other issues arise.
Status update provided via email to the following email address:
[redacted]
This is Suzie your Case Manager from Jeep Customer Care - I have reviewed and found that your repairs have been completed. At this time, the case will be closed on Monday June 14th 2013 but if you experience any other issues, please contact your local dealer and there is no need to contact me back as long as all mechanical repairs have been completed to your satisfaction.
Thank you for being part of Jeep.
Suzie
End of Status Update
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3915	7L[redacted]	***Open Date***	06/03/2013	***Built Date***	06/14/2007	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	08/24/2007	***Mileage***	92,242	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	45456	ALLEN SAMUELS DODGE CHRYSLER JEEP			
Dealer Address	201 W LOOP 340				
Dealer City	WACO	***Dealer State***	TX	***Dealer Zip***	76712

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MORGAN TX 7[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Extended Warranty X41

Briefly summarize why the customer is contacting Chrysler:
Customer is calling in as he has his air bag light flashing off and on.
He knew that there was a recent recall released for the air bags a M31.
Agent has advised the customer that his dealership is correct that he does not have this recall.
Agent looked into his vehicle information and this is when it was found that he has the extended warranty X41 for the clockspring because some of the affected vehicle
population may experience an airbag LAMP illumination caused by a steering column clockspring
issue.
Agent also told the customer to give his Service Manager this Service Bulletin #08-067-11 dated December 21,2011, and have them go over the notes in it.
Briefly summarize what the customer is expecting:
Expecting to know if he has a recall or not.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3916	9L[redacted]	***Open Date***	06/03/2013	***Built Date***	07/11/2009	
Model Year	2009	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	11/16/2009	***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	08397	DICK POE CHRYSLER JEEP			
Dealer Address	6501 MONTANA				
Dealer City	EL PASO	***Dealer State***	TX	***Dealer Zip***	79925

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

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Caller reports Air Bag Lamp illumination
Corporate - CNA Change - Default - Default - Default	Writer added owner phone number
Recall - J31: TRANSMISSION FLUID TEMPERATURE WARNING - Advise Owner/Incomplete Recall	Writer advised owner of incomplete recall
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	Writer advised owner of incomplete recall

Briefly summarize why the customer is contacting Chrysler: Caller reports Air Bag Lamp illumination
Briefly summarize what the customer is expecting:
Caller was hoping for a recall. Writer advised no open recalls relating to air bag lamps.
Writer advised caller of two incomplete recalls for transmission fluid temperature and inner fender liners. Caller understood.
Writer added owner phone number

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2416	8L[redacted]	***Open Date***	06/06/2013	***Built Date***	03/07/2008	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	01/16/2009	***Mileage***	58,114	***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	68570	BLEECKER CHRY-DODGE-JEEP INC			
Dealer Address	1110 EAST CUMBERLAND ST				
Dealer City	DUNN	***Dealer State***	NC	***Dealer Zip***	28334

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

Recall - M31: AIRBAG SYSTEM CLOCKSPRING - Advise Owner/Incomplete Recall	AIRBAG SYSTEM CLOCKSPRING
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	flashing on passenger side, no one sitting
Corporate - CNA Change - Default - Default - Default	updated customers information

Briefly summarize why the customer is contacting Chrysler: Customer seeking to see if any recall on air bag light coming on.
Briefly summarize what the customer is expecting: Customer wants air bag light on to be repaired.
Agent informed customer two recalls L37, M31, AIRBAG SYSTEM CLOCKSPRING.
Agent tried calling dealership 3X, busy; customer will contact Dealership to set up an appointment to complete recalls.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D16	BL[redacted]	***Open Date***	06/06/2013	***Built Date***	05/13/2011	
Model Year	2011	***Body***	JKJL72	JEEP WRANGLER SPORT 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	05/28/2011	***Mileage***	52,000	***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	61512	HERRNSTEIN CHRYSLER INC			
Dealer Address	133 MARIETTA ROAD				
Dealer City	CHILLICOTHE	***Dealer State***	OH	***Dealer Zip***	45601

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

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Air Bag Indicator
Corporate - Dealer Information - Default - Default - Default	Diagnosis appointment scheduled
Corporate - Recall - Default - Default - Default	No Recall Information Available
Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	OOW
Service Contract - Inspection Request - Internal - Default - Default	The vehicle has no active Service Contracts

Briefly summarize why the customer is contacting Chrysler:
Customer states that Air Bag light illuminates.
Briefly summarize what the customer is expecting:
Customer expects to have vehicle diagnosed and repaired for Air Bag Warning Light.
* * * * 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 Closed CAIR.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2418	8L[redacted]	***Open Date***	06/08/2013	***Built Date***	07/27/2007	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	08/15/2007	***Mileage***	109,000	***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	26145	ADAMS JEEP OF MARYLAND INC			
Dealer Address	3485 CHURCHVILLE ROAD				
Dealer City	ABERDEEN	***Dealer State***	MD	***Dealer Zip***	21001

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

Recall - J24: MOPAR TOW BAR - Information Request	Customer informed about recall
Corporate - Recall - Default - Default - Default	customer was inquiring about possible recalls

Briefly summarize why the customer is contacting Chrysler:
The customer called in to see if there was any recalls on the vehicle that they didn t know about.
Briefly summarize what the customer is expecting: agent advised the customer that currently there is an open recall J24 for the mopar tow bar issued in 2009.
Customer called seeking recall information for an air bag concern. The customer claims she found recalls online about an airbag light concern and claims her air bag light is one. Agent advised customer of the completed recalls on this vehicle. The agent advised customer that at this time there are no recalls issued to this vehicle for an air bag concern.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6415	8L[redacted]	***Open Date***	06/10/2013	***Built Date***	03/19/2008	
Model Year	2008	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4			
In Service Dt	04/15/2008	***Mileage***	48,000	***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	24258	POLLARD BROS MOTORS LTD			
Dealer Address	1880 NORTH TOWNSEND AVENUE				
Dealer City	MONTROSE	***Dealer State***	CO	***Dealer Zip***	81401

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	COOS BAY OR[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	wanting information on the recall for the clock spring

Briefly summarize why the customer is contacting Chrysler:
The customer having issue with the air bag light come on and dings. The customer went to dealership and they said that there is a recall coming out and can not get part at this time.
The customer wanted information on the recall
Briefly summarize what the customer is expecting:
The customer wants her vehicel fixed.
The agent advised the customer that if she is part of the recall for the clock spring she will be notified
by mail and then can go an get the recall completed at no cost to customer.
The agent checked and no information on the system about recall for customers vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4BJWKGX[redacted]3	***Open Date***	06/10/2013	***Built Date***	09/27/2011		
Model Year	2012	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	10/31/2011	***Mileage***	49,000	***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	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]
	CROSSVILLE AL 3[redacted]1	***Country***	UNITED STATES

Recall - M31: AIRBAG SYSTEM CLOCKSPRING - Advise Owner/Incomplete Recall	Advised customer of recall.
Corporate - Recall - Default - Default - Default	No recall on transmission

Briefly summarize why the customer is contacting Chrysler:
Ms. Smith contacted Chrysler to see if her Jeep Wrangler was a part of the transmission recall. Writer informed customer that her vehicle is not a part of that recall, however she does have a recall M31 AIRBAG SYSTEM CLOCKSPRING. Customer informed writer she is not having any issues currently with the airbag light. Customer s vehicle is currently at ALEXANDER DODGE CHRYSLER JEEP INC for an oil change so she will discuss recall repair with them when she goes to pick her Jeep up.
Briefly summarize what the customer is expecting: Customer is expecting to know if her vehicle has a transmission recall on it.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3916 8L[redacted]	**Open Date**	06/10/2013	**Built Date**	04/04/2008		
Model Year	2008	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	05/05/2008	**Mileage**	63,719	**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	26783	ZEIGLER CHRYSLER DODGE JEEP, LLC			
Dealer Address	208 W GOLF RD				
Dealer City	SCHAUMBURG	**Dealer State**	IL	**Dealer Zip**	60195

Owner	[redacted]	**Contact Type**	FAX
Address	[redacted]	**Home Phone**	[redacted]
	SKOKIE IL[redacted]	**Country**	UNITED STATES

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Customer seeking reimbursement of air bag circuit repair
Product - Transmission / Transaxle - Unknown - Complete Failure - Default	Transmission has been replaced 2 or 3 times
Corporate - CNA Change - Default - Default - Default	Updated email address
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	squid #2 circuit went bad. Customer paid $568 for the repair.

****** Below Customer Contacted for Documentation Request ******
c[redacted]net on 2013-06-10 @ 18:06
Briefly summarize why the customer is contacting Chrysler: Customer called because she has a lemon.
Customer states that she has had many problems with this vehicle.
Customer states that she has replaced the transmission 2 or 3 times, the vehicle broke down in Indiana and was at a dealership there for 2 weeks.
Customer states that the dealer advised her that the 5 year lifetime powertrain warranty inspection would fail if she did not replace the squid #2 circuit. Customer is seeking reimbursement.
Agent sent the document request link and advised customer to provide proof of payment and the invoice for reimbursement review.
Briefly summarize what the customer is expecting: Customer is expecting to be reimbursed for $568.
Customer states they tried to upload their documents to the fax but the files are two big and her computer will not allow. Customer requesting to fax them in, agent provided fax number: 877-768-5076 (AC 18891).
POSTMARK DATE: 061113; DATE RECEIVED: 061113
Writer reviewed submitted documents. Customer is seeking reimbursement of repair to replace clockspring squib circuit.
Writer contacted dealer at 847-882-8400. Writer spoke with SM John. SM states the vehicle need rear axle seal & transfer case repair due to leak. SM states this repair was necessary to pass powertrain inspection. SM states they gave her a free rental for the day. SM states she has some maintenance work done at dealer but mostly warranty work. SM states

repair to clockspring was done because airbag light was on. SM states that clockspring repair was in no way related to the powertrain inspection.
Original owner
3 new/3used
No MVP
Basic warranty expired by time
Powertrain Unlimited Months or Unlimited Miles
Writer contacted customer at 8[redacted] Left message with contact information.
Writer will informed customer that based on our review of the documents reimbursement is declined. The repairs that were needed to pass the powertrain inspection were to the transfer and were completed at no cost to the customer. The clockspring repair was in no way related to the powertrain warranty and therefore not covered as a warrantable repair.
Writer will offer 4 oil changes over 2 years to partially compensate customer.
Customer[redacted] returned call.
Customer states she can also be reached on her cell #[redacted]3.
Voicemail received on 6/25/13 at 4:47 pm.
Writer contacted customer at cel[redacted]. No answer. Unable to leave message.
Writer contacted customer at [redacted]3. Left message with contact information asking for a call back.
Customer seeking call back at [redacted].
Voicemail received on 6/26/13 at 5:30 pm.
Customer called. Customer states none of her other vehicles have ever had a problem with the airbags.
Customer feels this should be covered because of all the issues she has had with this vehicle. Writer informed customer that we will not reimburse for the repair but we can offer 4 oil changes over 2 years to partially compensate. Customer states she has a friend do oil changes for her so they do not cost very much but if that is all we can do she will accept.
As a onetime goodwill gesture writer has submitted to have ECS24N added to customers VIN.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2410	8L[redacted]	**Open Date**	06/11/2013	**Built Date**	01/09/2008	
Model Year	2008	**Body**	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	06/30/2008	**Mileage**	94,000	**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	44990	ALLEN SAMUELS DODGE			
Dealer Address	21777 KATY FREEWAY				
Dealer City	KATY	**Dealer State**	TX	**Dealer Zip**	77450

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light intermittent flashing.
Corporate - Recall - Default - Default - Default	Customer seeking information on possible recall.
Corporate - CNA Change - Default - Default - Default	Customer updated email and primary phone number.

Briefly summarize why the customer is contacting Chrysler: Customer called seeking information on a possible recall on his vehicle (M35). Customer was aware the recall did not apply to him, but was hoping his vehicle could be included on the recall. Customer was experiencing intermittent flashes of the airbag warning light. Customer had not gotten the vehicle diagnosed. Writer advised customer to get a diagnosis for the problem, as there could be a various amount of reasons for the problem. Writer advised customer that at the moment there are no recalls for his vehicle, but if one were to occur, to save his receipt.
Briefly summarize what the customer is expecting: Customer called wanting to be included on the M35 recall, for his 2008 jeep wrangler.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4HJWDG6	CL[redacted]	**Open Date**	06/11/2013	**Built Date**	06/26/2012	
Model Year	2012	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	03/30/2013	**Mileage**	1,963	**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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	66460	GREENBRIER CHRYSLER JEEP			
Dealer Address	1414 SOUTH MILITARY HWY				
Dealer City	CHESAPEAKE	**Dealer State**	VA	**Dealer Zip**	23320

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	VIRGINIA BEACH VA[redacted]	**Country**	UNITED STATES

Product - Engine - Unknown - Other - Default	check engine light is on and 4th repair attempt on vehicle
Corporate - Dealer Information - Default - Default - Default	vehicle at the dealership and having diagnosis completed

Briefly summarize why the customer is contacting Chrysler: Customer called in to say that she has had the vehicle to the dealership at least four times for repairs. The customer states that all the warning lights keep coming on in the vehicle. Then it will ding and the speedometer will stop working. Customer brought it back now for the four time. The customer vehicle is at the dealership currently for the same problem as issue started again on June 2nd. Customer waited until the light stayed on and the check engine light stayed on. The customer states this is a brand new vehicle and she is worried about down the road since she is having so many problems.
Customer is being provided with a rental and states the service is excellent with dealership customer is just fed up with the performance of the vehicle and the fact that it cannot be diagnosed.
Agent informed customer to work with the dealership to see if they can determine the problem as the check engine light is remaining on.
Customer will call back if further assistance is needed.
Briefly summarize what the customer is expecting:
Customer called back stating vehicle has been a Dealership since June 11,2013 and was told today from SD at Dealership to file Lemon Law and to call Chrysler.
Agent advised customer there is a blue and white book in glove box as to how to file Lemon Law.
Customer informed a call back is required and will take place within 1-2 business days.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: No

Who has possession of the vehicle? Dealer
Is this a request for Lemon Law, buy-back or replacement?Lemon Law
Reassigned to 91L
********** 91L Review **********
6/27/2013 KA286
Called owner and explained have forwarded case to Dealer to use all corporate resources to resolve vehicle issue. Advised owner to keep in touch with Service Manager for most current status and if he is not contacted within 5 business days to call me at 888-542-7239, ext 440.
********** 91L Review **********
Owner is seeking relief under the California state
1. What does the customer allege is wrong with the vehicle? CE, ABS AND AIRBAG LIGHTS
2. Was the vehicle purchased new and 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? # OF REPAIRS
5. Does the condition described by the customer still exist? YES
Customer has been referred back to the dealership.
Reassigned to the West Business Center (TMT).
Customer was contacted today at (10:32am).
Customer was provided with agent s name and extension if the customer needs to re-contact the agent.
Customer was informed they should be contacted within 5 business days.
CR Manager Update:
Jack 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.
Vehicle currently at dealership, T/A has appointment to inspect on July 2.
07/08/13 Emailed BC customer request to be contacted. TLT
Part on order, not in yet.
Spoke with Owner, vehicle has been out of service for 28 days. Offered owner two car payments and a service contract if final repair attempt was completed. Owner asked about lemon law I stated that i did know if vehicle exceed the requirements for lemon law but explained that there would be a mileage charge, msrp difference, title, tag and tax fees. Encouraged owner to consider final repair attempt offer. Owner to consider and return call to Robert Naud today.
Customer has not yet contacted dealer about lines 67-68
No reply from customer.
TA inspected vehicle. TA found the CAN C - wire to be pushed out of the connector on the ABS module. TA properly reinstalled the wire and the concern went away.
Owner concerned with future Brake problems and this new vehicle. Agreed to provide Service Contract WM5100N 5/100 with $100 deduct.
Awaiting Transcription
Sent documents for check request
Documents have not yet been added to CAIR
POSTMARK DATE: 073113; DATE RECEIVED: 080713
Check request has been completed.

Customer Assistance Inquiry [redacted] [redacted]

[redacted]	[redacted]		Open Date	06/14/2013	Built Date	10/23/2007
Model Year	2008	Body	JKJS72	JEEP WRANGLER RUBICON 4X4		
In Service Dt	12/29/2007	Mileage	80,617	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	[redacted]
	AUSTIN TX[redacted]	Country	UNITED STATES

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	advised customer of recall
Referral - Other - Default - Default - Default	referred to dealer
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	states the air bag light is on

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Airbag light on, acting like faulty clockspring from what I have researched.
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Looks like the 2007 LHD and the 2008 RHD model had a recall due to clockspring. Want to know if my 2008 LHD will be covered by the recall before I take it into the dealership. Thanks!
*****END OF CUSTOMER EMAIL*****
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center.
I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to our attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.
Unfortunately, given the many variables involved, we are unable to diagnose your vehicle s problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.
Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Should your dealer require factory assistance they may contact our Technical Operations Resource Group (STAR) or contact their regional Business Center.
Our records indicate that the following recall campaign has 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.
Thanks again for your email.
Sincerely,

Crystal
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5912	8L[redacted]	***Open Date***	06/17/2013	***Built Date***	09/24/2007	
Model Year	2008	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	12/12/2007	***Mileage***	118,000	***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	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]
	LEXINGTON KY [redacted]	***Country***	UNITED STATES

Product - Electrical - Body Control Module - Other - Default	air bag module problem

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Air bag light came on and she brought it into the dealership and they
told her it was and air bag control module issue.
Briefly summarize what the customer is expecting:
Customer wanted to see if this could be covered.
****End structured narrative T2 - Beginning Narrative
FREEDOM CHRYLSER DODGE JEEP RAM (859)268-3000.
Agent contacted the dealership, can not be covered. Over years and miles
for cost assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6918	8L[redacted]	***Open Date***	06/17/2013	***Built Date***	01/26/2008	
Model Year	2008	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	01/30/2008	***Mileage***	40,000	***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	09880	BILL SNETHKAMP INC			
Dealer Address	16400 WOODWARD AVE				
Dealer City	HIGHLAND PARK	***Dealer State***	MI	***Dealer Zip***	48203

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

Corporate - Warranty Coverage - Default - Default - Default	Agent advised of CPOV warranty
Referral - Service Contracts - Default - Default - Default	Agent unable to view coverage, warm transfered to MVP dept.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Airbag light comes on intermittently

Briefly summarize why the customer is contacting Chrysler:
The customer contacted Chrysler Recall as they are experiencing an issue with their vehicle. The customer states that they took their vehicle to an IRF because their airbag light has been going on and off intermittently.
Briefly summarize what the customer is expecting:
The customer is seeking information as per the coverage of their CPOV warranty.
The Agent advised that normally they would be able to pull up the service contract but are unable at this time. Agent warm transferred the customer to MVP department, Agent Tiffany took over the call.
Briefly summarize why the customer is contacting Chrysler: Caller contacting Chrysler because his air bag light is on. Caller is seeking cost assistance. Agent advised caller that unfortunately there is no way to help with cost assistance in this repair. Caller understood.
Briefly summarize what the customer is expecting: Caller seeking cost assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2412	8L[redacted]	***Open Date***	06/18/2013	***Built Date***	03/14/2008	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	06/25/2008	***Mileage***	91,000	***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	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]
	TEMPE AZ[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer requesting recall information
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that the air bag light is on

Briefly summarize why the customer is contacting Chrysler:Customer states that his air bag light is on and would like to know if there is an air bag recall on his vehicle. Agent advised customer that the recall is not on his vehicle and advised to have a Chrysler dealership look into the issue for him.
Briefly summarize what the customer is expecting:recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3910	9L[redacted]	***Open Date***	06/18/2013	***Built Date***	02/02/2009	
Model Year	2009	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	04/10/2009	***Mileage***	67,000	***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	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]
	HIGHLAND CA[redacted]	***Country***	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	customer having issues with air bag light coming on
Corporate - Recall - Default - Default - Default	customer seeking incomplete recalls
Corporate - CNA Change - Default - Default - Default	updated customer phone number

Briefly summarize why the customer is contacting Chrysler: Customer seeking information if any incomplete recalls. Customer having issues with electrical and air bag light coming on. Agent advised no incomplete recalls on his vehicle. Agent advised all recalls are VIN specific.
Agent advised customer in order to maintain lifetime powertrain warranty, customer needs to have five year inspection completed between 02/10/2014 and 06/10/2014.
Briefly summarize what the customer is expecting: Customer looking for recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3911	8L[redacted]	**Open Date**	06/20/2013	**Built Date**	11/09/2007	
Model Year	2008	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	06/06/2008	**Mileage**	17,000	**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	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**	
	MILTON DE[redacted]	**Country**	UNITED STATES

Recall - J30: TRANSMISSION FLUID TEMPERATURE WARNING - Advise Owner/Incomplete Recall	advised customer
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	agent advised customer
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	customer wondered if there was a recall
Recall - L05: TRANSMISSION COOLER LINES - Advise Owner/Incomplete Recall	none
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	

Briefly summarize why the customer is contacting Chrysler:Customer called in to see if he had the m35 recall as he says that he is experiencing the exact same issues. Air bag light is coming on and customer figured it had to be the recall. Agent advised no customer did not have m35 recall but did have 4 incomplete recalls. The j24, j30, k13 and L05. Customer said he was aware of these but really just wanted to know about m35 and if he could be part of it. Agent advised customer to get repairs for recalls completed as they are 3 years old as well customer was told he had the X32 inlet check valve warranty repair to be completed. Agent advised repairs are covered parts and labor. Agent advised customer to have air bag issue diagnosed and repaired and to keep his receipt. Customer said OK he hopes that his vehicle is recalled for that issue soon.
Briefly summarize what the customer is expecting: Customer would like to have the m35 recall so he can have issues repaired and covered.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA241X	9L[redacted]	***Open Date***	06/20/2013	***Built Date***	08/20/2008	
Model Year	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	09/13/2008	***Mileage***	37,800	***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	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]
	ALBUQUERQUE NM[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer requesting recall information
Product - Steering - Unknown - Other - Default	Customer states that the clock spring needs to be replaced.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler:Customer states that he would like to know if there is a recall on his vehicle for the air bag light. Customer states that he believes that there is an issue with the clock spring.
Agent advised customer that there are no recalls on this vehicle for any air bag issues. Customer states that he would like to know if this will be covered under warranty.
Agent advised customer that the basic warranty has expired on this vehicle and the repair would not be covered under the warranty, however, once the vehicle has been diagnosed, he can give us a call back and we could look into possible assistance. Agent did not guarantee assistance.
Briefly summarize what the customer is expecting:recall information.
Reassigning to 861.
Briefly summarize why the customer is contacting Chrysler: The customer states he is calling back to look into his case. The customer states he was told to take the vehicle to the dealership and get it diagnosed. The customer states he went to the dealership today and the dealership has told him the issue is the clock spring is failing on the vehicle. The customer is looking for Chrysler to cover the repair cost for the repair. The customer states the dealership has not parts to fix the clock spring.
Briefly summarize what the customer is expecting: The customer is looking for the repair of the clock spring to be covered by Chrysler. The writer advised the customer that the agent he spoke to on the 06/20/2013 had advised him that the vehicles basic warranty has expired and that the repair will not be covered under the warranty. The customer states he is

not happy.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3913 8L[redacted]		**Open Date**	06/20/2013	**Built Date**	05/10/2008	
Model Year	2008	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	05/16/2008	**Mileage**	81,000	**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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	64590	AL WEST CHRYSLER INC			
Dealer Address	705 HIGHWAY 63 SOUTH				
Dealer City	ROLLA	**Dealer State**	MO	**Dealer Zip**	65401

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

Corporate - Recall - Default - Default - Default	Customer called to see if their vehicle had any recalls
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states their airbag light keeps coming on

Briefly summarize why the customer is contacting Chrysler:
Customer called stating that their airbag light randomly flashes. Customer states that they did some research and believe it has to do with the clock spring on the horn button going bad and that there are some recalls on this issue and he would like to know if he is included. Agent informed customer that they did not have any recalls on their vehicle at this time. Customer asked agent if there was any way to shut the light off and said that airbags were dangerous anyways, agent told customer they could not assist them with this and that to their knowledge they did not believe that was allowed. Customer wanted to know why some vehicles with the same issue could be covered under recall while others such as himself were not, agent informed customer that recalls are very VIN specific and that his was not included. Agent looked into service bulletins on tech connect and found a similar issue which said it was for right hand drive. Agent advised customer take the vehicle into a Jeep dealership and get the issue looked at.
Briefly summarize what the customer is expecting:
Customer expects to get information on whether their vehicle is covered under a recall and if not why not.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2418	8L[redacted]	***Open Date***	06/25/2013	***Built Date***	08/16/2007	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	10/22/2007	***Mileage***	65,000	***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	23043	BOLLES MOTORS INC			
Dealer Address	84 WEST ROAD				
Dealer City	ELLINGTON	***Dealer State***	CT	***Dealer Zip***	06029

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	ELLINGTON CT 0[redacted]	***Country***	UNITED STATES

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	The customer is looking for recall information
Corporate - CNA Change - Default - Default - Default	Updated the customers email address

Briefly summarize why the customer is contacting Chrysler: The customer states he has a problem with the air bag light coming in and off in the vehicle and it . The customer states he was on the internet and he saw there was issues with the clock spring and he saw recalls on the vehicle. The customer would like to know if his vehicle is part of the recall. The customer states there TIPM problem that he saw on the internet and he has experienced the same issue.
Briefly summarize what the customer is expecting: The customer is looking to for recall information. The writer informed the customer that there is a J24 open recall on his vehicle. The writer advised the customer that all recalls are vin specific. The writer suggested that if he is having trouble with the air bag light he should contact his local Chrysler dealership for further assistance. The writer offered to transfer him to the dealership. The customer declined the offer at the time of the call.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6915	7L2[redacted]	***Open Date***	06/27/2013	***Built Date***	07/10/2007	
Model Year	2007	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	07/27/2007	***Mileage***	46,000	***Dealer Zone***			
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					

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	[redacted]
	GREAT FALLS MT[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Clockspring inquiry.
Corporate - Corporate Warranty Extension Letter - Default - Other - Default	
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Clock Spring is broken causing intermittent air bag light
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
I have heard that the warranty was extended on the steering wheel clock spring for 2007 jeep wranglers. Please let me know if this is correct.
*****END OF CUSTOMER EMAIL*****
Dear [redacted]:
Thank you for contacting the Jeep Customer Assistance Center in regards to your 2007 Wrangler.
I am sorry to learn of the concerns raised regarding your vehicle s Clock Spring and appreciate the time taken to bring this matter to our attention.
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.
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 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, [redacted]
Sincerely,
Jeff
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2416	8L[redacted]	***Open Date***	06/26/2013	***Built Date***	12/13/2007	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	01/19/2008	***Mileage***	28,879	***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	26017	CONTINENTAL CHRYSLER JEEP INC			
Dealer Address	5800 SOUTH LAGRANGE ROAD				
Dealer City	COUNTRYSIDE	***Dealer State***	IL	***Dealer Zip***	60525

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

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	advised customer of open recall
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	advised customer of open recall
Product - Electrical - Lamps and Switches - Other - Default	states air bag light is on

Briefly summarize why the customer is contacting Chrysler: Customer called stating the air bag light is on and is staying on. Customer stated he seen there is a recall in regards to that. Writer advised customer there is no recall on his vehicle in regards to the air bag light. Writer advised customer of the open recalls on his vehicle at this time. Customer then disconnected the call.
Briefly summarize what the customer is expecting: recall information on his vehicle

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2414	8L[redacted]	***Open Date***	06/26/2013	***Built Date***	01/17/2008	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	05/05/2008	***Mileage***	64,000	***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	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***	
	HILLSVILLE VA[redacted]	***Country***	UNITED STATES

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Advised customer of incomplete recall
Recall - M31: AIRBAG SYSTEM CLOCKSPRING - Reoccurance or Related Problem	Customer is having a reoccuring problem with airbag clock spring
Recall - M31: AIRBAG SYSTEM CLOCKSPRING - Information Request	Customer seeking information on recall M31
Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	Goodwill declined OOW

Briefly summarize why the customer is contacting Chrysler: Customer is calling because of recall concern
Briefly summarize what the customer is expecting: Customer is expecting assistance with recall concern.
Customer states he had the airbag and airbag clock spring replaced on his vehicle in June 2011.
Customer states he received a recall letter for M31. Customer states he submitted his previous repair order and payment for this issue to Chrysler on 6/21/13.
Customer states airbag light came back on again 6/22/13. Customer is not sure what to do.
Agent advised customer that recall J24 is also incomplete on his vehicle.
Agent advised customer (as per TL) to take his vehicle to a Chrysler dealership to have both the J24 and M31 recalls completed.
Customer states he had his transmission replaced on his vehicle out-of-warranty.
Customer asked if those repairs could be reimbursed as well.
Agent advised customer (as per TL) Chrysler could not assist him with those costs.
Agent contacted dealer 44688. Phone number dialed: 276-228-3139. Agent spoke with SM Tyler. SM Tyler advised he may have to order part for M31 recall. SM Tyler advised he would also have to look at the vehicle for recall J24. SM Tyler was able to assist customer with setting up appointments.

Agent transferred customer to SM Tyler at dealer.
For previous transmission repair:
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4HA3H10	BL[redacted]	***Open Date***	06/28/2013	***Built Date***	01/04/2011	
Model Year	2011	***Body***	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4 SPORT UTILITY			
In Service Dt	07/27/2011	***Mileage***	10,312	***Dealer Zone***			
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					

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

Product - Steering - Steering Wheel / Column - Other - Default	Clockspring needed to be replaced
Corporate - CNA Change - Default - Default - Default	Updated customer's phone number and email address

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Clockspring issue
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
The dealer charged me almost $600 to replace the clockspring on my jeep wrangler and I am finding recall information on the web about the very same issue. I believe this should have been covered under the recall.http://www.cars.com/jeep/wrangler/2010/recalls/
*****END OF CUSTOMER EMAIL*****
VIN: [redacted]
Mileage: 10312
Servicing Dealer: Harr Worcester, MA
Title: Mr.
First Name: [redacted]
Middle Initial:
Last Name [redacted]
Address 1: [redacted]
Address 2:
City: Shrewsbury
State: MA
Zip: [redacted]
Email: [redacted]
Work Phone: [redacted]
Dear [redacted]:
Thank you for contacting the Jeep Customer Assistance Center.
Our records show that you have contacted us by telephone and we are currently 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 email or contact the Chrysler Group Customer Care Center by telephone at 1-877-IAM-JEEP (426-5337).
Thanks again for your email.
Sincerely,
Melissa
Customer Service Representative

Jeep Customer Assistance Center
*****END OF CAC EMAIL*****
Playing phone tag with our case manager. We would appreciate a response
to our claim regarding clock spring/airbag light charge that seems unfair
on a newer vehicle: REFERENCE NUMBER: [redacted] EMAIL CASE NUMBER: [redacted]
*****END OF CUSTOMER EMAIL*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4HA3H10	BL[redacted]	***Open Date***	06/27/2013	***Built Date***	01/04/2011	
Model Year	2011	***Body***	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4 SPORT UTILITY			
In Service Dt	07/27/2011	***Mileage***	43,312	***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	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***	[redacted]
	SHREWSBURY MA [redacted]9	***Country***	UNITED STATES

Corporate - E-Reimbursement - Default - Default - Default	$427.51
Product - Steering - Steering Wheel / Column - Defective - Default	Clock spring
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Clockspring had been replaced
Corporate - Reimbursement - Default - Default - Default	Requesting reimbursement for repair

Briefly summarize why the customer is contacting Chrysler: The customer had called in stating she had taken her vehicle to the dealership 42905 yesterday and the clock spring had been replaced. The customer stated the repair had cost her $600. The customer stated she had heard of the M31 recall and asked if her vehicle was on that list. The customer stated that she should not have to have paid for the repair when there is a recall. The customer was requesting reimbursement for the repair. The customer stated she was not going to let this issue drop.
Briefly summarize what the customer is expecting: Reimbursement for repair.
Agent had advised the customer that recall is not on her vehicle. Agent advised the customer that recalls are VIN specific. Agent had pulled up the information on the M31 recall and found that her vehicle had been built in that time frame July 30, 2007 through October 08, 2011.
Agent advised the customer this would be sent to a CM for further assistance, and she would receive a call back within 24 hours. Agent found while doing these notes found that the vehicles actually involved in the recall have RHD. The customers vehicle is LHD. Agent had called the customer back and informed her of the error that was made. The customer still wanted this looked into because this should not have happened on a vehicle 2 years old. The customer still stated she was not going to drop this.
The customers call back number [redacted]4.
Reassign to 88F
* * * * * CASE MANAGER TEAM 88T * * * * * *
Writer called dealer 60139 . SM Mike states customer has not been to the dealer.

Customer has owned 3 new Chrysler vehicles.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Costomer states the same as above. The repair was completed at dealer #42905. Writer advised customer the dealer will be contacted and writer will call customer no later than 07/01/13.
Writer called dealer. SM Rick not available. SA Brian states this is the first time the customer has been to the dealer. Customer could not have prevented it from happening. The clock spring is a ware item but normally it will last more than 40,000 miles.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2013-07-01 @ 15:03
Writer called customer. Writer advised customer a link will be sent and customer needs to send the invoice and proof of payment. Customer states her email address is [redacted].
***** Customer Document Received *****
Writer called customer. Left message.
Writer is going to offer customer $427.51 reimbursement.
MR [redacted] called to speak with their Case Manager. Transferred the customer to GD637 at ext 66122
Customer left a message stating his cell number is [redacted]5.
Writer called customer. Left 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.
40312
Enter the Date when the repairs were completed.
06/26/13
What is the total cost of the Parts to be reimbursed?
140.02
What is the total cost of the Labor to be reimbursed?
287.49
What is the total Tax to be reimbursed?
0.00
What is the total amount being reimbursed?
427.51
****End structured narrative T2 - eReimbursement
Writer verified customer address.
Playing phone tag with our case manager. We would appreciate a response to our claim regarding clock spring/airbag light charge that seems unfair on a newer vehicle: REFERENCE NUMBER: [redacted]4 EMAIL CASE NUMBER: [redacted]
*****END OF CUSTOMER EMAIL*****
[redacted]:
Thank you for contacting the Jeep Customer Assistance Center.
We are showing that you have been working with a Case Manager named Gus.
Our records indicate that your Case Number [redacted] has been closed.
This case will be remaining closed as we are issuing you a check for $427.51.
If you would like to further discuss your concerns, please remain in contact with the Case Manager. His phone number is 1-800-763-8422 with the extension 66122.
Thanks again for your email.
Sincerely,
Melissa
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5911	8[redacted]	***Open Date***	06/27/2013	***Built Date***	10/27/2007	
Model Year	2008	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	01/24/2009	***Mileage***	81,000	***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	45470	GRAPEVINE DODGE CHRYSLER JEEP			
Dealer Address	2601 WILLIAM D TATE AVE				
Dealer City	GRAPEVINE	***Dealer State***	TX	***Dealer Zip***	76051

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	Air Bag Flashing Off and On

Briefly summarize why the customer is contacting Chrysler:
Customer is calling in as his air bag light has been flashing off and on.
Agent has advised the customer that he will need to take it to his dealership and have them diagnose it and if this is an issue that we should be aware of that he will need to call us back.
Customer has been reading online and he thinks it is his clock spring cluster.
Customer had agent look through his MVP contract to see if this would be covered Agent was also looking for airbag also.
It it is a cluster it seems that his MVP may cover under the INSTRUMENTATION part of his contract.
Briefly summarize what the customer is expecting:
Expecting to know if he has a recall for the air bag and if not will his MVP contract cover the cost.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2416	9L[redacted]	***Open Date***	06/28/2013	***Built Date***	03/12/2009	
Model Year	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	03/28/2009	***Mileage***	40,000	***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	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***	([redacted]
	ANNAPOLIS MD [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	agent updated new owner information
Corporate - Recall - Default - Default - Default	customer seeking recall information
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	customer states air bag light is on

Briefly summarize why the customer is contacting Chrysler:Owner s husband called stating that the purchased the vehicle around 4/28/13 and within the last month, the air bag light came on. He took back to the selling used car dealer and they stated that it is after 30 days and there is no warranty. The customer checked online and noticed a recall for the air bag system for this model and year of vehicle.
Briefly summarize what the customer is expecting:customer 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	1J4FA2416	9L[redacted]	***Open Date***	06/28/2013	***Built Date***	03/12/2009	
Model Year	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	03/28/2009	***Mileage***	40,000	***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	26482	HERTRICH JEEP			
Dealer Address	1378 SOUTH DUPONT HIGHWAY				
Dealer City	DOVER	***Dealer State***	DE	***Dealer Zip***	19901

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

Corporate - Recall - Default - Default - Default	Customer called to check on recalls on vehicle
Product - Electrical - Radio/Spkrs/Clock/Antenna - Other - Default	Customer states clock spring in air bag not operative

Briefly summarize why the customer is contacting Chrysler: Customer called stating that he had been advised that the clockspring in his vehicle is broken and it is causing the airbag light to go on. Customer has done research on line and discovered that it could be under the parameters of M31.
Briefly summarize what the customer is expecting: Customer is hoping recall will offset repair costs.
Agent advised customer that all recalls are vin specific and that there are no recalls showing on this vehicle.
Agent provided customer the web information Jeep.com so that he can look up any future recalls online.
Agent advised that if the parameters of M31 expand to his vehicle he can submit receipts for possible reimbursement.
Agent advised that any future recalls would be mailed to the address confirmed on file.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2415	7L[redacted]8	***Open Date***	06/29/2013	***Built Date***	03/08/2007	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	04/06/2007	***Mileage***	88,000	***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	60042	ARCHER CHRYSLER JEEP WEST INC			
Dealer Address	16835 KATY FWY				
Dealer City	HOUSTON	***Dealer State***	TX	***Dealer Zip***	77094

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HOUSTON TX 7[redacted]	***Country***	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Air bag light came on.

Briefly summarize why the customer is contacting Chrysler: Customer called in stating she was driving down the road when her air bag light came on. Customer stated she pulled over and shut the vehicle off, agent advised that she is not technically trained and to contact a dealership. Customer turned the vehicle back on and the light stayed off. Agent advised to still contact dealership, customer agreed.
Briefly summarize what the customer is expecting: Customer is seeking to know why her air bag light came on.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2411	8L[redacted]	**Open Date**	07/01/2013	**Built Date**	03/03/2008	
Model Year	2008	**Body**	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	03/06/2008	**Mileage**	77,000	**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	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**	
	ELMER LA 7[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 states air bag light comes on and dings
Corporate - CNA Change - Default - Default - Default	update customers phone numbers

Briefly summarize why the customer is contacting Chrysler:Customer [redacted] called seeking information on an incomplete recall on the Jeep Wrangler. Customer states she went online and seen a recall on the Occupant Restraint Controller and is stating they have the same issue with their vehicle. customer states the airbag light came on and dings and stays on. Agent advised that it is not a recall currently on her vehicle. Agent advised that she get the work done and keep her receipts for the repair that way IF we do expand that recall she can send in her paper work and seek reimbursement consideration for all or part of the cost for the repair. customer asked if there were any incomplete recalls currently on the vehicle. Agent informed her that there were currently no incomplete recalls on the vehicle.
Briefly summarize what the customer is expecting:Information on incomplete recall for ORC on vehicle or any incomplete recalls 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	1J4AA2D17	AL[redacted]0	***Open Date***	07/03/2013	***Built Date***	03/12/2010	
Model Year	2010	***Body***	JKJL72	JEEP WRANGLER SPORT 4X4			
In Service Dt	03/26/2010	***Mileage***	46,717	***Dealer Zone***	51	CHICAGO	
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	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]
	EVANSVILLE IN[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Wanting to know if any open recalls
Corporate - CNA Change - Default - Default - Default	added secondary phone number
Product - Electrical - Lamps and Switches - Other - Default	air bag light coming on and dinging

Briefly summarize why the customer is contacting Chrysler:
The customer has air bag light coming on and dinging when turning the steering wheel to the right.
The customer saw online that the previous year right hand model vehicle there was a recall on it.
The customer said he received a recall for the transmission skid plate a couple of months ago.
Briefly summarize what the customer is expecting:
The customer looking to see if recall on vehicle for air bag.
The agent advised the customer that there is not recall on the vehicle for air bags.
The agent advised that the only recall for transmission skid plate was completed in Nov. 2012.
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	1J4FA2416	9L7[redacted]	***Open Date***	07/05/2013	***Built Date***	08/09/2008	
Model Year	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	12/06/2008	***Mileage***	56,000	***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	66605	TUPELO AUTO SALES LTD			
Dealer Address	1608 SOUTH GLOSTER				
Dealer City	TUPELO	***Dealer State***	MS	***Dealer Zip***	38801

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light is on
Product - Unknown - Unknown - Poor Ride - Default	clockspring needs to be replaced
Product - Clutch - Unknown - Other - Default	needs to be replaced
Corporate - Recall - Default - Default - Default	recall inquiry
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: [redacted] stated that he is having to replace the clutch and the clockpring.
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 stated he doesn t feel that he should be having these problems this early in the life of the vehicle. Customer asked if there was any warranty
Customer is seeking cost assistance. Agent advised the customer that the decision to provide cost assistance seems to fall under the authority of the dealership. Agent advised the customer that a diagnosis would be needed before cost assistance can be considered by the dealership. Agent contacted TUPELO AUTO SALES LTD 662-842-6093 and was told that the SM Rick Ripso would not be in until Monday. Agent advised the customer 'The handling of your case will require a call to the Dealer. The Dealer is currently closed. What I am going to do is assign your case to an Agent that will contact the Dealer on your behalf first-thing tomorrow morning, and continue to work on this case. The Agent will be contacting you tomorrow, once the Dealer has been contacted to provide you an update.'
Reason for Dealer Contact: Confirm SM s willingness to make a decision on providing cost assistance after a diagnosis per Warranty Bulletin D-12-27.

Dealer Code: 66605
Dealer Personnel Required: SM Rick Ripso
Customer s Preferred Method of Contact: phone
Customer Phone Number (Morning): [redacted]
Customer Phone Number (Evening):
Customer Email address: na
Reason for assigning to Resolution Team: Service Department was closed and the SM was gone.
Assigned to 86T
DEALER CONTACT: TUPELO | 66605 | 662-842-6093:
SA Sarah | SM Rick:
SA stated there is no open RO, no diagnosis, and no appointment. SA stated this vehicle has never been to this dealership, verified by vin.
CUSTOMER CONTACT (OUT): [redacted]
Agent advised customer since he is seeking out of warranty assistance, the vehicle must be performed. Agent advised customer the diagnosis is the responsibility of the customer. Customer is seeking a supervisor call back, agent advised this decision will not change, we will require a diagnosis before any goodwill assistance can be considered. Customer stated he will call the dealership and then call back after. Customer hung up the phone before attaining agent s extension.
REASSINGED TO DF314 - NO DIAGNOSIS (861)
Survey By-pass Added

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA6919	8L[redacted]	***Open Date***	07/08/2013	***Built Date***	01/23/2008	
Model Year	2008	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	11/14/2008	***Mileage***	39,197	***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	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***	
	YUCAIPA CA[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag
Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	Customer seeks assistance with repair

Briefly summarize why the customer is contacting Chrysler: Customer stated that his airbag light is and he has had it diagnosed as a clockspring. He stated that he saw that the 2007 had a recall for the clockspring.
Briefly summarize what the customer is expecting: Customer seeks cost assistance.
Agent advised customer that he would need to have the vehicle diagnosed at a certified Chrysler dealership and he would be responsible for the diagnosis fee.
Agent contact SM Jim at dealer code 60452.
Agent advised SM Jim that customer feels the clockspring has gone on his vehicle and he is looking for cost assistance.
Agent advised that the customer is within the dealership parameters for cost assistance.
SM Jim stated that he would be happy to assist customer.
Agent transferred customer to dealership for further discussions.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4HA6D13	AL[redacted]	***Open Date***	07/08/2013	***Built Date***	03/31/2010	
Model Year	2010	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4			
In Service Dt	04/07/2010	***Mileage***	43,000	***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	42344	GURNEE DODGE INC			
Dealer Address	7255 GRAND AVE				
Dealer City	GURNEE	***Dealer State***	IL	***Dealer Zip***	60031

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

Product - Electrical - Unknown - Other - Default	Airbag light is on and the clock spring is the cause

Briefly summarize why the customer is contacting Chrysler: Customer called seeking cost assistance with a clock spring for his 2010 Jeep Wrangler. Customer states that he has 43,000 miles and this is a safety issue. Agent advised the customer that we are not able to assist with this repair. Agent advised the customer that if recall does come out for this issue he will be notified in the mail at his address. If a recall does extend for this issue we can reimburse him for these repairs, but we cannot assist him upfront. Customer understood.
Briefly summarize what the customer is expecting: Customer seeking cost assistance.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA241X	8L[redacted]	**Open Date**	07/08/2013	**Built Date**	12/08/2007	
Model Year	2008	**Body**	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	01/15/2008	**Mileage**	60,000	**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	45473	CUTTER CHRYSLER JEEP DODGE OF			
Dealer Address	905 KAMEHAMEHA HWY				
Dealer City	PEARL CITY	**Dealer State**	HI	**Dealer Zip**	96782

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	PEARL CITY HI [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	air bag recall
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	incomplete recall
Recall - L05: TRANSMISSION COOLER LINES - Advise Owner/Incomplete Recall	incomplete recall
Referral - Other - Default - Default - Default	referred to dealership
Corporate - CNA Change - Default - Default - Default	updated owner's information in web coin

Briefly summarize why the customer is contacting Chrysler: Customer called and wanted to know if her vehicle was part of the recall for the air bag. Customer states that her air bag light is on.
Briefly summarize what the customer is expecting: Customer is seeking information on if her vehicle is part of the recall for the air bag.
Agent advised the customer that her vehicle is not part of the recall for the air bag. Agent also advised the customer of the open recalls on the vehicle Recall K130 and Recall L050. Agent transferred customer to speak to Uilani in the service department to schedule an appointment for the recalls and also for a diagnosis on the air bag light. Agent updated customers information in web coin from
BUSIN NAVY FEDERAL CREDIT UNION, PO BOX 25109, LEHIGH VALLEY, PA 180025109095 to
[redacted]
PEARL CITY , HI- 9[redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3916	8L[redacted]	***Open Date***	07/10/2013	***Built Date***	07/24/2007	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	08/16/2007	***Mileage***	92,000	***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	63928	BOB MALCOM CHRYSLER-DODGE-JEEP INC			
Dealer Address	33 DODGE CITY DRIVE				
Dealer City	PEEBLES	***Dealer State***	OH	***Dealer Zip***	45660

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	PEEBLES OH 4[redacted]	***Country***	UNITED STATES

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Advice of incomplete recall.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light is on.
Corporate - Recall - Default - Default - Default	Recall inquiry.

Briefly summarize why the customer is contacting Chrysler: Customer wants information for the clock spring air bag recall. Customer states that the air bag light is staying on. Customer states that he seen a recall online.
Briefly summarize what the customer is expecting: Customer expects to have the recall on his vehicle.
Agent advised that there was one open recall for his vehicle. Agent advised that there was no recall for the clock spring for the air bag. Agent advised that if he does get it repaired to keep the original work order and proof of payment so that it can be submitted for possible reimbursement in the future if the recall gets added to his vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5917	7L[redacted]	***Open Date***	07/10/2013	***Built Date***	03/24/2007	
Model Year	2007	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	04/03/2007	***Mileage***	118,895	***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	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***	[redacted]
	SNELLVILLE GA [redacted]	***Country***	UNITED STATES

Recall - J24: MOPAR TOW BAR - 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 flashing on and off
Corporate - NHTSA - Inquiry - Default - Default	Customer inquiry about possible recalls

Briefly summarize why the customer is contacting Chrysler:Customer is calling because her air bag light has been going on and off for a few days now and she wants to know what she should do about this. Customer states she read on the NHTSA website that this may be a recall because many people have reported this issue.
Briefly summarize what the customer is expecting:Customer would like recall information.
Agent advised customer that she will have to go to a dealership to have this diagnosed. Agent also advised customer of the open J24 Mopar Tow Bar recall. Agent advised customer that if she were to repair the air bag issue and it did become a recall she should save her receipt and call us back for possible reimbursement. Agent offered to call dealership to book an appointment to have the J24 recall completed and have the air bag light issue diagnosed but customer declined.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5918	9L[redacted]	***Open Date***	07/10/2013	***Built Date***	08/04/2008	
Model Year	2009	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	03/30/2009	***Mileage***	50,000	***Dealer Zone***	51	CHICAGO	
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	45517	CENTURY DODGE CHRYSLER JEEP			
Dealer Address	13500 VETERANS MEMORIAL PKWY				
Dealer City	WENTZVILLE	***Dealer State***	MO	***Dealer Zip***	63385

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	WENTZVILLE MO[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	seeks recall information
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	states airbag light is coming on
Corporate - CNA Change - Default - Default - Default	update owner information

Briefly summarize why the customer is contacting Chrysler: Customer seeks recall information.
Briefly summarize what the customer is expecting: Customer states his airbag light is coming on and wants to know about the recall. Agent advised customer does not have that recall. Agent explained recalls are VIN specific. Agent offered to connect customer to local dealership for diagnosis. Customer declined.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5916	7L[redacted]	***Open Date***	07/11/2013	***Built Date***	12/23/2006	
Model Year	2007	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	01/12/2007	***Mileage***	99,000	***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	45601	PAT LOBB CHRYSLER DODGE JEEP RAM			
Dealer Address	9640 STATE HWY 121				
Dealer City	FRISCO	***Dealer State***	TX	***Dealer Zip***	75035

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

Corporate - Corporate Warranty Extension Letter - Default - Other - Default	(X41) CLOCKSPRING
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	INNER FENDER LINERS
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light flashing

Briefly summarize why the customer is contacting Chrysler:
Customer called in as he is aware that he has an ext warranty on the clockspring and he was charged to have it replaced about a month ago when he was at the dealership.
Agent placed a call to the dealership and spoke to Joe-SA.
He claims he did not notice that the customer had the X41 on his VIN.
Agent asked if he did the recall K13 when the customer was there and he said no they did not.
They did not see that he had the recall on his VIN.
SA said he has to talk to the SM and the warranty administrator and they will reimburse the customer.
Agent asked the customer if the dealership does not have this straightened out for him within a couple days to call back to CAC and we will have to handle this differently.
Next agent, if customer calls back send this to 86Y for reimbursement.
Briefly summarize what the customer is expecting:

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3914	7L[redacted]	**Open Date**	07/11/2013	**Built Date**	06/20/2007	
Model Year	2007	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	07/30/2007	**Mileage**	106,000	**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	26802	DULLES CHRYSLER DODGE JEEP RAM			
Dealer Address	109 CATOCTIN CIR SE				
Dealer City	LEESBURG	**Dealer State**	VA	**Dealer Zip**	20175

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

Corporate - CNA Change - Default - Default - Default	address, phone number and email address update
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light is on
Product - Electrical - Horn - Intermittent or Inoperative - Default	horn activates for no apparent reason
Corporate - Recall - Default - Default - Default	recall inquiry

Briefly summarize why the customer is contacting Chrysler [redacted] stated that the air bag light is on and the horn will activate for no apparent reason.
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 asked about a clockspring recall. Agent informed the customer of the X41 CLOCKSPRING warranty with 48 Months or 44,000 Miles remaining, whichever comes first, according to the mileage provided and the X32 INLET CHECK VALVE with Unlimited Months or Unlimited Miles.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8FA5415	7L[redacted]	***Open Date***	07/11/2013	***Built Date***	05/12/2007	
Model Year	2007	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	05/25/2007	***Mileage***	67,000	***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	60553	SIERRA CHRYSLER DODGE JEEP RAM			
Dealer Address	1305 S MOUNTAIN AVE				
Dealer City	MONROVIA	***Dealer State***	CA	***Dealer Zip***	91016

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	LOS ANGELES CA 9[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light on in vehicle
Recall - J24: MOPAR TOW BAR - 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
Briefly summarize why the customer is contacting Chrysler:
Caller states that he is having a recurring issue with the air bag warning light flashing on and off in the vehicle. Caller states that he has had this issue for about the last 3 years while the vehicle was still under warranty.
Caller states that he has taken the vehicle to the dealership numerous times in the last 3 years to have this issue addressed, Dealer Code: 71-60553 Dealer Name : SIERRA CHRYSLER DODGE JEEP RAM however caller states that the dealership was not able to repair this issue, as caller states that this was an intermittent issue with the air bag light flashing on and off, and therefore the dealership could not repair the problem.
Caller states that last week the air bag light is now on constantly in the vehicle, and caller will take the vehicle to Dealer Code: 71- 60553 Dealer Name : SIERRA CHRYSLER DODGE JEEP RAM to have this issue addressed and repaired.
Agent provided CAIR # [redacted] and informed caller to call back if any further assistance was required.
Caller understood.
Agent also updated personal information.
Briefly summarize what the customer is expecting: Caller expecting assistance with the air bag light issue in the vehicle.
Customer calls seeking recall information. Advised the customer of incomplete recall recall #(J24)Ù 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	1J4FZ2414	8L[redacted]	***Open Date***	07/11/2013	***Built Date***	05/23/2008	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	01/24/2009	***Mileage***	0	***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]
	BRADNER OH[redacted]	***Country***	UNITED STATES

Recall - M31: AIRBAG SYSTEM CLOCKSPRING - Reimbursement	Customer seeking reimbursement for clock spring
Corporate - Reimbursement - Default - Default - Default	M31
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	clockspring defective

POSTMARK DATE: 070313; DATE RECEIVED: 070913
INVOIC[redacted]
Paul Cole Motors INC
419-435-9211
Date: 11/23/12
Air bag lamp is on
Found the clockspring to have internal short replaced the clock spring
and also the head lamp switch.
Clock spring- 5156106AC- $259
Labor: $120.00
6.5% tax: $ 24.64
Total: $403.64
M31 AIRBAG SYSTEM CLOCKSPRING SAFETY 05/31/2013 06/26/2013
Customer submitted request for reimbursement for recall M31 AIRBAG SYSTEM
CLOCKSPRING SAFETY.
Recall applies to customer s vehicle: Yes
Customer s proof of payment is: Mastercard
Date of Repair: 11/23/12
Invoice[redacted]5
Labor $ 120.00
Parts $259.00
Misc. Charges $0.00
Tax $24.64
Total $403.64
Writer is submitting check for approval in the amount of $403.64
CONTACT UPDATE 4[redacted]: Agent attempted to call the customer and
unable to reach number does not work.
Address verified
****
CHECK APPROVED
****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2411	8L[redacted]	**Open Date**	07/11/2013	**Built Date**	08/02/2007	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	08/16/2007	**Mileage**	0	**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]
	MALVERN AR 7[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer seeking clockspring recall reimbursement
Recall - M31: AIRBAG SYSTEM CLOCKSPRING - Reimbursement	Customer seeking reimbursement for M31
Corporate - Reimbursement - Default - Default - Default	

POSTMARK DATE: 070113; DATE RECEIVED: 070913
LETTER REVIEWED
Customer sent in a letter seeking reimbursement for clock spring
INVOICE
[redacted]
Invoice: [redacted]
Date: 05/07/10
Miles 57237
Customer states Air bag light is on. Open Circuit in Clockspring
5156106-AA- Clockspring- $235.00
Labor: $170.05
Tax 7.2%- $29.16
Total: 434.21
Customer submitted request for reimbursement for recall M31 AIRBAG SYSTEM CLOCKSPRING.
Recall applies to customer s vehicle: Yes
Customer s proof of payment is: Debit Transaction slip
Date of Repair: 05/07/10
Invoice #: J[redacted]
Labor $170.05
Parts $235.00
Misc. Charges $0.00
Tax $29.16
Total $434.21
Writer is submitting check for approval in the amount of $ 434.21
Verified address
Status update provided via email to the following email address:
c[redacted]t
Good Morning
I am Jenna your case manager. I have received and completed your reimbursement request and I will be issuing the check today. You should receive the Check in 7-10 business days but please allow up to 30 days for processing.

Please note your recall is still showing open, so are your convenience please bring your vehicle into any Chrysler dealership and have the recall inspected and marked as complete.
Thank-you so much
Jenna
End of Status Update

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA6H1X	BL[redacted]	***Open Date***	07/12/2013	***Built Date***	09/20/2010	
Model Year	2011	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	03/17/2011	***Mileage***	63,500	***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	23387	SZOTT M-59 CHRYSLER JEEP			
Dealer Address	6700 HIGHLAND RD - F101984				
Dealer City	WHITE LAKE	***Dealer State***	MI	***Dealer Zip***	48383

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states air bag light on
Corporate - Recall - Default - Default - Default	Recall inquiry
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Vehicle requires diagnosis

Briefly summarize why the customer is contacting Chrysler:Customer called to confirm if there were any recalls on the vehicle, customer states he believes he is having issues with the clock spring in the vehicle. Customer stated he reviewed a recall for his model year however it was only for the right hand drive vehicles, agent advised customer there are no recalls on the vehicle at this time. Customer stated the air bag light is currently on and when driving at higher speed the traction control will come on. Customer stated the vehicle has not been to the dealership at this time, agent advised customer to have the vehicle diagnosed at the dealership. Customer seeking assistance with the vehicle, agent advised customer to contact us when the vehicle is at the dealership or has been diagnosed for further review to be completed. Customer stated he was concerned with something happening involving the airbag, customer was provided with the case number and advised once the vehicle is at the dealership the case can be escalated for further review.
Briefly summarize what the customer is expecting:Customer seeking recall information and possible assistance.
RE-ASSIGNED TO 861 NO DIAGNOSIS
Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler today seeking cost assistance for the repair on his vehicle. Customer has spoke to previous agent and was advised we need a diagnostic on the vehicle in order to review for possible cost assistance. Agent contacted Service writer Ralph and was advised customer had not had the diagnostic done yet. Customer is expected to get a diagnostic on Monday. Customer will call back when he has a diagnostic done.
Briefly summarize what the customer is expecting: Customer is expecting to get cost assistance for the repair of a clock spring.

Briefly summarize why the customer is contacting Chrysler: Customer called in to give us the diagnosis for his vehicle , agent advised that she would need to place customer on hold and would be back. Customer very upset stating that this is annoying and ridiculous, customer states he gave last agent a diagnosis and she said she would speak to dealership, then advised him he would have to call back. Customer has diagnosis, but agent advised she still needs to confer with dealership, customer was angry. Agent advised its protocol, customer said fine,fine go call dealership and hung up.
Briefly summarize what the customer is expecting: To get assistance for repair.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Diagnosis
Escalation Override approved by br379 Loyalty
Briefly summarize why the customer is contacting Chrysler:customer called requesting cost assistance on a clockspring issue. Customer is upset that his vehicle has a clockspring issue that isn t covered by the recall L37. Agent explained this recall does only apply to right hand drive vehicles.
Briefly summarize what the customer is expecting: 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? SZOTT M-59 CHRYSLER JEEP 23387
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 V * * * * * *
Srvc dealer: 23387
Ownership: Original
Owned: 3
NEW: 2
USED: 1
Currently owns: 2
Service Contract: Expired
Out of Warranty
Miles: 27,500
Status update provided via email to the following email address:
[redacted]
My name is Ruth I have been assigned as your case manager. Here is some information that will be helpful for you to have.
Your case number is [redacted]
Chrysler Case Management telephone number is 1-800-763-8422.
My direct extension is 66249.
My work hours are 9:00-5:30 EST Monday-Friday.
I will contact you by telephone to review your case with you.
End of Status Update
Writer contacted dealer 23387, Service Advisor Ralph. SA states that the Service Manager is out of the office. SA states that this part is the exact same part but on the opposite side. SA states the customer is very loyal and would like to see assistance. Customer states that the customer was advised that SA will be out of town and will be willing to work with the customer and writer when SA gets back. Writer advised that follow up will be done with dealer on Monday.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Writer advised customer of contact to the dealer was made. Writer advised that SA Ralph advised that he could provide information on Monday to see if we can assist. The customer states is fine with waiting till Monday for Ralph. Writer thanked customer and advised of contact information to allow the customer to call if any assistance was needed before Monday.
Writer received a call from the customer requesting an update. Writer advised that contact to the dealer was about to be made. Customer stated call back would be fine.

Writer contacted dealer 23387, Service Advisor Ralph. SA states will need to get pricing of the repair. Writer confirmed that call back to writer will be made.
Writer received call from dealer 23387, Service Advisor Ralph. Ralph states that warranty pricing is $217.00 for parts and $58.68 for labor, dealer and writer agree with a $50.00 Co-pay.
Writer contacted customer at [redacted]. Writer advised that communication with the dealer was made. Writer advised dealer will be contacting the customer to provide offer. Writer advised follow up will be done on 7/23/2013.
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 = $ 8.68
Total = $ 225.68
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 repair pre-authorization. Include in your comments that Customer Care is involved. Customer Care will add DM Notes to the VIN describing our decision. These notes are available to the DI group for reference.
When repairs are completed, submit your claim as you would normally.
If you need assistance with claim payment, please refer to Warranty Bulletin D-11-19 or for tech training requirements see Warranty Bulletin D-12-13.
This customer has / has notÙ been informed of this decision.
Please update and/or close CAIR when complete.
##################################
REASSIGNED TO BC/DLR 42 23387 07/22/13 15:45 R [redacted]
Writer received voicemail from customer requested call back.
Writer contacted customer at 8109314396. Customer states wanted to confirm that the co-pay is $50.00. Customer states has seen multiple concerns with friends and has encouraged them to contact Jeep and to go to the dealer. Writer thanked customer for bringing concern to our attention and advised that information helps improve quality of our vehicles. Writer confirmed repairs are in progress and should be done by today. Writer advised follow up to be done on 7/25/2013.
repairs to be complete today 7-25
Writer received call from dealer 23387, Service Advisor Ralph. SA states that the vehicle was completed on 7/23/2013 and returned to the customer. Writer advised that contact to the customer will be made to confirm repairs.
Writer contacted customer [redacted]. Customer states that the vehicle is working great and has no questions or concerns. Writer advised customer that Jeep can be contacted in the future if needed and thanked customer for being a Jeep customer. Writer advised case will be closed.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA5416	8L[redacted]	***Open Date***	07/16/2013	***Built Date***	08/28/2007	
Model Year	2008	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4			
In Service Dt	12/17/2008	***Mileage***	12,100	***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	26788	QUIRK CHRYSLER JEEP			
Dealer Address	280 QUINCY AVE				
Dealer City	BRAINTREE	***Dealer State***	MA	***Dealer Zip***	02184

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

Corporate - CNA Change - Default - Default - Default	Agent updated customer information
Corporate - Recall - Default - Default - Default	customer inquiring about recall

Briefly summarize why the customer is contacting Chrysler: Customer states she is having issues with the air bag light being on, a chime that her air bag light is on won t go off and her horn is not working. Customer inquiring if she has recall on her vehicle.
Briefly summarize what the customer is expecting: Customer would like her vehicle repaired. Agent informed customer she has no recalls on her vehicle Customer states she gets her vehicle repaired at a local Auto Shop nearby. Customer states she has only had an oil change and tires put on by this local Auto Shop. Agent informed customer she should seek a Chrysler Jeep DLR for diagnosis and repair on her vehicle. Agent offered to transfer customer to DLR 26788. Customer declined stating she would just go to DLR today.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8FA2419	8L[redacted]	**Open Date**	07/16/2013	**Built Date**	11/30/2007	
Model Year	2008	**Body**	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	12/21/2007	**Mileage**	37,000	**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	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**	[redacted]
	FRANKLIN TN [redacted]7	**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 - Not Escalated - Default - Default	Cost assistance declined
Product - Electrical - Horn - Other - Default	No horn
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Recall Information
Recall - L05: TRANSMISSION COOLER LINES - Advise Owner/Incomplete Recall	Recall Information

Briefly summarize why the customer is contacting Chrysler:Customer called seeking cost with a repair to the clockspring. The customer claims the horn does not work and the air bag light is now on. The customer claims to have spoke with the service dept of Jack Key Motor Company and was told that the repair is to the clockspring with a cost of roughly $500.00. Agent researched the account and advised the customer that at this time Chrysler would not be able to assist with the repair. Agent advised customer of the two outstanding recalls and suggested the customer have the dealership complete the recalls free of charge. The customer stated he thought they have already been completed.
Briefly summarize what the customer is expecting:Customer is expecting cost assistance with the repair.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* * * *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3916	8L[redacted]	***Open Date***	07/18/2013	***Built Date***	10/26/2007	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	11/20/2007	***Mileage***	116,000	***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***	
	HOUSTON TX[redacted]	***Country***	UNITED STATES

Recall - L05: TRANSMISSION COOLER LINES - Advise Owner/Incomplete Recall	Advised customer of incomplete recall.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light and alarm intermittent.
Corporate - Recall - Default - Default - Default	Checking for recall on air bag light.
Referral - Other - Default - Default - Default	Dealership

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Airbag light and alarm comes on intermitently
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Have any service bulletins been issued on this problem?
*****END OF CUSTOMER EMAIL*****

Dear[redacted]
Thank you for contacting the Jeep Customer Assistance Center.
We are sorry to hear about your concern with the air bag light and alarm.
At this time there is currently not a recall on the air bag alarm.
Unfortunately, given the many variables involved, we are unable to diagnose your vehicle s problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.
Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles.
Should your dealer require factory assistance they may contact our Technical Operations Resource Group or contact their regional Business Center.
Our records do 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,
Eileen

Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3918	8L[redacted]	***Open Date***	07/16/2013	***Built Date***	04/01/2008	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	12/31/2008	***Mileage***	98,000	***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	26196	SPEARFISH MOTORS INC			
Dealer Address	1910 NORTH MAIN STREET				
Dealer City	SPEARFISH	***Dealer State***	SD	***Dealer Zip***	57783

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

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Advised of open recall
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	Advised of open recall
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light on
Corporate - CNA Change - Default - Default - Default	Updated customers address/added email
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states his air bag light is on and is seeking recall information. Agent updated the customers mailing address and added his email address to his file. Agent advised the customer of 2 open recalls (J24, K13). Agent advised the customer his vehicle has no recall for the air bag and suggested he would need to have the dealership look at his vehicle to see why it is on.
Briefly summarize what the customer is expecting: Customer seeking recall information
Reassigned to RO[redacted] no diagnoses

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA6D1X	AL[redacted]	**Open Date**	07/17/2013	**Built Date**	08/26/2009	
Model Year	2010	**Body**	JKJS72	JEEP WRANGLER RUBICON 4X4			
In Service Dt	09/19/2009	**Mileage**	66,000	**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	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]
	GLEN ROCK NJ [redacted]	**Country**	UNITED STATES

Corporate - CNA Change - Default - Default - Default	CNA change
Product - Electrical - Lamps and Switches - Other - Default	Finial drive controler

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because they wish to file a complaint with dealership 44740. Customer stated that they have their ASP light come on as well as traction control light on and also the air bag light was flashing.
Customer stated that the sway bar light was also blinking. Customer stated that they were advised that they had to replace the final drive control which was going to be $1900.00. Customer stated that on their invoice it stated that they replaced the sway bar.
Briefly summarize what the customer is expecting: Customer is expecting to find out what they were charged for.
Agent called over to dealership 44740 and reached the after hours answering service, agent advised customer that they would call the dealership later on this after noon and give them a call back.
Agent called dealership 44740 and spoke to Steve service manager who advised agent that customer was charge for final drive control which cost 1800.00. Agent was advised by Steve if customer has any more concerns about there billing to contact the dealership who would be more then willing to go over their bill with them.
Agent contacted customer back at [redacted] however agent reached the customers voice mail. Agent left a message requesting for customer to call back at 1-800-992-1992 case number [redacted]
The customer stated that he was calling back as he had been advised to do by a voicemail message that was left for him. The customer stated that he was advised to repair all the lights on the dash that he was advised that he needed to have almost $2000. The customer stated that all the all the lights were on the dash and all the guages were jumping about. The customer stated that orignially he was not provided with any options but to pay as he did not understand that the replacement of the sway bar was not necessary to correct the problem that he was having. The customer stated that he was very upset that the cost of the repair for the part

was only $168. The customer stated that his sway bar light was blinking and he only went to have the tires rotated and the oil changed. The customer stated that the final drive contorl module was replaced or electronic motor fromt eh sway bar.
The customer stated that the problems that he was having were not resolved. The customer stated that he believes that he was charged excessive and that he does not believe that the SA Sal (#9505) advised him correctly as he would not have had the repairs completed on the vehicle that were not essential to the operation of the vehicle. The cusotmer believes that the charges were excessive and repairs completed were not necessary.
The agent advised the customer that the SM Steve had advised the previous agent that the customer should call the Dealership and speak to him and he would be happy to discuss and explain the charges with the customer. The agent offered to call the dealership and connect the customer to them however the customer stated that he could do this and would call back to advise LR815 further following his converstation with the SM Steve.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA6D17	BL[redacted]	***Open Date***	07/17/2013	***Built Date***	05/02/2011	
Model Year	2011	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	05/31/2011	***Mileage***	40,000	***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	08767	CAPITOL GARAGE INC			
Dealer Address	1520 WEST MAIN STREET				
Dealer City	WILLIMANTIC	***Dealer State***	CT	***Dealer Zip***	06226

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

Corporate - Recall - Default - Default - Default	air bag light is on

Briefly summarize why the customer is contacting Chrysler:
Customer is calling and stating that her air bag light is on and she is wanting to know if there is any recalls on her vehicle . Agent updated customers information and advised customer that she has no recalls on her vehicle at this time . Agent advised customer that we are not technically trained here and we recommend that she bring her vehicle into the dealership to have the issue looked at . Customer is stating that she is aware that there are some recalls out for the air bag .Agent advised that all recalls are vin specific and she does not show the recall at this time .
Briefly summarize what the customer is expecting:
Customer is expecting recall information .

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D19	AL[redacted]	***Open Date***	07/17/2013	***Built Date***	11/13/2009	
Model Year	2010	***Body***	JKJL72	JEEP WRANGLER SPORT 4X4			
In Service Dt	12/05/2009	***Mileage***	90,500	***Dealer Zone***	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PAV	DK. CHARCOAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	45426	ARRIGO DODGE CHRYSLER JEEP RAM			
Dealer Address	5901 MADISON AVE				
Dealer City	TAMARAC	***Dealer State***	FL	***Dealer Zip***	33321

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

Product - Wheels and Tires - Tires - Other - Unknown	Customer 's tire pressure light will not clear from vehicle cluster.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer needs Clockspring replaced.

Briefly summarize why the customer is contacting Chrysler: Customer calling to see fi their vehicle would be covered for certain issues they are having. Customer states they have the Clock spring module needing to be replaced as the air bag light is showing. Customer states costs will 259 dollars. Customer stated they already paid for 3 tire pressure sensors to be replaced and now the dealership is saying she needs the fourth one replaced to which all cost customer 77 dollars without tax per sensor. Customer states they have made too many payments now and cannot afford to replace the fourth sensor and will just pay to have clock spring replaced.
Briefly summarize what the customer is expecting: Customer seeking if their vehicle would have any additional coverage for the repairs they been having. Agent advised unfortunately there was none showing and unfortunately it would be customer cost. Customer understood however would like to know the day they decide to have tire pressure light fixed they want to make sure it works since they had 3 already replaced and want to know how to turn off the signal on dash as its beginning to become annoying. A customer is not locate with the vehicle at the time and will call back with vehicle if needed assistance. Customer was advised through the owner s manual if they go through the cluster settings where customer knows where switch is located. Agent advised they should be able to turn the future off. Agent advised if they do find any issues they could call back and agent could go through with customer otherwise it would be something the dealership would need to have repaired. Customer understood and thanked agent for the informaiton provided.
[redacted] called back asking if there was a recall on her vehicle for the Air bag sencsor. Agent advised the customer there are no open recalls at

this time and if the repair was completed at the Jeep dealer and this became a recall on the vehicle the customer could request reimbursement. Agent offered the customer assistance with reaching out to the dealerhsip and customer declined.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA3H12	BL[redacted]	**Open Date**	07/20/2013	**Built Date**	02/15/2011	
Model Year	2011	**Body**	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4 SPORT UTILITY			
In Service Dt	07/11/2011	**Mileage**	25,000	**Dealer Zone**	66	ORLANDO	
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	67673	CAROLINA CHRY-DODGE-JEEP			
Dealer Address	1001 HALSTEAD BLVD				
Dealer City	ELIZABETH CITY	**Dealer State**	NC	**Dealer Zip**	27909

Owner	[redacted]	**Contact Type**	FAX
Address	[redacted]	**Home Phone**	[redacted]
	ELIZABETH CITY NC[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Conv Top / Sunroof / T-Top - Leaks - Default	Customer seeking replacement
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Please see case [redacted]
Briefly summarize what the customer is expecting:
Customer seeking replacement vehicle.
Please see case [redacted] details.
Writer consulted answer ID 23673 and advised the customer that the writer will be sending the case forward for review.
Customer informed a call back is required and will take place within 1-2 business days.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: Customer declined.
Who has possession of the vehicle? (Owner/Dealer/IRF) Owner
Is this a request for Lemon Law, buy-back or replacement? Replacement
Reassigned to 91L
********** 91L Review **********
*********Case Escalated to I2R**********
Reviewed Warranty History which determined this case should be escalated to I2R for case management.
contacted customer: customer is having issue with his vehicle leaking water and his air bag module light turning on and off and Carolina Chry-Dodge-Jeep Dealership has ordered parts for repairs on both issue .
I Apologized to customer for the inconvenience, as I can certainly understand the frustration and concerns. Advised customer that their case has been forwarded to me for Special Handling to assist with vehicle repair per the Terms of the Warranty, including Escalated Technical assistance, parts expediting and Rental authorization if necessary.
Advised customer that I would like to review his case with the Dealer and will call him back to review a plan of action towards a resolution.

Customer accepted my offer and was appreciative. Advised customer I will contact their dealers and follow up wi*** Joshua Dunham with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please request them to contact Joshua Dunham at 888-542-7239, extension 421. Thank you. *** th them by 7/24***follow up note to call dealership and touch base with service manger ***
contacted dealership : spoke with service manager Mike who confirmed that on 7/26 a water specialist will work on the vehicle and a STAR case will be opened to address the issue of air bad module light turning on ***follow up note to call customer and update him ***
*** Joshua Dunham with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please request them to contact Joshua Dunham at 888-542-7239, extension 421. Thank you. ***
contacted customer: updated customer on STAR case will be opened and a rental would be made available on 7/26***follow up note to call dealership and confirm vehicle was dropped off***
*** Joshua Dunham with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please request them to contact Joshua Dunham at 888-542-7239, extension 421. Thank you. ***
Contacted customer : customer confirmed that the vehicle was dropped off at dealership ***follow up note to call dealership and customer on 7/31***
*** Joshua Dunham with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please request them to contact Joshua Dunham at 888-542-7239, extension 421. Thank you. ***
contacted dealership: spoke with service advisor David who confirmed that they installed parts and the vehicle should be ready to pick up today ***follow up note to call customer and update her ***
*** Joshua Dunham with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please request them to contact Joshua Dunham at 888-542-7239, extension 421. Thank you. ***
contacted customer : advised customer that vehicle should be ready to pick up tomorrow and the customer was happy***follow up note to call customer on 8/2 to confirm he is in vehicle and offer CRO***
*** Joshua Dunham with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please request them to contact Joshua Dunham at 888-542-7239, extension 421. Thank you. ***
Customer contacted : customers vehicle is not repaired and is leaking water and is very frustrated and requested I call him 8/5 to discuss a plan of action as he would like to be provided with some form of a trade assist***follow up note to call customer on 8/5 and determine if is willing to take the vehicle back to the dealership to try to repair it one more time so I can request escalated assistance ***
*** Joshua Dunham with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please request them to contact Joshua Dunham at 888-542-7239, extension 421. Thank you. ***
Customer confirmed vehicle at dealership : follow up note to call dealership 8/5 and touch base with the dealership ***
*** Joshua Dunham with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please request them to contact Joshua Dunham at 888-542-7239, extension 421. Thank you. ***
Contacted dealership : dealership replaced panel in door frame and believe this to have fixed the water leak and customer has picked up the vehicle ***follow up note to call customer and touch base ***
*** Joshua Dunham with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please request them to contact Joshua Dunham at 888-542-7239, extension 421. Thank you. ***
contacted customer : customer :customer picked up his vehicle again after

being in 2 times in the I2R process on 8/2 and to day 8/5 his air bag light has turned back on which is issue he has been dealing with due to the water damage and is taking the vehicle back to the dealership 8/6. The customer is requesting some kind of trade assist as he has been in multiple times for water leaks and had a module control replaced to deal with his air bag light turning on ***follow up note to call customer on 7/6 to confirm he has dropped off his vehicle at the dealership and submits CARE to be reviewed for CDI or trade assist ***
*** Joshua Dunham with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please request them to contact Joshua Dunham at 888-542-7239, extension 421. Thank you. ***
Contacted dealership : per General manger spoke with sales manager Al Stevens who agreed to participate in CDI with the customer ***follow up note to call customer and update ***
*** Joshua Dunham with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please request them to contact Joshua Dunham at 888-542-7239, extension 421. Thank you. ***
contacted customer: updated customer on Dealership agreeing to CDI and gave contact information for sales manager and customer will start the process ***follow up note to call customer on 8/8 to touch base with him***
*** Joshua Dunham with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please request them to contact Joshua Dunham at 888-542-7239, extension 421. Thank you. ***
Contacted customer : customer has declined CDI as he feels he will lose to much money and has requested that maybe dealership could help him with a hard top being placed on his vehicle and I advised customer I would look in to it . ***follow up note to call dealership and discuss the plan of action with service manager on repair process ***
*** Joshua Dunham with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please request them to contact Joshua Dunham at 888-542-7239, extension 421. Thank you. ***
contacted dealership : spoke with service manager David who is contacting a water specialist to come in to inspect the vehicle and is requesting to wait till 8/14 to make an appointment***follow up note to call customer and dealership on 8/14*** *** Joshua Dunham with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please request them to contact Joshua Dunham at 888-542-7239, extension 421. Thank you. ***
POSTMARK DATE: 081213; DATE RECEIVED: 081213
Contacted dealership : dealership confirmed that water specialist is due to inspect vehicle 8/14***follow up note to call dealership and customer on 8/16****
*** Joshua Dunham with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please request them to contact Joshua Dunham at 888-542-7239, extension 421. Thank you. ***
Contacted dealership : spoke with service manager who requested to look at vehicle for another diagnosis to determine if the customer placed his doors on incorrectly after taking them off for off road driving and to also determine if a body shop work is required before escalating CAIR . Service manager will give to me RO history over the phone as multiple repairs have been done on RO number ***follow up note to call customer and request that he brings in the vehicle for repair so the vehicle can be diagnosed before escalating the CAIR for possible replacement ***
contacted customer: customer will bring the vehicle back to the dealership as it rained over the weekend and his carpets are flooded with water . Customer is interested in a replacement vehicle or a hard top . I advised customer I would review information once he brought his vehicle back in for diagnosis ***follow up to call customer on 8/23 to confirm he dropped off the vehicle at dealership ***
on 8/29 Contacted customer: customer took the vehicle to the dealership

and it was repaired in the same visit and customer is test driving the vehicle ***follow up note to call customer and offer CRO ***
Contacted customer : customer sent in retail installment form and has accepted 2 monthly payments of $647.68 =$1,295.36 and the customer has accepted and is happy ***follow up note to submit CRO for approval ***
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2013-08-28 @ 16:42
***** Customer Document Received *****
Emailed tjb16 the customers payment check has been submitted in the amount of $1295.36. Follow up regarding reimbursement on 8/30
Check approved.
Spoke to customer advising that his reimbursement check in the amount of $1295.36 has been mailed and should be arriving to him soon. Customer received the check and is appreciative of the check, but hasn t cashed it yet, because the vehicle is leaking again. Customer advised the vehicle was just picked-up from repair at Carolina CDJ last week and they have since received a very hard rain and the Soft Top is leaking again on to the Driver and passenger Floor board, more on the passenger side Customer advised he had previously informed his Case Manager jd1445 that he would like to have the Soft Top replaced with a Hard Top and would like to speak to with jd1445 again to see if that is possible. Advised customer that I will update jd1445 on the situation when he returns on 9/9 and will have jd1445 follow-up with him then- customer understood.
** JD1445 to follow-up with customer on 9/9 regarding reoccurring water leak and his request to have a Hard Top installed on the vehicle.
Called customer to review vehicle decisions. Customer stated that he will not cash the check until we reach a resolution. He would like a hardtop and not a check. Customer stated that if the soft top was replaced with a hardtop he would not complain if it continued to leak. Advised that I am not sure if that is an option at this point but I will look into it for him and follow up by 9/16. Customer understood and was appreciative.
POSTMARK DATE: 091313; DATE RECEIVED: 091313
Duplicate image received by fax.
Spoke with customer and advised that before we could truly see if a hardtop replacement is an option we would have to confirm that it is leaking. Customer understood and stated that he will bring it in Monday if it leaks over the weekend. >> Spoke with Service Manager who stated that the customer can come in on Monday if it leaking. Authorized rental for the diagnosis. Will follow up with customer and dealership 9/17.
Spoke with customer who stated that he did not get any rain over the weekend. Advised that when there is rain in the forecast he can take the vehicle to the dealership so they can confirm the leak. Customer asked then what. Advised that we can look into the hardtop as a repair option. Customer understood. Will follow up with customer 9/20 to close if vehicle is not in for service.
Called customer to see if he has taken the vehicle in for service. Spoke with customer who stated that he took the vehicle in this morning. He stated that it rained over the weekend and there was water in the floor. He took the vehicle to the shop but is back home in it. Advised that it is not enough to show water on the floor boards the dealership has to actually see that it is leaking. Customer understood. >> Called Carolina Chry-Dodge-Jeep to speak with Service Manager and reviewed plan of action. Requested a return call if the customer comes back in. Service Manager agreed. Closing CAIR as we had not been able to duplicate the customers concern at this point. customer is aware he can contact me directly once the vehicle is in for service. Dealership is also aware.
Spoke with customer who stated that they left the vehicle at the dealership during a storm and they were able to confirm that it is leaking.>> Called Carolina Chry-Dodge-Jeep and spoke with Service Manager David who confirmed that the vehicle is still leaking. He stated that they were able to confirm a leak in the B-pillar on the passenger side as well as more water on the front passenger side and they are at a loss as to how to proceed. He stated that he did not open a new repair order as he still has one open. He stated that on the open repair order he would count at least six visits. Requested invoice for the pricing of the hard top at dealer cost. Service Manager agreed. Will follow up 10/11.

Spoke with customer who stated that there is a mildew smell in the vehicle as they have had three days of rain and the vehicle is getting very wet. Customer requested an update on his request for a hardtop. Empathized with customer and advised that at this point we are still waiting for the information prior to making a decision but if his vehicle is leaking he can take it back in for service. Customer stated that if it gets much worse he will have to take it in. Will follow up 10/11 with customer and dealership.
Called customer to advise that an offer to replace the softop with a hardtop is not being made. No answer, left a message requesting a return call. Will follow up with customer 10/14.
POSTMARK DATE: 101413; DATE RECEIVED: 101413
POSTMARK DATE: 111513; DATE RECEIVED: 111513
POSTMARK DATE: 121613; DATE RECEIVED: 121613
POSTMARK DATE: 011714; DATE RECEIVED: 011714
POSTMARK DATE: 021714; DATE RECEIVED: 021714
POSTMARK DATE: 032114; DATE RECEIVED: 032114
POSTMARK DATE: 042214; DATE RECEIVED: 042214

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BZ3H17	BL[redacted]	***Open Date***	07/22/2013	***Built Date***	02/03/2011	
Model Year	2011	***Body***	JKUM74	JEEP WRANGLER UNLIMITED SPORT (RHD) SPORT UTILITY			
In Service Dt	05/20/2011	***Mileage***	38,000	***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	68468	CUNNINGHAM CHRYSLER OF EDINBORO		INC	
Dealer Address	12481 EDINBORO RD				
Dealer City	EDINBORO	***Dealer State***	PA	***Dealer Zip***	16412

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

Product - Electrical - Battery - Defective - Default	Battery replaced, beginning
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light on , and other lights on
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	engine light on
Product - Transmission / Transaxle - Gear Selector / Linkage - Defective - Default	shifter not shifting, stuck
Corporate - CNA Change - Default - Default - Default	updated customers information
Corporate - Survey By-Pass - Default - Default - Default	updated customers information

Briefly summarize why the customer is contacting Chrysler: Customers vehicle has been at Dealership since June 4, 2013 with shifter stuck, engine light on, airbag light on and other lights. Customers wife picked up vehicle, started delivery next day, vehicle overheated and smoke coming from vehicle, engine light and air bag and other lights coming on. Customer picked up vehicle and engine light and other lights were on still. Customer stated at the beginning, Dealership replaced Battery, cost $104.00 and to install another $54.00. Customer also had to pay for a filter for $43.00. Customer stated he was going to trade vehicle in and was offered $23000 and was going to purchase new right hand vehicle where this vehicle was purchased at.
Briefly summarize what the customer is expecting: Customer wants vehicle repaired properly, this is customers lively hood.
Agent called Dealership, spoke to Milan SA, stated they have been working on vehicle Friday and today with STAT, and technical advisor. SA is thinking now it is electrical, showing Transmission pressure high. SA is really hoping to find issue today, and understands customer s frustration as they need to work. Agent advised customer as to what SA stated able to find issue, and repaired today
Customer advised a call back is required and will take place Within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number [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? 68468
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District Q* * * * * *
Original Owner
OOW 3/36, In D-12-27, In 5/100 PWT,
In a possible 12/12 from the last Goodwill Repair Claim [redacted]
06/13/2013.
Customer History - 1 New, 3 Used
Currently Owns - 1 New, 1 Used
Possible related closed recalls - CLOSED RECALLS-L35 REPROGRAM PCM - OXYGEN SENSOR AND EGR MONITOR 10/24/2011 11/29/2011 COMPLETE
M31 AIRBAG SYSTEM CLOCKSPRING SAFETY 05/31/2013 06/25/2013 COMPLETE
Possible Techconnect Bulletins- 09-001-13 Gasoline Engine Diagnostic Inspection Procedure
26-004-12 Fluid Flushing Requirements,TT9002630 2011 & 2012 JK Shifters.
Customer Email Address: [redacted]
Status update provided via email to the following email address: [redacted]t
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 Dealer Code: 35- 68468 Dealer Phone : 814-734-3300. The SM is Myland.
He states that all the dash lights are off except the Engine Light. There seems to be a Light on caused by a line pressure issue and he has contacted STAR. He states that he is waiting for an answer from THE PA Zone Tech Advisor to contact him on the next step. They are unable to keep the Engine Light off by previous repairs. He states that the Customer stated that he was looking for Buy Back now.
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
Jeep Customer MR [redacted].
He states that this vehicle is used for Mail delivery as their livelihood.
He states that that he was going to trade the vehicle. He states that he purchased the vehicle from POSTAL PETE.
He states that because it is a right handed mail vehicle, they are rare and there are only 2 dealers that can supply the special vehicle. He wants the vehicle fixed. Writer advised of the current status and next step per lines 58-62.
The Customer states his frustration that that could take too much time and he wants it fixed now. Writer advised that Writer is not ASE Certified to diagnose or repair the vehicle and that the Case Manager assists all the departments to come to resolution. The Customer does not understand. The Customer expects the vehicle to be fixed now.
Writer found that 2 STAR [redacted] are open.
Writer called Dealer Code: 35- 68468 Dealer Phone : 814-734-3300. The SM is Myland.
Writer left a message for call back or email the status of diagnosis and repairs.
Customer informed a call back is required and will take place within 1-2 business days.
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is: [redacted]
Customer email address for case updates: N/A
Who has possession of the vehicle? Dealer 68468
Is this a request for Lemon Law, buy-back or replacement? Buy-back

Reassigned to 91L
Agent was not able to re-open case and send to 91L. Customer would like to have vehicle bought back as he is tired of the run around and having no resolution.
Per lines 84-94, Writer reassigned to 91L.
********** 91L Review **********
*********Case Escalated to I2R**********
Reviewed Warranty History which determined this case should be escalated to I2R for case management.
Left customer a voicemail advising that this case has been escalated for special handling. I requested a return call, and provided my contact information. Will attempt to contact customer again tomorrow.
Customer called in because he received a message from his CM and he tried calling back but the extension did not work. Agent called the (800) 215-6230 number and used the name directory to connect the customer. AC ID 17118.
Spoke with customer to complete initial call. Customer s mail vehicle has been down since June 4th over CEL and transmission problems. It appears the dealership has consulted with a Tech Advisor
Customer lost his job over this and will not be able to retain it until he is placed in a new vehicle (a mail vehicle as well). Customer previously had tried to trade vehicle, but it was unsuccesful as his vehicle was depreciated significantly.
Advised that customer s request for a buy-back was probably not feasible, as his vehicle was over 38,000 miles, however, assistance in removing him from the vehicle was not out of question.
Advised customer I would review case with dealership and determine what course of action towards resolution would be optimal for him.
contact Cunningham CJD to request RO history, update on repairs, determine what technical resources have been involved, ask for Service Manager s advice on best course of action, and update customer (7/31)
The I2R Customer Resolution Team is now responsible for the CAIR. If the customer should call, please advise them to contact their I2R Coordinator Cameron Young at 1-888-542-7239, extension 2154. Thank you in advance
Spoke with SM Milan of Cunningham CJD. Milan informed me this vehicle had been down almost consecutively since June 4th. Milan has consulted both STAR and TA Mike Fulton on this issue. The transmission was finally repaired, but CEL is back on. Milan says it is his desire to have TA visit dealership in order to resolve CEL concerns but is having a hard time generating a response from him.
Left customer message relaying previous information. Also advised other options were being explored beyond repair.
Spoke with customer and informed that a replacement vehicle was not feasible at this time. The advice was to work toward repair. I informed him I would be in touch with escalated resources to see if TA could visit the dealership. Customer is absolutely furious.
Customer is also angry because the loaner provided to him by the dealership had expired inspection and his wife was given a ticket over. Advised that problem would have to be taken up with dealership. Customer is furious. CY90 had to disconnect call.
Left Voicemail for AM KDF regarding customer s situation and advice on optimal resolution for customer. Requested callback.
AM spoke with SM who indicates vehice is shifting ok at this point but check engine light is on for (line pressure) Reviewed repair history and authorized dealer to first perform a trans cooler flow test and then replace line transducer. SM to call me as soon as repair is completed to notify me of results and or further repair direction for dash light on. AM also areed to review repair history to assist dealer with some '00' or diagnostic time. kdf
Spoke with Service Manager Milan at Cunningham CJD who was in the process of performing the repairs suggested by AM. Advised that part (line transducer) had been ordered.
Contacted customer and relayed to him the previous information. Advised that part would be in soon and I would keep him updated.
follow up on status of parts, repairs 8/5 and update customer

The I2R Customer Resolution Team is now responsible for the CAIR. If the customer should call, please advise them to contact their I2R Coordinator Cameron Young at 1-888-542-7239, extension 2154. Thank you in advance
Spoke with S. Advisor Aaron at Cunningham CJD who informed me that the part had just been invoiced and they would proceed with repairs.
follow up with SM Milan at Cunningham CJD for status of repairs and updated customer (8/6)
Spoke with SM Milan who informed me part was in but he did not have a technician available to install it at the moment. He said installation would most likely occur tomorrow.
Spoke with customer who is still furious. Customer wants the $23,000 his vehicle was previously appraised at. Advised that wasn t an offer that could be made. Advised I might be able to recommend him for a discounted rate on a new vehicle if he was interested. He declined. Advised toward repair and that if the repair didn t work, the situation would be revisited.
follow up with Milan at Cunningham CJD for status of repairs and update customer (8/8)
The I2R Customer Resolution Team is now responsible for the CAIR. If the customer should call, please advise them to contact their I2R Coordinator Cameron Young at 1-888-542-7239, extension 2154. Thank you in advance
Spoke with S. Advisor at Cunningham CJD who informed me a tech was in the process of installing the line transducer.
contact SM Milan at Cunninham CJD for status of vehicle and update customer (8/9)
Spoke with Milan who informed me repairs are not yet complete.
follow up with Milan 8/12 on status of repairs and update customer
Spoke with SM Milan who informed me the replacement of the line transducer failed, but he was corresponding with TA Mike on the vehicle and would most likely be replacing the transmission.
Spoke with customer and relayed previous information.
follow up with dealership and customer 8/15 for status of repairs
The I2R Customer Resolution Team is now responsible for the CAIR. If the customer should call, please advise them to contact their I2R Coordinator Cameron Young at 1-888-542-7239, extension 2154. Thank you in advance
Milan at Cunningham CJD left message 8/13 stating they had repaired the vehicle and would be contacting the customer to reissue the vehicle to him.
Spoke with customer and confirmed he had the vehicle back and the vehicle seemed to be working fine thus far. Began to discuss compensation. Advised customer that I could potentially reimburse him a monthly car payment. Customer advised his attorney sent a letter requesting for customer not to be contacted by Chrysler. Customer confirmed he retained an attorney but did not have his name or contact information readily available.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2412	8L[redacted]	***Open Date***	07/22/2013	***Built Date***	11/07/2007	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	04/11/2008	***Mileage***	48,000	***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	24230	THE FARICY BOYS			
Dealer Address	4950 NEW CAR DR				
Dealer City	COLORADO SPRINGS	***Dealer State***	CO	***Dealer Zip***	80923

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

Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	Advised of these open recalls.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light keeps coming on. Thought might be involved in M31 recall.
Corporate - CNA Change - Default - Default - Default	Updated new ownership information.
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Air bag light is coming on. Researched this on-line and thought it might be a recall.
Briefly summarize what the customer is expecting:
recall information.
****End structured narrative T2 - Beginning Narrative
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. Advised this vehicle is not involved in a recall relating to the Air bag.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2412	7L[redacted]	**Open Date**	07/23/2013	**Built Date**	01/10/2007	
Model Year	2007	**Body**	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	03/17/2007	**Mileage**	71,189	**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	44106	KONA AUTO CENTER INC			
Dealer Address	76-6353 KUAKINI HIGHWAY				
Dealer City	KAILUA-KONA	**Dealer State**	HI	**Dealer Zip**	96740

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	Air bag light is on
Corporate - E-Reimbursement - Default - Default - Default	Reimbursement for repairs to fix air bag light.
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Sensors had to be replaced.

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler in regards to an unresolved issue with her vehicle. Customer stated that she has had this issue of her air bag light being on for 2 months and her vehicle has been at the dealership for a month now and she is not getting any results. Customer feels that she is getting the runaround from the dealership and that they don t know what they are doing as they have replaced multiple things and her issue is not being resolved. Customer stated that when she questions the dealership about the repairs or what is going to be done on her vehicle they get very defensive and rude. Agent contacted the dealership and spoke with service manager Jeff. He confirmed that the customer s vehicle has been there for a month and they have replaced the seat sensors and the air bag module but the customers issue it not resolved. He stated that they are working with STAR to resolve the customers issues but when agent prompted him on what parts they are waiting for, etc he became very defensive and did not provide any other information.
Briefly summarize what the customer is expecting: Customer is expecting assistance with resolving her vehicles 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]
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? Kona Auto Center Inc (dealer code: 44106)
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District O * * * * * *
OOW of 3/36 by 36,000 miles and 3 years and 5 months.
2 Chrysler vehicles in household, 2 new and 0 used.
This vehicle is new.
There are no Service Contracts.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Phone line rang and then went to a screeching noise.
Writer called customer at [redacted] Customer s vehicle was at dealer for over a month. Customer stated that after customer contacted customer care, dealer was able to fix vehicle an hour later. Customer expects a full credit for repairs done besides brakes and regular service. Customer stated that she had asked dealer to save parts so she could have something to look at but does not think dealer did. Customer stated she is looking into buying two new Jeeps, one for Hawaii and one for Los Angeles. Writer advised will look into customer s concerns and will follow up with customer by Friday 07/26.
Writer called dealer 44106 Kona Auto Center and spoke with Service Manager, Jeff. SM stated that the vehicle is no longer there. SM stated that they fixed the wiring harness because they could not get the part. SM stated that the customer paid quite a bit for repairs. SM informed that this repair was $483.46, and previous repairs to fix this same concern were $135.42 and $420.88. SM stated the vehicle is at 71,189 miles.
Writer called customer at [redacted] Phone line rang and then went to a screeching noise.
Writer called customer at [redacted] and left message advising working on case and would follow up with customer on Tuesday 07/30.
Status update provided via email to the following email address:
[redacted]
My name is Kirstyn and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have. Our Customer Care telephone number is 800-763-8422. My direct extension is 66091. My work hours are from 9:30 am-6:00 pm Mountain Time.
End of Status Update
Writer sent email to Service Manager, Jeff, at dealer 44106 Kona Auto Center inquiring on break down of parts and labor on each repair completed.
Writer called customer at [redacted]. Phone line rang and then went to a screeching noise.
Writer called customer at [redacted]. Writer advised waiting on some information from dealer and would contact customer by Thursday 08/01.
Status update provided via email to the following email address:
[redacted]
Hello Dr. [redacted]
I wanted to follow up with you regarding your case, #[redacted]97. I have not been able to get a hold of the dealership yet to get the pricing for parts and labor on all of the repairs you had completed. I will attempt to reach them again tomorrow 08/02 and will follow up with you afterwards. Thank you for your patience while I work to find a resolution to your concerns. Have a great day.
End of Status Update
Writer called dealer and spoke with Service Manager, Jeff, at dealer 44106 Kona Auto Center. SM stated parts and labor pricing for repairs done on vehicle. SM stated that ro[redacted]train sensors - parts were $464.12, no labor as dealer took care of that, ro6216348 air bag module - part was $157.30, labor $115 including diagnostic and install, and ro6216249 diagnostic fee of $115. SM stated that problem was the wire harness which shorted out everything else. SM stated thought it was communication problem and could not get communication across in vehicle. SM stated programmed the seat which did not solve the problem so replaced the sensors. SM stated this did not resolve issue either so dealer was going to replace the wire harness. SM informed could not get the part because dealer kept getting sent the wrong type of harness. SM stated

because they live on an island, it takes 5 days for part to be shipped in so process was taking a really long time. SM informed decided to repair harness instead and this resolved customer s concern. SM stated this is the first time customer experienced this problem.
Writer called customer. Customer was not available. Writer will attempt to contact again on Monday 08/05.
Writer called customer [redacted]. Phone line rang and then went to a screeching noise.
Writer called customer [redacted] and inquired if customer was given any documentation from dealer after repairs. Writer advised would need repair orders and proof of payment to be able to reimburse anything. Customer stated she has the invoices from customer that she can fax over and requested fax number to be emailed to her as she is driving. Writer advised would send fax number to customer and would follow up with customer tomorrow if have not received fax.
Status update provided via email to the following email address:
[redacted],
Here is the fax number for our office for your documentation to be sent to.
801-736-3929
Please put Attn to: Kirstyn with your case number, which [redacted], to ensure that I receive them personally. Thank you for your patience regarding this. have a great day.
End of Status Update
****** Below Customer Contacted for Documentation Request ******
jh1298@chrysler.com on 2013-08-06 @ 16:15
Writer attached documents from fax.
Writer called customer and advised that documents have been received and are being processed into our systems and should become available by tomorrow. Customer stated that she is really busy with work and cannot keep answering calls as it is becoming taxing. Customer requested to only be emailed unless there is an answer regarding case. Writer advised would email customer.
***** Customer Document Received *****
Writer approved reimbursement in the amount of $400.00 for customer satisfaction.
Customer Document Reviewed.
Writer called customer. There was no answer and no option to leave a message.
Status update provided via email to the following email address:
[redacted]
Hello Dr. [redacted]
I was attempting to reach you because a decision has been made regarding the reimbursement you requested for the repairs recently done on your 2007 Jeep Wrangler. I will attempt to contact you again tomorrow. If you would like to contact me at a convenient time for you, feel free. My number is 800-763-8422 ext 66091. Thank you for your patience while we look into this matter for you. Have a great day.
End of Status Update
Writer called customer at [redacted]8 and advised that would reimburse $400.00 towards repairs done on vehicle. Customer accepted and inquired if will be able to keep going to dealer 44106. Writer advised that if customer is willing to keep bringing vehicle there, dealer would still be willing to work with her. Customer stated she was not sure as there was a service writer that customer had issues with. Writer advised to speak directly with Service Manager, Jeff, if customer does have any concerns and to feel free to call CAC if she would like assistance. Writer verified correct information on file and advised that case would be closed.
What has the customer requested? Reimbursement for multiple repairs done to fix airbag light concern.
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. 70,908 miles.

Enter the Date when the repairs were completed. 6/10/2013
What is the total cost of the Parts to be reimbursed? $0.00
What is the total cost of the Labor to be reimbursed? $0.00
What is the total tax to be reimbursed? $0.00
What is the total amount being reimbursed? $400.00
Ok to send check

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA241X	9L[redacted]	***Open Date***	07/27/2013	***Built Date***	10/07/2008	
Model Year	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	02/13/2009	***Mileage***	71,150	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	([redacted]
	PAXTON MA[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking clockspring coverage
Corporate - Product Information - Default - Default - Default	Customer seeking explaination of lack of coverage
Referral - Other - Default - Default - Default	Refered to Supervisor
Corporate - Survey By-Pass - No Response - Default - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Airbag clockspring was replaced for $507.39 at my expense. I believe this i
s a part that should last the life of the vehicle. I would like an explanat
ion for why I should be responsible for this expense.
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
***** CUSTOMER EMAIL *****
This has been recalled in many jeep vehicles. The most important safety component in the vehicle. I am a loyal jeep customer losing faith in the company that does not cover the cost of this historically problem part. Please explain.
***** END OF CUSTOMER EMAIL *****
***** CAC EMAIL *****
Dear [redacted]n:
Thank you for contacting the Jeep Customer Assistance Center.
We apologize for any inconvenience this issue has caused you.
Unfortunately, not all components will last for the life of the vehicle.
This component specifically has a warranty of 3 years or 36,000 miles. At 4 years and 71,000 miles roughly, this part is no longer warrantied. We apologize.
The part is not covered by recall as recalls are VIN specific. Recalls are determined by where the vehicle was built, when and what series of parts were used when in production. The reason your vehicle was not included in the recall is because this recall applies only to the above vehicles equipped with Right Hand Drive (RHD) steering (sales code AHF) built to U.S market specifications (sales code YAA) from July 30, 2007 through October 08, 2011.
Your vehicle was built within the timeframe of the recall (Oct. 7th, 2008) although it does not have 'Right Hand Drive (RHD) steering' excluding it from the recall.
Thanks again for your email.
Sincerely,
Tyler
Customer Service Representative
Jeep Customer Assistance Center

***** END OF CAC EMAIL *****
***** CUSTOMER EMAIL *****
I do hope you realize how ridiculous it sounds that the side the steering wheel is on has an effect on the longevity of the clock spring. My research shows that this problem is quite common among many jeep owners, models and years. My vehicle also was sold with a 'lifetime' warranty. Im sure your records would indicate that.
I am disappointed with your inability to explain why this part fails at such a short lifespan. I am equally disappointed that you would use the warranty, which you improperly have indicated as 3 years and is actually 'lifetime' as presented to me when I purchased the vehicle.
I will report this problem to any and all government agencies that oversee this type of issue, including the faulty parts and the poor response time, indicated as 24 hours on your website and actually took you a week. I will also warn any and all I am in contact with of your ability to 'sell', with enthusiasm, a vehicle which at best is misrepresented, and service with excuses of why your companies failure to provide a quality product falls financially on the consumer.
***** END OF CUSTOMER EMAIL *****
***** CAC EMAIL *****
Dear [redacted]:
Thank you for contacting the JeepCustomer Assistance Center.
I apologize Fran, we have been very busy with the volume of emails we have currently been receiving. We apologize for the delay.
We are not Mechanical Engineers nor are we trained Mechanics, so requesting that I explain why a part should fail or should not, I simply do not have the degree to answer that question. I apologize.
The reason I referenced the 3 year, or 36,000 mile warranty is because that is the factory warranty that came with the vehicle. The 'lifetime' warranty is for the Powertrain, which would cover the engine and the transmission, and all internal components of those 2 peices of machinery.
I apologize for the confusion.
Unfortunately, the outcome remains the same. It will be an out of pocket expense to replace the clock spring. We realize this is a less than favorable response, and we apologize.
Thanks again for your email.
Sincerely,
Tyler
Customer Service Representative
Jeep Customer Assistance Center
***** END OF CAC EMAIL *****
***** CUSTOMER EMAIL *****
I have submitted a complaint to the NHTSA outlining my concern with my vehicle and thousands like it on the road. I also identified your ineffectiveness in being able to explain why Jeep thinks it s OK to have this major safety component NOT last the life of the vehicle.
With this, and your response, I ask the following:
1. What does last the LIFE of the vehicle? If the parts that keep the driver safe cannot be relied on for the life of the vehicle, perhaps you should consider the LIFE of the operator.
2. Why is your volume of emails become difficult to handle? You mentioned your inability to respond in a timely fashion to emails, apologizing for the delay and stating you are very busy. Perhaps your workload is large because of many faulty products or a failure to SOLVE problems, rather compounding my concerns with poor logic.
3. What are you qualified to do as a customer assistant? You identified your reason for not being able to answer my question as your not being a mechanical engineer or a trained mechanic. I registered my problem with 'customer assistance'. I was under the impression this department would assist it s customers with problems. I m sure this is not the first time you have heard of this issue, working in this capacity. I spent about 5 minutes on the Internet when my Local Jeep dealership called to inform me of the problem with my airbag light. My 5 minutes informed me of the past and current Jeep recalls on the clock spring. I found thousands of complaints about this component and how Jeep dealt with it. I had my dealer fix the problem at my expense, because my life is more important

than $500.00. But it is with this that I pursued reimbursement. I believe I am fortunate to be able to have this work done, make my vehicle safe to drive, and then seek assistance from the company I have been loyal to for most of my life. I ask you to consider the less fortunate driver who cannot pay to have the repair done and puts their life at risk driving one of your vehicles with a common and known issue.
4. Who is your supervisor and how do I contact that person? Apparently I need to move to a higher level to get the answers I need. Your assistance has been appreciated although not satisfactory.
Thank you,
[redacted]
Sent from my iPad
***** END OF CUSTOMER EMAIL *****
***** CAC EMAIL *****
Dear [redacted]:
Thank you for contacting the Jeep Customer Assistance Center.
We would like to apologize for being unable to explain why a vehicle component would fail.
Due to the nature of the machine, we would not be able to promise or guarantee any parts would last the life of the vehicle. The term 'life' when refering to a vehicle, is relative to the owner of the vehicle and their perspective. To some, the life of a vehicle could be the three year mark when they decide to trade it in for a newer model. To others, the life of the vehicle could mean, when it no longer looks like a vehicle and has returned to its elemental / mineral make up in the year 3189. It is all relative.
We consider the life of the operator in all of our vehicles, that is our main concern. We are proud to say that many of our vehicles are 'Top Safety Picks' according to the IIHS (Insurance Institute for Highway Safety), and our vehicles have also earned the Five Star safety rating from NHTSA. But again, a machine with moving parts and electrical components, sometimes these components fail even with our rigorous testing and quality audits.
I did not state that the emails are difficult to handle or that we are severely behind, simply busy. I was apologizing for not getting to your email sooner.
The issue is known and that is why a recall was released on the vehicle to fix the clockspring. Unfortunately, recalls are VIN specific. Recall coverage is determined by where the vehicle was built, on which date, and which series of parts were used on the vehicle. Should a vehicle have a component fail that is covered by a recall on another vehicle, that must be considered coincidental. Should the recall be expanded to include your vehicle, at that time we could process your request for reimbursement.
My supervisor is named Scott. I can get you in contact with him, unfortunately, such a request is a one business day call back. He would have to reach you either by the end of todays business day or by the end of business on Monday. If you would like to be contacted on a different telephone number than what you supplied originally [redacted]1), please respond and let us know.
I apologize for the less than satisfactory assistance.
Thanks again for your email.
Sincerely,
Tyler
Customer Service Representative
Jeep Customer Assistance Center
***** END OF CAC EMAIL *****
Customer seeking Supervisor contact, reassigning to SJ372
Supervisor Call (508-757-5281): reached voicemail
Team Leader advised: understand request to speak to supervisor; apologize unable to reach customer at this time; appreciate opportunity to review and discuss details of case with customer; follow-up 8/8/2013.
Supervisor Call [redacted]: reached voicemail
Team Leader advised: follow-up 8/9/13.
Supervisor Call ([redacted]1): reached voicemail
Team Leader advised: have reviewed details of case and would like to discuss options with customer; invited customer to call back for

clarification.
Escalation Override approved by SJ372 - customer is original owner; vehicle is just over three years old; customer is loyal to brand - four VINs (two original)
NEXT AGENT: escalate for possible cost assistance

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3912	7L[redacted]	***Open Date***	07/25/2013	***Built Date***	01/30/2007	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	02/14/2007	***Mileage***	177,740	***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	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***	
	NORTH READING MA [redacted]	***Country***	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	Customer seeking assistance under the X41

Briefly summarize why the customer is contacting Chrysler: Customer called seeking assistance with his 2007 Jeep Wrangler. Customer states that he had received a letter about a clock spring issue. Customer had the service completed on July 8th 2011 at the time he was over the 150,000 miles. Customer received the letter on Dec 21st 2011. Customer states that he has paid $500 for the clock spring. Customer states that he had previously had issues with the clock spring with Herb Chambers. The airbag light had been going on intermittently and they would just reset it and send him on his way. Customer found that the horn had gone out and took the vehicle to Kelly Jeep and they replaced the clock spring. Customer is looking for a reimbursement for this repair. Customer feels that this was a safety issue and the dealer had misdiagnosed the issue which caused him to miss the parameters. Agent advised the customer that we are not able to assist with the cost of the repairs. Customer was outraged. Customer states that he will pursue legal channels.
Briefly summarize what the customer is expecting: Customer seeking reimbursement with the case.
* * * * 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	7L1[redacted]	***Open Date***	07/26/2013	***Built Date***	12/14/2006	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	01/27/2007	***Mileage***	103,000	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	56432	LINDER MOTORS INC			
Dealer Address	409 BROAD STREET				
Dealer City	NEW LONDON	***Dealer State***	CT	***Dealer Zip***	06320

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

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Advised recall
Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	Declined assistance
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Light on
Corporate - Recall - Default - Default - Default	Recall inquiry/No recall
Product - Fuel System - Unknown - Other - Default	Replace gas cap lamp illuminated

Briefly summarize why the customer is contacting Chrysler:
Customer states that the check engine light has come on and it tells him that the gas cap needs to be replaced.
Customer states that he has replaced it a couple of times. Customer states that the air bag light is coming on as well. Agent advised customer that we would not be able to assist financially however it does appear as though he has a MVP contract and should have the vehicle diagnosed.
Agent transferred customer to Paulette 800-521-9922
Briefly summarize what the customer is expecting:
Customer is seeking assistance.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *
Customer contacted CAC again and states that MVP advised him to contact us about goodwill assistance. Agent placed the customer on hold to research the recalls on his vehicle and the customer disconnected the hold.
Briefly summarize why the customer is contacting Chrysler:
Customer called back seeking extended warranty for the check inlet valve issue and
it would pertain the issue he is having.

Briefly summarize what the customer is expecting:
Agent advised he did have the x47 extended warranty but that the gas cap light was not a symptom of this. Advised if it was determined he had the issue it would be taken care of free of charge but any other repairs would be owner cost.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3916 7L[redacted]	**Open Date**	07/26/2013	**Built Date**	08/07/2006		
Model Year	2007	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	10/14/2006	**Mileage**	126,000	**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	60528	YORK DODGE CHRYSLER JEEP RAM			
Dealer Address	500 PRESCOTT LAKES PKWY				
Dealer City	PRESCOTT	**Dealer State**	AZ	**Dealer Zip**	86301

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	IRF has told her clockspring needs replacing
Corporate - Warranty Coverage - Default - Default - Default	query on X41

Briefly summarize why the customer is contacting Chrysler: Customer states that her air bag light is on and that an IRF states that the clockspring needs replacing and that there may be coverage for this at a Jeep dealer. Customer states that her dealer said there were no recalls on her VIN for this.
Briefly summarize what the customer is expecting: Writer reviewed that X41 extended warranty is active on this vehicle for the topic of clockspring. Writer reached dealer but no SA was available immediately. Customer took extended warranty info and stated she will follow up with vehicle on its own.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA3H14	AL[redacted]	***Open Date***	07/31/2013	***Built Date***	06/07/2010	
Model Year	2010	***Body***	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	07/03/2010	***Mileage***	54,984	***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	60054	JEFF SMITH CHRYSLER DODGE JEEP			
Dealer Address	100 IFFIE ROAD				
Dealer City	PERRY	***Dealer State***	GA	***Dealer Zip***	31069

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

Recall - M22: TRANSMISSION SKID PLATE - Advise Owner/Incomplete Recall	Customer was advised of the recall.

-
Briefly summarize why the customer is contacting Chrysler: Customer calls seeking recall information. Advised the customer of incomplete recall recall #M22Ù for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
Customer wants to know if this has something to do with the air bag light that comes on. Writer advised that she is not sure and advised customer to take the vehicle to a dealership for a diagnosis to be done. Customer wanted to know how to get bluetooth in his vehicle. Writer advised customer to contact dealership and ask dealership to check to see whether or not they can order bluetooth kit for his vehicles uconnect system.
-
Briefly summarize what the customer is expecting: Customer calls seeking recall information.
-

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA5915	8L5[redacted]	***Open Date***	08/01/2013	***Built Date***	10/28/2007	
Model Year	2008	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	11/28/2007	***Mileage***	63,000	***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	67092	HOLZHAUER AUTO&TRK SLS IN			
Dealer Address	17933 HOLZHAUER AUTOMALL DR				
Dealer City	NASHVILLE	***Dealer State***	IL	***Dealer Zip***	62263

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	NEW ATHENS IL 6[redacted]8	***Country***	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Airbag light came on
Corporate - Warranty Coverage - Default - Default - Default	seeking warranty coverage information
Corporate - CNA Change - Default - Default - Default	updated a secondary phone number

Briefly summarize why the customer is contacting Chrysler: Customer is calling in today to seek information on the manufactures warranty on this vehicle. Customer is trying to find out if the Purge valve and the Clock spring are covered under warranty. Customer states that the airbag light came on.
Briefly summarize what the customer is expecting: Customer is expecting information on warranty coverage s for the Purge valve and the Clock spring. Agent advised customer that the remaining warranty on this vehicle is the power train and the extended federal emissions warranty which does not cover those parts. Agent called over to the dealership and spoke to Jayson in service which confirmed that the Purge valve and the Clock spring needs to be replaced and it is not covered under warranty. Customer had no farther inquiries.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8FA2412	9L[redacted]	***Open Date***	08/05/2013	***Built Date***	04/07/2009	
Model Year	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	06/23/2009	***Mileage***	70,000	***Dealer Zone***	63	DALLAS	
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	45056	HELFMAN DODGE INC			
Dealer Address	7720 KATY FREEWAY				
Dealer City	HOUSTON	***Dealer State***	TX	***Dealer Zip***	77024

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

Product - Electrical - Lamps and Switches - Other - Default	Air bag light is on

Briefly summarize why the customer is contacting Chrysler:Recall information
Briefly summarize what the customer is expecting:Customer wanted to know if there were any recalls on his vehicle for the air bags. Writer advised customer there were no recalls for the air bags on his vehicle and advised him to take his vehicle to his dealership to have it checked out.
Writer called the dealership at 713-533-6100 to conference customer in to make an appointment but no one was available at the dealership to make an appointment.
Writer called Helfman Dodge back again at 713-533-6100 but they do not make specific appointments. The dealership said that it is first come first service on the scheduled date and the customer would have to bring his vehicle in right away and leave it but it would probably 2 or 3 days before they could look at it. Writer said she would check with the customer but he will probably go to another dealership closer to his home.
Writer called customer back and advised him of lines 10-15. Writer advised customer that Northwest Chrysler is closer to his home and customer said that yes it is very close and he would rather take his vehicle there.
Writer spoke to Matt, at North west Chrysler, at 832-912-2500 and conferenced customer in to make an appointment.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA5917	8L[redacted]	***Open Date***	08/06/2013	***Built Date***	02/28/2008	
Model Year	2008	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	04/11/2008	***Mileage***	80,000	***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	45056	HELFMAN DODGE INC			
Dealer Address	7720 KATY FREEWAY				
Dealer City	HOUSTON	***Dealer State***	TX	***Dealer Zip***	77024

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

Corporate - Recall - Default - Default - Default	Customer called seeking recall information.
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Customer does not have a tow bar.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that the air bag light comes on intermittent.

Briefly summarize why the customer is contacting Chrysler: Customer called stating that the air bag light has been going on every 30 seconds and dinging while driving. Customer is seeking recall or extended warranties on the vehicle for the clock spring. Agent advised customer that there are no incomplete recalls or extended warranty on the vehicle for the clock spring at this time. Agent advised customer that he can save his receipts in case of any recalls placed on the vehicle in the future and we would review the file at that time.
Briefly summarize what the customer is expecting: Customer is expecting recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA6413	8L[redacted]	**Open Date**	08/08/2013	**Built Date**	01/31/2008	
Model Year	2008	**Body**	JKJS72	JEEP WRANGLER RUBICON 4X4			
In Service Dt	03/25/2008	**Mileage**	60,000	**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	26519	PRO CHRYSLER JEEP			
Dealer Address	1800 WEST 104TH AVE				
Dealer City	THORNTON	**Dealer State**	CO	**Dealer Zip**	80234

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

Corporate - Warranty Coverage - Default - Default - Default	extended warranty information
Corporate - Recall - Default - Default - Default	recall information
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	recall information

Briefly summarize why the customer is contacting Chrysler: The customer called because when his girlfriend turns the steering wheel the airbag light comes on and he was checking to see if they had a recall he saw that is on their year of vehicle for the airbag.
Briefly summarize what the customer is expecting: The customer expected recall information.
The agent advised the customer that he does not have that recall on his vehicle. The agent did advised the customer of his open recall and 2 extended warranty s on the vehicle. The customer asked to have the recall and extended warranty information sent to him.
Status update provided via email to the following email address:
[redacted]
J24 MOPAR TOW BAR and X32 (X32) INLET CHECK VALVE 999.0 months or 999999 MILES
X34 (X34) TRANS OIL COOLER LINES 84.0 months or 70000 MILES
End of Status Update

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5917	8L[redacted]	**Open Date**	08/08/2013	**Built Date**	01/18/2008	
Model Year	2008	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	10/24/2008	**Mileage**	85,000	**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	68640	WILLIAMS CHRYSLER DODGE JEEP			
Dealer Address	1015 FORT WORTH HIGHWAY				
Dealer City	WEATHERFORD	**Dealer State**	TX	**Dealer Zip**	76086

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

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	advised owner incomplete recall
Product - Electrical - Lamps and Switches - Other - Default	air bag light on
Corporate - Recall - Default - Default - Default	inquiring about recalls on air bag / air bag light

Briefly summarize why the customer is contacting Chrysler: Customer called requesting information on a recall for the air bag light. Agent advised the only outstanding recall on the vehicle is for the tow bar. Customer stated that the vehicle s air bag light was on, and agent advised the customer to see a dealership for diagnosis.
Briefly summarize what the customer is expecting: customer will see dealership for recall completion and air bag inspection

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA5415	7L1[redacted]	**Open Date**	08/08/2013	**Built Date**	03/05/2007	
Model Year	2007	**Body**	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	04/28/2007	**Mileage**	71,800	**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	23043	BOLLES MOTORS INC			
Dealer Address	84 WEST ROAD				
Dealer City	ELLINGTON	**Dealer State**	CT	**Dealer Zip**	06029

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag lamp illuminates intermitantly
Corporate - Dealer Information - Default - Default - Default	nearest dealership inquiry
Corporate - Warranty Coverage - Default - Default - Default	warranty inquiry
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: [redacted] stated that the air bag lamp is illuminating intermittently while driving.
Customer stated that he believes that the clockspring is the issue.
Briefly summarize what the customer is expecting: Customer would like to confirm warranty coverage for the clockspring. Writer advised the customer that the clockspring is covered for 44 Months or 78,200 Miles according to the mileage provided. Writer advised the customer that a diagnosis would need to be completed to determine if the clockspring was causing the customer s issue. Writer offered to transfer the customer to the dealership of his choice, 23043 BOLLES MOTORS INC 860-875-2595. Customer stated that he would call to set up the appointment for a day or two away.
Reassigned to KG363 for survey by-pass
Customer is 4th owner - closing with by-pass only due to X41 CLOCKSPRING 120 Months or 150,000 Miles.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GB3916	8L5[redacted]	***Open Date***	08/08/2013	***Built Date***	10/23/2007	
Model Year	2008	***Body***	JKTM74	JEEP WRANGLER UNLIMITED X 4X2			
In Service Dt	12/30/2007	***Mileage***	76,220	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

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***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HOUSTON TX [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	recall information

Briefly summarize why the customer is contacting Chrysler: Customer calling stating their air bag light is on and wondering if its a recall. Agent told customer there is no recall for the air bag but informed customer of recall j24. Agent advised customer to contact a dealership to have recall repaired, and air bag light looked at.
Briefly summarize what the customer is expecting: Recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6916	9L[redacted]	***Open Date***	08/09/2013	***Built Date***	12/17/2008	
Model Year	2009	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	02/14/2009	***Mileage***	92,599	***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	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]
	CONWAY AR [redacted]7	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light keeps coming on and off
Corporate - Recall - Default - Default - Default	Customer seeking recall information
Corporate - Warranty Coverage - Default - Default - Default	Customer seeking warranty information
Product - Electrical - Horn - Intermittent or Inoperative - Default	Horn stopped working

Briefly summarize why the customer is contacting Chrysler:
Customer states that the air light bag keeps coming on and off and the horn stopped working. Customer seeking if there is a recall that would cause these issues.
Briefly summarize what the customer is expecting:
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 states it might be the clock spring and seeking if there is any warranty that will cover the cost of the repairs. Writer advised customer that the basic warranty expired 02/14/2012. Writer suggested to take the vehicle to an authorized dealership for an inspection. Writer located the nearest dealership in the area and the customer know where it is located.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D14	AL[redacted]	***Open Date***	08/12/2013	***Built Date***	07/27/2010	
Model Year	2010	***Body***	JKJL72	JEEP WRANGLER SPORT 4X4			
In Service Dt	08/11/2010	***Mileage***	54,000	***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	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]
	EASLEY SC [redacted]9	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light is on.
Corporate - Recall - Default - Default - Default	Recall information.

Briefly summarize why the customer is contacting Chrysler: Customer states that the air bag light is on. Customer wants to know if the repair would be taken care of by Chrysler. Customer is looking for assistance with the repair.
Briefly summarize what the customer is expecting: Customer expects to get the vehicle repaired.
Agent advised that the vehicle is still not that far past the warranty that the dealership can assist under D-12-27. Agent advised that the vehicle would have to be diagnosed first before anything for cost assistance can be looked at for the customer. Agent advised that the customer can call back after the vehicle has been diagnosed. Agent advised that there were no open recalls on the vehicle.
Customer calling seeking to get a case number about the issue he is having on his vehicle. Agent informed the customer he has a case number already . Agent gave customer the case number.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA591X	7L[redacted]	***Open Date***	08/14/2013	***Built Date***	12/21/2006	
Model Year	2007	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	01/26/2007	***Mileage***	50,000	***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	26714	PREMIER JEEP			
Dealer Address	499 ROUTE 6A				
Dealer City	EAST SANDWICH	***Dealer State***	MA	***Dealer Zip***	02537

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

Dealer - Service/Body Shop - Transaction - Refused Warranty Service - Default	SA did not find X47 under Recalls
Corporate - Corporate Warranty Extension Letter - Default - Other - Default	X47 dealer did not know
Product - Fuel System - Fuel Hoses and Lines - Leaks - Default	

Customer [redacted] called.
He stated this vehicle is in for service and he has issue with fuel spitting out, Dealer 26714 contact advised they knew nothing about X47.
Conference to Dealer 26714 phone 508-815-5000 time 13:40 EDT. SM Peter answered.
He stated customer told SA the vehicle had a recall, they did not find it under Recalls. X47 is Extended Warranty.
Customer lost from call while waiting on hold.
SM Peter stated he will have SA contact customer if issue is X47 it will be covered.
Writer called customer phone [redacted] time 14:31 EDT. Machine answered.
Writer left message line 9-10.
Customer called back to thank the agent that handled his case so rapidly.
Agent informed caller of the X41 for clockspring on his vehicle.
Customer stated he has also had a problem with the air bag light on occasion.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BZ3H19	AL[redacted]	**Open Date**	08/14/2013	**Built Date**	04/28/2010	
Model Year	2010	**Body**	JKUM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	06/15/2010	**Mileage**	109,218	**Dealer Zone**			
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					

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	([redacted]
	WICHITA FALLS TX[redacted]	**Country**	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	Recall M31 repair
Recall - M31: AIRBAG SYSTEM CLOCKSPRING - Advise Owner/Incomplete Recall	Requires further repair/sign off and new back cover installed
Product - Steering - Steering Wheel / Column - Defective - Default	Seeks reimbursement for Recall M31 Clockspring repair

POSTMARK DATE: 073013; DATE RECEIVED: 080613
Agent verified part number installed by IRF: P#5156106AB on www.moparfactoryparts.com website and part is STEERING COLUMN CONTROL MOD CLKSPRING.
RECALL AIRBAG SYSTEM CLOCKSPRING M31
****
Customer submitted request for reimbursement for recall M31 Airbag System Clockspring. The airbag system clockspring on the above vehicles could experience a compromised driver s airbag electrical circuit. This would cause the airbag light to illuminate or flash intermittently. This indicates the airbag may not deploy as intended and increases the risk of an injury in the event of a frontal crash.
Recall applies to customer s vehicle: yes
Customer s proof of payment is: Invoice from: Dan Frazer Auto, 187 Highway 281, Wichita Falls, TX 76310 Phone: 940-761-4062. SEE BELOW
Date of Repair: December 20/12
Invoice #: n/a
Labor $65.00
Parts $257.00
Misc. Charges $0.00
Tax $0.00
Total $322.00
Writer is submitting total reimbursement in the amount of $322.00
****
Agent to verify:
-Invoice paid in full
-Customer COIN information and advise customer that Back cover is also required for this repair at our dealership. Recommend customer to have recall signed off at dealership once inspected.
Agent called Dan Frazer Auto at: 940-761-4062 and spoke with co-owner: Eric Frazer who verified that the customer paid in full and does not owe any money on this invoice. He cannot verify method of payment as this was back in Dec./12. Eric verified: Part: $257.00 and Labor: $65.00 = total $322.00.

****
Agent called customer at [redacted] 1 and left a message requesting return call with this CAIR number.
****When customer returns call, agent to verify:
-COIN mailing address and phone numbers (which is current: PO Box or physical address on file?)
-Amount of reimbursement is for $322.00
-Customer is advised to seek Chrysler dealership for inspection of this repair because recall repair includes a new back cover on the steering wheel column and we do not believe this was done at the IRF who repaired this vehicle. Chrysler dealership can inspect and sign off as completed recall.
SEE lines 38 to 46.
Agent called customer at: [redacted] and spoke with Barbara who verified address and phone number in COIN.
Agent verified reimbursement amount with the customer and also recommended nearest dealership to inspect recall repair as we suspect it is possible that the IRF did not include a new back cover as indicated in the recall repair instructions. Agent advised the customer that once dealership inspects vehicle recall repair, they can sign off as completed for this recall M31.
APPROVED
CLOSED LOOP

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2414	7L1[redacted]	***Open Date***	08/15/2013	***Built Date***	03/19/2007	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	04/22/2007	***Mileage***	50,000	***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	24101	JEEP OF VENTURA			
Dealer Address	6424 LELAND STREET				
Dealer City	VENTURA	***Dealer State***	CA	***Dealer Zip***	93003

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light is on
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	K13

Briefly summarize why the customer is contacting Chrysler: Caller contacting Chrysler because his air bag light is on and he wants to know if there is a recall on it. Agent advised caller of open recall K13. Agent advised caller of no other recalls as he does not have a tow bar. Caller states that the emergency light also come on in his vehicle while driving as if the engine is being shut off. Agent referred caller to dealer for assistance with recall and other repairs. Caller did not want to be transferred.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5919 8L[redacted]		***Open Date***	08/18/2013	***Built Date***	01/23/2008	
Model Year	2008	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	01/31/2008	***Mileage***	88,880	***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	67302	SHERRY CHRYSLER, DODGE, JEEP, INC.			
Dealer Address	8645 NORTH COUNTY ROAD 25A				
Dealer City	PIQUA	***Dealer State***	OH	***Dealer Zip***	45356

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Airbag sensor is flashing
Corporate - Recall - Default - Default - Default	M31 recall inquiry
Referral - Other - Default - Default - Default	Referred to dealer

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Have airbag sensor flashing. Is my 2008 jeep sahara wrangler included in th
is recall below
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
AIR BAGS:FRONTAL Recall number: 11V528000 Recall date: 11/02/2011 Problem
Summary: CHRYSLER IS RECALLING CERTAIN MODEL YEAR 2008-2012 RIGHT HAND
DRIVE (RHD) JEEP WRANGLER VEHICLES MANUFACTURED FROM FEBRUARY 1, 2007,
THROUGH OCTOBER 10, 2011. SOME VEHICLES MAY BE EQUIPPED WITH DRIVER S
AIRBAG CLOCKSPRING ASSEMBLIES THAT COULD EXPERIENCE A COMPROMISED AIRBAG
CIRCUIT RESULTING IN AN AIRBAG LAMP ILLUMINATION, WHICH INDICATES THAT
THE AIRBAG MAY NOT DEPLOY. Consequence: A BROKEN ELECTRICAL CIRCUIT IN
THE AIRBAG CLOCKSPRING WIRING ASSEMBLY CAN LEAD TO NON-DEPLOYMENT OF 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.
*****END OF CUSTOMER EMAIL*****
Dea[redacted]
Thank you for contacting the Jeep Customer Assistance Center.
A review of our records indicates that your 2008 Jeep Wrangler does not
currently require service for the Safety Recall M31 / NHTSA 13V-176
Airbag System Clockspring campaign. 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.
Since you are experiencing the airbag sensor flashing, 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.
Here is contact information to the closest dealerships in your area:
Sherry Chrysler Jeep Dodge
8645 North County Road 25a

Piqua, OH 45356
(937) 778-0830
Dan Hemm Chrysler Jeep Dodge
2594 West Michigan Street
Sidney, OH 45365
(937) 492-8005
Thank you for your email inquiry.
Sincerely,
Crystal
Customer Service Representative
Jeep Customer Assistance CenteR
*****END OF CAC EMAIL*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA3H11	AL[redacted]	***Open Date***	08/16/2013	***Built Date***	10/01/2009	
Model Year	2010	***Body***	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	10/19/2009	***Mileage***	74,000	***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	23387	SZOTT M-59 CHRYSLER JEEP			
Dealer Address	6700 HIGHLAND RD - F101984				
Dealer City	WHITE LAKE	***Dealer State***	MI	***Dealer Zip***	48383

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

Corporate - Recall - Default - Default - Default	recall inquiry

Briefly summarize why the customer is contacting Chrysler:customer states he found a recall online for his air bag and wants to know if its covered on his vehicle
Briefly summarize what the customer is expecting: recall information agent advised customer there are no air bag recalls on his file and advised to have it checked at the dealership
Briefly summarize what the customer is contacting Chrysler. Customer states he is having trouble with his air bag light. Customer states it comes on then goes out and wants to know why it would not fall under the recall. Agent asked customer if there was anything else we could do for them and customer declined. Agent thanked customer and the call ended.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2410 8L[redacted]	**Open Date**	08/17/2013	**Built Date**	09/19/2007		
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	10/22/2007	**Mileage**	110,113	**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	42013	WEAVER MOTORS INC OF KIRBYVILLE			
Dealer Address	603 SOUTH MARGARET				
Dealer City	KIRBYVILLE	**Dealer State**	TX	**Dealer Zip**	75956

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	BURKEVILLE TX 7[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer stating her air bag is still on
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer stating her blinker are not working
Product - Electrical - Horn - Intermittent or Inoperative - Default	Customer stating her horn will not shut off
Product - Electrical - Wipers / Washers - Intermittent or Inoperative - Front	Customer stating her wipers are not working
Product - Electrical - Electronic Stability Program - Unknown - Default	customer stating her ESP light is on
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler today stating she is having issues with her vehicle not being fixed the first time she went to DRL. Customer stated that she went in for the air bag light and to put the clock spring in from the recall. Customer stated that they put a instrument cluster in and she still has the air bag light on, the horn wont stop blowing and she had to have her husband disconnect it so that she can drive, also the EBS light is on, the engine light is intermittent. Customer is frustrated that the repair was not completed properly. Customer stated that she told them she wants a call if the clock spring fixed her issue for her to decide what path she wanted to take then. Customer stated they did not call her at all with regards to that. Customer stated she paid close to $300 for an instrument panel that did not fix her issue only caused more problems. Customer also stated that one lady from the DLR called left her a message stating to come in mon-wed for them to work on the vehicle however when she called back on Friday to speak with the same lady she was not there that day. Customer stated that the lady who answered the phone was rude and asked who was calling and transferred customer to a parts lady who proceeded to tell her very rudely that she left messages fro her and the customer stated that is not correct and asked to speak with a supervisor. Customer is frustrated that her vehicle is not fixed and she needs it for her line of work. Agent attempted to contact the DLR however the DLR

is closed for the day. Agent advised she would send this to our resolution team and they would contact the DLR and advised the customer of the resolution. Customer understood and will wait for the call.
Briefly summarize what the customer is expecting: Customer is expecting to get assistance with getting her vehicle fixed as it was not fixed the last time.
Reason for Dealer Contact: To speak with the SM Russell because the customer went in for the air bag light on and to have the clock spring put in vehicle. Air bag light is still on and now there are more issues than when she went in. To speak with SM regarding the 2 ladies that customer stated was rude with her. One was she believed in parts and the other was the one who answered the phone.
Dealer Code: 42013
Dealer Personnel Required: SM Russell
Customer s Preferred Method of Contact: Phone
Customer Phone Number (Morning): [redacted] cell
Customer Phone Number ([redacted] cell
Customer Email address: not given
Reason for assigning to Resolution Team: DLR was closed.
Assigned to 86T
Customer contacted Chrysler inquiring why she had not received a call from the Resolution Team. Agent read information and tried to call the SM Russell. Dealership informed agent that he was on lunch and could agent leave a message. Due to high volume of calls agent declined leaving a message. Agent advised the caller that her case was still with the Resolution Team, however, they were backlogged and assured the customer that she would get a call soon. Customer understood.
DEALER CONTACT:Writer called dealer 42013 and service cashier advised that SM Russell was out on test drive with a customer and took writer s phone contact of 1-877-759-5427 Ext.4718150 and advised would have SM Russell return call to writer.
DEALER VOICE MESSAGE:Male party from dealer left VM message for writer advising was returning call to writer.
DEALER CONTACT:Writer called dealer 42013 and spoke with SM Russell who advised that customer airbag light was on and that customer advised dealer that she wanted to have the M31 recall performed on her vehicle. SM Russell advised that dealer ran vehicle VIN to confirm M31 applied to vehicle and discovered muliple other recall repairs that were not completed and therefore dealer perfomed all the outstanding recalls on vehicle. SM Russell advised that after the clockspring was replaced as part of the M31 recall that the airbag light and traction control lights were on and that dealer was attempting to investigate further the cause of this and preliminary investigation was leading to an issue with the instrument cluster but customer came to dealer and advised that she wished to take her vehicle and did not authorize any further diagnostics or repairs.
CUSTOMER CONTACT:Writer called customer at [redacted] and VM message left requesting call back to writer at 1-877-759-5427 Ext.4718150.
CUSTOMER VOICE MESSAGE:Customer left VM for writer advising the she was returning call.
CUSTOMER CONTACT:Writer called customer at [redacted]4 and customer advised that her airbag light was on and her turn signals and wipers were intermittently malfunctioning and she initially took her vehicle to an IRF and the multi-function switch was replaced on her vehicle which resolved the turn signal and wiper concern but the airbag light remained on. The IRF mechanic advised her to take vehicle to dealer for M31 recall repair completed to attempt to resolve airbag light. Customer says that after M31 recall (clock spring replaced) that airbag light, traction control light were still on and horn does not work. Customer says that dealer told her it was related to instrument cluster so customer says that she purchased cluster through dealer and had IRF install but did not resolve this issue. Writer advised that in order for further assistance to be provided that vehicle would need to go to a Chrysler dealer to be further addressed. Customer advised that she would like writer to make arrangements for 8/30/13 if possible at dealer 42013. Writer advised would contact dealer and then be back in contact with customer.

DEALER CONTACT:Writer called dealer 42013 and spoke with SM Russell and advised of writer s conversation with customer on lines 73-88 above. SM Russell advised that due to scheduling and backlog issues that dealer could not accommodate vehicle until 9/6/13 and that SM would try his best to provide a loaner vehicle to customer if needed on this day. Writer advised would follow with customer and then confirm with SM.
CUSTOMER CONTACT:Writer called customer at [redacted] and advised of informtion regarding Sept. 6 appt. at dealer and cusstomer advise that this date would be acceptable but she would need a bench set vehicle to accommodate her needs. Writer advised customer that would contact SM and request that he call customer to discuss the loaner vehicle and confirm the appt. Writer also advised that file was being escalated to a case manager for further assistance and would be contacted within one business day.
DEALER CONTACT:Writer called dealer 42013 and spoke with SM Russell and requested that SM Russell contact the customer to arrange for loaner vehicle and confirm service appointment for 9/6/13 with customer. SM Russell advised that he would contact customer and writer provided both phone [redacted] cell to SM.
Briefly summarize why the customer is contacting Chrysler:Unresolved ? electrical concern airbag light on, horn not working and other instrument display lights illuminated
Briefly summarize what the customer is expecting: Assistance in having her concern resolved
Who has possession of the vehicle? OWNER
Has an authorized dealer diagnosed the vehicle? NEEDS FURTHER DIAGNOSIS
If a CDJR dealer has diagnosed, what is the dealer name and code? 42013
Customer advised a call back will take place within one business day.YES
Preferred Morning/Midday call back number [redacted] 4 home or [redacted] cell
Preferred Afternoon/Evening call back number is: [redacted] 4 home or [redacted] cell
Customer email address for case updates: NOT PROVIDED BY CUSTOMER
Reassigned to: 88F
* * * * * CASE MANAGER TEAM - District u * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] cell
Just rang, no message left
Dialed 4[redacted] home
No message left
[redacted] cell....left message
Dialed [redacted] home...left message
3rd attempt made to contact customer. [redacted] 0 cell
Left message.
Writer spoke with Service Advisor and was informed that the customer vehicle was repaired and picked up. Customer was provided with a dealership loaner while they changed out the clock spring. Customer was not charged and miles is 110,113
[redacted] cell
Customer stated that all was great and was okay with the case being closed.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8FA5413	8L[redacted]	***Open Date***	08/20/2013	***Built Date***	02/14/2008	
Model Year	2008	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4			
In Service Dt	03/10/2008	***Mileage***	134,000	***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	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***	[redacted]
	NORTH BEACH MD [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light on
Product - Steering - Steering Wheel / Column - Other - Default	making a grinding noise

Briefly summarize why the customer is contacting Chrysler: Customer is calling in seeking recall information and to see if there is any possible cost assistance. Customer states that the steering column is making a grinding noise and the air bag light is on. Customer states the clock spring needs to be replaced.
Briefly summarize what the customer is expecting: Customer is expecting recall information and possible cost assistance.
Customer has not been in to a dealer yet and has no diagnosis. Agent advised customer that due to the mileage on the vehicle that it would be very unlikely that we would be able to offer any cost assistance.
Customer wanted to add the Extended warranty X41 - Airbag Clockspring Assembly to his vehicle. Agent advised customer that the extended warranty was only for the 2007 vehicles and that there was no way we could add that to the vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3910	7L[redacted]	***Open Date***	08/20/2013	***Built Date***	03/10/2007	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	06/22/2007	***Mileage***	111,000	***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	68368	BENCHMARK CHRYSLER JEEP DODGE			
Dealer Address	1313 GRANTS MILL WAY				
Dealer City	BIRMINGHAM	***Dealer State***	AL	***Dealer Zip***	35210

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	WARRIOR AL 3[redacted]	***Country***	UNITED STATES

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	J24 MOPAR TOW BAR
Recall - J30: TRANSMISSION FLUID TEMPERATURE WARNING - Advise Owner/Incomplete Recall	J30 TRANSMISSION FLUID TEMPERATURE WARNING
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	K13 INNER FENDER LINERS
Corporate - Warranty Coverage - Default - Default - Default	X32 INLET CHECK VALVE Unlimited Months or Unlimited Miles 0 December 31,
Corporate - Corporate Warranty Extension Letter - Default - Inquiry - Default	X41 CLOCKSPRING 120 Months or 150,000 Miles 0 June 22, 2017 46 Months or
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light flashing

Briefly summarize why the customer is contacting Chrysler:
Customer states fuel spills down the side of the vehicle and the fuel does go in all the way to the fuel tank.
Customers air bag light is on in the vehicle.
Briefly summarize what the customer is expecting:
Customer has two extended warranties
X41 CLOCKSPRING 120 Months or 150,000 Miles
X32 INLET CHECK VALVE Unlimited Months or Unlimited Miles
Customer calls seeking recall information. Advised the customer of incomplete recall recall #J24 MOPAR TOW BAR , J30 TRANSMISSION FLUID TEMPERATURE WARNING and vÙ for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
Agent offered transfer to the Jeep Dealership.
Customer declined and will take to the dealership on Monday.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2412	8L[redacted]	**Open Date**	08/20/2013	**Built Date**	05/08/2008	
Model Year	2008	**Body**	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	07/11/2008	**Mileage**	50,000	**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	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]
	DRAPER UT [redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	customer wants reimbursement for clockspring repair
Referral - Top Care - Executive Team - Executive - Other	

POSTMARK DATE: 082013; DATE RECEIVED: 082113
Top Care customer first contact was 08/21/13 at 13:30 by MB97
Top Care follow-up contact was 08/21/13 at 13:30 by MB97
******TOP CARE: EXECUTIVE REFERRAL STAFF******
Writer called owner on 8/21/13 he said airbag light is on in vehicle and horn does not work is safety issue. Clockspring needs to be replaced writer advised to fax in paid receipt for repair will reimburse cost parts and labor as goodwill. Owner is satisfied his whole family owns jeep vehicles.
Customer faxed in dealer paid receipt for clockspring repair total cost was $557.83 writer reimbursed that amount per decision check sent on 8/22/13.
POSTMARK DATE: 082213; DATE RECEIVED: 082313

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

VIN	1J4FA2419	8L[redacted]	**Open Date**	08/21/2013	**Built Date**	03/05/2008	
Model Year	2008	**Body**	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	04/05/2008	**Mileage**	42,000	**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	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**	[redacted]
	BALTIMORE MD [redacted]	**Country**	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Agent updated customers address
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light coming on and off
Product - Engine - Oiling System / Pan / Pump - Other - Default	Customer is loosing oil
Corporate - Recall - Default - Default - Default	Customer seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer seeking recall information. Customer states that their air bag light is coming on and off. Customer states that they had heard about a recall for the Jeep vehicles that affects the air bag system and wanted to know if this was applied to their vehicle. Agent informed the customer the M35 recall is not on their vehicle and suggested getting into a dealership to have it looked at as it could be a number of different reasons. Customer states that their vehicle is loosing about 2 quartz of oil as well between oil changes and was not to sure if the agent could give them any advice on that. Agent informed the customer when they speak to a dealership about the air bag light mention that their vehicle is loosing oil and they might do an oil consumption test. Customer thanked the agent and disconnected the call.
Briefly summarize what the customer is expecting: Customer seeking recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4BJWCG9	CL[redacted]	**Open Date**	08/21/2013	**Built Date**	10/06/2011	
Model Year	2012	**Body**	JKJS72	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	10/20/2011	**Mileage**	20,500	**Dealer Zone**	70		
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PY5	DOZER CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION					

Dealer	67183	ANDERSON CHRY-JEEP-DODGE			
Dealer Address	3920 N HIGHWAY 95				
Dealer City	LAKE HAVASU CITY	**Dealer State**	AZ	**Dealer Zip**	86404

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	LAKE HAVASU CITY AZ 8[redacted]	**Country**	UNITED STATES

Dealer - By-Pass - Default - Default - Default	air bags had deployed for no reason
Product - Body / Trim / Paint Finish - Air Bag - Unjustified Deployment - Unknown	air bags had deployed for no reason

Briefly summarize why the customer is contacting Chrysler: The customer was advised to call in by the dealership where his vehicle is at. The customer stated that the air bags in his vehicle had deployed for no reason. The customer stated he was not in an accident.
Agent had advised the customer when the air bags deploy for no reason there is an investigation. Agent had given the customer the case number and advised him it could take some time before he would be notified.
1. Who is calling and what is their contact information? [redacted]
[redacted]
Email address [redacted]
2. What happened? The customer had stated that he was travelling at about 2 mph and making a turn is when the air bags had deployed for no reason the vehicle was not in an accident. The customer also stated that for an instant just before they had deployed the air bag light had come on. The customer stated the air bag had hit his right arm and broke it and also dislocated his thumb. The customer also stated that there were witnesses to the incident.
3. What is the current location of the vehicle? The vehicle is at the dealership.
ANDERSON CHRY-JEEP-DODGE CJDTR
3920 N HIGHWAY 95 LAKE HAVASU CITY AZ 86404 928-764-5153
****
Reassign to 82S
****
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.
****

Will need a CDR/EDR download as well as normal airbag inspection
****

CAIR NUMBER [redacted] REQUEST EAA INSPECTION 08-22-2013 08:26
CAIR NUMBER [redacted]5 E-MAIL SENT TO EAA 08-22-2013 08:27
Customer did not receive the email from STAR. Agent contacted the dealership so they could contact STAR so STAR could contact the customer and send that e-mail again.
POSTMARK DATE: 082213; DATE RECEIVED: 082613
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 08/27/13 AT 20:21:01 2[redacted]
Caller requesting case number.
Agent provided [redacted]
Briefly summarize why the customer is contacting Chrysler:The customer states he called this morning and left a voice message for Jay and he would like to know if he received the message.
Briefly summarize what the customer is expecting: The customer is seeking the status of his case. The writer advised the that the customer that the CM contact information is not listed on his file at this time so she will put in a call back request and the case manager handling his file will contact him back. The writer confirmed the best number for the case manager to contact the customer back on [redacted]
****

Due to nature of injury, Per OGC Matrix, reassigned to 82T. _
9/3/13 ASSIGNED TO LSE6. PAG
POSTMARK DATE: 090313; DATE RECEIVED: 090313
Letter Sent: Acknowledgement 09/04/2013 07:47:57
Letter Sent: Denial 09/05/2013

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2415	8L[redacted]	**Open Date**	08/22/2013	**Built Date**	10/02/2007	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	10/18/2007	**Mileage**	74,226	**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	60599	ALMA CHRYSLER JEEP DODGE RAM			
Dealer Address	2280 W MONROE RD				
Dealer City	ALMA	**Dealer State**	MI	**Dealer Zip**	48801

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	EDMORE MI [redacted]	**Country**	UNITED STATES

Dealer - Service/Body Shop - Transaction - Other - Default	Charged for recall.
Recall - M31: AIRBAG SYSTEM CLOCKSPRING - Reimbursement	Dealership Charged for recall
Corporate - Reimbursement - Default - Default - Default	M31 Recall reimbursement
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Recall M31 Reimbursement

POSTMARK DATE: 080313; DATE RECEIVED: 080713
LETTER REVIEWED
Customer sent in invoice to be reimbursed for recall that they had to pay
for.
INVOICE
[redacted]
date: 07/19/13
Miles: 74226
Customer airbag light is on.
Replaced Clockspring- $287.98
Labor: 64.00
Misc: 9.81
Subtotal: 361.79
Tax: 4.79% $ 17.33
total: $379.12
Customer submitted request for reimbursement for recall M31 AIRBAG SYSTEM
CLOCKSPRING.
Recall applies to customer s vehicle: Yes
Customer s proof of payment is: Invoice check
Date of Repair:07/19/13
Invoice #[redacted]
Labor $64.00
Parts $287.98
Misc. Charges $9.81
Tax $ 17.33
Total $379.12
Writer is submitting check for approval in the amount of $379.12

DEALERSHIP CONTACT Agent called and spoke to the SM Dave and stated that the customer was charged for a recall and should of been charged. SM pulled up invoice and stated to talk to Tony. Agent spoke to SA Tony stated that the recall wasn t on the vehicle at the time. Agent stated that the recall was on the VIN on May 31, 2013. SA stated that he wouldn t know how to reimburse the customer as the prices are different. Agent stated she will reimburse the customer.
Add to line 29 ALMA CHRYSLER JEEP DODGE RAM 989-681-3900
CONTACT UPDATE [redacted] : Agent attempted to reach the customer, no answer left message stating that she apologizes that they had to pay for the repair and the check will be issued.
Address verified
Agent also stated on voicemail that it is the full amount minus the oil change.
****
CHECK SUBMITTED
****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3914	8L[redacted]	**Open Date**	08/22/2013	**Built Date**	02/13/2008	
Model Year	2008	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	04/24/2008	**Mileage**	70,000	**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	45311	LITHIA CHRYSLER JEEP DODGE OF	TWINFALLS
Dealer Address	1310 POLELINE RD E		
Dealer City	TWIN FALLS	**Dealer State**	ID
		Dealer Zip	83301

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

Corporate - Recall - Default - Default - Default	Customer calling to see if any open recalls on vehicle
Product - Electrical - Unknown - Intermittent or Inoperative - Default	Customer states clock spring has caused airbag light to come on

Briefly summarize why the customer is contacting Chrysler: Customer calling in today to see if any open recalls on vehicle at this time as he is having issues with his clock spring.
Briefly summarize what the customer is expecting: Customer is expecting to determine if any recalls or Chrysler will help with the repair costs associated with fixing his clock spring.
Agent advised customer that there are no current recalls on his vehicle at this time. Agent also advised customer that due to his time and mileage Chrysler will be unable to help with cost assistance. Agent advised customer to bring vehicle to authorized DLR to have repair looked at. Customer stated that if Chrysler is unable to help with cost he will fix issue on his own. Customer wanted it noted he is very unhappy with this decision of Chrysler not helping with the repairs of this issue as it does affect his safety.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4HA6H16	AL1[redacted]	***Open Date***	08/22/2013	***Built Date***	09/15/2009	
Model Year	2010	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	09/23/2009	***Mileage***	64,565	***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	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

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 5[redacted]	***Country***	UNITED STATES

Product - Engine - Oiling System / Pan / Pump - Other - Default	AM received call that we should not warranty this repair

Vehicle has not had oil change in 9 months and 13K miles. Oil level was very low and customer neglected to check his vehicle. Wrangler came in all covered in mud as well. Declining warranty due to neglect - further information can be gathered from Service Manager Ryan at Liberty in Rapid City
Briefly summarize why the customer is contacting Chrysler: Customer inquiring Recall M31 and if it only applies to Right Hand Drive vehicles.
Briefly summarize what the customer is expecting: Recall information
Agent advised this recall will not apply to Left Hand Vehicles. Agent advised that the sales codes for the recalled component will only be listed in a Right Hand Drive vehicle. Customer understands and states his air bag light has come on.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA3H11	BL[redacted]	***Open Date***	08/23/2013	***Built Date***	08/31/2010	
Model Year	2011	***Body***	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4 SPORT UTILITY			
In Service Dt	06/17/2011	***Mileage***	32,821	***Dealer Zone***	66	ORLANDO	
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	51010	WELLS DODGE CHRYSLER			
Dealer Address	1600 US 27 SOUTH				
Dealer City	AVON PARK	***Dealer State***	FL	***Dealer Zip***	33825

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

Product - Electrical - Occupant Classification System - Unknown - Default	Airbag light illuminated.
Product - Transmission / Transaxle - Unknown - Other - Default	Clutch pedal went all the way to the floor.
Corporate - E-Reimbursement - Default - Default - Default	Reimburse for 1 vehicle payment
Product - Body / Trim / Paint Finish - Unknown - Broken, Cracked - Unknown	Shifter bezel broken.
Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default	

Dealer code: 51010
POC Name: Dave SA
POC number/ email [redacted]
Current mileage: 32821
Customer [redacted]
Customers concern: air bag light came on, shifter bezel is broken, Pad pedal went to the floor
Is customer in rental: no
Is customer waiting: no
All customer contact numbers [redacted]
Best time of day to contact customer: any time
Dealer diagnosis (if completed):
SA Dave states that the customer took the vehicle to the dealership concerning about air bag light came on, shifter bezel is broken, Pad pedal went to the floor. Dave states that they are not performing the diagnosis yet and that the customer is not in a rental.
Enhanced Customer Satisfaction Team*
Owner is being handled by the Enhanced Customer Satisfaction Team. Warm transfer customer to 866-275-1420.
Correction to lines 6-7 & 14-15: Gas Pedal is the issue.
****** Following Corporate Resource has been contacted ******
TAPS
on 2013-08-23 @ 12:34

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 863-304-1160. Writer contacted Mr. [redacted]. Reviewed customer s concerns. Customer states it is the clutch pedal, not the gas pedal. Writer advised for customer satisfaction, ECS happy to reimburse one (1) vehicle payment for customer, once repairs completed. Writer to follow-up on 8/26 with update.
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted] FOR INFORMATION
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted]7 FOR INFORMATION
Customer stated that the dealership advised that the clock spring has been replaced and concern has been corrected. Customer stated that the other repairs the dealership advised should be resolved by noon on 8/27. Writer advised that we will follow up with the customer once there is an update and that the TS are actively working with the dealership as well. Writer advised that we will follow up on 8/27 .
CAIR ESCALATION UPDATE
SEE STAR CASE# 6[redacted]7 FOR INFORMATION
CA contacted customer at [redacted]0. Writer advised new slave cylinder has to be ordered and CA to follow-up when more information is available.
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted]7 FOR INFORMATION
[redacted] called to speak with Customer Advocate CR913. With customer s permission, writer transferred customer to Customer Advocate s voice mail, as CR913 is not currently available.
As an alternate form of contact, Customer provided email address [redacted] for case updates if needed.
Primary contact method is phone number [redacted].
Customer stated they do not have a secondary phone number.
Writer contacted Mr. [redacted] Customer confirmed vehicle repaired. Customer requested email with details on how to send documents by fax. Writer confirmed follow-up on 9/5.
Status update provided via email to the following email address: [redacted]m
Please fax the payment coupon and a separate document reflecting proof of payment to: 801-736-3929.
Please also include the following information on your fax cover letter:
ATTN: Christine ECS
Case number: [redacted]
I will follow-up with you on September 5, 2013.
End of Status Update
****** Below Customer Contacted for Documentation Request ******
kt314@chrysler.com on 2013-09-04 @ 15:45
***** Customer Document Received *****
Writer contacted the customer. Writer advised the customer that the documents that were faxed in were received. Writer advised the customer that the information sent does show proof of payment however there is no information that shows that the vehicle payment each month is $344.66. Writer advised that CA would need documentation that list the vehicle and VIN. Customer stated that he did not have any other information that could be sent. Customer advised that he received reimbursement previously and thought that he sent the same information in. Writer found documentation in case 2[redacted]1 that lists the vehicle and VIN. Writer advised that the information would be reviewed to see if it can be used for this reimbursement or if customer would still need to provide further proof. Customer stated that he would continue to look to see if he can find any other documentation. Writer advised that a follow up would be made no later then 9/6/13.
Writer contacted customer who verified the check information. Customer also states that there is a noise in the transmission and the shifter knob is scratched. Writer offered to assist the customer with an appointment to move forward. Customer states that the customer will not be able to get the vehicle to the dealer until next month as the customer is busy with work. Customer states that the check can be sent and the

case can be closed. The customer or dealer will contact CA once the vehicle is at the dealer.
[redacted] accepts and verifies the check should be mailed to the following name and address:
[redacted]
SEBRING, FL[redacted]
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
Reimburse for 1 vehicle payment
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.
32,821
Enter the Date when the repairs were completed.
09/04/13
What is the total cost of the Parts to be reimbursed?
n/a
What is the total cost of the Labor to be reimbursed?
n/a
What is the total Tax to be reimbursed?
n/a
What is the total amount being reimbursed?
$344.66
****End structured narrative T2 - eReimbursement
Customer called to see what was going on with this file. Agent advised customer that he will be receiving a reimbursemnet. Customer is stating the dealership has been trying to contact him to purchase his vehicle. Customer thinks the dealership is upt to somthing by wanting to buy his Vehicle back. Agent advised customer that he may want to buy it back to amke the customer happy if he is having a lot of issues with the vehicle. Customer stated 'oh ok'. Customer was happy that he will be reimbursed and the call ended.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6418	8L[redacted]	***Open Date***	08/23/2013	***Built Date***	02/14/2008	
Model Year	2008	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4			
In Service Dt	03/25/2008	***Mileage***	86,000	***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	60268	ENUMCLAW CHRYSLER JEEP DODGE			
Dealer Address	726 ROOSEVELT AVE				
Dealer City	ENUMCLAW	***Dealer State***	WA	***Dealer Zip***	98022

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light has come on
Corporate - Recall - Default - Default - Default	Customer seeking information on possible recall

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler: Customer stated that the air bag light had come on. Customer stated that he thinks the reason the light is on is the clockspring. Customer stated that he does not want to go to the dealership for diagnosis because he feels like they charge to much, Customer wanted to know if there was a clockspring recall on his vehicle
Briefly summarize what the customer is expecting: Agent advised Customer that there are three completed recalls on his vehicle and there are no clockspring or airbag recalls on his vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA3H11	AL[redacted]	***Open Date***	08/26/2013	***Built Date***	03/05/2010	
Model Year	2010	***Body***	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	05/21/2010	***Mileage***	54,000	***Dealer Zone***	35	WASHINGTON	
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	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***	[redacted]
	MIDDLETOWN PA [redacted]	***Country***	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Air bag light on
Recall - L24: SOFT TOP WEAR - Advise Owner/Incomplete Recall	Open recall
Referral - Service Contracts - Default - Default - Default	Service contracts assistance
Corporate - CNA Change - Default - Default - Default	Update personal information

Customer calls seeking recall information. Advised the customer of
incomplete recall recall #(L24)Ù for this vehicle. Customer was advised
to
contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment
to complete recall repair.
Caller states that the vehicle is currently at Dealer Code: 35- 60414
Dealer Name : FREEDOM CHRYSLER DODGE JEEP RAM to have this recall
performed.
Caller states that he is also having an issue with the air bag light on
in the vehicle.
Caller stated that he has a service contract --
Service Contract Information
SC : 34999154 - WA560N US - 1 CAN - 0 INTL - 0
Desc: 5 YEARS / 60,000 MILES - $100 DEDUCTIBLE
Eff Date : 05/21/2010
Exp Date : 05/20/2015 Exp ODM: 60,000 M
Status : 01 Provision : Curr Hist
that may assist this repair, however agent researched and found that this
service contract is not registered to him. Agent provided caller with
phone number for MVP--1-800-521-9922 and also transferred caller to MVP
for further assistance.
Agent also updated personal information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3912	8L[redacted]	**Open Date**	08/26/2013	**Built Date**	11/21/2007	
Model Year	2008	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	02/02/2008	**Mileage**	48,000	**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	43540	L & L MOTOR COMPANY INC			
Dealer Address	191 NORTH 200 EAST				
Dealer City	ROOSEVELT	**Dealer State**	UT	**Dealer Zip**	84066

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	
	MOAB UT 8[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	IRF has diagnosed clockspring repair needed
Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	customer has airbag light on

Briefly summarize why the customer is contacting Chrysler: Customer states that his airbag light is on periodically. An IRF has diagnosed this as a clockspring needing replacement. Customer states his research suggests that the clockspring was recalled in 2007 Jeep Wranglers and in RHD 2008s but not in the 2008 LHD Wranglers. Customer seeks cost assistance on this repair.
Briefly summarize what the customer is expecting: Writer reviewed available info. Customer shows as 4th owner of this vehicle. There is no active MVP plan on this vehicle in the current owner s name. Writer informed customer that there would be no cost assistance available from Jeep for this repair. Customer expressed disappointment with this and asked to speak to someone higher within Jeep. Customer stated he did not want it to get to the point that he took our company to small claims court over a $400 part that was involved in a safety related concern. Writer advised that his request to speak to a leader would be forwarded and that he can expect a callback by the end of business tomorrow.
Customer has requested Supervisor callback
Preferred daytime number: [redacted]
Preferred evening number:
Reason for request: Disappointed with decline for cost assistance on out-of-warranty repair.
CAIR assigned to: JK671
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
Supervisor Request
Outbound call to [redacted] and left message advising of attempted contact.
Supervisor Request

Outbound call to [redacted] and left message advising of attempted contact.
Supervisor Call
Outbound call [redacted] and left message advising of attempted contact.
close file.
Writer closed file.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3914	8L5[redacted]	***Open Date***	08/27/2013	***Built Date***	01/04/2008	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	05/23/2009	***Mileage***	70,000	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	68739	EAST TENNESSEE DOD-CHRY-PLYM-JEEP			
Dealer Address	2712 NORTH MAIN ST.				
Dealer City	CROSSVILLE	***Dealer State***	TN	***Dealer Zip***	38555

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

Corporate - Recall - Default - Default - Default	Information on recall

Briefly summarize why the customer is contacting Chrysler:Customer called in to see if there were any open recalls on the vehicle. Customer stated that the air bag light has been going on and off
Briefly summarize what the customer is expecting:Customer expects information on the issue.
CAC advised that at the moment there are no open recalls on the vehicle. Customer understood. CAC advised contacting a dealership to inspect the repair and offered to transfer the call. Customer declined.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6913 8[redacted]	**Open Date**	08/27/2013	**Built Date**	12/05/2007		
Model Year	2008	**Body**	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	11/08/2008	**Mileage**	90,000	**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	44036	TIM MARBURGER DODGE CHRYSLER JEEP			
Dealer Address	287 CONCORD PKWY N				
Dealer City	CONCORD	**Dealer State**	NC	**Dealer Zip**	28027

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

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	advised customer
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	advised customer
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	light on since yesterday

Briefly summarize why the customer is contacting Chrysler: Customer states that his airbag light is on. Customer wants to know if there is a recall for his vehicle.
Briefly summarize what the customer is expecting: Writer advised customer of open recalls and extended warranty showing for his vehicle. Writer advised that the vehicle did not have a recall or extended warranty for the airbag system. Writer recommended that the customer consult his preferred dealer for a diagnosis. Customer indicated that he preferred to call dealer at a later time rather than be conferenced through presently.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D13	BL[redacted]	***Open Date***	08/27/2013	***Built Date***	08/25/2010	
Model Year	2011	***Body***	JKJL72	JEEP WRANGLER SPORT 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	07/30/2011	***Mileage***	43,800	***Dealer Zone***	63	DALLAS	
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	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***	[redacted]
	RICHARDSON TX [redacted]	***Country***	UNITED STATES

Product - Electrical - Unknown - Other - Default	Customer experiencing on/off airbag light
Corporate - CNA Change - Default - Default - Default	Update to coin
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called stating that he has recently been experiencing issues with his airbag light coming on and off. Customer states he was looking to see if this issue would possibly be a covered issue or recall. Agent advised customer that the vehicle would need to be looked at as it could be an electrical issue but that the agent would speak with someone in service about possible cost assistance for the repair as his basic warranty is expired by mileage. Agent spoke with SA Bill at HUFFINES dealership and spoke about getting the vehicle into the dealership for an appointment followed by possible cost assistance. Agent transferred customer over to SA Bill to set up an appointment.
Briefly summarize what the customer is expecting: Customer seeking possible cost assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA5413	8L5[redacted]	***Open Date***	08/28/2013	***Built Date***	09/04/2007	
Model Year	2008	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4			
In Service Dt	11/30/2007	***Mileage***	70,000	***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	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	26519	PRO CHRYSLER JEEP			
Dealer Address	1800 WEST 104TH AVE				
Dealer City	THORNTON	***Dealer State***	CO	***Dealer Zip***	80234

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

Corporate - CNA Change - Default - Default - Default	changed phone number
Corporate - Recall - Default - Default - Default	customer seeking recall info

Briefly summarize why the customer is contacting Chrysler: Customer called in seeking recall info. Customer states his air bag light came on and he was doing some research and noticed a recall going on with this. Agent advised customer that recalls are VIN specific and at this time their are no incomplete recalls on the vehicle. Agent advised customer is he is experiencing an issue, to take it to the dealership to get looked at. Agent advised customer that if his vehicle were to be involved later on and he had a repair completed, that he can give us a call back and we can seek possible reimbursement. Customer states that when he turns the vehicle on it clicks and takes a few times to start. Customer was wondering what to do. Agent advised customer when he takes it in to dealership to have it looked at for air bag issue to have them look at that also. Customer thanked agent.
Briefly summarize what the customer is expecting: Customer is expecting to gather recall info for his vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6417	9L7[redacted]	***Open Date***	08/29/2013	***Built Date***	04/07/2009	
Model Year	2009	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	06/11/2009	***Mileage***	101,000	***Dealer Zone***	63	DALLAS	
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	60280	BENNY BOYD BASTROP CHRYSLER-		DODGE- JEEP	
Dealer Address	3400 HIGHWAY 71 EAST				
Dealer City	BASTROP	***Dealer State***	TX	***Dealer Zip***	78602

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	ROSANKY TX 7[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light is on
Corporate - Recall - Default - Default - Default	Customer called to find out if recall for L37

****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:caller thinking of purchasing vehicle with a private sale and wanted to know why no L37 recall on vehicle.
Briefly summarize what the customer is expecting: Agent advised no recalls on the vehicle. Agent explained to caller to retain any receipts for repairs in case a recall is placed on the vehicle at a later time.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4BJWKG8	CL[redacted]	***Open Date***	08/29/2013	***Built Date***	06/12/2012	
Model Year	2012	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	07/02/2012	***Mileage***	43,191	***Dealer Zone***	32	NEW YORK	
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	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***	[redacted]
	RANDOLPH CENTER VT [redacted]	***Country***	UNITED STATES

Product - Engine - Cylinder Head / Gskt - Defective - Default	Left head and all gaskets
Product - Wheels and Tires - Tires - Other - Unknown	a tire needed replacement
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 seeking assistance with repair.
Product - Electrical - Horn - Defective - Default	horn is not working
Dealer - Parts - Transaction - Parts N/A / Backordered - Default	left head and all gaskets
Product - Electrical - Body Wiring - Intermittent or Inoperative - Default	loose wire found and repaired
Product - Electrical - Radio/Spkrs/Clock/Antenna - Defective - Default	no volume on radio
Corporate - CNA Change - Default - Default - Default	updated customers information
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer was in Dealership while in warranty coverage, was told cannot look at vehicle today or for a week. Customer works every day and puts mileage on vehicle, mail carrier, took vehicle to have diagnosed today, appointment tomorrow as clock spring needs replaced, cost $400-$500. Customer was told by Dealership the left head and all gaskets need replace on national back order and make sure you do not go over the 60,000 mileage.
Briefly summarize what the customer is expecting: Customer seeking assistance in repair of vehicle.
Agent called Dealership, spoke with SM Paul, stated customer has never been at Dealership, and would not provide Dealer Goodwill as not loyal to this Dealership. Customer stated where vehicle purchased is 2 hours away and this is the closest Dealership to take vehicle.
Has an authorized dealer diagnosed the vehicle? Yes
If a CDJR dealer has diagnosed, what is the dealer name and code?
MIDSTATE CHRYSLER DODGE JEEP RAM 68774
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]6

Customer email address for case updates: No
Reassigned to: 88F
* * * * * CASE MANAGER TEAM - District T * * * * * *
CALLED Paul, SM and he was gone for the weekend. Spoke to , SA. Customer needs a left head and gaskets and they are on back order. Also needs the clock spring, SM did goodwill repair for the customer. The part is ordered VOR Part #RL141353AC Order #0829CC.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted].
Customer was not available. Left message that is my understanding that the dealership goodwill assisted with repair of the clockspring today and that the head was on back order. Left message that the part was being expedited to get as soon as possible. Also provided contact information.
EMAIL ADDRESS as it appears in coin: [redacted]
Status update provided via email to the following email address [redacted]

My name is Pat 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 Jeep Case Management telephone number is 800-763-8422.
* My direct extension is 66199.
* My work hours are from 8:00 am to 4:00 pm Eastern Time.
I tried to reach you to discuss your request for some assistance. It is my understanding that the dealership did assist with the cost of the clockspring repair today. Also I was informed that the vehicle needs the left Head and the Head is on back order. I obtained the part number and have expedited the parts to get them in as soon as possible.
We are closed on Monday, 9/2 and I will try to reach you on 9/3.
Looking forward to speaking with you,
Pat
Case Manager
End of Status Update
****Begin structured narrative T2 - PARTS STRUCTURED NARR
Is the vehicle off-road or drivable?
off road
What is the name and dealer code of the dealer that ordered the part?
MIDSTATE CHRYSLER DODGE
68774
What is the phone number of the dealer? 802-479-0586
What is the description of the part that has been ordered?
Left cylinder head
What is the part number?
RL141353AC
What is the order number?
[redacted]
What date was the part ordered?
8/29/13
What is the current order status of the part (i.e. special handling)?
Special handling - VOR
The ETA of the part:
No date
Is this part available on dealer locate?
Yes
****End structured narrative T2 - PARTS STRUCTURED NARR
REASSIGNING to 96W
No update at this time from 96W
****96W Triage Team will assign Case to a Parts agent********
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITING
on 2013-09-07 @ 12:41
What is the part number?
62 RL141353AC
63 What is the order number?
64 0829CC
65 What date was the part ordered?
66 8/29/13

67 What is the current order status of the part (i.e. special handling)?
68 Special handling - VOR
69 The ETA of the part:
70 No date
71 Is this part available on dealer locate?
72 Yes
Supersession: 68141353AC <=RL141353AC
Number of dealers with parts available: 649
88 case mgr PR628
parts agent rw612
CHECKED Dealer Connect for part update. Tray has been sent to dealership. Head/Valve has current ETA for 9/12/13.
SPOKE with Ashley, SA and she states that the part has come in and the customer is scheduled for repair on 9/17/13. Writer will follow up on 9/19/13.
CALLED customer and she was not available, left message.
Status update provided via email to the following email address:
[redacted]
I try to reach and let you know that it is my understanding that you have an appointment on 9/17/13 to take your vehicle in and have the cylinder head replace now that the part has arrived. I will be following with the dealership on the repair and follow up with you after the repair to make sure that everything went well with the repair and everything is to your satisfaction. If you have questions you can reach me at 800-763-8422 ext 66199.
Looking forward to speaking with you
Pat
Customer Care Manager
End of Status Update
Writer called MIDSTATE CHRYSLER DODGE JEEP RAM at 802-479-0586, spoke with Ashley and asked about the customer s vehicle. Ashley said the vehicle is still being repaired, and to please follow up with Ashley again on Monday the 23rd.
Writer contacted customer MISS[redacted]. Customer states the dealer has not contacted the customer to provide an update on the repairs to customer s vehicle. Customer states she was contacted by dealer today, but it was just to inform the customer that one of the tires needed to be replaced. Customer states the other repairs were not mentioned. Customer states the delay is the repairs to customer s vehicle is costing her money. Customer states she is a mail carrier, and is dependent upon her vehicle for her livelihood. Customer states she has lost a day of work twice and so lost a $1000.00. Customer states she is frustrated and also had issues with the dealer. Customer states she wants her complaints documented. Customer states she did authorize dealer to put new tires on the vehicle. Customer states the dealer said the vehicle should be ready tomorrow afternoon. Writer informed customer that writer has documented customer s concerns which will be reviewed by the appropriate personnel within Jeep. Writer informed customer that the dealer will be contacted for an update on repairs tomorrow then customer will be contacted as well on 9/24/13.
****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
Called 68774 at 802-479-0586, spoke with Service Advisor Ashley, as the service manager was unavailable. SA Ashley stated the customer s repairs are complete, but they are still putting on the tires and doing the state inspection, and it should be completed today, and they will call the customer to let her know when the vehicle is ready.
Called customer at [redacted] Left message, advising lines 142-145, we will follow up again tomorrow.
Called 68774 at 802-479-0586, spoke with Service Manager Paul, who stated the customer s repairs have been completed and the customer picked up the vehicle last night.
Called customer at [redacted]. Left message, advising following up on

repairs, if no contact is received by 09/27/13, will close file.
Status update provided via email to the following email address:
[redacted]:
I am calling you on behalf of your case manager Pat. I have spoken with your dealership which has informed me that your vehicle has been repaired and returned to you. If everything is satisfactory, there is no need to call us back. However, if you have any questions or concerns, we will leave your file open for two days. In the event you need to speak with us you can contact Pat at 1-800-763-8422 x66199 or through the included link. If I do not hear from you by Friday, September 27, 2013, I will close your file. Thank you for being a part of the Jeep family and have a great day!
End of Status Update
Customer called to speak to CM, agent transferred customer to 1-800-763-8422 x66199.
CUSTOMER left message and requested a call back. Returned call.
Customer stated that within 80 miles after picking the vehicle up the check engine light came back on and the tracking light also come on and goes off. Customer states that the dealership had the vehicle two days longer than scheduled.. Since this is a mail delivery vehicle the customer states that they lost $1200 when they were not able to do the mail route. Customer has not called the dealership yet.
Customer also stated that the dealership was hard to work with the exception of Ashley and she was great. Writer will check with the dealership and call the customer back.
CALLED dealer but service department had closed will call in the morning.
****** START OF SUPPORT ESCALATION by T3755BF******
**** Update from Expediting Team for ****
Part#RL141353AC,Order#0829CC,OMC#25261199
UPS TRACKING#[redacted] indicates part delivered to dealer on 9/6/13.
****** END OF SUPPORT ESCALATION ****** by T3755BF
CALLED SM and discussed the check engine and traction light that are on. SM said to have her call Ashley and set up a time to bring the vehicle. The problem may be covered under the powertrain warranty but if it is not the customer is responsible for diagnostic charges and repair.
CALLED customer but she was not available, left message.
CALLED the customer at [redacted] let her know to call Ashley, SA and set up an appointment to have the vehicle checked to find out while the light is on now.
OMC# 25261199Order# 0829CC FOR PN: RL141353AC IS RESOLVED
SPOKE with Ashley, SA and she states that they found a loose vaccum wire and the repair has been completed. Vehicle is waiting for the customer to pick the vehicle up.
CLOSING CAIR pursuant to close loop procedures.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4HA6H15 A[redacted]	***Open Date***	08/30/2013	***Built Date***	04/29/2010		
Model Year	2010	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	08/22/2010	***Mileage***	32,292	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light staying on and beeps.
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	D-12-27

Briefly summarize why the customer is contacting Chrysler: Customer states that the air bag light has come on the vehicle. Customer states that the warranty has just expired on the vehicle. Customer is looking for assistance with the repair. Customer states that 135.00 dollars for the diagnosis and does not have the price for the repair.
Briefly summarize what the customer is expecting: Customer Agent called the dealership BAKERSFIELD CHRYSLER JEEP. Agent spoke to Ashley the SA asked if the dealership if the dealership could offer assistance under D-12-27. Agent advised that the dealership the customer did deal with closed and is looking to build a relationship with this dealership. Agent asked if they can call back at 1-877-426-5337 and case number 23887784 to see if assistance can be offered.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6419	8L[redacted]	***Open Date***	08/30/2013	***Built Date***	01/31/2008	
Model Year	2008	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4			
In Service Dt	05/01/2009	***Mileage***	108,000	***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	44309	CROWN MOTORS			
Dealer Address	970 WOODLAWN DR				
Dealer City	FARMINGTON	***Dealer State***	MO	***Dealer Zip***	63640

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

Product - Electrical - Unknown - Other - Default	Clock spring needs to be replaced
Corporate - Survey By-Pass - No Response - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Air bag light came on and when took to the dealer the customer was told it was a clock spring.
Briefly summarize what the customer is expecting:
Customer would like to make sure there is no issue with the airbags and that the clock issue is causing the airbag to go off.
****End structured narrative T2 - Beginning Narrative
* * * * * CASE MANAGER TEAM District 88P * * * * *
Srvc dealer: 44309, CROWN MOTORS
Ownership: Original owner
Owned: 3
NEW: 2
USED: 1
Currently owns: 2
Service Contract: OWNER CARE CONVENIENCE UPGRADE 24 MONTHS
Out of Warranty
Time: 2 years and 3 months
Miles:
CONTACT UPDATE - 1st Contact attempt, phone number [redacted]
Agent left message containing contact information, 8007638422 ext 66325, requesting a call back.
Agent contacted dealership, 44309, CROWN MOTORS. Phone number dialed, 573-431-7800. Agent contacted dealership to discuss customer s concerns. Agent spoke to the service department and confirmed that dealership did diagnose vehicle. SM is currently unavailable. Agent will follow up no later than thursday to discuss next steps.
[redacted]I
Customer contacted agent to discuss concerns. Customer confirmed the issues with the air bag light needing the clock spring replaced. Customer

stated that the mileage is accurate on his vehicle. Agent informed customer that a follow up will be performed no later than Thursday.
Agent contacted dealership, 44309. Phone number dialed, 573-431-7800. Agent spoke to SA (Gave) and was informed that SM would be the one to talk to about approving any good will.
Agent contacted customer, phone number [redacted]. Agent spoke to customer and informed customer that SM is out until Monday so case will have to hold off until Monday. Customer stated that it was fine with him. Agent will follow up will customer on Monday after agent has spoke with SM.
Customer was in on the 30th. The buzzer will ding every 15 seconds. Found an internal clockspring issue. Total 454.09. Paid diagnostic, 378.14.
Last time seen was october of 2012, 85000 miles. SM states she wouldn t offer any kind of assistance. Customer is not loyal. SM doesn t feel customer is been loyal enough to assist.
Agent contacted customer, phone number dialed, [redacted]. Agent contacted customer to let customer know case is still being reviewed and a follow up will be performed no later than tomorrow.
Agent contacted customer, phone number dialed [redacted] Agent offered the decline and customer hung up on agent.
Agent offered customer SC but customer hung up. Agent will follow up with customer later on this week and see if customer is interested in SC.
Agent contacted customer, phone number dialed, [redacted]2. Agent contacted customer to offer SC.
Agent left message containing contact information, 8007638422 ext 66325, requesting a call back.
Agent contacted customer, phone number dialed [redacted] Agent contacted customer to see if customer is interested in a service contract. Agent was unable to reach customer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA241X	8L[redacted]	***Open Date***	08/30/2013	***Built Date***	06/19/2008	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	09/23/2008	***Mileage***	84,000	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

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]
	ACWORTH GA[redacted]	***Country***	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	Customer already had the check inlet valve repair done.
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Customer does not have a tow bar.
Corporate - Recall - Default - Default - Default	Customer seeking recall information.

Briefly summarize why the customer is contacting Chrysler: Customer called stating that recently he has had the air bag light has came on intermittently on in the dash and he seen online that there are recalls for this issue. Agent advised customer that there is a recall for the J24Ù on the vehicle and he states that he does not have a tow bar. Agent advised customer that in the event of an incomplete recall on the vehicle a letter will be sent to the address provided.
Briefly summarize what the customer is expecting: Customer is expecting recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA591X	7L1[redacted]	***Open Date***	08/30/2013	***Built Date***	05/22/2007	
Model Year	2007	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	07/09/2007	***Mileage***	91,000	***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	67779	DAVID O'NEAL INC			
Dealer Address	5500 CAPITAL BOULEVARD				
Dealer City	RALEIGH	***Dealer State***	NC	***Dealer Zip***	27604

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

Product - Electrical - Occupant Classification System - Unknown - Default	Air bag light came on.
Recall - J24: MOPAR TOW BAR - Information Request	Open recall.
Corporate - CNA Change - Default - Default - Default	Updated customer address.

Briefly summarize why the customer is contacting Chrysler:Customer wanted to know if his air bag had any recall on it because his air bag light came on. Agent advised that recall does not apply to this vehicle. Agent advised there is only one open recall and it is for the mopar tow bar.
Briefly summarize what the customer is expecting:Customer said he looked it up on line and thought his vehicle should be included in the recall. Agent advised recalls are VIN specific and that part on his vehicle was not showing as being one of the defective ones that the recall pertains to.
Agent offered to contact the dealership to schedule an appointment to have the recall performed and the air bag light checked but the customer refused. Agent updated the customers address.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2411	9L[redacted]3	***Open Date***	09/05/2013	***Built Date***	08/18/2008	
Model Year	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	02/26/2009	***Mileage***	60,097	***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***	
	SAN DIEGO CA [redacted]	***Country***	UNITED STATES

Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	customer oow
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	states his air bag light is flashing on and off
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Jumps Out of Gear/Park - Default	states vehicle has been 'popping out of gear'

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Clock spring failure before 60k miles and transmission problems with synchro
s
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
My 2009 wrangler is just over 60k miles. Before this point the airbag light would go off and on, and other the turning signal would act sporadically. Also, since about 50k miles the transmission has been 'popping' out of first gear from stop to roll. As an engineering student, and avid mechanic, it is most certainly related to the clock spring, and the other related to a bad synchro. After a dealership told me the 'popping' was due to my inexperience as a manual driver (which was insulting since this is my second manual wrangler) I have been hesitant to take the time to find a dealership that would uphold my lifetime train warranty. Thus, I am simply asking some sort of confirmation on paper that states the synchro is under warranty. Also, if possible an extension of the 60k warranty to fix the clock spring would be greatly appreciated. The synchro is my biggest concern and I truly feel my lifetime warranty should warrant the repair of the transmission.
*****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.
We are very sorry to learn of the problem you have encountered and have documented your concern.
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.
The Synchro-Mesh is not a wear ad tear item, therefore is covered under your Lifetime Powertrain Warranty.
We fully appreciate your concern, particularly in view of the expense and inconvenience involved, however, we are unable to accommodate your request for out-of-warranty consideration. The vehicle has exceeded the

time and/or mileage limitations of the warranty (or warranties) we offered on the vehicle at the time it was purchased. Although we are unable to provide a more favorable reply, we appreciate the opportunity to review your request.
Thanks again for your email.
Sincerely,
Crystal
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8FA2411	7L2[redacted]	**Open Date**	09/02/2013	**Built Date**	05/05/2007	
Model Year	2007	**Body**	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	06/15/2007	**Mileage**	65,000	**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	44335	EDDIE GILSTRAP CHRYSLER DODGE JEEP			
Dealer Address	207 SOUTH MAIN ST				
Dealer City	SALEM	**Dealer State**	IN	**Dealer Zip**	47167

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Caller reports that his air bag lamp has illuminated.
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Writer advised owner of incomplete recall
Corporate - CNA Change - Default - Default - Default	Writer updated primary phone number.

Briefly summarize why the customer is contacting Chrysler:
Caller reports that his air bag lamp has illuminated.
Briefly summarize what the customer is expecting:
Caller is seeking mechanical support.
Writer advised that the customer would need to bring the vehicle to a CDRJ dealership for diagnosis. Writer advised that there are too many variables for Air Bag Lamp illumination to provide a diagnosis over the phone. Caller understands.
Writer inquired as to whether the customer has a towbar. Caller advised no. Writer advised open recall, may be on vehicle by error. Caller understood.
Writer updated primary phone number.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA5H10 AL[redacted]		**Open Date**	09/03/2013	**Built Date**	06/08/2010	
Model Year	2010	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	08/26/2010	**Mileage**	10,259	**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	43940	ALL STAR DODGE INC			
Dealer Address	2590 RANGE PARK DRIVE				
Dealer City	DENHAM SPRINGS	**Dealer State**	LA	**Dealer Zip**	70726

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

Dealer - Service/Body Shop - Personnel - Other - Unknown	Customer states he is frustrated with the service department

2010 jeep wrangler DLR has had a the vehicle for 7days. Customer states the abs, engine light is on, the vehicle needs a rear wheel speed sensor, and two recalls complete. Customer states he did not have an appointment. Customer was told on Friday that the technician went home for the day, and when he showed up technician was still there. Now he customer states he is being told the technician no longer works there. Customer States there was a car sales man put a paper in his vehicle offering to purchase the vehicle customer unhappy that he had someone in his vehicle that was unauthorized to do so. Agent contacted the service department at All Star DLR (43940) at 225-665-8266 who confirmed that the two recalls have been completed on the vehicle, and they still need a wheel speed sensor for the vehicle as well as needing to diagnose the evac leak, air bag light and ABS light. The service department states the customer had no appointment at the time of drop off and he was informed by the DLR that they are back logged and wouldn t be able to work on the vehicle right away. DLR states they are back logged by a few days and have been working on the vehicle when possible. DLR states the customer has been rude and irate from the day of drop off. The DLR states the vehicle still needs more diagnosis and they have been doing what they can, however the customer has been very hard to deal with. Agent had a very difficult time dealing with the customer as well. Agent advised the customer that the DLR is doing what they can to provide the best quality service with the vehicle having no appointment. Agent re-advised the customer that the vehicle had no appointment and the DLR is very backlogged at this time. The service department at the All Star (43940) DLR states that when the customer comes in to the DLR, if he is still very rude and disrespectful he will be advised to find service at another DLR. Agent repeated the DLR is doing the best they can to provide service to the vehicle when they are backlogged and still need time to diagnose the vehicle. Agent stood behind the DLR as the customer was disrespectful and non compliant, the DLR is doing what they can. Customer became irate and hard to deal with

and disconnected the call.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA6H13	AL[redacted]	***Open Date***	09/03/2013	***Built Date***	07/22/2010	
Model Year	2010	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	09/02/2010	***Mileage***	32,000	***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	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 [redacted]	***Country***	UNITED STATES

Recall - L34: REPROGRAM PCM - OXYGEN SENSOR MONITOR - Advise Owner/Incomplete Recall	Agent advised customer of the incomplete recall.
Recall - L03: DOOR LATCHES - Advise Owner/Incomplete Recall	Agent advsied customer of the incomplete recall.
Corporate - Warranty Coverage - Default - Default - Default	Customer seeking warranty information.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states the air bag light is on.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer called stating that he needs warranty information. Customer states that the horn and air bag light is on and the warranty just expired on September 2nd 2013 and was wondering if we would still honor the warranty since the DLR was closed yesterday. Agent informed the customer of the 2 incomplete recalls L34Ù and L03Ù on the vehicle. Agent also advised customer that he will need to get a diagnosis on the vehicle before we can consider any type of cost assistance. Agent advised customer that any cost involved would be out of pocket for him. Customer thanked agent and said he would call back after the diagnosis.
Briefly summarize what the customer is expecting: Customer is expecting cost assistance.
Reassign for no diagnosis
Customer calling stating the vehicle has been diagnosed and the vehicle needs the clockspring repaired. Agent called VIVA DODGE CHRYSLER JEEP to see if they could offer any goodwill to the customer. SA Jesse said they could do a 100$ co-pay for the repair. Agent informed the customer of this and the customer was satisfied with the decision.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6919	8L[redacted]	***Open Date***	09/03/2013	***Built Date***	01/18/2008	
Model Year	2008	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	02/18/2008	***Mileage***	48,000	***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	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***	
	BROOMFIELD CO[redacted]	***Country***	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Airbag light
Corporate - Survey By-Pass - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer called to find out if he could get assistance with the cost of the repairs needed on his vehicle. He stated that the vehicle needs $1500 worth of work to repair the airbag light and clock spring. Agent advised that Chrysler will not be able to assist with the repairs.
Briefly summarize what the customer is expecting:
Customer seeking cost assistance.
****End structured narrative T2 - Beginning Narrative
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Briefly summarize why the customer is contacting Chrysler: Customer is calling regarding the decline of goodwill that customer was told yesterday. Customer states that due to this issue being a safety issue, Chrysler should take this into consideration and help customers due to safety issues. Customer states that the vehicle is only a 2008 and all the air bags should not have to be replaced. Customer states that the issues with the vehicle is the air bags and the clock spring that would cost $1500.00 to repair. Agent advised customer that his cost assistance has been declined and unless he offers new information, Chrysler s decision remains unchanged. Customer began getting upset and wants to speak to a supervisor. Agent advised customer that it will take 1 business day before a supervisor call back can be made. Customer understood and is waiting for a call back.
Briefly summarize what the customer is expecting: Customer is expecting a supervisor call back for cost assistance.
Customer has requested Supervisor callback

Preferred daytime number [redacted]
Preferred evening number: [redacted]
Reason for request: Customer wants to speak with supervisor about the Goodwill Cost Assistance declined yesterday and believes that Chrysler should help with the vehicles air bag issues.
CAIR assigned to: (NC603)
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
REASSIGN TO NC603.
Customer is 3rd owner of vehicle.
Customer called back stating that he was waiting for a supervisor call back. Agent states that a supervisor has reviewed the file and the decision remains the same he is the 3rd owner of the vehicle and cost assistance is declined. Customer states that this isn t right and it is a safety issue. Customer states he would like to go above that supervisors head. Customer states his repair could be a clock spring or the airbags and it is wild that Chrysler isn t willing to cover a safety issue. Agent advised customer that the decision remains the same and it will no longer be escalated any further. Agent states that the cost assistance has been denied unless new information is presented. Customer was not happy and states that we are having lots of problems with the Jeep clockspring in reference to a google search. Agent advised customer that we do not monitor google and unfortunately agent is not technically trained would not be able to respond to that question accurately. Customer states he will never buy Jeep again. Agent assured customer that was unfortunate that he feels that way. Customer disconnected. Agent stood behind decision.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3912	8L[redacted]	***Open Date***	09/03/2013	***Built Date***	08/16/2007	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	10/05/2007	***Mileage***	108,000	***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	68182	TUNKHANNOCK AUTO MART INC			
Dealer Address	509 STATE ROUTE 29 SOUTH				
Dealer City	TUNKHANNOCK	***Dealer State***	PA	***Dealer Zip***	18657

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

Corporate - Recall - Default - Default - Default	Seeking information regarding recall
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer calling seeking information regarding recall. customer stated the air bag light is on. Customer stated vehicle was brought to local garage, but they found nothing wrong with vehicle. Agent advised customer that there are no recalls listed on vehicle regarding the air bag. Agent advised customer to have vehicle inspected at any authorized CJDR DLR regarding the air bag light being on.
**
Briefly summarize what the customer is expecting:
Customer calling seeking possible recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA3H10	BL[redacted]	***Open Date***	09/04/2013	***Built Date***	09/28/2010	
Model Year	2011	***Body***	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4 SPORT UTILITY			
In Service Dt	02/12/2011	***Mileage***	96,000	***Dealer Zone***	51	CHICAGO	
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	60305	EXPRESSWAY JEEP CHRYSLER DODGE			
Dealer Address	311 COLLEGE AVE				
Dealer City	MOUNT VERNON	***Dealer State***	IN	***Dealer Zip***	47620

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MOUNT VERNON IN [redacted]21	***Country***	UNITED STATES

Product - Electrical - Occupant Classification System - Unknown - Default	Air bag light came on
Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	Goodwill declined.

Briefly summarize why the customer is contacting Chrysler:Customer called in because the air bag light comes on while driving the vehicle. Customer stated she took the vehicle to the dealership and they told her there was no recall on the vehicle but to call CHRYSLER to get a claim number so they repair will be covered.
Briefly summarize what the customer is expecting:Customer expects information on the repair.
CAC contacted dealership EXPRESSWAY JEEP 60305 at 812-831-3333 to discuss the repair. Spoke with ALEX (Service Manager) who stated he is not sure who she spoke to but when looking at the file there is not much that can be done as far as goodwill. CAC advised customer of the conversation. CAC advised that at this time due to the mileage on the vehicle there is not much that can be done. Customer understood.
* * * * 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	1J8GA6413	8L[redacted]	***Open Date***	09/04/2013	***Built Date***	08/10/2007	
Model Year	2008	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4			
In Service Dt	08/14/2007	***Mileage***	44,000	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

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***	
	CORTEZ CO [redacted]0	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	name was entered incorrectly, added new contact information
Corporate - Recall - Default - Default - Default	seeking recall information

Briefly summarize why the customer is contacting Chrysler: customer states that he just purchased this vehicle and wanted to know if there are any recalls on it.
Briefly summarize what the customer is expecting: seeking recall information.
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 states that there was one recall in particular he found on the internet regarding an air bag light coming on. Writer also checked Dlr Connect using VIN and advised customer that there are no recalls showing globally for this vehicle with regards to the air bag light coming on. Writer thanked customer for calling.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5910	8L[redacted]5	***Open Date***	09/05/2013	***Built Date***	01/18/2008	
Model Year	2008	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	12/09/2008	***Mileage***	92,000	***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	65423	HOOVER CHRYSLER JEEP OF SAVANNAH,		INC.	
Dealer Address	8701 ABERCORN EXPRESSWAY				
Dealer City	SAVANNAH		***Dealer State***	GA	***Dealer Zip*** 31416

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

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Advised owner of recall
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light has come on

Briefly summarize why the customer is contacting Chrysler: Customer stated that the airbag light has come on. Customer stated that he had taken the vehicle to the dealership to inquire about the clockspring recall if it is on his vehicle. Customer stated that the dealership had told him that there are no recall on the vehicle. Customer stated that he is taking the vehicle in for a diagnosis tomorrow. Customer wanted to know why his vehicle is not part of the clockspring recall.
Briefly summarize what the customer is expecting: Agent advised customer that there is one recall on his vehicle, the Mopar tow bar issued in 2009. Agent advised customer to speak to the dealership about this tomorrow when he goes in for the diagnosis. Agent advised customer that the clockspring recall was issued for vehicle that have the sales code AHF and his vehicle did not have that. Customer thanked agent.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BB3H15	AL[redacted]	**Open Date**	09/05/2013	**Built Date**	11/06/2009	
Model Year	2010	**Body**	JKTM74	JEEP WRANGLER UNLIMITED SPORT 4X2			
In Service Dt	05/10/2010	**Mileage**	43,000	**Dealer Zone**	51	CHICAGO	
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	44010	MARTIN DODGE-JEEP-CHRYSLER			
Dealer Address	2209 SCOTTSVILLE RD				
Dealer City	BOWLING GREEN	**Dealer State**	KY	**Dealer Zip**	42104

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

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Customer is asking for cost assistance
Product - Electrical - Occupant Classification System - Unknown - Default	Customer states the air bag light is on.

Briefly summarize why the customer is contacting Chrysler: Mr[redacted] is seeking cost assistance for the clock spring on his vehicle. Customer has an appointment tomorrow at the dealership and the service manager is not available to make a decision for the customer. Agent is escalated the customer s case to see if a decision can be made in lue of the service manager not being available.
Briefly summarize what the customer is expecting: cost assistance
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? 44010
Customer advised a call back will take place within one business day.
Preferred Morning/Midday call back number is: [redacted]2
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [redacted]
Reassigned to: 88f
Agent did contact the dealership and was told the service manager is on holidays and no one else there is authorized to make good will decisions.
* * * * * CASE MANAGER TEAM - District P * * [redacted] * * *
Agent contacted dealer phone number dialed, [redacted] SM will be on vacation until Monday 9/9/2013. SA Dawn states that vehicle was not brought in that she knows of. Agent advised of a follow up on Monday when the SM returns.
Status update provided via email to the following email address:
[redacted]
Here is some information that will be helpful for you to have in regards to your case with Jeep customer care.
Your case manager is Sherry
Your case number is[redacted]5
Jeep Case Management telephone number is 1-800-763-8422.
Her direct extension is 66138

Her work hours are 10:00 AM to 6:30 PM EST Monday-Friday.
You will be contacted today to discuss your case.
End of Status Update
CONTACT UPDATE - 1st Contact attempt, phone number [redacted]
Left message requesting call back.
Customer called in stating he received a voicemail from someone about his case but the message cut off and did not get all the information. Writer states CM is currently researching to see if there will be any cost assistance provided. Writer states CM will follow up on Monday 9/9/13.
CUSTOMER - CM called Mr. [redacted]. Advised customer that call could be expected by 9/11/13 regarding cost assistance.
DEALERSHIP - Agent contacted dealer phone number dialed, 270-846-0600. SA (Dawn) is not aware of appointment schedule. Dawn will request SM (Brian) call CM 9/12/13.
CUSTOMER - CM called Mr. [redacted] Need to get vehicle in for diagnosis to determine possibility of goodwill. Customer will contact CM when vehicle is in for diagnosis. CM advised that 9/17/13 is time frame or CAIR will be closed and reopened when vehicle is at DLR. CAIR needs to be assigned as DLR Goodwill for decision as to whether customer will be provided with assistance.
Caller [redacted]S requesting to speak with Case Manager.
transferred to nic SH1083
DEALERSHIP - CM received call from Ryan, (SM), DLR will assist with cost of repairs, however, pricing and offer is being compiled at this time. Mr. [redacted]s is in waiting room waiting for details and plan for repair. CM will follow up with DLR by close of business on 9/13/13 for details.
CUSTOMER - Mr. [redacted]s called while CM was on phone with SM. CM advised that Ryan (SM) is calculating offer at this time. SM will advise customer of decision. CM will follow up with customer by close of business on 9/13/13 with plan of repairs of.
########## 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.
##########
Agent contacted dealership, 44010, phone number dialed, 270-846-0600.
Agent contacted dealership to discuss pricing. Agent left message containing contact information, requesting a call back.
Writer contacted the SM and was informed that the repairs have been completed.
Writer left a message for the customer informing the customer that writer is following up on the repair to sew how the repairs are doing writer left contact information.
Writer called the customer and the line has been disconected
CUSTOMER - CM called Mr [redacted] LM close loop.
Status update provided via email to the following email address:
[redacted]
Hello,
I followed up with your dealer and was told your vehicle has been repaired and ready to be 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 2 more days prior to closing it. If you do need to contact me at 800-763-8422 ext 66138.

Thank you,
Sherry
End of Status Update
CUSTOMER - CM called Mr [redacted]. Requested call back to discuss repairs. Efforts to ensure satisfaction due multiple changes of CM s. Left message to have call returned.
CM received call from Mr [redacted], satisfied with all efforts and authorized closure of CAIR.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5914 7[redacted]	***Open Date***	09/06/2013	***Built Date***	06/25/2007		
Model Year	2007	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	07/13/2007	***Mileage***	93,000	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

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

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

Corporate - Dealer Information - Default - Default - Default	Advised customer of dealership location.
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Advised customer to have recall repaired.
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	Advised customer to have recall repaired.
Corporate - Warranty Coverage - Default - Default - Default	Customer seeking extended warranty information.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states the air bag light is on and beeps at them.
Product - Brakes - Unknown - Defective - Front	INNER FENDER LINERS
Product - Frame - Unknown - Defective - Default	MOPAR TOW BAR
Referral - Service Contracts - Default - Default - Default	Transferred customer to MVP for service contract information.
Corporate - CNA Change - Default - Default - Default	Updated customer contact information.

-
Briefly summarize why the customer is contacting Chrysler: Customer called stating purchased a used jeep from an auction. Customer states the previous owner s had an extended warranty. Customer states the air bag light is on and it beeps at them. Customer states their vehicle has one incomplete and one complete recall. Customer is inquiring about getting additional coverage on their vehicle.
Briefly summarize what the customer is expecting: Customer is seeking MVP service contract information.
Agent advised customer that their vehicle has 2 incomplete recalls. Agent advised customer of recalls K13 and J24. Agent advised customer that their vehicle has 2 extended warranties. Agent advised customer that they have an X32 INLET CHECK VALVE, which is unlimited time and mileage, and they have X41 CLOCKSPRING, which is valid for 46 Months or 57,000 Miles. Agent advised customer that a diagnosis of the air bag light illumination needs to be performed to determine if it is covered under the X41 extended warranty. Agent advised customer of MVP 1-800-521-9922. Agent

offered to get customer in contact with #24237 to get an appointment for the recalls and a diagnosis for the air bag light. Customer states they will be in contact with the dealership next week. Agent transferred customer to 1-800-521-9922.
-

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2410	8L5[redacted]	***Open Date***	09/06/2013	***Built Date***	08/22/2007	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	10/02/2007	***Mileage***	111,091	***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	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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	customer states air bag light on
Product - Electrical - Lamps and Switches - Defective - Default	customer states all lights on
Product - Electrical - Horn - Defective - Default	customer states horn honking randomly
Product - Electrical - Wipers / Washers - Defective - Unknown	customer states issue wipers and washer fluid
Corporate - Complaint Contact - Default - Default - Default	customer wants to file complaint regarding vehicle
Product - Drivability - Unknown - Other - Default	vehicle not driveable

Briefly summarize why the customer is contacting Chrysler:Customer seeking to file complaint. Customer states while they were driving vehicle the wiper blades and horn came on, all the gauges quit, all dash lights on for air bag brakes and more. Customer also states it felt like the brakes came on a bit. Customer stated vehicle stopped for a minute and then started back up. Customer states after issue started and keys were not in vehicle the wipers and horn kept going, the washer fluid was spraying and dash lights still on. Customer states she did some research and thinks its the TIPM. Customer states she called NHTSA to file report of issue. Agent advised there are no recalls on vehicle related to current issue. Agent offered to transfer customer to dealership for assistance. Customer states she has called dealership already and they advised customer to have vehicle towed in today. Customer will contact a towing company. Agent gave customer case number for future reference. Briefly summarize what the customer is expecting:Customer seeking to file complaint.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2411	8L5[redacted]	***Open Date***	09/06/2013	***Built Date***	01/17/2008	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	02/19/2008	***Mileage***	67,601	***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	59029	JIM MANNING DODGE CHRYSLER JEEP			
Dealer Address	194 WEST TULARE STREET				
Dealer City	DINUBA	***Dealer State***	CA	***Dealer Zip***	93618

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

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	advised of open recall
Recall - M31: AIRBAG SYSTEM CLOCKSPRING - Advise Owner/Incomplete Recall	advised of open recall
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	states airbag light is coming on

Briefly summarize why the customer is contacting Chrysler: Customer seeks recall information.
Briefly summarize what the customer is expecting: Customer states that her airbag light keeps coming on and seeks to know if there is a recall on it. Agent advised customer does have an open M31 recall as well as J24. Agent offered to connect customer to local dealership. Customer declined.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5917	8L[redacted]	**Open Date**	09/09/2013	**Built Date**	06/25/2008	
Model Year	2008	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	03/18/2009	**Mileage**	75,587	**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	60536	OXMOOR CHRYSLER DODGE JEEP RAM,			
Dealer Address	4520 SHELBYVILLE RD				
Dealer City	LOUISVILLE	**Dealer State**	KY	**Dealer Zip**	40207

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	LOUISVILLE KY 4[redacted]	**Country**	UNITED STATES

Corporate - Recall - Default - Default - Default	customer looking for recall on airbag
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	customer stated air bag light is on
Corporate - CNA Change - Default - Default - Default	update information in coin

Briefly summarize why the customer is contacting Chrysler [redacted] called stating that she has the air bag light on in the vehicle and was told by the dealership it was a recall. Customer stated that dealership also advised that their VIN did not fall under the recall on the vehicle and customer does not understand why her vehicle did not fall under the recall if she is having the same issue. Agent advised that the recalls are VIN specific and not vehicle specific and that her vehicle was made at a different time than the ones made with the defective parts that the dealership told her about. [redacted] stated she does not understand why Chrysler will not cover this repair under the recall because she is experiencing the same issue. Agent advised that the vehicle was not under warranty for the repair either and she still wants to speak to someone up higher that can get this done. Agent advised that a supervisor would call her back in one business day.
Briefly summarize what the customer is expecting:information on recall for air bags and supervisor call back
Customer has requested Supervisor callback
Preferred daytime number: [redacted]
Preferred evening number: [redacted]
Reason for request:don t understand why their vehicle does not fall under the recall for airbags when they are experiencing the same issue according to dealership
CAIR assigned to: (Supervisor NIC)AP626
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
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.
reassigned to AP626
Mr. [redacted] call back, waiting on a Supervisor to return call back on Tuesday.
Agent spoke Supervisor, transferred customer to supervisor. Agent informed Supervisor, diagnose was completed at a Non- Chrysler Dealership and was taken to Dealer code 60536 Oxmoor Chrysler Dodge Jeep Ram, LLC, not diagnose, customer told that there was a faulty clock spring in vehicle and no recall for this issue. Agent tried to input Dealership on information, only the current owner can update the CAIR.
****Supervisor Call****
Spoke with the customer who was seeking to see if the L37 / NHTSA 11V-528 Airbag System Clockspring applied to this vehicle. Advised the customer that this recall is for vehicles equipped with Right Hand Drive (RHD) steering (sales code AHF) built to U.S market specifications (sales code YAA) from July 30, 2007 through October 08, 2011 (MDH 073013 through 100822). Advised the customer that this recall does not apply to his vehicle. The customer states that he is experiencing a failure with the clockspring. Advised the customer to have the vehicle diagnosed at a Jeep dealership. Advised the customer that once a diagnosis was completed to call back and we would review for possible cost assistance based on diagnosis.
Janet with 60536 to advised that they have completed the diagnosis to the vehicle and the customer needs to have the clock spring replaced. Writer advised Janet that Writer has never touched the case and Writer reviewed history found 2 used vehicles no new and no dealer history. Writer does not see where Writer would assist as Writer is not seeing any loyalty. Janet advised that this is the first time she has had the vehicle in their dealership and customer just walked in. Writer advised customer that based on the information Writer reviewed that CAC would not be participating in the repair, customer requested a reason why, Writer explained that they are second owner, Writer is not seeing any dealer loyalty and vehicle does not have a recall for the clock spring, customer advised that he would sue Jeep and requested to speak to a supervisor. Writer transferred call.
* * * * * * Immediate Supervisor Contact * * * * * *
Customer is upset that recall in not under vehicle. Customer states that it should because he has researched that his vehicle was made an hour before the recall ones were made. Writer informed customer that reasons why Chrysler is not considering assistance is based on used vehicle, vehicle not under recall and no warranty on vehicle. Customer states that he will take legal action.
Customer states she spoke to a lady on Monday and is requesting her name as she was told that the recall was not matching her VIN.
Customer states she is writing a letter regarding this issue.
Customer states if it all can t be paid for which she thinks it should be as it is a safety concern for her son who drives the vehicle mainly and or a portion covered as she was advised to take it to the DLR for diagnostics testing and if they new that it would already be declined becuase they are saying she is not loyal why did they have her take in anyways when she could get the repairs done cheaper at an IRF.
Customer states that the repair is $400 and was told that if she had the same issue and if there was no abuse then cost assistance would be considered. The customer states her original DLR provides poor service and this is there third Jeep and does work at an alternate DLR that she is not comfortable going to as she had issues with an oil changed and the wrong type of oil being put in. Customer stated she was told that her vehicle was made 1 hour before the recalled ones were made and feels that her vehicle should be included as well.
Customer states she took it to Oxmoor, 60536 and was dealing with SM Janet who diagnosed the vehicle to have a faulty clockspring and is the same issue as the recall. Customer states her husband took it to the DLR as she was advised and then her husband and the DLR called Chrysler who declined the repair when he called back and stated they were not loyal to the DLR and was declined over the phone.

Writer spoke to SA Justin at 23355 Dealer Name : CROSS MOTORS CORPORATION
Only car in the system 08/2010 for an unresolved key issue and a recall, 07/2011 recall and oil change.
Customer is seeking cost assistance.
Writer escalated to a case manager for review as per lines 39-50.
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? DLR
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code?60536 Oxmoor Chrysler Dodge Jeep Ram, LLC,
Reassigned to 88F
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Diagnosis
* * * * * CASE MANAGER TEAM - District 88V * * * * * *
Write called 60536 and spoke to Janet and advised that CAC would be assisting with the repair. Janet advised that the customer gave permission to do the repair and they would be in later this week, Writer requested Janet to call back with the part numbers and warranty pricing.
Writer advised that the customer would be requested to have a $200 co-pay and Janet agreed to the copay and an RA.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Left message.
Writer received a voicemail from the customer. Writer returned the call, Writer advised customer that CAC will be assisting and customer is required to have a copay of $200, a customer understood and agreed to the copay and will get the appointment made.
Writer called 60536 and spoke to Tate and advised that Writer is still needing part number and pricing, Tate advised that he would call back.
Writer received a voice message from Tate: 5156106AD $259.10 and labor $45.00.
Writer called 60536 and spoke to Janet, Writer advised that Tate kinda sumbled over the part number and Writer wanted to confirm Writer got the right information, Janet confirmed part number and advised the customer s appointment is 09/18/2013 @ 10:00 a.m., Writer thanked Janet for the appointment time.
Writer confirmed that the customer does not have the Mopar Tow Bar recall.
As a one-time goodwill gesture, Chrysler is approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $259.10
Labor = $45.00
Total = $304.10
Co-pay = $200.00
########## DIRECT-TO-DEALER ##########
Customer Care is sending this case to because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.
##########
REASSIGNED TO BC/DLR 42 60536 09/17/13 13:32 R[redacted]
*Contact Date:09/18/2013
DCX goodwill repair is documented on Repair [redacted]
Request was reviewed with DM.
CAIR RETURNED FROM DEALER ON 9/18/2013 AT 11:57:201 R[redacted]
2nd attempt made to contact customer. Left message.
3rd attempt made to contact customer. Writer inquired about the repairs and customer s expextation being met. Customer advised that the repairs are done and she is satisfied with the service that was provided. Writer

advised that the 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**	09/12/2013	**Built Date**	02/20/2008		
Model Year	2008	**Body**	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	05/02/2008	**Mileage**	56,000	**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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

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 9[redacted]	**Country**	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking recall information
Corporate - CNA Change - Default - Default - Default	Update COIN information

Briefly summarize why the customer is contacting Chrysler: Customer seeking information on recall
Briefly summarize what the customer is expecting: Customer states vehicle is at dealership currently and stated the air bag light is on. Customer stated dealership was going to charge her $150.00 to diagnose issue so she wanted to know if there was a recall on her vehicle. Agent advised customer her vehicle did not have a recall on it for this issue. Agent advised customer there was an outstanding recall on her vehicle J24 - Mopar Tow Bar and offered to review recall with her. Customer declined. Agent updated COIN information

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA5916	7L[redacted]	**Open Date**	09/13/2013	**Built Date**	05/21/2007	
Model Year	2007	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	06/24/2007	**Mileage**	147,901	**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	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

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

Dealer - Service/Body Shop - Transaction - Other - Default	Customer displeased with dealership
Corporate - CNA Change - Default - Default - Default	Updated information

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Warranty Issue Reimbursement
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
I had my air bag service light come on. I contacted the Manassas Jeep Dealership about any warranty items regarding this matter. I was told due to my mileage air bag servicing would not be covered. Due to my location of work, I had my car checked at Firestone in McLean, VA. As with any service department, I was charged a diagnostic fee of $109. The code that appeared for them referenced a dealer warranty item per Service Bulletin Ref[redacted]. They were honest enough to tell me this. Of course, I still had to pay the diagnostic fee for their time. I then called the Jeep dealership in Tysons, KOONS. I also asked them about an extended warranty for airbags and they told me there was not one. Since at this point I knew there was one. I asked again telling them to enter my VIN number to confirm this. They were shocked to see it was still under warranty. I feel I should be reimbursed for the Firestone diagnostic fee since I contacted Jeep first and was told it was not a warranty item. Also, I feel I should have had some type of correspondence from Chrysler letting me know they had extended the airbag clock spring warranty since they knew it was an issue. If they had, I would not be out the $109 diagnostic fee. I know your response will most likely be always have the car serviced at a dealership to avoid a situation like this. Honestly, if I could I would. Due to locations and needing my car to get to and from work full time during the week, it is not convenient. I thank you for your time.[redacted]
*****END OF CUSTOMER EMAIL*****
VIN: 7L[redacted]5
Mileage: 147901
Servicing Dealer: KOONS TYSONS
Title: Ms.
First[redacted]
Middle Initial: A
Last Name:[redacted]
Address 1:[redacted]
Address 2:
City: BRISTOW
State: VA

Zip: [redacted]
Email: [redacted]
Home Phone: [redacted]
Dear [redacted]:
Thank you for contacting the Jeep Customer Assistance Center.
We fully appreciate your concern, particularly in view of the expense and inconvenience involved, however, we are unable to accommodate your request due to your repairs being completed at an IRF. Although we are unable to provide a more favorable reply, we appreciate the opportunity to review your request.
Thank you again for taking the time to communicate with us. We re sorry we cannot provide a more favorable reply.
Sincerely,
Melissa
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6418	9L7[redacted]	**Open Date**	09/13/2013	**Built Date**	07/21/2008	
Model Year	2009	**Body**	JKJS72	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	02/25/2009	**Mileage**	72,000	**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	60134	REEDMAN TOLL AUTO WORLD			
Dealer Address	1700 E LINCOLN HWY				
Dealer City	LANGHORNE	**Dealer State**	PA	**Dealer Zip**	19047

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

Corporate - Reimbursement - Default - Default - Default	Reimbursement for repairs to components: Out of Warranty
Product - Electrical - Occupant Classification System - Unknown - Default	airbag light on intermittently
Product - Fuel System - Fuel Tank - Other - Default	fuel inlet check valve issues
Corporate - CNA Change - Default - Default - Default	updated customer information

Briefly summarize why the customer is contacting Chrysler: Customer stated that the fuel inlet check valve is not working and states the airbag light is coming on intermittently.
Briefly summarize what the customer is expecting: Customer seeking recall information related to these issues and cost assistance.
Agent advised to take vehicle to dealership and have a diagnostic completed so we can determine the direction to take his case. Agent warm transferred customer to dlr 60134 REEDMAN TOLL AUTO WORLD to schedule the appointment
Briefly summarize why the customer is contacting Chrysler:
Mr Haines is calling in as he has had his Jeep Diagnosed and the issues are a new Fuel tank needed and the cluster instrument.
Agent has advised the customer that there are no recalls or extended warranty on his Jeep for theses issues.
Agent did call the dealership to see if they felt that his Jeep should of been part of the recall for the Inlet Check Valve and the Instrument cluster and the dalership said no.
These issues/recalls/extended warrantys have only involved the older Jeeps and they have told the customer this also.
Briefly summarize what the customer is expecting:
Added narratives for above:
agent did advised the customer that he would need to pay out of pocket to see if could be reimbursed.
Agent did supply the customer an address to apply for a possible reimbursement but there was no guarantees and that department makes the

final decision.
Agent also told him that he needed to write a note as to why he is seeking reimbursement.
Along with including, name, address, VIN, contact numbers, proof of payment, work invoice, and mileage on the Jeep.
Briefly summarize what the customer is expecting:
customer is expecting that his issues be completed by Chrysler as he knows that they are recalls.
Added Notes :
Spoke with SA Alexis first then Danny SA took over the call.
Briefly summarize why the customer is contacting Chrysler:Customer is having problems with his airbag light, which is related to the clock spring, and his gas tank also overflows.
Briefly summarize what the customer is expecting:Customer wanted cost assistance. Agent advised he can submit for possible reimbursement but he would most likely not be reimbursed for these items.
Customer called back and wanted to know if we have received the documents for reimbursement. Agent advised that we do not see that here yet and that once they make a decision then we will be able to view it on file.
POSTMARK DATE: 092613; DATE RECEIVED: 100213

Writer notes that the customer has submitted their documents to reflect their repairs completed to the following components:
-fuel tank
-clockspring
The customer has requested reimbursement for these two repairs due to the fact that they are aware that the components do have recalls on them for their corresponding vehicle, just not their year of vehicle.

As per ACDoc#23658: X47:
NOTE: This Extended Warranty Bulletin applies to JK vehicles equipped with a 3.8L engine (Sales Code EGT) built before March 1, 2007 and after March 31, 2008.

As per the recall: J13:
2009 (JK) Jeep Wrangler
NOTE: This recall applies only to the above vehicles built from February 10, 2009 through February 26, 2009 (MDH 021008 through 022608).

Writer notes that the vehicle information is as follows:
-ISD: 02/25/2009
-BUILD DATE: JULY 21/2008

Writer further notes that the customer is currently the 2nd owner of this 1 used vehicle of 4 used & 4 new vehicles in the household according to WEBCOIN.

Writer also notes that the vehicle sales codes are as follows:
-EGT 3.8L V6 SMPI Engine

Writer notes that the customer has had the 2 components mentioned above repaired on 09/17/13 @ 72,189, and the vehicle s WCC is 336.

Writer will follow up with TL-JK671 for further direction.

Writer contacted the Reedman Toll Auto dealer at 215-757-4961 at 5;10pm and spoke with the SA, Alex. Writer advised him of the VIN involved and inquired if he could provide writer with the customer s loyalty and Alex stated that upon the customer purchasing this Jeep he has brought it and his other vehicles to their dealership, so he is very loyal to their dealership. Writer inquired if he was able to relay this information to writer and he stated that yes he is, however, he will pass this information on to his SM, Danny. Writer advised Alex that writer would be reimbursing for the latest repair with a co-pay and he thanked writer for the information on the customer s reimbursement.

Tier 2 Agent

Business Case for Goodwill

Customer submitted documents for request for reimbursement for their repairs completed to the Fuel Tank and the Clock spring on their 2009 Jeep Wrangler in CAIR # [redacted] reimbursement with a $200.00 co-pay thus a total reimbursement of $979.78 for customer satisfaction and loyalty.

Loyalty: the customer currently owns 4 new & 4 used vehicles
Original Owner: no
Out-of-Pocket: yes
Multiple Repairs: no
Authorized Chrysler Dealership: yes
Dealer Opinion: please see lines 81-90
Service Contract/Warranty: 801
In-Service Date: 02/25/2009
Date of Repair: 09/17/2013
Mileage: 72,189

INVOICE: [redacted]
TWO JOBS:
Job 1 Fuel Tank
Labor: $ 270.00
Parts: $ 350.00
Subtotal: $620.00
Job 2 Clock spring
Labor: $250.00
Parts; $243.00
Subtotal: $493.00
Total of both jobs:
$620.00
$493.00
Subtotal: $1113.00
Tax: $ 66.78 tax rate of 6.0%Ù
Total: $1179.78
Less co-pay: $200.00
Total Reimbursement: $979.78

Customer s proof of payment is: the customer has provided us with a copy of their Visa Card Receipt with an approval code of #01826, the amount of $1351.98, the date of Sept. 18/13 and the name of the repair facility: Reedman Toll CDJ.
Writer is regarding this as sufficient and proper proof of payment from the customer at this time.

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 contacted the customer, [redacted] at 9;10am and reached their VM. Writer advised him that the documents have been received in regards to his mother s vehicle and the said repairs. Writer advised the customer that there is a reimbursement proposal to offer the customer and requested a return call and provided all contact information with CAIR number and hours of availability.

Writer received a message from the customer @ 11:24am returning writer s message that was left for the customer.

Writer contacted the customer, Mr. [redacted] 3:30pm and reached their VM. Writer left a brief message advising the customer that their message has been received, and writer apologized for the fact that writer missed his call and requested a return call from the customer at their convenience, and provided all contact information, with CAIR number

for the return call.

Writer received a call from [redacted]s at 3:50pm regarding his reimbursement, so writer advised him that his vehicle s repairs are very close to the extended warranty that was released, so due to this fact, and the fact that the customer s are very loyal to Chrysler, writer provided him with his reimbursement amount for the two repairs to the two components. Mr [redacted] was very pleased with the reimbursement amount and the fact that CJD was providing him with this reimbursement, stating that it shows good faith. Writer advised him that we do want to keep his loyalty, so the reimbursement was granted. Writer had [redacted] verify his address and who the check should be made out to, and he confirmed that our records are correct and the check can be made out to him or [redacted] Writer thanked him for the return call and advised him of the time frame for the check to arrive and branded the call.

Writer is submitting a check in the amount of $$979.78 for approval.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GB5914	8L[redacted]	***Open Date***	09/16/2013	***Built Date***	08/10/2007	
Model Year	2008	***Body***	JKTP74	JEEP WRANGLER UNLIMITED SAHARA 4X2			
In Service Dt	03/27/2008	***Mileage***	129,000	***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	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***	
	SHEPHERDSVLLE KY [redacted]	***Country***	UNITED STATES

Product - Steering - Unknown - Defective - Default	Customer states they need their clock spring replaced.
Corporate - CNA Change - Default - Default - Default	Updated phone clock spring.

Briefly summarize why the customer is contacting Chrysler: Customer states they are having issues with their 2008 Jeep Wrangler Unlimited 2 wheel drive vehicle. Customer states this is over a $400 repair on a clock spring after paying an $89 diagnostic fee.
Briefly summarize what the customer is expecting: Customer seeks assistance with this repair as they have found a NHTSA file where Chrysler is replacing these in right hand drive vehicles.
Agent advised the customer that due to mileage we are unable to assist with this repair.
-
Customer states that he would like a supervisor call back. Customer states that he will be opening a NHTSA complaint.
Customer callback number is [redacted]
Supervisor Call [redacted]: reached voicemail
Team Leader advised: understand request to speak to supervisor; apologize unable to reach customer at this time; appreciate opportunity to review and discuss details of case with customer; follow-up 09/19/2013.
Supervisor Call [redacted]): reached voicemail
Team Leader advised: understand request to speak to supervisor; apologize unable to reach customer at this time; appreciate opportunity to review and discuss details of case with customer; follow-up 09/21/2013.
Agent informed customer that showing the customer was contacted on 09/17/2013 8:12:29 PM and 09/19/2013 5:05:53 PM and customer stated that he has not received any voicemails from him. Agent stated as her lines 21 customer will try to be contacted again on 9/21/2013. Customer stated he will have his phone with him customer would appreciate if an actual voicemail was left and leave extension so that the customer can call him back. Customer stated he has been thinking about this situation ad he would be satisfied if Jeep would just be willing to sell him the part so that he can replace it he don t care if the dlr installs or not the

cheapest he has been able to find is from a Chrysler dealer that sells parts on amazon.com and its selling for 190$ a customer feels its not something he shouldn t have to pay out of pocket.
Supervisor Cal [redacted]): spoke with MR [redacted]
Customer states: air bag warning light came on a few weeks ago; checked online and saw that there were multiple concerns with the clockspring (in RHD models); took it to dealership for diagnosis and it cost $89 dollars; dealer indicated that the complete repair would be $457; feel like Postal vehicles were provided with preferential treatment; have already written to NHTSA and intend on writing corporate personnel about the concern.
Team Leader advised: understand request/concern; no recalls or extended warranties and vehicle exceeds the warranty by nearly 100,000 miles; no assistance to be provided.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA5911	8L[redacted]	***Open Date***	09/16/2013	***Built Date***	04/02/2008	
Model Year	2008	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	04/22/2008	***Mileage***	91,713	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	08585	MARSHALL MOTOR CO INC			
Dealer Address	3500 SOUTH 9TH				
Dealer City	SALINA	***Dealer State***	KS	***Dealer Zip***	67401

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

Product - Electrical - Lamps and Switches - Defective - Default	Clock wiring defective- air bag lights, traction control, etc not working
Product - Electrical - Horn - Intermittent or Inoperative - Default	Horn is not sounding

Briefly summarize why the customer is contacting Chrysler:
Customer thinks his clock spring wiring has gone bad. His horn, air bag lights, traction control, clock, etc, are not working. Agent advised customer to bring it to the dealership to get the vehicle diagnosed in order to receive cost assistance. Customer was advised to call us back at Chrysler CAC once he has taken that step.
Briefly summarize what the customer is expecting:
Cost assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2417	8L[redacted]	**Open Date**	09/16/2013	**Built Date**	02/12/2008	
Model Year	2008	**Body**	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	05/03/2008	**Mileage**	650,000	**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	45086	FOWLER DODGE INC			
Dealer Address	55 WEST INTERSTATE 240				
Dealer City	OKLAHOMA CITY	**Dealer State**	OK	**Dealer Zip**	73139

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

Corporate - Recall - Default - Default - Default	Customer seeking recalls on vehicle

Briefly summarize why the customer is contacting Chrysler: Customer called in regards to the air bag light coming on in her vehicle, wanted to know if this was a recall.
Briefly summarize what the customer is expecting: To find out if the issue with the airbag is in regards to a recall
Agent advised: Writer told customer that recalls are vin specific and that she does not have a recall on her vehicle. Agent also advised that the customer takes the vehicle in for a diagnosis at her dealership.
Agent gave customer her case number if she had any concerns pertaining to this issue.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D12	AL1[redacted]	***Open Date***	09/17/2013	***Built Date***	10/14/2009	
Model Year	2010	***Body***	JKJL72	JEEP WRANGLER SPORT 4X4			
In Service Dt	03/09/2010	***Mileage***	78,000	***Dealer Zone***	35	WASHINGTON	
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	60325	CLARION CHRYSLER DODGE JEEP			
Dealer Address	1074 E MAIN ST				
Dealer City	CLARION	***Dealer State***	PA	***Dealer Zip***	16214

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer is stating his air bag light keeps flashing
Recall - L34: REPROGRAM PCM - OXYGEN SENSOR MONITOR - Advise Owner/Incomplete Recall	Customer seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler today stating that he wants to know if there are any recalls on his vehicle for the air bag. Agent advised customer that there is one open recall but not for the air bag. Agent advised customer she can get him in touch with his DLR to have the recall completed. Customer agreed and the agent warm transferred customer to Mike in the service department for him to make an appointment.
Briefly summarize what the customer is expecting: Customer is expecting to get recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]4

VIN	1J4FA2419	7L2[redacted]	**Open Date**	09/20/2013	**Built Date**	07/11/2007	
Model Year	2007	**Body**	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	09/15/2007	**Mileage**	70,001	**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**	([redacted]
	DOWNEY 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
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	Advised customer of incomplete recall
Corporate - Warranty Coverage - Default - Default - Default	Seeking warranty information
Corporate - CNA Change - Default - Default - Default	Updated coin - phone number

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Requestiong information on the clockspring extended warranty for 10 yrs./150 ,000 miles.
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
I would like to see if you can email me a copy or mail me a copy for the clock spring extended warranty on 2007 Jeep Wrangler JK. My clock spring was replaced a few years ago because the airbag warning light kept flashing
off and on in the dash and it is doing it again. Thanks.
*****END OF CUSTOMER EMAIL*****
Dear V[redacted]
Thank you for contacting the Jeep Customer Assistance Center.
Unfortunately I do not have a way to reissue the warranty letter that was sent out stating that there is an extension. However I have reviewed your file and I am showing that you do have the X41 Clockspring Extended Warranty on your vehicle. This warranty is good for 120 Months or 150,000 Miles whichever comes first on the vehicle.
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. They will be able to pull up any warranty information on your vehicle.
Also, our records indicate that the following recall campaign(s) have not

been performed by an authorized dealer:
J24 MOPAR TOW BAR
J30 TRANSMISSION FLUID TEMPERATURE WARNING
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,
Sarah
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5910	8L[redacted]	***Open Date***	09/18/2013	***Built Date***	12/05/2007	
Model Year	2008	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	02/09/2008	***Mileage***	82,000	***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	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 [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Added secondary phone number.
Product - Electrical - Speedo/Gauges/Ometer/EIC - Intermittent or Inoperative - Default	Customer says they need a clock spring and airbag light is on.

Briefly summarize why the customer is contacting Chrysler: Customer states they have a 2008 Jeep Wrangler that they are having issues with the clock spring and the airbag light is on. Customer states that they may have a recall but the dealership stated he did not.
Briefly summarize what the customer is expecting: Customer seeks information on potential recalls.
Agent advised the customer that there is no recall on the vehicle, the recall he is referring to is for right hand drive vehicles only.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6911	8L643004	**Open Date**	09/19/2013	**Built Date**	06/28/2008	
Model Year	2008	**Body**	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	11/25/2008	**Mileage**	66,000	**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	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

Corporate - Recall - Default - Default - Default	customer seeking recall info
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	customer states air bag light is flashing

Briefly summarize why the customer is contacting Chrysler: Customer called in seeking information. Customer states his vehicle is at the dealer right now because the air bag light has been flashing constantly. Customer states he was wondering if their is a recall on the air bag. Agent advised customer at this time their are no incomplete recalls on the vehicle. Customer thanked agent.
Briefly summarize what the customer is expecting: Customer is expecting to gather info as to why his air bag light has been flashing on his vehicle.
Briefly summarize why the customer is contacting Chrysler: Customer inquiring recalls for clock spring as she has located some online.
Briefly summarize what the customer is expecting: Recall information
Agent advised Recall M31 only applies to Right Hand Drive vehicles. Customer understands.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA6917	8L[redacted]	***Open Date***	09/20/2013	***Built Date***	06/16/2008	
Model Year	2008	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	08/09/2008	***Mileage***	62,000	***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	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]
	ALBUQUERQUE NM[redacted]	***Country***	UNITED STATES

Product - Steering - Steering Wheel / Column - Other - Default	Clock Spring had to be replaced.
Corporate - E-Reimbursement - Default - Default - Default	Customer requesting reimbursement for cost of repair.
Product - Unknown - Unknown - Buzz, Squeak, Rattle - Default	Customer states air bag light goes on intermittently and buzzes
Corporate - CNA Change - Default - Default - Default	Update COIN information
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	sent up for cost assistance based on line 13 or cair

Briefly summarize why the customer is contacting Chrysler: Customer seeking information on air bag light
Briefly summarize what the customer is expecting: Customer states air bag light comes on intermittently and buzzes
Agent advised: Customer to take vehicle to dealership for diagnosis and offered to transfer customer to service department to set up appointment.
Agent gave customer case number for future reference.
Customer declined and stated he would set up an appointment at his convenience.
Agent updated missing phone numbers in COIN
Reassign to 861 (NC603) no diagnosis
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Diagnosis
Customer called back in. Customer has 64,000 miles on the vehicle. Customer stated that the air bag light is on. The dealership diagnosed this as the clockspring. The customer sates that there have been many problems with the airbags and he is seeking cost assistance. Customer states he was told to bring the vehicle in for diagnosis and possible cost assistance.
The dealership told the customer that it is the clock spring and the repair would cost $480.00.
Agent called the dealership as customer was uncertain of what was going on and what to do in regard to whether or not her should proceed with the repair.

Mark s Casa Chrysler Jeep
Visit dealer website 9733 Coors Blvd NW
Albuquerque, NM 87114
(505) 897-8400
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 1-[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? 26793
Reassigned to 88F
Put up for cost assistance based on line 13 or cair
* * * * * CASE MANAGER TEAM - District O * * * * * *
Original owner.
No Service Contract.
Out of basic warranty, goodwill is within CAC parameters.
2 new, 1 used in household.
Writer called Service Manager (SM) Steve at 505-897-8436 at dealer #26793. SM Steve advised not at dealer. Writer advised that goodwill for repair of clockspring is within CAC goodwill parameters, and requesting warranty pricing for repair, and customer s loyalty. Writer advised will contact SM Steve tomorrow.
Status update provided via email to the following email address:
k[redacted]
My name is Tara 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- 800-763-8422
My direct extension is 66124.
My work hours are from 9:30am-6 pm Mountain Time.
I will contact you by telephone within one business day to review your case with you
End of Status Update
CONTACT UPDATE - 1st Contact made in lines 51-57.
Writer called customer at [redacted] Customer confirmed that the clockspring needed to be replaced in the vehicle. Customer stated picked up the vehicle yesterday, and paid about $480. Customer stated is expecting cost assistance. Writer advised will look into reimbursing the customer. Customer stated that vehicle has intermittent start issues. Writer advised that the customer will have to take the vehicle back into the dealer, if the customer would like to pursue the intermittent start concern. Writer advised customer to send the documents in for reimbursement consideration.
Addition to line 68. Customer gave permission to use email address:
[redacted]
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2013-09-26 @ 21:17
Addition to line 72. Writer advised will contact customer after reviewing the documents on Tuesday/Wednesday.
***** Customer Document Received *****
Status update provided via email to the following email address:
k[redacted]
Dear Mr. [redacted]
I received your documents, and are currently reviewing them. I will contact you on Friday, or Monday at the latest. Thanks for your patience, and for being a part of Jeep. Tara
End of Status Update
Writer called customer at [redacted]5. Writer offered to reimburse the customer $279.00 for the price of the part for the repair. Writer verified name/address as per COIN. Customer stated does not want to pursue the intermittent start concern, at this time, and will contact Jeep in the future. Writer advised that the reimbursement check will be processed on Monday. Writer advised that the customer will receive the check within 7-10 business days, after it is processed, and case will be closed.

Customer Document Reviewed.
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
Reimbursement for repair of Clock Spring.
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.
64,119
Enter the Date when the repairs were completed.
9/25/13
What is the total cost of the Parts to be reimbursed?
$279.00
What is the total cost of the Labor to be reimbursed?
$0
What is the total Tax to be reimbursed?
$0
What is the total amount being reimbursed?
$279.00
****End structured narrative T2 - eReimbursement
Ok to send
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA391X	7L17[redacted]	**Open Date**	09/20/2013	**Built Date**	03/03/2007	
Model Year	2007	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	04/30/2007	**Mileage**	97,000	**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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	65113	WALDORF CHRYSLER JEEP			
Dealer Address	11755 BUSINESS PARK DRIVE				
Dealer City	WALDORF	**Dealer State**	MD	**Dealer Zip**	20601

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

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	customer states air bag light comes on and off

Briefly summarize why the customer is contacting Chrysler: Customer inquiring if he has any recalls on his vehicle. Customer states the air bag light is on in his vehicle.
Briefly summarize what the customer is expecting: Agent informed customer that he has no recalls on his vehicle. Agent suggested to customer to bring his vehicle into a Chrysler DLF for diagnosis and repair. Agent offered to transfer customer to a Chrysler DLR. Customer declined.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2413	7L[redacted]3	***Open Date***	09/20/2013	***Built Date***	06/29/2007	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	07/21/2007	***Mileage***	113,000	***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	68665	FRANKLIN SUSSEX AUTO MALL INC			
Dealer Address	ROUTE 23				
Dealer City	SUSSEX	***Dealer State***	NJ	***Dealer Zip***	07461

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

Corporate - Corporate Warranty Extension Letter - Default - Information Request - Default	Advised customer of X41
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Owner aware of recall
Corporate - CNA Change - Default - Default - Default	Updated phone number

Briefly summarize why the customer is contacting Chrysler: Customer states he is calling to find out if his vehicle has a recall because the air bag light is on. Agent advised customer of the X41 for the clockspring. Agent advised customer of the incomplete recall. Customer states he is aware of the recall. Agent transferred customer to the dealer to schedule an appointment.
Briefly summarize what the customer is expecting: Customer seeking recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4BJWKG1	CL[redacted]	***Open Date***	09/23/2013	***Built Date***	04/26/2012	
Model Year	2012	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	06/18/2012	***Mileage***	23,938	***Dealer Zone***			
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					

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

Corporate - Technical Assistance - Default - Default - Default	Customer inquiring as to why component active.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
concerns about repairs
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
The air bag warning light, and the check engine light are on. The computer
shows a miss fire on #6 cylinder. I think the vehicle is still too new to have these problems. Is there anything you can do to help me?
Thank you [redacted]
*****END OF CUSTOMER EMAIL*****
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center in regards to your 2012 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, William.
Sincerely,
Jeff
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4BJWKG1 C[redacted]		**Open Date**	09/20/2013	**Built Date**	04/26/2012	
Model Year	2012	**Body**	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	06/18/2012	**Mileage**	22,938	**Dealer Zone**	63	DALLAS	
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	44433	BONHAM CHRYSLER			
Dealer Address	1522 W SAM RAYBURN DRIVE				
Dealer City	BONHAM	**Dealer State**	TX	**Dealer Zip**	75418

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Airg bag light is on in vehicle.
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Engine line on in vehicle.
Corporate - CNA Change - Default - Default - Default	Update to coin

Briefly summarize why the customer is contacting Chrysler:Customer seeking assistance his engine light came on in his vehicle. The customer brought it to the dealership they changed his spark plugs in his jeep.After the repair was complete the engine light still was on in vehicle.The air bag light is on in the vehicle.
Briefly summarize what the customer is expecting:The customer stated that he didn t want to take his jeep to a dealership around him because he owned a previous jeep that he brought it to a dealership and parts were missing and his transmission was switched with another one.and he didn t trust the dealership to work on this jeep he has now.
Agent Advised: Agent advised the customer to get it checked out from a dealership just so he knows what is actually going on in his vehicle.especially if the air bag light is on.The customer stated that it was a few years ago sense has went to the dealership and will take it there for a diagnosis.The agent stated if he needs any additional help he can contact us back at chrysler customer assistance.

Customer Assistance Inquiry Record (CAIR)#	[redacted] 5

VIN	1J8GA6417	9L706890	**Open Date**	09/21/2013	**Built Date**	08/18/2008	
Model Year	2009	**Body**	JKJS72	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	01/03/2009	**Mileage**	84,626	**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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	60447	WAXAHACHIE DODGE CHRYSLER JEEP			
Dealer Address	2405 N INTERSTATE 35E				
Dealer City	WAXAHACHIE	**Dealer State**	TX	**Dealer Zip**	75165

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

Corporate - CNA Change - Default - Default - Default	Updated customer information
Product - Electrical - Occupant Classification System - Unknown - Default	airbag indicatior light on intermittently
Product - Electrical - Electronic Stability Program - Unknown - Default	warning light intermittent

Briefly summarize why the customer is contacting Chrysler: Customer stated airbag light is on intermittently, cruise control is failing, abs light is intermittent as well as esp light.
Briefly summarize what the customer is expecting: Customer seeking information on why lights are on.
Agent advised no recalls, vehicle should be diagnosed for problem. Agent warm transferred call to dlr 60447 WAXAHACHIE DODGE CHRYSLER JEEP so customer could set up a convenient appointment time.
Customer is calling back to verify she has had the diagnosis completed on her vehicle. Agent tried contacting Waxahachie Dodge Chrysler Jeep 60447 however they were unable to speak to anyone. Agent advised the customer they would try contacting the dealership later to verify the diagnosis of her vehicle. Agent advised the customer she would receive a callback once the dealership has been contacted.
Customer s preferred contact number[redacted]
Customer seeking goodwill assistance on her vehicle.
Writer contacted 60447 and spoke to SA Cesar who states that the clock spring needs replacing.
Writer researched owners history and only one vehicle,no prior concern with this issue,not the original owner,no MVP.
Customer not satisfied with 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.
Unless the customer offers new information, decision remains unchanged.
* *
Customer is requesting supervisor callback due to goodwill being declined
Supervisor*

Supervisor scheduled to call customer within 1 business day.09/25/2013
*****Supervisor*****
Supervisor contacted customer [redacted] and advised customer
unfortunately we can not offer assistance.
please close cair.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5918	9L7[redacted]	**Open Date**	09/23/2013	**Built Date**	03/02/2009	
Model Year	2009	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	03/30/2009	**Mileage**	67,473	**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	63292	LAWLESS CHRYSLER JEEP, INC.			
Dealer Address	196 LEXINGTON ST				
Dealer City	WOBURN	**Dealer State**	MA	**Dealer Zip**	01801

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

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Air Bag sensor needs replacement
Product - Steering - Steering Wheel / Column - Other - Default	Clock spring needs replacement
Product - Emissions - EGR System - Other - Default	EGR valve needs replacement
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	customer seeking goodwill
Product - Electrical - Tire Pressure Monitor - Defective - Default	customer seeking goodwill
Product - Engine - Intake/Exh Manifolds/Turbo - Other - Default	exhaust escape valve is failing
Product - Drivability - Unknown - Other - Default	vehicle needs a lower shift boot

Briefly summarize why the customer is contacting Chrysler: Customer is calling because he is having a lot of safty concerns with his vehicle. Customer states that this is his 4th wrangler and he loves Jeep. Customer is concerned for his safety and is looking for cost assistance. Dealer has advised that the diagnosis is for that he needs a new clockspring, lower shift boot, and an airbag sensor and tire pressure sensor .
Briefly summarize what the customer is expecting: cost assistance
Who has possession of the vehicle? dealership
Has an authorized dealer diagnosed the vehicle? yes
If a CDJR dealer has diagnosed, what is the dealer name and code? 63292 LAWLESS CHRYSLER JEEP DODGE
Customer advised a call back will take place within one business day.
Preferred Morning/Midday call back number is: 61[redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case [redacted]
Reassigned to: 88f
Status update provided via email to the following email address:
[redacted]
My name is Kristina and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
The Chrysler Case Management telephone number is 800-763-8422.
My direct extension: 66396
My work hours are: 8am 6:30pm Eastern Standard Time
Monday Thursday .

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* * * * * *
Original Owner
Warranty
- OOW 336 by 1 year, 6 months and 31,000 miles
Household
- 1, new
- 1, used
Service Contract
- Expired, Essential Care
Agent attempted to contact dealer 63292 Service Manager John, however, SM not available. Left message for a return call at extension 66396.
Writer sent an email to Service Manager John requesting an update on vehicle diagnosis and possible cost assistance. Waiting on response.
Begin Customer Message reviewed:
Kristina, Thank you very much for working with me. I have been a loyal Jeep Owner for most of my life. My parents have two new jeeps and my brother still has his original 86 Laredo. Needing a larger Wrangler for my growing family, I decided to purchase the 2009 Wrangler Unlimited Sahara. I would have purchased the new JK in 2007 or 2008, but wanted to wait until you resolved the concerning issue of 1 st gear pop outs. Doing a lot of off-roading, this issue can be extremely dangerous. My Jeep has done this during colder weather since it purchased it. I chose to live with this issue until recently my wife and daughters were almost hit in a very near side impact accident. Living in an urban area is challenging when moving into traffic. A total of 3 seconds can be lost while facing oncoming traffic during the reengagement of first gear. This is absolutely a continuing design flaw and unacceptable. I would hope that a reputable company as Jeep/Chrysler would own up to this issue no matter the age of the JK or mileage. This is not a wear and tear issue. It is clearly a design flaw, which I hope gets corrected, per the shift boot or 2 other alternative repair options that are more elaborate.
The next concern is the airbag warning. I have owned over 10 vehicles that have come with standard airbags. Never have I had an issue with the warning light or those being deployed when needed. There should be triple redundancy in assuring that my airbags deploy in case of collision. This also not a wear and tear issue. There seems be other people who have had either defective sensors or ones that fail prematurely. I would also hope that Jeep/Chrysler would service this without question of payment due to being a life or death safety feature. My Jeep as many others also burns oil at almost twice the rate of other vehicles I own. Jeep claims this to be acceptable. Costing me 2-3 extra quarts of oil every other month, is something that I live with because I love my Jeep so much. Please understand my concerns and let me know your judgment. - Joe
End of Reviewed Customer message
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Writer contacted customer Mr [redacted] who confirmed that the vehicle has intermittent issues with the vehicle hard shifting into neutral when the customer attempts to pull into traffic. He states that the air bag light has come on and was advised by the dealer that if he were to get into an accident the air bags would not deploy. He states that he feels that these are safety concerns and would like the issues resolved. Customer alleged that the vehicle burns excessive oil. He states that within 1500 miles of driving he has to add 2 quarts of oil and within 3000 miles he has to add 3 - 4 quarts of oil. Customer states that he would like cost assistance for the repairs needed. Writer advised customer that assistance is not guaranteed and CAC will need to contact the dealer for additional information before a decision can be made. Writer to follow up with customer no later than 9/25.
Agent attempted to contact dealer 63292 Service Manager John, however, SM not available. Left message for a return call at extension 66396.
Writer contacted Service Manager John who states that the lower shift boot and the clock spring need replacement. SM states that the failure was not the fault of the customer and would have been covered under the

336 warranty. SM states that the customer does not regularly maintain his vehicle with his dealer. SM states that he is willing to accept an RA for goodwill and will have pricing available on 9/26. Writer inquired about the customers oil consumption concerns. SM states that they last saw the vehicle in Nov 2012 for an oil change and the dealer had done a visual inspection which found no leaks and no excessive smoke. SM states that the vehicle was using 4 quarts of oil every 1000 miles which is standard for Chrysler vehicle. Writer inquired if the dealer would be willing to perform an oil consumption test. SM states that they would have to change the oil, seal the oil pan and have the customer drive the vehicle until it is down a quart of oil. Writer advised that CAC will follow up with him tomorrow about the warranty pricing.
Writer contacted customer Mr. Patrissi and advised customer that CAC and the dealer are going to provide assistance for the repairs to his vehicle however additional pricing information is needed before a final decision can be made. Writer advised customer of lines 96 - 101. Writer to follow up with customer no later than the EOB on 9/26.
Agent attempted to contact dealer 63292 Service Manager John, however, SM not available. Left message for a return call at extension 66396.
Agent attempted to contact dealer 63292 Service Manager John, however, SM not available. Left message for a return call at extension 66396.
Writer contacted customer and advised that pricing information has not been received and CAC will continue to work with the dealer to get this information. Follow up set for 9/27.
Writer sent an email to Service Manager John requesting pricing information. Waiting for response.
Correction to line 97
Vehicle is using a quart of oil every 1000 Miles.
Writer contacted Service Manager John who states that he does not have the warranty pricing vehicle. SM requests a call back after lunch.
Writer to call SM again by 2PM EST.
Writer contacted Service Manager John who provided the following information:
Clock Spring:
Parts - $217
Labor - $111.28
Total - $328.28
Shift Boot:
Parts - $25.27
Labor - $32.99
Total - $58.26
Writer and Service Manager agree to offer customer a $100.00 co-pay for repairs to the vehicle. SM states that CAC can contact the customer with the offer.
Writer contacted customer and advised that CAC will assist with the replacement of the shift boot and the clock spring with a $100.00. Writer advised the customer to contact the dealer and authorize the repairs. Writer advised that CAC will follow up with him again once his vehicle is repaired but provided a tentative date of 10/3.
As a one-time goodwill gesture, Chrysler is approving this out of warranty repair for the clock spring and shift boot. According to the dealer, the warranty costs of the
repair are as follows:
Parts = $242.27
Labor = $144.27
Total = $386.54
Co-pay = $100.00
########## DIRECT-TO-DEALER ##############
Customer Care is sending this case because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.
##################################
REASSIGNED TO BC/DLR 32 63292 09/27/13 14:23 O [redacted]

Email sent to SM at john@lawlesscj.com
seeking repair status and when repairs will be completed.
goodwill assitance has been provided
Writer contacted Steve in Service who states that the customer has an appointment scheduled for 10/8.
Status update provided via email to the following email address:
[redacted]
I have confirmed with the dealership that you have scheduled an appointment for repair on Oct 8th. I will follow up with you again once repairs have been completed. If you have any questions please feel free to contact me at 800-763-8422 extension 66396. Thank you for allowing Jeep and Lawless an opportunity to assist you with this concern.
End of Status Update
Agent attempted to contact dealer 63292 Service Manager John, however, SM not available. Left message for a return call at extension 66396.
Writer attempted to contact Service Manager John. SM unavailable.
Writer spoke with Jeff in Service who states that the vehicle is at the dealer however the dealer is waiting on parts. Writer requested to speak with the parts.
****
Writer spoke with Dominic in Parts who states that the parts arrived at the dealer today.
Status update provided via email to the following email address:
[redacted]
I understand that your vehicle is currently at the dealership for repairs. At this time I will follow up with you again once the repairs have been completed to ensure your satisfaction with the repairs. If you have any questions please feel free to contact me at 800-763-8422 extension 66396. Thank you.
End of Status Update
Writer contacted Service Manager John who states that the vehicle was repaired and picked up by the customer on 10/14.
Writer contacted customer Mr. Patrissi who states that he is happy with the repairs to his vehicle and his overall experience with the dealer and CAC. Customer states that the CEL had come on when he got his vehicle home from the dealer. Customer states that he did have the dealer do a diagnosis and was informed that the exhaust escape valve behind the engine needs replacement at the cost of $500.00. Customer alleged that the dealer has advised him that this part may only last for a few more months. Customer states that due to financial hardships he was not able to authorize the repair to his vehicle and would appreciate if CAC can check on possible assistance for this concern. Writer advised customer that there is no guarantee however CAC will contact the dealer to see if anything can be done. Writer to follow up with customer on 10/17.
****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 sent an email to Service Manager John inquiring about the diagnosis for the exhaust escape valve. Waiting on response.
Writer contacted Service Manager John inquiring about CEL diagnosis. SM states that he does not know anything about that. SM states that he will need to look into this concern. Writer to follow up with SM again before the EOB.
Writer dialed SM John left message inquiring further information on CEL diagnosis and warranty cost for those repairs, and to contact CM back.
Status update provided via email to the following email address:
[redacted]
Hello,
We have left message with dealership that is gathering information for us at this time and are waiting for a response back, we will be back in contact with you 10/17/13 when information requested is obtained.
Have a great day,
Kristina

Jeep Customer Care
End of Status Update
Writer contacted Service Manager John who states that the EGR valve needs replacement. He states that if the customer had a Service Contract the repairs would have been covered. Writer advised that because of customers desire to continue to work with Lawless and for customer satisfaction CAC would like to assist with these repairs. SM provided the following pricing information:
Parts $113.72
Labor $172.20
Total $285.92
Writer and SM agree to a $100.00 for customer satisfaction and SM states that CAC can provide the customer with the goodwill offer.
****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Writer contacted customer Mr. Patrissi and advised that the CAC and the dealer have agreed to a $100.00 co-pay for the EGR valve repairs needed. Writer advised customer that he can contact the dealer to schedule an appointment and repairs should be completed same day. Writer to follow up with customer no later than 10/22 regarding the vehicle repairs.
As a one-time goodwill gesture, Chrysler is approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $113.72
Labor = $172.20
Total = $285.92
Co-pay = $100.00
########## DIRECT-TO-DEALER ##########
Customer Care is sending this case to because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.
##########
REASSIGNED TO BC/DLR 32 63292 10/17/13 12:13 C[redacted]
Goodwill assistance has been provided
Agent attempted to contact dealer 63292 Service Manager John, however, SM not available. Left message for a return call at extension 66396.
Writer attempted to contact Service Manager John. Writer was advised by a service personnel that the SM is in a meeting and SA Frank is unavailable. Writer advised that CAC will make another attempt before the EOB.
Writer contacted Service Manager John on an unrelated CAIR. SM states that the vehicle was repaired and returned to the customer on 10/17. He states that he will have to contact writer back with the last known vehicle mileage.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs. Customer states that everything is going well and he is happy with the assistance he was provided. Writer advised that CAIR will be closed and if customer experiences any further concerns writer advised customer to contact the dealership.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA5910	7L[redacted]	***Open Date***	09/25/2013	***Built Date***	09/08/2006	
Model Year	2007	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	10/12/2006	***Mileage***	90,000	***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	59714	HARRY HUMPHRIES AUTO CITY INC			
Dealer Address	311 COMMERCIAL PKWY				
Dealer City	DOVER	***Dealer State***	OH	***Dealer Zip***	44622

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

Corporate - Warranty Coverage - Default - Default - Default	customer inquired about extended warranty on new vehicle
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	customer states clockspring causing air bag light to illuminate

Briefly summarize why the customer is contacting Chrysler: customer called about clockspring extended warranty he saw online for new vehicle
Briefly summarize what the customer is expecting: extended warranty to cover repair
Writer advised customer that his vehicle has the extended warranty so the repair can be covered under the extended warranty if it is the clockspring causing his issue with the air bag.
Writer advised the customer that all recalls on the vehicle were completed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D13	AL[redacted]	***Open Date***	09/25/2013	***Built Date***	08/21/2009	
Model Year	2010	***Body***	JKJL72	JEEP WRANGLER SPORT 4X4			
In Service Dt	03/26/2010	***Mileage***	49,000	***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	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]
	PEORIA AZ 8[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	when the vehicle turns on the airbag light stays on

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler because his when he turns his vehicle on the air bag light comes on and stays on.
Briefly summarize what the customer is expecting: Customer Contacted Chrysler because when he turns the vehicle on the air bag light comes on and stays on, and he wanted to know if he had an active recall on the vehicle. Customer stated that when he is driving down the road and he turns the steering wheel, the light starts flashing and making a dinging noise.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3914	7L1[redacted]	***Open Date***	09/26/2013	***Built Date***	02/01/2007	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	02/21/2007	***Mileage***	80,000	***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	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]
	STOW OH[redacted]	***Country***	UNITED STATES

Recall - J24: MOPAR TOW BAR - Information Request	J24 MOPAR TOW BAR
Recall - K13: INNER FENDER LINERS - Information Request	K13 INNER FENDER LINERS
Corporate - Warranty Coverage - Default - Default - Default	customer checking to see if he has the X47 INLET CHECK VALVE
Dealer - Parts - Transaction - Wrong Part - Default	customer has repeated wrong parts supplied to him
Product - Transmission / Transaxle - Unknown - Other - Default	customer needs torx bolts to put transmission back in vehicle
Corporate - CNA Change - Default - Default - Default	updated customer's information in COIN

Briefly summarize why the customer is contacting Chrysler: The customer called and stated that he was seeking assistance to get the correct parts for his vehicle. The agent updated the customer s information in COIN.
The agent referred to VIP and found that the customer had the following recalls J24 MOPAR TOW BAR and the K13 INNER FENDER LINERS which have not been completed on the vehicle.
The customer asked the agent if he had any extended warranties remaining on the vehicle as he understood that most of his warranty has expired.
The agent advised the customer that there were two extended warranties for the X47 INLET CHECK VALVE Unlimited Months or Unlimited Miles and the
X41 CLOCKSPRING with 41 Months or 70,000 Miles remaining which is for the steering column clockspring may cause the airbag lamp to illuminate.
Customer stated that he needs the flywheel bolts that mount the flywheel to the crankshaft. The Customer stated that he has the old bolts that he needs.
The customer stated that the local Dealership supplied him with two bolts which are not correct, an not the correct size. The customer customer stated that the orignal bolt was a torx head bolt; torx bolt which is not the correct length or size.
The customer stated that he has contacted the Dealership and that they can not locate the correct bolts and he can not put anything back

together until he get the correct bolts. The customer stated that he can not use the old bolts as you can not reuse the bolts. The customer is an engineer for Goodyear. The customer stated that the correct bolts have a T50 torx head.
Briefly summarize what the customer is expecting: Assistance to get the correct bolts for his vehicle.
****** Following Corporate Resource has been contacted ******
PARTS SPECIFYING
on 2013-09-26 @ 11:51
The agent advised the customer that the agent would contact parts specifying in an attempt to get the information as to the correct flywheel bolts that he is seeking to have for his vehicle.
The customer stated that he can be reached at the following phone number: 724-816-0147 (cell).
The agent advised the customer that the agent will call him back when the research has been completed. The customer declined to provide his email at this time.
****** START OF SUPPORT ESCALATION FROM PARTS SPECIFYING by T5703DF******
The bolt size is M10x1.00x18.00 and part number 06503465.
****** END OF SUPPORT ESCALATION FROM PARTS SPECIFYING******
The agent advised the customer that the SUPPORT ESCALATION FROM PARTS SPECIFYING indicated that the part that he requires is bolt size is M10x1.00x18.00 and part number 06503465.
The customer stated that the dealership had called him back today and that they provided him with the part number 6507-240 AA so the customer is unclear which part he should be using.
The customer stated that he is seeking further clarification and assistance.
****** Following Corporate Resource has been contacted ******
PARTS SPECIFYING
on 2013-09-26 @ 15:23
****** START OF SUPPORT ESCALATION FROM PARTS SPECIFYING by T5703DF******
Manual transmission use the 6507240AA.
****** END OF SUPPORT ESCALATION FROM PARTS SPECIFYING******
The agent called the customer back at 724-816-0147 (cell) and was connected to his voicemail. The agent left a message to advise the customer that the parts specifying escalation team had responded back and that the customer should use the following for a Manual transmission use the 6507240AA.
The agent porvided the phone number for Jeep CAC should he need further assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5913	9L[redacted]	***Open Date***	09/26/2013	***Built Date***	03/23/2009	
Model Year	2009	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	05/01/2009	***Mileage***	92,000	***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	45363	STANLEY-LYND AUTOPLEX,LLC			
Dealer Address	308 N FANNIN AVE				
Dealer City	CAMERON	***Dealer State***	TX	***Dealer Zip***	76520

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

Corporate - Recall - Default - Default - Default	customer seeking recalls on VIN

Briefly summarize why the customer is contacting Chrysler: customers states that he went to an IRF and got a diagnosis on the vehicle and the customer needs a clop spring assembly since the airbag light is on, customer stated he was informed by the shop that there are recalls on this vehicle
Briefly summarize what the customer is expecting: customer seeking recall information
Agent advised: There are no outstanding recalls the only recalls ever on this VIN were completed before he took ownership.
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	1J4FA2412	9L7[redacted]	***Open Date***	09/26/2013	***Built Date***	08/12/2008	
Model Year	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	01/14/2009	***Mileage***	30,100	***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	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

Product - Electrical - Lamps and Switches - Defective - Default	customer wanted air bag light repaired

Briefly summarize why the customer is contacting Chrysler: Customer stated he has become aware of recall on Jeep air bag lights. Customer stated he has paid about $100 for diagnosis of air bag light being on and was quoted repair cost of about $500. Writer called dealership number and was told that service department has changed. Writer called other number given and spoke to SA Mark. Writer quoted bulletin D12-27. SA Mark consulted with Service Manager Robert and transferred writer to SM. SM Robert stated he could see where customer paid $57 for a diagnosis. SM Robert stated he was prepared to extend cost assistance under D12-27 and would try to do repair at no cost or low cost to customer. SM stated that customer should call and speak to Service Advisor Mark. Writer advised customer of that information but did not offer to transfer customer because customer was at work. Customer stated he was very pleased to get the information and that he would call service department very soon.
Briefly summarize what the customer is expecting: Customer wanted repair of his air bag light because he believed it to be a significant safety issue.

Customer Assistance Inquiry Record (CAIR)# [redacted] 2						
VIN	1J8GB5917 7L[redacted]	Open Date	09/27/2013	Built Date	06/14/2007	
Model Year	2007	Body	JKTP74	JEEP WRANGLER UNLIMITED SAHARA 4X2 SPORT UTILITY		
In Service Dt	08/03/2007	Mileage	154,733	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	45593	BAYIRD DODGE CHRYSLER JEEP RAM,			
Dealer Address	1600 INDEPENDENCE AVE				
Dealer City	KENNETT	Dealer State	MO	Dealer Zip	63857

Owner	[redacted]	Contact Type	TELEPHONE
Address	[redacted]	Home Phone	[redacted]
	KENNETT MO [redacted]	Country	UNITED STATES

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Agent advised of open recall J24
Corporate - CNA Change - Default - Default - Default	Customer added e-mail address to information.
Product - Electrical - Lamps and Switches - Other - Default	Customer said air bag light goes on & off.
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	X41 - dlr declined goodwill on extended warranty
Corporate - Corporate Warranty Extension Letter - Default - Information Request - Default	x41 information inquiry
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states his air bag light goes on and off and he says it is due to the clock spring on an extended warranty letter.
Briefly summarize what the customer is expecting: Customer seeks assistance from Chrysler as he said he is out of the extended mileage of 150,000 miles and the dealership won t help.
Agent reviewed information and found that he is involved in the extended warranty repair for the clock spring X41.
Customer said that the dealership would not help him due to being over the mileage by 3000 miles.
Agent called over to the dealership BAYIRD DODGE CHRYSLER JEEP RAM, ID 45593, phone # 573-888-4541 and spoke with Gary.
SA Gary said they did speak with Mr. [redacted] about the extended warranty air bag and also the recall J24.
Customer Mr. [redacted] n said that he does not have a tow bar.
SA Gary told this agent that they won t repair anything without a diagnosis as the issue of the light going on and off might be something else and not the clock spring.
Agent understood and asked about them fixing the J24 recall and he said they could complete it also but it would be just to code it complete as he does not have a tow bar.

SA Gary said that if the issue was the clock spring then the diagnosis charge of $85 would be waived but if it isn t then the customer will have to pay the $85 charge. He also said that when Mr. [redacted] calls back for an appointment to speak with Barry.
Agent relayed this information to Mr. [redacted] and offered to call for him but he said he would call later today.
Customer states that DO602 told him when he called in last week that she spoke with the dlrsp and they said they would still cover his clock spring even though he was 3000 miles over the 150,000 extended warranty.
Customer states that he went to the dlrsp and they are saying they won t cover it under the extended warranty because he is over the 150,000 limit. Customer states that was the whole reason he called us in the first place was to make sure that if it was the clock spring it would be covered. Current writer reviewed the file and it does not show anywhere that the agent and the Service Director Gary discussed the current mileage of the vehicle at that time. Notes show only that if it is the clock spring, the diagnosis fee would be waived, nothing at all in the notes showing the current mileage was disclosed. Writer advised that she would need to call over to the dlrsp to speak with SD Gary or SA Barry to find out what is going on. Customer agreed.
****
45593 Dealer Name : BAYIRD DODGE CHRYSLER JEEP RAM, Dealer Phone : 573-888-4541
Writer asked for SA Barry and was told that he is at lunch, writer asked for SD Gary and was told that he is at the sister store but can be reached at 870-236-8784. Writer thanked SA.
870-236-8784 - Writer asked to speak to SD Gary - writer advised the SD of the situation at hand. SD states that he remembers the customer and the call with Chrysler and asked what the issue was. Writer read the notes on file to the SD as requested. SD states that he never said he would cover this and that the notes are not correct. SD states that he said if Chrysler was willing to cover it they would go ahead and do it, but not without approval from Chrysler. Service Director states that he did provide the diagnosis amount, but not the approval that they would just cover it, they have never seen the vehicle before, they have no ticket on it, he doesn t even know if it has been looked at. Writer advised that the customer is on the phone stating it was just looked at.
Escalation Override approved by LB546 - w/i parameters of extended warranty.
Writer reviewed the file with FS who reviewed it with a TL who advised it should be escalated based on
Answer ID 22938 - The original decision was 'grossly' misguided (an overall poor decision based on the facts.) Does not include co-pay issues. Support the dealer decision in those instances.
****
Writer asked the customer when he was there, customer states he was there shortly after 9am and that SA Barry looked at it. Customer states that he never would have brought it to this dlrsp if he hadn t already been told that this clock spring would be covered.
****
45593 Dealer Name : BAYIRD DODGE CHRYSLER JEEP RAM, Dealer Phone : 573-888-4541
Called dealership 45593 to confirm details of diagnosis.
Spoke with Parts as no one from Service was in the building. Writer spoke with Jim in Parts.
What is the diagnosis? All tie rods need replacement; Clock Spring needs replacement - (X41) -customer declined repair.
Is the concern a result of misuse/abuse/lack of maintenance? not the clock spring
Could the customer have caused/prevented concern? unknown, they have never seen the vehicle as per SD Gary.
Is the concern related to age and mileage? could be - SD Gary
Is vehicle maintained? unknown - SD Gary
What is the general condition of the vehicle? not that great
Have there been any previous related repairs? Not here - SD Gary
Have there been a previous out-of-pocket repairs? Not here - SD Gary

*If unable to duplicate concern,
*Have you had an opportunity to do a test drive with the customer? No
*Has STAR been contacted? (If yes, obtain STAR case #) No
What is the estimated cost of the repair? Unknown, customer declined
When could it be completed? N/A
Do you feel this customer should receive assistance? No - SD Gary
Has this customer been provided assistance previously? No - SD Gary
Would you be willing to provide assistance? (co-pay, D-12-27, discount)
No - SD Gary
****
Briefly summarize why the customer is contacting Chrysler: states he was told initially that the repair would be covered under the X41 extended warranty and now the dlrsp is saying no.
Briefly summarize what the customer is expecting: seeks to have the clock spring repair covered under the X41 extended warranty.
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? 45593
Dealer Name : BAYIRD DODGE CHRYSLER JEEP RAM,
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: same as above
Customer email address for case updates [redacted]
Reassigned to: 88F
* * * * * CASE MANAGER TEAM District 88P * * * * *
Srvc dealer: 45593, BAYIRD DODGE CHRYSLER JEEP RAM
Ownership: current owner 3rd
Owned: 1
NEW: 0
USED: 1
Currently owns: 1
Service Contract: no
Out of Warranty
Time: 3 years and 2 months.
Miles: 117000 miles OOW
CONTACT UPDATE - 1st Contact attempt, phone number dialed [redacted].
Agent contacted dealership to dicuss customer s case. Clock spring is expired at 150000 miles. First time customer was at the dealership was this time. But SM (gary) states that he believes customer should be assisted. SM and CM have agreed upon a $50.00 co-pay.
Agent contacted customer, phone number dialed, [redacted]. Agent contacted customer to discuss concerns. Agent left message containing contact information, 8007638422 ext 66325, requesting a call back.
Status update provided via email to the following email address:
[redacted]
My name is Veronica I have been assigned as your case manager. Here is some information that will be helpful for you to have. Your case number is [redacted].
Chrysler Case Management telephone number is 1-800-763-8422.
My direct extension is 66325.
My work hours are 8:00-4:30 MST Monday-Friday.
I will contact you by telephone to review your case with you.
I am currently researching your case and will be contacting you by telephone to review it with you.
Thank you for contacting the Customer Assistance Center. I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention.
End of Status Update
Customer called in to discuss case proceedings. Agent informed customer that agent has already made neccessary contacts to the dealership and informed customer of the $50.00 co-pay. Customer accepts and informed agent that he has already paid diagnostic fee and is wondering if this can be rolled into repair costs. Agent informed customer that it is a possiblity. Agent infomred customer that agent wll look into this tomorrow when agent obtains pricing and agent will follow up with customer tomorrow.

Agent needs to inform customer of recall J30 and K13 tomorrow when contacting customer and dealership so that recalls can be completed before case closure.
Agent contacted dealership, 45593, phone number dialed, 573-888-4541. Agent contacted dealership to obtain pricing. Agent spoke to SA (Berry) and was informed that Gary is with the GM, agent was instructed to call back shortly.
Agent contacted dealership, 45593, phone number dialed, 573-888-4541. Agent contacted dealership to speak to SM (Gary) about pricing. part $259.00 $30.86. Agent was informed that back ordered big time. Agent requested part number and agent was informed that part number is 5156106ad and that order number is 1010gf.
5156106ad
1010gf
SM informed agent that since customer has paid an 85.00 diagnostic customer won t have to pay the co-pay. SM recommends doing co-pay at $0 due to customer paying already.
Agent contacted customer, phone number dialed, [redacted]2. Agent conacted customer to touch bases and discuss case proceedings. Agent left message containing contact information, 8007638422 ext 66325, requesting a call back.
Agent informed customer that a follow up will be performed no later than Tuesday, but if customer needs to speak to agent don t hesitate to call.
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITING
on 2013-10-11 @ 11:04
**********96W TRIAGE TEAM**********
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITED ON:2013-10-11 @ 11:04
PART NUMBER:5156106ad
PART DESCRIPTION:CLKSPRING
ORDER NUMBER:1010gf
NUMBER OF DEALERS WITH PART:263
CUSTOMER IN RENTAL (Y OR N):no info
WHO AUTHORIZED RENTAL:n/a
HOW MANY DAYS IN RENTAL:n/a
ASSIGN TO:TH658
**********END OF TRIAGE**********
Agent contacted dealership, 45593, phone number dialed, 573-888-4541. Agent contacted dealership for an update on if parts were recieved. Agent was informed by parts guy that the vehicle should be finished. AGent was then transferred to speak with SA (Berry) and was instructed to call SM (Gary) who is at the sister store.
Phone number to reach SM (Gary) was provided by SA (Berry). 8702368784. Agent spoke to Gary and was informed that he isn t in front of a computer right now and instructed agent to call him tomorrow so we can discuss this case and another with a rental bill.
Agent contacted customer, phone number dialed, 5[redacted]. Agent left message containing contact information, 8007638422 ext 66325, requesting a call back.
follow up 10/16
Agent contacted dealership, 45593, phone number dialed, 573-888-4541. Agent contacetd deaelership to speak to Gary about vehicle being ready or not. Agent was informed that he is not available. Agent called back to speak to Berry and was informed that appointment is set for tomorrow @ 10am.
Agent contacted customer, phone number dialed, [redacted]Agent contacted customer to confirm appointement. Customer confirmed that appointment is set for tomorrow @ 10am. Agent informed customer that agent will make sure to follow up accordingly.
Agent contacted dealership, 45593, phone number dialed, 573-888-4541. Agent contacted dealership for an update and to get updated mileage. Agent spoke to PM (Jim) as service deparment wasn t available and informed repair is completed. Pricing breakdown is labor 30.86 parts 217.00 and updated mileage is 154733.
As a one-time goodwill gesture, Chrysler is approving this out of

warranty repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $217.00
Labor = $30.86
Total = $247.86
Co-pay = $0
########## DIRECT-TO-DEALER ##############
Customer Care is sending this case to because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.
##################################
Agent contacted customer, phone number [redacted]. Agent contacted customer to confirm repairs. Agent left message containing contact information, 8007638422 ext 66325, requesting a call back.
REASSIGNED TO BC/DLR 51 45593 10/18/13 14:08 R[redacted]
****** START OF SUPPORT ESCALATION by T4075DU******
**** Update from Expediting Team for ****
Part#05156106AD,Order#1010GF,OMC#87649317
order was shipped to dealer
****** END OF SUPPORT ESCALATION ****** by T4075DU
OMC# 87649317Order# 1010GF FOR PN: 05156106AD IS RESOLVED
A goodwill decision has been made, all parties are aware of decision at this time. Case closed. _
Agent contacted customer, phone number dialed, [redacted] to confirm repairs. Left message requesting call back.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3910	9L7[redacted]	**Open Date**	10/01/2013	**Built Date**	11/19/2008	
Model Year	2009	**Body**	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	01/14/2009	**Mileage**	109,000	**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	43492	MILLER CHRYSLER DODGE JEEP			
Dealer Address	635 CENTER ST				
Dealer City	WOLFEBORO	**Dealer State**	NH	**Dealer Zip**	03894

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

Corporate - Recall - Default - Default - Default	information for open recalls
Corporate - CNA Change - Default - Default - Default	updated phone number

Writer verified the customer s information to be correct.
******
Briefly summarize why the customer is contacting Chrysler: Customer was at a local garage the air bag light is on. Customer stated the part should be covered under a recall. Customer stated it was replaced before and is broken again. Customer stated it was repaired at a dealership that is no longer a dealership.
Briefly summarize what the customer expecting: Customer seeking information for the recall.
Writer located a recall for the clockspring attached and open on the vehicle.
M31 AIRBAG SYSTEM CLOCKSPRING SAFETY 05/31/2013 INCOMPLETE
Writer advised the customer the recall shows as incomplete a certified Chrysler dealership will complete the recall.
Writer offered to locate a phone number. Customer stated he has the information advising the writer that was everything.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA3H10	AL[redacted]	***Open Date***	10/02/2013	***Built Date***	05/26/2010	
Model Year	2010	***Body***	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	07/18/2010	***Mileage***	31,314	***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	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	209 N VALLEY DR NW	***Home Phone***	[redacted]
	CLEVELAND TN[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	advised no recalls
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	airbag light on, agent advised no recall
Corporate - Dealer Information - Default - Default - Default	writer advised I can contact dealership, customer said he will do this

Customer is having problems; his front airbag light stays on.
Briefly summarize why the customer is contacting Chrysler:
Customer called to see if there are any recalls; writer stated there are no recalls on the vehicle. Writer asked what is with the airbag; customer stated that the airbag light is continuously on. Writer stated that I can contact a dealership to have this diagnosed; customer stated he was just at the dealership, and will contact them himself. Customer stated that he has an issue with the clock spring as well; writer stated that there are no open recalls.
Customer understood.
Briefly summarize what the customer is expecting:
Customer is expecting any recall information.
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	1J4GA691X	9[redacted]3	***Open Date***	10/02/2013	***Built Date***	04/09/2009	
Model Year	2009	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	05/26/2009	***Mileage***	60,164	***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]A	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	CAVE CREEK AZ [redacted]	***Country***	UNITED STATES

Product - Steering - Steering Wheel / Column - Defective - Default	Clock spring,
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is calling in about an issue he is having with his vehicle. Customer states that he took his vehicle in to get serviced and after the service was done, customer realized that the air bag light had turned on. Customer brought vehicle into the DLR 60023 the next morning and spoke with SA Roger. Customer states that SA had diagnosed the vehicle and the clock spring in the steering column needed to be repaired. Agent called DLR and spoke with SA roger who advised agent that the customer was correct, the clock spring in the steering column needed to be replaced and the repair was $597.00. SA also advised agent that customer has been loyal to DLR and has spent a lot of money at the DLR. Agent advised SA that agent would like to speak with SM Morine. SA states that SM is unavailable due to being in a meeting and will call CAC back in about 20 min or when available.
Next agent, SM will be calling back. Agent please advise SM of customer being loyal to DLR as well as for SM to look at notes on customers account of the amount of money customer has spent at DLR. Agent is to advise SM of customer qualifying for DLR Goodwill under D-12-27, ask SM if there is anything DLR can do to help customer with cost assistance.
Briefly summarize what the customer is expecting: Customer is expecting to be helped with cost assistance.
Escalation Override approved by JL1168Ù.
Maureen the SM called to advise that this customer is a very good customer but is outside her cost assistance parameters. Maureen agrees the customer has spent a lot of money at this dealership. Maureen fully supports Chrysler assisting with cost assistance.
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?
Customer advised a call back will take place within one business

day.60023 Airpark Dodge Chrysler
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 1* * * * * *
Status update provided via email to the following email address:
[redacted]:
Hello my name is Monica 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 1-800-763-8422
My extension is 66100 and my work hours are Monday to Thursday from 8:00 to 5:00 pm
I will contact you within one business day by telephone to review your case
Thank you
Monica
End of Status Update
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.
OOW 2 years and 24000 miles of 3/36
Customer owned 4 original vehicles and 2 original vehicles under the household.
Active maintenence Service Contract
Writer called the dealer#60023 and there was no one answering the call.
[redacted] Customer was contacted and there was voicemail only. Left a message asking to contact the agent and provided the agent s direct extension
Writer called dealer#60023 and spoke with SM Maureen who said that the clock spring needs to be replaced and there is an internal failure. She said that there is no neglect or abuse on customer s part. He said that customer is very loyal with the dealer and she would like to participate on the goodwill assistant repair. She said that she is not able to provide goodwill on her end due to the repair in question is out of her parameters. She recommended $100.000 co pay and she will inform customer about the decision. She provided the warranty cost as $ 362.38; Part: $217.00 and Labor: $145.38.
602-373-9630.Customer was contacted and there was voicemail only. Left a message asking to contact the agent and provided the agent s direct extension.
As a one-time goodwill gesture, Chrysler is approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $217.00
Labor = $145.38
Total = $362.38
Co-pay = $100.00
########## DIRECT-TO-DEALER ##########
Customer Care is sending this case to because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.
##########
REASSIGNED TO BC/DLR 70 60023 10/08/13 14:52 R[redacted]
Customer called in requesting the status of his request. Customer was advised that goodwill assistance will be provided and dealer will be contacting with detail information on the repair. Customer was informed that writer will call him back in few days with additional updates on the case.
Writer called dealer#60023 and spoke with SM Maureen who said that the repair has been completed and vehicle has been returned to customer.

[redacted] Customer was contacted and there was voicemail only. Writer left a message indicating that the case will leave open for two days to make sure everything is to his satisfaction and otherwise case will be closed.
[redacted]0. Customer was contacted and there was voicemail only. Left a message asking to contact the agent and provided the agent s direct extension.
Status update provided via email to the following email address:
c[redacted]
This is Monica, your case manager. I haven t been able to reach you at the number on file to discuss you case. Please contact me back at 1-800-763-8422 extension 66100.
Thank-you
End of Status Update
****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
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA6H10	BL[redacted]	***Open Date***	10/02/2013	***Built Date***	09/08/2010	
Model Year	2011	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	06/17/2011	***Mileage***	56,000	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

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

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer's air bag light is flashing.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer s air bag light is flashing.
Briefly summarize what the customer is expecting:
Customer called in asking if there are any recalls for the airbag clockspring in his vehicle. Agent advised customer that the only recalls for the clockspring only affect right hand drive vehicles. Agent advised customer that recalls are VIN specific. Agent observed that customer is within D-127-27 parameters. Agent advised customer bring his vehicle to a CJD DLR tomorrow and to contact CAC as soon as the vehicle is diagnosed to see what can be done at that point. Agent provided customer with CAIR number. Customer thanked agent and states he will do so.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA5H15	AL[redacted]	**Open Date**	10/04/2013	**Built Date**	08/17/2009	
Model Year	2010	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	12/03/2009	**Mileage**	46,364	**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	68414	BERTERA CHRYSLER JEEP, INC.			
Dealer Address	539 RIVERDALE ST				
Dealer City	WEST SPRINGFIELD	**Dealer State**	MA	**Dealer Zip**	01089

Owner	[redacted]	**Contact Type**	E-MAIL
Address	[redacted]	**Home Phone**	[redacted]
	WEST SPRINGFIELD MA[redacted]	**Country**	UNITED STATES

Product - Electrical - Radio/Spkrs/Clock/Antenna - Other - Default	Clock spring needs to be replaced
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Seeking cost assistance
Corporate - CNA Change - Default - Default - Default	Updated coin - phone number and email address
Corporate - Survey By-Pass - No Response - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Airbag Clockspring Defect
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
There was a safety recall issued for 2008-2012 Jeep Wrangler vehicles, Safety Recall L37 / NHTSA 11V-528. This recall was only issued for RHD vehicles built to U.S. market. I was wondering why it was not issued for LHD vehicles. The jeep I currently own is showing the signs of this defect, the airbag light illuminates and flashes intermittently. I brought my vehicle to my local Jeep dealership and they confirmed that there is an issue with the clockspring. They informed me that the cost would be nearly $700 for the repair, and it was not covered under any warranty. As a Jeep owner, I feel as though a safety issue like this, where the 'airbag may not deploy and increase the risk of an injury in the event of a frontal crash', puts the driver in jeopardy, and should be taken care of by the manufacturer. In my opinion, I think that with recalling this part, Jeep will prevent a lawsuit from a customer, in the event that a frontal crash occurs and the airbag does not deploy, in which the customer may seek legal actions against the manufacturer because of faulty mechanical and safety parts.

*****END OF CUSTOMER EMAIL*****
Agent contacted the dealership and spoke with service advisor Jim. He confirmed that the clock spring in the vehicle needs to be replaced. Jim stated that the customer was quoted $458.21 for the repair (that includes parts and labor)
Jim also stated that the customer has declined the repairs, but his vehicle is still at the dealership as the customer stated he wanted to contact us.
Dea[redacted]:
Thank you for contacting the Jeep 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.
We identify the recall issue and determine which vehicles in the assembly plant are involved. This is determined by the specific day(s) and time of day vehicles are built. We then recall all those vehicles built within that time frame.
I have been in contact with the dealership to discuss your concerns further. What I m going to do is escalate your case to see if there is any way we can assist you with the repair. A case manager will be in contact with you within one business day to discuss your concerns further.
Thanks again for your email.
Sincerely,
Sarah
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
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? Bertera Chysler - dealer code: 68414
Customer advised a call back 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: [redacted]
Reassigned to: 88F
********** CASE MANAGEMENT - District N **********
- Is the Original Owner
- Has 3 NEW CDJR in household
- Has 0 USED CDJR in household
- 1 cancelled service contract
- 0 active service contract
- 1 expired service contract
OOBW by 8 months and 10,000 miles
Status update provided via email to the following email address:
[redacted]
This is Braden with Jeep Customer Care and I will be addressing your concerns and working with you throughout this process. Here is some information that will be useful for you to have:
Your reference number: 2[redacted]3
Chrysler Case Management telephone number: 800-763-8422
My direct extension: 66270
My work hours: 7:00 AM -- 3:30 PM MST (9:00AM -- 5:30PM EST)
I will be contacting you by the end of business today to speak to you about the file you have opened.
Thank You & Sincerely,
Braden
End of Status Update
Writer attempted to contact Service Manager Randy, left message.
[redacted] Left message.
Writer contacted dealership and spoke with Service Advisor Joe who stated that the customer was charged a $100.00 co-pay and the SM will be good willing the rest of the cost of repairs. SA stated that the vehicle has been repaired and returned to the customer. SA provided the vehicles mileage at 46364. SA stated he will have SM contact writer to clarify

with writer the situation.
############ 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.
##################################
Dealer order is no longer required.
Chrysler has extended a goodwill offer to the customer and it consists of DESCRIBE THE OFFER Ù
Customer neither accepted or declined the offer. Informed the customer the goodwill offer is valid for 30 days from today s date. The dealer was
informed of the pending decision by the 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.
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 xxx-xxx-xxxx
Customer email address for case updates: XXXXX@XXXXX.com
Who has possession of the vehicle? (Owner/Dealer/IRF)
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No)
If a CDJ dealer has diagnosed, what is the dealer name or code?
Reassigned to 88F
Customer calls to speak with their Case Manager.
Transferred the customer to NICÙ at ext insert extensionÙ
Caller requesting to speak with Case Manager.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, xxx-xxx-xxxx
CONTACT UPDATE - 1st Contact attempt, phone number dialed, xxx-xxx-xxxx. Left message.
REASSIGNED TO BC/DLR 32 68414 10/08/13 14:38 C[redacted]
Disregard lines 110-136.
Writer attempted to contact customer, left message stating that writer has been informed by the dealership that the vehicle has been repaired and returned to the customer. Writer stated that if customer has any issues or concerns with the repairs or vehicle to contact writer at 800-763-8422 ext. 66270. Writer stated that if customer has no further issues or concerns that there is no need to contact writer. Writer stated that if contact is not received from customer by 10/10/13 then the case will be closed.
Case will remain open per writer has not as of yet spoken with customer or received a response via email from customer.
2nd attempt made to contact customer. Left message requesting if customer has any further issues or concerns writer may address.
Status update provided via email to the following email address:
[redacted]
This is Braden again with Jeep customer care. I am sending you this message requesting if you have any further issues or concerns. I am aware that your vehicle has been repaired but I would like to address any other concerns or issues you may have at this time. You can contact me

via this email or via phone at 800-763-8422 ext. 66270. Sincerely, Braden
End of Status Update
Begin Customer Message reviewed:
Braden,
I was able to get the repair done, after having a discussion with the manager. I still feel that a safety issue like this should be taken seriously. I am not sure how many repairs have been made on the clock spring, but if a customer had a faulty clock spring and did have a frontal impact accident in which the airbag did not deploy, it could become a serious legal issue for Chrysler.
End of Reviewed Customer message
Status update provided via email to the following email address:
[redacted]
This is Braden with Jeep customer care. I am very sorry that you have had these issues with your vehicle. Your concerns have been documented and we do value your concerns and your safety. Is there anything in particular you would like me to assist you with or are there any questions you have for me. I would be happy to assist you, sincerely, Braden.
End of Status Update
REASSIGNED TO BC/DLR 32 68414 10/13/13 23:26 C[redacted]
Status update provided via email to the following email address:
[redacted]
This is Braden with Jeep customer care. I am sending you this message to see what issues in particular you have that I may assist you with. I would be happy to address any concerns or issues you may have. Sincerely, Braden
End of Status Update
Status update provided via email to the following email address:
[redacted]
This is Braden again with Jeep customer care. I would like to assist you with any other issues you may have. If I do not receive a response from you by 10/17/13, your case will be closed due to the fact that I have been unable to reach you. However, if you do have any future concerns or issues that we may assist with, please contact Jeep at 877-426-5337 and we will address your concerns. Thank you for your loyalty with Jeep, Braden.
End of Status Update
Writer sent email to JI106 requesting survey bypass.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D12	AL1[redacted]	***Open Date***	10/03/2013	***Built Date***	03/18/2010	
Model Year	2010	***Body***	JKJL72	JEEP WRANGLER SPORT 4X4			
In Service Dt	04/13/2010	***Mileage***	33,145	***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	09733	CENTRAL CHRYSLER JEEP DODGE			
Dealer Address	56 PROVIDENCE HWY				
Dealer City	NORWOOD	***Dealer State***	MA	***Dealer Zip***	02062

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	DEDHAM MA 0[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	No open recalls, called about recall M31.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	no diagnosis
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	

Briefly summarize why the customer is contacting Chrysler: Caller states he is having an issue with the air bag light coming on. He found out about a recall from cars.com. The recall he found was for the air bag clockspring. He thinks that this is the same issue that he is having on the vehicle. He contacted a dealership and they told him that there was no recall on his vehicle.
Briefly summarize what the customer is expecting: recall information.
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. Advised the caller that the vehicle was not equipped with the same option as the vehicles involved in recall M31.
Advised the caller to bring the vehicle to a CJDR dealership for further diagnosis.
Reassigning to JT962 for no diagnosis survey-by-pass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA5417 7L[redacted]	**Open Date**	10/04/2013	**Built Date**	06/25/2007		
Model Year	2007	**Body**	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	07/24/2007	**Mileage**	56,242	**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	45192	DOWNIE CHRYSLER JEEP DODGE			
Dealer Address	2450 N MAIN ST				
Dealer City	NAPPANEE	**Dealer State**	IN	**Dealer Zip**	46550

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

Recall - J24: MOPAR TOW BAR - 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
Corporate - Recall - Default - Default - Default	Customer is seeking recall information
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states his air bag light comes on and flashes
Corporate - CNA Change - Default - Default - Default	Updated owner information

Briefly summarize why the customer is contacting Chrysler: Customer is calling to see if there is a recall on his vehicle for the air bag. Customer states his air bag light will come on and flash for a short time than stop for a while before it starts again. Agent advised the customer there are no recalls on his vehicle for the air bag. Agent advised the customer of the 2 incomplete recalls (J24, K13). Agent advised the customer to bring his vehicle into a certified Chrysler dealership to have the recall repairs completed and to have them diagnose the air bag light issue he is having. Customer transferred the customer to Harold Zeigler Chrysler Dodge Jeep to set up an appointment.
Briefly summarize what the customer is expecting: Customer is seeking recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5911	7L[redacted]	***Open Date***	10/04/2013	***Built Date***	04/13/2007	
Model Year	2007	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	05/26/2007	***Mileage***	124,000	***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	42068	ALL STAR DODGE CHRYSLER JEEP			
Dealer Address	11503 SAINT CHARLES ROCK RD				
Dealer City	BRIDGETON	***Dealer State***	MO	***Dealer Zip***	63044

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SAINT CHARLES MO [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	checking on open recalls on this vehicle
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	clockspring needs to be replaced

Briefly summarize why the customer is contacting Chrysler: Customer called to see if he has any open recalls or extended warranties on this vehicle. Customer stated that his airbag light was on and the dealership 42068 stated that the clockspring needs to be changed and they want over $400.00 for the repair. Agent advised the customer that he doesn t have any open recalls on this vehicle but he does have 2 extended warranties for:
X32 (X32) INLET CHECK VALVE 999.0 months or 999999 MILES
X41 (X41) CLOCKSPRING 120.0 months or 150000 MILES- Steering column clockspring may cause the airbag lamp to illuminate.
Briefly summarize what the customer is expecting: Recall and extended warranty information. Customer thanked agent for information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2419	7L[redacted]	***Open Date***	10/06/2013	***Built Date***	05/31/2007	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	06/09/2007	***Mileage***	33,079	***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	24221	POLLARD FRIENDLY MOTOR CO			
Dealer Address	2360 30TH ST				
Dealer City	BOULDER	***Dealer State***	CO	***Dealer Zip***	80301

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	GOLDEN CO 8[redacted]	***Country***	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	Customer called seeking X41 warranty information
Product - Electrical - Unknown - Intermittent or Inoperative - Default	Intermittent airbag light

Briefly summarize why the customer is contacting Chrysler: Customer called seeking assistance with his 2007 Jeep Wrangler. Customer states that he has an intermittent airbag light coming on the dash and found coverage that may apply to his vehicle online. Agent found that the vehicle does have the X41 for the Clock spring that runs for 10 years or 150,000 miles. Agent directed the customer to a local CJD dealer to do the diagnosis. If they determine the clock spring is the cause then the repair will be covered. Customer understood.
Briefly summarize what the customer is expecting: Customer called seeking clock spring coverage.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2414	9L[redacted]	**Open Date**	10/07/2013	**Built Date**	10/31/2008	
Model Year	2009	**Body**	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	12/22/2008	**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	68337	KING COTTON MOTOR CO OF COVINGTON			
Dealer Address	959 HIGHWAY 51 NORTH				
Dealer City	COVINGTON	**Dealer State**	TN	**Dealer Zip**	38019

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

Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	Customer declined goodwill assistance with cost of repair
Corporate - CNA Change - Default - Default - Default	updated customer's information in COIN
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	vehicle needs a new clock spring

Briefly summarize why the customer is contacting Chrysler: The customer stated that he has had a Jeep in his driveway for the last 24 years and has also had other CDJ products. The customer stated that he is seeking assistance with the cost of the repair to replace the clock spring in his vehicle. The customer stated that he has an air bag light on and flashing and that for whatever reason that the clockspring has gone bad and needs to be replaced. The customer stated that his vehicle is currently at the KING COTTON MOTOR CO OF COVINGTON Dealership who have advised him that the vehicle repair will cost about $460.
The agent referred to CIP and found that the vehicle warranty has expired and it has no active Service Contracts.
The agent called the KING COTTON MOTOR CO OF COVINGTON (68337) and requested to speak to the SM or SA. The agent spoke to SM Sherri who stated that the customer s vehicle was diagnosed at their dealership and that they have advised the customer that his vehicle needs to have a new clockspring. SM Sherry advised that the customer would not receive any warranty coverage as the warranty with the exception Extende Federal Emmissions and Performation that all of the customer s warranty has expired and the Dealership would not be providing any assistance.
The SM Sherry stated that the customer will pay about $458.86 plus taxes for repair. The SM Sherri stated that the repair can be completed tomorrow as they need to order the part.
Briefly summarize what the customer is expecting: Assistance with the cost of his clockspring repair.
The customer is the second owner.
The customer has had 3 CDJ vehciles and has 1 CDJ vehicles.

The customer has no active Service Contracts.
Current Odm : 74000
The customer stated that there must be something that Chrysler can do.
The agent spoke to DF314 who reviewed the CAIR with the agent and advised
that we would decline the customer.
The agent advised the customer that we are unable to escated this at this
time. The customer stated that he was very unhappy.
* * * * 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	1J4FZ2414	8L[redacted]	**Open Date**	10/08/2013	**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**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	JARRATT VA[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.

POSTMARK DATE: 071013; DATE RECEIVED: 072313
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: No
Name of person writing in: [redacted]
Does customer have an e-mail address: [redacted]
Concern: Customer states that the Air Bag Light is on.
Called Customer at [redacted]. Left Message.
****
Next Agent please ask if they were able to get the Air Bag issue resolved.
Briefly summarize why the customer is contacting Chrysler:
Customer is contacting Chrysler to return the call.
Briefly summarize what the customer is expecting:
The customer is expecting her issues to be resolved.
The customer stated that the issue is not resolved yet and her air bag is still coming on.
Called Customer at 4[redacted]
****
Next Agent please advise that due to Time/Mileage Chrysler will not be able to assist with the cost of the repair.
M31 Recall has been performed and Air Bag Light is still on - further repairs would be the Customers responsibility.
Called Customer at [redacted] Left message.
See lines 19-22.
Called Customer at [redacted]3. Left message. Advised that the Case will close in 2 days.
See lines 19-22.
Customer called re: missed a call.
Agent relayed 25-27 and 19-22
Customer dissatisfied.
Customer advised she had a recall completed:

M31 AIRBAG SYSTEM CLOCKSPRING SAFETY 05/31/2013 06/24/2013 COMPLETE
Customer states airbag light is still on.
Agent relayed line 22
Customer dissatisfied.
Customer hung up.
Customer informed of the decision Closed CAIR.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3919	9L[redacted]	***Open Date***	10/09/2013	***Built Date***	09/11/2008	
Model Year	2009	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	01/09/2009	***Mileage***	133,849	***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***	TELEPHONE
Address	[redacted]	***Home Phone***	
	WINNSBORO LA[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	caller stated it may be the clockspring
Corporate - Recall - Default - Default - Default	inforamtion for the attached recalls
Corporate - Survey By-Pass - No Diagnosis - Default - Default	no diagnosis for open recall.

Writer verified the customer s name as the owner by the mechanic calling in.
******
Briefly summarize why the customer is contacting Chrysler: Caller Jay Wilson is a mechanic and is working on this Jeep, Jay stated there is something about a clockspring recall with this vehicle and is looking for information. Caller stated the air bag light is on. Caller stated he does most of the work on the vehicle and would like to save the customer some money.
Briefly summarize what the customer expecting: Caller seeking information.
Writer advised of three recalls attached to this vehicle.
******
K13 INNER FENDER LINERS SAFETY 12/03/2010 INCOMPLETE
L05 TRANSMISSION COOLER LINES WARRANTY 05/06/2011 INCOMPLETE
M31 AIRBAG SYSTEM CLOCKSPRING SAFETY 05/31/2013 INCOMPLETE
*****
Writer offered to locate a dealership phone number as the customer would have to take the vehicle to the dealership for these repairs.
Caller Jay stated there is a dealership near by.
*****
Writer will reassign to TL for the addition of a survey by pass as the caller is not the owner but the mechanic working on the vehicle.
by pass added.
**********CLOSED**********

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2415	8L[redacted]	***Open Date***	10/10/2013	***Built Date***	02/06/2008	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	05/10/2008	***Mileage***	80,520	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	[redacted]2
	FRISCO CO[redacted]	***Country***	UNITED STATES

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

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Faulty Clock Spring
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
***** CUSTOMER EMAIL *****
Just recently my airbag light comes on intermittently with a ding . I ve read this is most likely a faulty clock spring and may be covered under a different warranty than most parts. Please confirm.
***** END OF CUSTOMER EMAIL *****
***** NAN - DUPLICATE CONCERN ADDRESSED IN CAIR: [redacted]*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5919	8L5[redacted]	***Open Date***	10/15/2013	***Built Date***	11/27/2007	
Model Year	2008	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	12/26/2007	***Mileage***	63,705	***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***	
	CHATSWORTH GA [redacted]	***Country***	UNITED STATES

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

Briefly summarize why the customer is contacting Chrysler:
customer is calling in as he was on his way home and his air bag light started flashing off and on,
There are no recalls on this Jeep for the air bags.
Agent advised the customer to contact his dealership and get an appointment and have then diagnose it and if this is an issue that we may need to know about and possibly help out with cost then you need to contact us back.
Customers is also having an issue with the tail lights also coming on when he opens his doors.
Briefly summarize what the customer is expecting:
Expecting to know if there was any recalls on his Jeep for the airbags.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6919	8L[redacted]	***Open Date***	10/16/2013	***Built Date***	06/30/2008	
Model Year	2008	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	03/13/2009	***Mileage***	82,000	***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	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]
	ABBEVILLE LA 7[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag intermittently lights comes on and off, just started
Product - Drivability - Unknown - Hesitation/No Power - Default	starts vehicle, slow starting, fuel pump could be going
Corporate - CNA Change - Default - Default - Default	updated customers information

Briefly summarize why the customer is contacting Chrysler: Customer read on the internet, issues with the air bag light and wondered if there was a recall. Customer stated when starting vehicle, hesitates, customer wondering if fuel tank is starting to go.
Briefly summarize what the customer is expecting: Customer wants to know if there is a recall for the air bag light coming on.
Agent explained to customer, there is no recall on vehicle for the air bag light. Agent advised customer to take to a Chrysler Dealership to have issues looked at having with vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA5416 8L[redacted]	**Open Date**	10/16/2013	**Built Date**	05/08/2008		
Model Year	2008	**Body**	JKJP72	JEEP WRANGLER SAHARA 4X4			
In Service Dt	02/24/2009	**Mileage**	85,843	**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	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]
	MINGO JCT OH 4[redacted]	**Country**	UNITED STATES

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Caller is seeking cost assistance - escalated
Product - Electrical - Unknown - Other - Default	Clockspring failure

Briefly summarize why the customer is contacting Chrysler:
Caller reports that her air bag light came on.
Caller reports that she brought her vehicle to the dealership and they advised her that she has to replace her clock spring.
Caller reports she talked to others who told her that the clockspring should not fail.
Briefly summarize what the customer is expecting:
Caller is seeking cost assistance.
CALL TO DEALER
Writer called dealership 23498Ù to confirm details of diagnosis. Writer asked for ServiceÙ. Spoke with Service Advisor BillÙ.
What is the diagnosis? New clockspring
Is the concern a result of misuse/abuse/lack of maintenance? No
Could the customer have caused/prevented the concern? No
Is the concern related to age and mileage? No
Is the vehicle maintained? Yes at dealership
What is the general condition of the vehicle? Good
Have there been any previous related repairs? No
Have there been any previous out-of-pocket repairs? No
*If unable to duplicate concern
*Have you had an opportunity to do a test drive with the customer? N/A
*Has STAR been contacted? (if yes, obtain STAR case #) N/A
What is the estimated cost of the repair? $478.00
When could it be completed? N/A
Do you feel this customer should receive assistance? Yes
Has this customer been provided assistance previously? No
Would you be willing to provide assistance? (Co-pay, D-12-27, discount)
Outside dealer parameters.
Goodwill Considerations:
Inside Age

Yes Original Owner
Yes Purchase History (5 vehicles, 4 original)
No MVP Mechanical
No Repair History
No History with current concern
Override sought for loyalty and dealer support.
Escalation Override approved by KG363.
Who has possession of the vehicle?
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 [redacted]
Preferred Afternoon/Evening call back number [redacted]
Customer email address for case updates: n/a
Reassigned to: 88F
* * * * * CASE MANAGER TEAM - District V * * * * * *
Origianl Owner: Yes
Vehicles Owned: 2 New, 1 Used
Household: 0
Service Contract: None
Writer called Dealer 23498 to speak with the Service Department. Service Department was closed for the evening.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Customer advised that she is having an issue with the clock spring. Writer advised the customer of lines 52-53 and will be in contact tomorrow with a better update.
Writer called Dealer 23498 to speak with the Service Department. Closed for the evening.
Writer called customer. Writer advised the customer of lines 54-57.
Writer contacted SA - Tony. SA stated owner declined the repairs as could not afford repairs at this time. Writer spoke with SM - Bill. SM stated would be willing to participate in good will assistance with warranty pricing on parts and labor with $150.00 co-pay. Writer informed SM would contact owner.
Writer contacted owner and informed owner dealer is willing to participate in cost assistance with replacement of clock spring. Writer informed owner will be responsible for $150.00 co-pay at time of repair. Owner agreed to co-pay of $150.00. Writer informed owner to schedule an appointment for repairs with dealership and writer will follow up with owner on 10/25/2013.
Writer contacted SA - Tony. SA will get warranty pricing on parts and labor and call writer back.
Writer contacted SA - Tony. SA is still working on getting pricing and will contact writer back
CM called dealer and talked to Bill, SM who said to call him back tomorrow before 10am to get pricing information. He also said the customer has an appointment on Wednesday the 30th.
Writer contacted SM - Bill for warranty pricing on parts and labor. SM request a call back.
Writer contacted SM - Bill. SM provided owner with warranty pricing on parts, labor with a customer co-pay of $150.00
As a one-time goodwill gesture, Chrysler is approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $217.00
Labor = $54.72
Total = $271.72
Co-pay = $150.00
########## DIRECT-TO-DEALER ##############
Customer Care is sending this case to because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.

##################################
REASSIGNED TO BC/DLR 42 23498 10/24/13 16:27 O [redacted]
CONTACT UPDATE - phone number dialed,
[redacted] Left message.
Writer contacted SA to verify owner appoinement for 10/30/2013.
Writer returned SM - Bills voice message. SM stated is not able to submit PA for payment. Writer informed SM will need to submit claim as an RA not a PA. Writer informed SM sent over CAIR. SM stated has not received cair and checks them every morning. SM will process claim as vehicle has been completed and owner is ready to pick up.
Writer contacted owner and owner is satisfied with repair. Writer informed owner will be closing this case and if owner has any further questions or concerns please contact Jeep.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D1X	AL[redacted]	**Open Date**	10/16/2013	**Built Date**	03/29/2010	
Model Year	2010	**Body**	JKJL72	JEEP WRANGLER SPORT 4X4			
In Service Dt	06/12/2010	**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	60597	PERRY CHRYSLER DODGE JEEP RAM OF			
Dealer Address	2340 NATIONAL CITY BLVD				
Dealer City	NATIONAL CITY	**Dealer State**	CA	**Dealer Zip**	91950

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	([redacted]
	BONITA CA[redacted]	**Country**	UNITED STATES

Corporate - Property Damage - Default - Default - Default
Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Unknown
Product - Unknown - Unknown - Accident - Default

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
The customer is contacting Chrysler because he wasnts an investigation done on the vehicle because the airbags did not deploy on the vehicle.
Briefly summarize what the customer is expecting:
The customer is expecting an investigation to be done.
1. Who is calling and what is their contact information? [redacted]
Preferred [redacted]
Alternate:
2. What happened? His daughter had been in an accident before and when they fixed the vehicle the airbag light came on. They took the vehicle to Perry s Chrysler on September 17th of this year and delt with Rapheal who said there was nothing wrong with the airbags. Recently the daughter was driving and swerved around an animal and drove into a tree. The vehicle was going about 25 miles an hour and the airbats did not deploy.
3. What is the current location of the vehicle? Marquez Body Shop on Kay Street Chulaista CA 91910 (the customer is going to contact us back with the exact address shortly.)
Assigned to 82S
Nick Spardy vehicle owners father called back with the correct information for the body shop where the vehicle is currently located.
-
Marquez Body Shop
310 K st, Chulavista CA 91911
Phone number: 619-420-8110
-

****

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 [redacted] REQUEST EAA INSPECTION 10-16-2013 14:49
CAIR NUMBER [redacted] E-MAIL SENT TO EAA 10-16-2013 14:49
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 10/22/13 AT 18:10:40 [redacted]
Reviewed report and photos. Deployment parameters not met. Dictated
letter.
POSTMARK DATE: 102413; DATE RECEIVED: 102413
LETTER MAILED.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6918	8L5[redacted]	***Open Date***	10/17/2013	***Built Date***	10/30/2007	
Model Year	2008	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	06/09/2009	***Mileage***	73,627	***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***	([redacted]
	LEESBURG VA [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer inquiring if there is a recall on vehicle

Briefly summarize why the customer is contacting Chrysler: Customer contacting Chrysler because his airbag light keeps coming on. Customer was advised by dealership that it is his clockspring. Customer under impression that his vehicle is part of a recall. Agent advised customer that there are no recalls on his vehicle. Customer upset with answer, customer disconnected call.
Briefly summarize what the customer is expecting: Customer expecting recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5913	8L[redacted]	**Open Date**	10/18/2013	**Built Date**	10/23/2007	
Model Year	2008	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	11/18/2007	**Mileage**	56,000	**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	60581	LARRY H MILLER CHRYSLER JEEP			
Dealer Address	13165 N AUTOSHOW AVE				
Dealer City	SURPRISE	**Dealer State**	AZ	**Dealer Zip**	85388

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

Corporate - CNA Change - Default - Default - Default	Agent updated customer information
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states air bag light has come on in vehicle
Product - Drive Shaft/Universal Joint - Unknown - Other - Front	Customer states drive shaft had to be replaced in vehicle

Briefly summarize why the customer is contacting Chrysler:Customer stated that their air bag light has come on in their vehicle.
Customer stated they had vehicle diagnosed at dealership 60581 and repair for airbag would be $400.00.
Customer stated that while in Utah earlier this year, the front drive shaft went on their vehicle.
Customer stated that he had vehicle repaired at an independent repair facility.
Briefly summarize what the customer is expecting:Customer seeking potential recall information and possible cost assistance for their repairs.
Agent advised that no open or past recalls regarding the Air bag system in customer s vehicle.
Repair would fall under basic warranty and that had expired.
Agent advised that repair completed at independent repair facility could not be covered for cost assistance.
Agent advised that if repair had been done at authorized Chrysler dealer, or if Chrysler had been aware of the problem at the time, perhaps some sort of assistance could have been offered at the time.
Now that repair is complete, there is no recourse available to be offered for the repair.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2416 7L[redacted]	**Open Date**	10/21/2013	**Built Date**	09/13/2006		
Model Year	2007	**Body**	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	03/03/2007	**Mileage**	87,500	**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	45171	RAINBOW CHRYSLER DODGE JEEP LLC			
Dealer Address	301 RIVERHIGHLANDS BLVD.				
Dealer City	COVINGTON	**Dealer State**	LA	**Dealer Zip**	70433

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

Product - Transmission / Transaxle - Torque Converter - Other - Default	2nd torque converter repair since purchase.
Corporate - Recall - Default - Default - Default	Checking for transmission recall.

Chat Session 6025: Seeking recall information regarding the transmission torque converter. Informed no recalls but there is extended warranty on X41 and X47. Customer is concerned as he is having a repeat concern with the transmissions torque converter. Customer feels he made a mistake buying this vehicle. Advised I can email the information regarding the extended warranties. Customer would like the information on extended warranties emailed to him.
Customer email: [redacted]
Customer is 4th owner of with 2007 Jeep with 87,500 miles.
Dear Chris:
Thank you for contacting the Jeep Customer Assistance Center.
Here is the extended warranty information from conversation in Chrysler Web Chat. The in service date of when the extended warranties started is: 03/03/2007
X41 CLOCKSPRING 120 Months or 150,000 Miles
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.
X47 INLET CHECK VALVE Unlimited Months or Unlimited Miles
The letter is to inform you that the warranty period (3 years or 36,000 miles) on your vehicle s fuel tank inlet check valve has been extended to lifetime coverage. This extended fuel tank inlet check valve warranty

coverage applies to the select model year 2007 2009 Jeep Wranglers. Our records show that you either own or lease one of the vehicles affected by this extended warranty.
We are extended the fuel tank inlet check valve warranty period because some of the affected vehicle population may experience fuel spilling out of the filler port during refueling, typically after the fuel fill station nozzle has automatically shut off. If you are experiencing this condition now or in the future, simply contact your dealership to have the repairs performed. Conversely, if you do not experience this condition, then your fuel fill system is operating correctly and no repair is necessary.
If you have already paid for either of these repairs, you may be eligible to
receive a reimbursement. You may complete the enclosed Customer Reimbursement Claim Form
and send your original receipts, invoices and/or repair order to the following address for
reimbursement, your claim will be acted upon within 60 days of receipt:
Chrysler Customer Assistance Center
P.O. Box 21-8007
Auburn Hills, MI 48321-8007
We appreciate the time you took to contact us and we hope this was of assistance to you.
Sincerely,
Eileen
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5917	8L5[redacted]	**Open Date**	10/21/2013	**Built Date**	08/29/2007	
Model Year	2008	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	10/05/2007	**Mileage**	70,000	**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	68973	ORCHARD CHRY-DODGE-JEEP INC			
Dealer Address	64600 VAN DYKE				
Dealer City	WASHINGTON TWP	**Dealer State**	MI	**Dealer Zip**	48095

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

Corporate - CNA Change - Default - Default - Default	Agent updated mailing address.
Corporate - Recall - Default - Default - Default	Customer inquiring about M31 Clockspring recall.
Corporate - Warranty Coverage - Default - Default - Default	Customer seeking warranty coverage information.

Briefly summarize why the customer is contacting Chrysler: Customer stated he has a concern with his vehicle. Customer stated his airbag light is coming on. Customer inquiring if his vehicle is involved in the clockspring recall.
-
Briefly summarize what the customer is expecting: Recall information. Cost assistance.
-
Agent advised customer that his vehicle is not involved in the M31 recall because his vehicle does not have right hand drive. Agent advised customer to keep his documentation from the repair in the event a recall is placed on his vehicle in the future. Agent advised customer he could submit for possible reimbursement at that time.
Agent advised customer that they will need to have their vehicle diagnosed at an authorized dealer prior to evaluating their request for any potential goodwill assistance. Agent advised customer that based solely on time and mileage on the vehicle he is outside basic warranty coverage assistance.
Mark M Syzdek called concerning a M31 recall. Writer advised lines 14-18. Customer will call once the vehicle is at the dealership to have case reopened.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D17	AL210881	***Open Date***	10/22/2013	***Built Date***	07/02/2010	
Model Year	2010	***Body***	JKJL72	JEEP WRANGLER SPORT 4X4			
In Service Dt	07/15/2010	***Mileage***	66,900	***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	26776	METRO CHRYSLER JEEP			
Dealer Address	1667 HARTFORD AVE				
Dealer City	JOHNSTON	***Dealer State***	RI	***Dealer Zip***	02919

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

Recall - M22: TRANSMISSION SKID PLATE - Advise Owner/Incomplete Recall	Advised owner of recall on vehicle
Corporate - CNA Change - Default - Default - Default	Agent updated customer information
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states air bag light on
Corporate - Recall - Default - Default - Default	Recall not on vin

Briefly summarize why the customer is contacting Chrysler: Customer inquiring about open recall on vehicle. Agent advised customer that only the M22 recall is on vehicle. Customer states he is having issues with air bag light. Agent advised customer to go into dealership and have diagnosis and complete recall. Agent updated customer information.
Briefly summarize what the customer is expecting: Advised owner of recall M22 on vehicle. M31 recall not on vin. Customer states air bag light on. Agent updated customer information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA241X	7L[redacted]	***Open Date***	10/23/2013	***Built Date***	10/27/2006	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	12/19/2008	***Mileage***	40,000	***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***	
	FPO CA [redacted]	***Country***	UNITED STATES

Corporate - Vehicle Equip / Monroney - Default - Default - Default	Build sheet request

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Build Sheet
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
***** CUSTOMER EMAIL *****
I would like to request my build shhet please. Thank You
***** END OF CUSTOMER EMAIL *****
***** CAC EMAIL *****
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center.
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:
(INSERT DATA HERE)
Thanks again for your email.
Sincerely,
Tyler
Customer Service Representative
Jeep Customer Assistance Center
***** END OF CAC EMAIL *****
***** CAC EMAIL *****
Dea[redacted]
Thank you for contacting the Jeep Customer Assistance Center.
My apologies for the second email, but I noticed some information under
your VIN you may want to know about. There are two extended warranties on
the vehicle. The first is for the inlet check valve, which lasts for the
life of the vehicle. There is a known issue with gas spitting back out
when trying to fill the tank with fuel, it does not automatically shut
off. The second is for the clockspring which is good for 10 years or
150,000 miles, whichever occurs first. This extended warranty is for the
airbag indicator light illuminating.
Thanks again for your email.
Sincerely,
Tyler
Customer Service Representative
Jeep Customer Assistance Center
***** END OF CAC EMAIL *****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3917	8L[redacted]	***Open Date***	10/23/2013	***Built Date***	01/14/2008	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	06/17/2008	***Mileage***	69,000	***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	23170	BROWN'S JEEP CHRYSLER DODGE			
Dealer Address	483 ROUTE 112				
Dealer City	PATCHOGUE	***Dealer State***	NY	***Dealer Zip***	11772

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

Product - Electrical - Unknown - Other - Default	Airbag light is on
Corporate - Recall - Default - Default - Default	Seeking information on the RHD - Clock spring L37 recall
Corporate - CNA Change - Default - Default - Default	coin update

Briefly summarize why the customer is contacting Chrysler: Customer is calling in today regarding issues with the airbag light is on this vehicle. Customer wants to know why the Clock spring recall is not on this vehicle.
Briefly summarize what the customer is expecting: Customer is expecting recall information. Agent advised customer that the L37 recall is not on this vehicle because it affects vehicles equipped with Right Hand Drive (RHD) steering built from July 30, 2007 through October 08, 2011. Agent advised customer that there is 1 open recall on this vehicle for the MOPAR tow bar. Agent advised customer to keep receipts just incase the vehicle gets recalled in the future.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4HJWFG0	CL[redacted]	***Open Date***	10/23/2013	***Built Date***	10/18/2011	
Model Year	2012	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	11/29/2011	***Mileage***	36,000	***Dealer Zone***	66	ORLANDO	
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	43164	FLAGLER CHRYSLER DODGE JEEP INC			
Dealer Address	4466 E HIGHWAY 100				
Dealer City	PALM COAST	***Dealer State***	FL	***Dealer Zip***	32164

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

Recall - N28: TRANSMISSION OIL COOLER TUBE - Information Request	Customer seeking assistance completing recall
Product - Electrical - Lamps and Switches - Defective - Default	Customer states airbag ,traction light, ABS light coming on
Product - Drivability - Unknown - Other - Default	Customer states vehicle will not shift gears while going up hill
Corporate - Enhanced Customer Satisfaction Program (ECS) - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer calling about recall N28 wishing to have it completed. Customer also states multiple other issues with your vehicle. Customer states that the ABS, traction control, and airbag lights all illuminate intermittently in wet weather.
Briefly summarize what the customer is expecting: To have the recall completed and to have his other issues addressed.
Agent advised customer that because of the issues he s experiencing agent is able to transfer him directly to a CM to work with him in solving all the issues he brought up.
CONTACT UPDATE - 1st Contact. Customer, [redacted], contacted writer stating that the customer has not had a diagnosis for the concerns because the dash lights coming on is very intermittent and there are no hills in the area where the customer is at. Customer states that the dealer told the customer that parts for the recall would be in last week and the customer has not heard from the dealer. Writer advised that writer will contact SA, Joe, to discuss parts and ECS process. Customer provided email as [redacted]. Writer advised that writer will follow up with the customer on Friday 10/25/13.
Status update provided via email to the following email address:
[redacted]
Hello this is Mark from Jeep Enhanced Customer Satisfaction. Here is some information that may be helpful for you to have.
Chrysler customer care phone number is 1-800-763-8422.

My extension is 66163.
My work hours are Mon-Tuesday 12:00 PM-8:30 PM EST and 8:30 AM-5:00 PM EST, Wed-Fri.
Thank you.
End of Status Update
Writer attempted to contact SA. Writer left a message requesting a call back.
Writer attempted to contact customer. Writer left a message.
J[redacted] called to speak with their Case Manager. Transferred the customer to MS1882 at ext 66163
Customer contacted writer stating that the customer is at the dealer and the dealer does not have parts. Line disconnected.
Writer contacted customer. Line picked up the disconnected.
Writer contacted SA, Joe, who handed the phone to the customer. Writer advised that writer will get the parts on order for the customer and expedite.
Writer contacted Parts Advisor (PA), Harley, who informed writer that part has been ordered
Part-CBRAN281AA
Order-C1029H
Writer requested PA put part on VOR.
Writer contacted SA who informed writer that SA is working with PA to ensure all parts needed for the repair are ordered.
Part-CBRAN281AA
Order-C1029H
Ordered by-43164
N28 Recall part
Writer contacted customer and informed customer that the part has been ordered and once an update is available writer will contact customer.
**********96W PARTS STATUS UPDATE **********
Part shipped 10-31 ETA to dealer 3-7 business days
**********End of Status Update**********
Writer contacted customer who informed writer that the customer will wait for an update on the recall parts. The customer would like a shake in the front diagnosed but belives the vehicle will need to be towed.
Writer will reimburse for tow. Customer states that the customer never received new top panels previously promised. Writer will investigate concerns and follow up once an update is available.
Writer contacted PA who informed writer that the part is in.
Writer contacted customer and informed customer that the part for the recall is in. Customer will contact dealer to set an appointment.
Writer contacted customer who informed writer that the dealer has advised customer to bring the vehicle to the dealer once the customer is at 1/4 tank of fuel. Writer will follow up with the customer on Monday 11/18/13.
Customer called and wanted to speak to CM Mark, Agent advised that according to lines 26-27 that CM will not be avilable until 12:00pm EST.
Agent offered to transfer Customer to CM voicemail. Customer declined.
Customer states that he dropped vehicle off at Dealership today around 8:30AM EST and will be picking vehicle up around 11:00AM EST
Customer states he would like CM to contact him ASAP.
Agent advised that this would be noted on the case
Writer attempted to contact customer. Writer was advised to call back later today.
Writer contacted customer who informed writer that the dealer did not have the parts needed to complete the recall and the dealer would not diagnose the customers concerns under the SC.
Writer spoke with SM, Tom, who informed writer that the dealer will accept an RA for the diagnosis and rental if the concern is not covered by the SC. SM will request SA, Joe, contact writer once SA returns from lunch.
Writer contacted customer and informed customer that writer will have SA contact customer on next steps and part ETA. Writer will follow up with the customer once an update is available.
SA, Joe, contacted writer and advised that the dealer needs a transmission cooler line which is on order. SA will contact customer

once the part is in.
Writer attempted to contact SA. Writer left a message.
Writer contacted SA who informed writer that the part is in.
Writer contacted customer and informed customer that the parts for the recall are in. Customer will set an appointment to complete recall and diagnose the additional concerns. Writer will follow up with the customer on Monday 12/02/13.
Writer contacted customer who informed writer that the dealer completed the recall but did not diagnose the additional concerns. The customer will wait until the customer moves back to PA before having the concerns diagnosed. Writer advised that the case will be closed.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2419	8L[redacted]	***Open Date***	10/25/2013	***Built Date***	10/30/2007	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	12/31/2007	***Mileage***	61,056	***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	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 SPGS CO [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer asking if they have an air bag recall
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states their air bag light keeps coming on

Briefly summarize why the customer is contacting Chrysler: Customer called in asking if they have any recalls on the vehicle because she looked online and saw that some jeeps are having a recall on their air bags. Agent advised customer that she does not have any recalls and that the recall she is referring to only applies to Jeep Grand Cherokees and Jeep Liberty s. Agent asked the customer if she would like to be transferred to the dealership to make an appointment to have this problem fixed and the customer declined stating that they are currently on their way to the dealership.
Briefly summarize what the customer is expecting: Customer was expecting the agent to provide the requested information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2413 8L[redacted]	**Open Date**	10/25/2013	**Built Date**	01/14/2008		
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	01/30/2008	**Mileage**	85,900	**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 - Electrical - Starter - Complete Failure - Default	Has replaced starter for the third time $350.00
Product - Electrical - Unknown - Other - Default	Ignition starter problems
Product - Body / Trim / Paint Finish - Seat Belts - Other - Default	Not locking, shoulder strap (seat belt not working at all)

Briefly summarize why the customer is contacting Chrysler:
Customer called frustrated that she has replaced the starter 3 times since she has purchased the vehicle. She stated that she spoke to A.J. SA from Crossroads. Customer also stated that the seat belt is not locking on the driver s side (shoulder strap). Agent referred to case 23810041 where previous agent stated to get override to send to case management.
Briefly summarize what the customer is expecting:
Customer is expecting cost assistance regarding the starter that she stated cost $350.00 and the seat belt repair as well.
Agent need override from Team Lead.
Agent contacted customer left message regarding asking for override tomorrow.
Agent contacted Crossroads and spoke with Alan SA who seat belt light and egr valve in April 2013 for $601.98.
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] OR [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?
CROSSROADS CHRYSLER JEEP DODGE (26767)
Reassigned to 88F
Agent advised customer that a case manager will contacted her today.

Customer stated she had to replace the starter 3 times within 2 yrs.
Customer stated the vehicle is parked in a parking lot across from St. Joseph s school on 23 Franklin st. Petersburg, Va 23803).
Customer stated she has not had it towed to the dealership because she feels she is getting a run around from the dealership (CROSSROADS CHRYSLER JEEP DODGE)
Customer also stated when she brought her vehicle in for the recall M31 on 08/21/2013 the technician told the customer her seatbelt strap & the harness is broken and the seat stuffing needs to be replaced, it would cost about $900.00
Customer stated she could not afford this repair at that time.
Customer stated the key is stuck the ignition
**********Customer is very frustrated**********
Customer is seeking to have this vehicle fixed and also to be reimbursed, for the out of pocket expenses on the three starters she has paid for.
Also customer would like them to check to see if there is an electrical issue for all these repairs and replacements of the starters.
****
Customer also stated she needs to get her vehicle towed to the dealership.
Customer stated she will not have it towed until she speaks with her case manager
Agent advised customer to have the vehicle towed to the dealership for a diagnostic.
Agent stated need a diagnostic before case manager can offer any kind of assistance with this call.
Agent transferred customer over the roadside assistance for towing. (1-800-521-2779).
Customer understands that she will be paying for towing.
* * * * * * * * * CASE MANAGEMENT - District Q * * * * * * * * * * *
- How far out of warranty:2 years and 47000 miles
- How many vehicles owned:1
- Active or expired MVP s: Expired
Writer contacted dealership and spoke with Service Manager (SM) Josh. Writer stated to SM that customer states she has replaced her starter 3 times. SM Josh advised writer the customer has only had 1 replaced and it was under warranty. SM stated when customer was at the dealership the seat belt needed to be replaced but customer declined. SM Josh stated the vehicle has been off road due to the nature of customer s job, SM advised writer customer vehicle is a mail Jeep for postal services. SM stated the vehicle (inside) is not maintained, (seats are dirty) SM advised writer that the customer was informed that the vehicle has to be cleaned to finish diagnosis. However the customer does get oil changes as well as brakes. SM Josh advised writer that dealership has covered most of the repairs; such as replacing the Wireless Control Module, wire repairs and a censor. SM Josh advised writer there have been no out of pocket expenses.
SM advised writer she has been seen since 2010. SM stated the check engine light was on because of the EGR valve however that was repaired. As well as the air bag light due to the clock spring, this was repaired.
Writer informed SM that we would contact customer.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, ([redacted] Left message.
Customer contacted writer, returning phone call. Writer asked to hear a little about what is going on with the vehicle. Customer stated the vehicle when it got towed was stuck in park and was hard to put into neutral. Customer states she has had to buy 3 batteries, 3 new starters, ignition switch. Customer is looking to be reimbursed for all the out of pocket expenses. Customer states when she bought the starters she bought them from an independent dealer. Writer asked customer what she is expecting from Chrysler. Customer states she wants the seat belt to be fixed as well as the harness. Customer wants reimbursement for the starters and the towing. Customer states that we can contact her mother [redacted] when customer is at work.
Customer states she wants her vehicle fixed or wants another one that is safe.

Customer states she wants her vehicle fixed or wants another one that is safe.
Writer advised customer we will contact the dealership tomorrow and gather more information and contact her mother tomorrow as well.
Customers Mother s contacted writer, Mother [redacted] was concerned if we have gathered any information. Writer stated we have not yet contacted the dealership. Customer s mother stated to call at 3:00 PM there time
Customer contacted writer asking if i have yet contacted the dealership. Writer advised customer that the dealership was closed. Writer advised customer that we would contact dealership first thing in the morning.
Customer advised writer George Greenwood would be the best Service Manager to reach. Writer stated would will follow back with customer tomorrow.
Customer contacted writer asking if I have found out any information. Writer stated we were just about to contact dealership. Writer stated we will contact back once we have found out more information..
Writer contacted dealership and spoke with a Manager George Greenwall. Manager George stated a representative from Chrysler at the dealership is covering the cost of the seat belt repair. George stated the vehicle is in for diagnosis regarding the starter. Writer advised George we will call back to get additional information on why the starter has been replaced multiple times and asked if there was a good time to call back, George stated to call back around 4:00 o clock.
Writer contacted dealership and spoke with Manager George Greenwall. Writer was informed the diagnosis was complete and found out it was the TIPM. Manager George stated Service Advisor Josh is the one working with this vehicle, and it would be better if I speak with him. Writer got transferred and got voicemail. Writer re-directed to operator and got disconnected.
Writer contacted customer regarding the diagnosis. Writer advised customer that the TIPM needs to be replaced. Writer informed customer that we were unable to speak with the Service Advisor today but we will be getting in contact with him on Monday. Customer asked writer what exactly was the TIPM, writer stated it was the Totally Integrated Power Module. Customer asked writer if that had been replaced before. Writer advised customer that I do not see it being replaced. Writer stated we will follow back up on Tuesday, November 5, 2013.
SA Josh is calling from the DLR to speak with the CM.
DLR states that it is the TIPM that needs to be replaced.
DLR asked what is happening from here. Agent advised DLR that he would need to speak to the CM about that. DLR understood.
Agent provided DLR with CM contact information and transferred DLR to CM
Dealership contacted writer. Dealer stated the part that was needed was the TIPM. Part number RL692236AI. Dealer stated customer is under the impression Chrysler is paying for the repairs. Writer stated the vehicle is out of warranty however we will look into it and see if there is anything we can do. Dealer advised writer he was going to contact customer and let her know
Customer contacted writer. Customer stated she spoke with Service Manager (SM) Josh and he did indicate to customer that the TIPM needed to be replaced.
$296.00 Parts and $213.00 for Labor with disposing of parts and taxes, customer states the total will be $555.00. Customer asked writer if there was a way of cost assistance. Writer advised customer we will look into assistance options.
Writer contacted dealership and spoke with Service Manager (SM) Josh. Writer advised the SM that customer informed writer that the total repairs would be $555.00 with Parts at $296.00 and Labor at $213.00. SM confirmed pricing. Writer asked about warranty pricing SM stated there wasn t not warranty pricing. Writer asked SM Josh what good co-pay would be, SM Josh stated $150.00. Writer asked SM Josh if the customer was loyal, SM stated yes she comes in for oil changes but no repairs to major.
Writer contacted dealership and spoke with SM Josh to get warranty pricing. SM Josh stated he will have to look it up and he will be contacting writer back.

Customer called in stating that she was attempting to contact her case manager at the number and extension she was provided. Customer states that she has been attempting to call for the past 30 minutes but every time she call she just receives a busy signal on the phone, and is not even able to leave a voicemail. Writer called case manager s extension and received the exact same busy signal. Writer advised customer that notes would be left on the case for the case managers letting her know that she was attempting to be in contact with her.
Writer calling service manager 804-733-4664 Josh states that he has been busy if we could call him tomorrow he will have the warranty pricing ready.
Customer called wanting to speak to CM. Agent transfered call.
Customer called and stated that they have had her car for a week. Writer stated that we understand that it is inconvenient and that we do apologize. Writer stated that we did speak to the service manager yesterday and that we are waiting for the pricing and a decision still needs to be made on any type of goodwill that we would be able to assist her with. Writer stated that her vehicle is outside of the warranty by time and miles and that we will see what we can do but we make no promises.
T[redacted] called to speak to CM SH1157 or KT309. Writer advised customer that SH1157 is not available today. Customer seeking assistance today, therefore Writer warm transferred customer to available CM KT309. Customer contact info previously verified.
Customer called and stated that she has not had her vehicle Writer asked if it was used as a mail vehicle. Customer stated that yes it is. Writer stated that we did speak to the service manager yesterday and that we were just waiting for pricing. Writer stated that we cannot make any promisesd as we will need to speak to the service manager as we are waiting for pricing. writer advised customer that her vehcile is out of warranty and we make no promises. Writer did suggest maybe customer purchasing a service contract for situations such as these. Writer stated we will call the service manager and see if he has the pricing available.
804-733-4664 writer calling service manager 804-733-4664 Josh states that the pricing is as follows
As a one-time goodwill gesture, Chrysler is approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $229.60
Labor = $25.90
Total = $255.50
Co-pay = $100.00
Writer also discussed the seat belt. That is to be covered by the company as customer will have to pay nothing for this repair. Customer does have a diagnostic fee of $222.10. That we are not able to assist with and is the customers responsibility.
########## DIRECT-TO-DEALER ##########
Customer Care is sending this case to because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.
##########
Service manager Josh stated that he has ordered the parts.
8045410039 Writer calling customer no answer left message and contact information. 804-458-7095
No answer. Left message and contact information.
804-458-7095 No answer. Left message and contact informationof case manager.
Briefly summarize why the customer is contacting Chrysler:
Customer ([redacted]) stated that she wants to speak with the CM.
Briefly summarize what the customer is expecting:
Customer expects to speak with CM.
Agent transferred customer over to CM KT309 voicemail to leave a message.
Writer contacted customer at [redacted]. Writer left a message with

contact information and advised we will have CM contact customer on Monday.
Writer contacted dealership at 804-733-4664. Left message.
Writer contacted dealership at 804-733-4664. Parts manager is not available. Writer left message with contact information.
Dealer (SA) Josh calls to speak with their Case Manager.
Transferred the customer to RC1177 at ext 66127.
Mother Nancy, of MS [redacted] called to speak with their Case Manager.
Transferred the customer to RC1177 at ext 66127
Service manager Josh called writer. Service manager stated the part should arrive Monday or Tuesday. CM will follow up on Monday.
Customer mother [redacted] called writer. Writer advised that we spoke with service manager and we are waiting on parts. Writer advised per lines 202 -206. Customer was happy with the offer and appreciated assistance. Writer advised CM will follow up not later than Tuesday.
[redacted] called to speak with CM hoping for an update to the status (airbag). Customer is still borrowing her mother s car, but cannot keep it much longer. As CMs SH1157, KT309 and RC1177 were not available at this time, Writer informed customer of lines 236-239.
Customer requests a call back on Monday if possible.
Writer verified customer contact info:
8[redacted] is hers, but she is usually unavailable (at work) during the day.
8[redacted] is her mother s, and typically the best to call during the day.
Writer contacted Service Manager (SM) Josh. SM Josh advised writer that the TIPM had arrived and been replaced. SM Josh stated they are still waiting for the seat belt part to arrive and it should arrive tomorrow (11/12/2013) or Wednesday (11/13/2013). SM Josh advised writer the seat belt part came in but in the process of installing it, they noticed it was the wrong part. SM stated they did inform customer the repairs have been done with the TIPM we are just waiting on the seat belt part. Writer stated we will be contacting customer as well.
Writer contacted customers mother [redacted] Writer advised [redacted] that the repairs on the TIPM were completed however the dealership is still waiting on the seat belt part. Writer advised [redacted]y that the part should be in tomorrow (11/12/2013) but no later than Wednesday (11/13/2013). Ms. [redacted]y asked writer about the co-pay. [redacted]y stated the last person she talked to didn t really explain it well. Writer stated that the customers co-pay is $100.00 with a $222.10 for diagnosis cost, which is at the customer s responsibility. Writer advised Ms. [redacted]y that after the $100.00 co-pay Jeep will be covering the rest of the cost. Writer advised Ms. Nancy that we will be contacting the dealership tomorrow in regards with the seat belt part. Writer stated we will follow up on Wednesday (11/13/2013). Writer asked Ms. [redacted] who would be best to keep in contact with since there seems to be a lack of communication with customer calling in as well as mother [redacted]. Ms. [redacted] advised writer we can keep in contact with Ms. [redacted]y since customer is at work almost all day.
Writer called dealership, unable to reach a Service Manager as they all have gone home.
Writer contacted dealership 804-733-4664. Writer left voicemail for Service Manager Josh, including writer contact information.
Writer contacted dealership 804-733-4664. Writer spoke to Service Manager Josh. SM stated part has been received. SM stated vehicle will be ready for pick up EOB. SM stated total customer pay will be $332.00. SM stated updated mileage is 85900.
Writer contacted customers [redacted] Writer advised lines 279-282. Customers mother very satisfied. Writer advised case manager will follow up 11/15/2013 to make sure repairs are satisfactory.
Writer dialed ([redacted] and spoke with customer s mother [redacted]y. Ms. [redacted] stated customer was unable to pick up vehicle due to work and doctors appointment. Ms. [redacted] stated customer is going to be picking up the vehicle Saturday (11/16/2014). Ms [redacted] stated she has informed the dealership of this delay. Writer stated we will follow up on Monday (11/18/2014) to make sure customer is satisfied with the repairs.
Customer is calling to get a case update. Agent advised the customer of

lines 286-291. Customer is seeking information on what the total price would be for the customer pay portion. Agent advised the customer the total customer pay would be $332. Agent advised the customer (as per line 266) there is $100 for the co-pay and $222.10 for the diagnosis fee. Customer thanked the agent and disconnected.
Writer contacted customer s mother Nancy. Writer received voicemail.
Writer dialed [redacted] 5 and received voicemail.
Writer dialed [redacted]. Writer left message on mother Nancy s voicemail. Writer requested call back, if we do not receive a call we will contact mother [redacted] y on Monday.
Writer dialed [redacted] Left voice mail. Writer requested call back, if we do not receive a call we
will attempt to contact again on Monday (11/25/2013).
Writer dialed [redacted] and received voicemail.
Writer dialed 804-733-4664 and spoke with Tracy in service, Tracy stated the vehicle has been picked up.
Writer dialed (804)541-0039. Writer left a message with Ms. Sara. Ms. Sara stated customer is not at home right now she is at work but to call back later around 5:30 EST.
Writer dialed [redacted] and received voicemail.
Writer dialed [redacted] 9. Writer received voicemail, writer stated in voicemail I m calling because your dealer has informed me your vehicle has been repaired and returned to you and I wanted to find out if everything is to your satisfaction, if everything is there is no need to call me back, however I will leave your case open for 2 more days to make sure everything is to your satisfaction and then I ll close your case.
Writer left contact info.
Tammy Dovel called to speak to CM SH1157. Writer warm transferred customer to CM EC713 as SH1157 was unavailable at this time.
Writer was informed by Ms Doval, the only concern now is shoulder strap was not replaced. Customer stated the straps have rivets. Writer informed customer CM would reach out to dealer on 11/27 to confirm if the shoulder straps were suppose to be replaced and then return call to customer for an update on 11/27. Customer requested to find out how long vehicle would be at dealer if vehicle has to be taken back.
Writer informed customer more then likely vehicle will have to go back to dealer.
Writer contacted dealership at (804)-733-4664 and spoke with Service Advisor (SA) Josh. SA Josh stated they replaced the buckel on the seatbelt. Writer stated we will contact customer.
Writer dialed [redacted]. Writer spoke with customer. Customer stated the seat belt itself is frailed. Customer stated the dealership had stated to customer that they would be replacing that as well as the buckle. Writer stated we will contact the dealership and find out. Writer stated we will follow up on Friday 11/29/2013.
Writer contacted dealership at (804)-733-4664 and spoke with Service Advisor (SA) Josh. Writer advised Josh of lines 334-336. SA stated he still has no idea of what it is and they only replaced the buckle. Writer asked SA Josh if it was okay to have the customer take his vehicle back to the dealership so they can take a look at it. SA stated it was okay to have her come back. Writer stated we will contact the customer to have her go bak into the dealership.
Writer dialed [redacted]. Writer left voicemail.
[redacted] called to speak to CM SH1157. Writer warm transferred customer to CM EL762.
Customer called for her Case Manager. f Mrs [redacted] had repair for seatbelt that was unsatisfactory and needs you to call dealership and make sure that shoulder strap belt for the right hand side 'right driver vehicle' is in stock at dealer before setting her appointment to take vehicle in for repair. Customer needs vehicle for work and not able to leave for another lengthy stay. Customer states that vehicle was in service from 10/22 -11/19? I would call dealer and send it over as workmanship issue and look at a service package for customer satisfaction.
[redacted] called to speak with case manager SH1157. Agent transferred the customer to 1-800-763-8422.

Customer [redacted] calling to speak with CM SH1157 who was not available at this time but call was transferred to ext 66024.
[redacted] calls to speak with her case manager. The customer states that [redacted] is the customer s mother. The CM EL762 suggested that the dealer should be contacted to see if the dealer has the part that needs to be repaired so the customer can make an appointment. The strap is frayed on the edges. There is a problem with the buckle also. The dealer was supposed to replace the harness and the buckle. The customer states that she has been talking to [redacted] her daughter about this. The customer wants to know if the seat belt strap is at the dealer in stock so the customer can make the appointment for the strap to be installed. The customer wants to know if the strap would be adjusted to be included in the total cost of the repair. The customer is confused as to why she was charged $100.00. Writer advised the customer why she has to pay the dealer the co-pay. The dealer states that the dealer does not know anything about co-pay for the customer. Writer advised that writer would contact the dealer and then call the customer back with an update.
[redacted] calls to speak with her case manager. The customer states that Nancy is the customer s mother. The CM EL762 suggested that the dealer should be contacted to see if the dealer has the part that needs to be repaired so the customer can make an appointment. The strap is frayed on the edges. There is a problem with the buckle also. The dealer was supposed to replace the harness and the buckle. The customer states that she has been talking to [redacted] her daughter about this. The customer wants to know if the seat belt strap is at the dealer in stock so the customer can make the appointment for the strap to be installed. The customer wants to know if the strap would be adjusted to be included in the total cost of the repair. The customer is confused as to why she was charged $100.00. Writer advised the customer why she has to pay the dealer the co-pay. The dealer states that the dealer does not know anything about co-pay for the customer. Writer advised that writer would contact the dealer and then call the customer back with an update.
Writer contacted dealer 26767 at 804-733-4664. Service advisor: Josh states: the dealer replaced the buckle and the TIPM only and the customer picked up the vehicle. The customer would need to stop by the dealership to let Josh look at the strap. The dealer does not keep a strap in the dealer inventory. Writer advised that writer would contact the customer and ask that the customer stop by the dealer.
Writer contacted Ms. [redacted]. Writer advised that this is a seperate repair from the buckle and TIPM repair. Writer advised that the customer stop by the dealer and let the dealer look at the strap to see if there is something the dealer can do. The customer does not understand why this was not replaced and has the paperwork that shows that this has been mentioned. Writer advised that the customer needs to stop by and if the customer has the document to take this with the customer when she stops by and to talk to Josh at the dealership. The customer follow up will be Thursday 12/4.
Writer dialed [redacted] 9. Writer left voicemail.
Customer called, stating the seat belt was not working, would like to speak with SH1157 at x66330. Writer transferred call.
Customer contacted writer regarding the seatbelt. Customer stated the dealership does not know what she is talking about with the seat belt because they have never seen it. Writer advised customer to take the vehicle into the dealership so they can see it. Customer stated that she discussed the part information with the dealership. Customer stated the dealership does not have the part there and it is on backorder and would cost the customer $252.00 and the part has not been ordered. Writer stated that we will contact the dealership to let them know the customer is going into the dealership on 12/11/2013 (as to that is customers day off) for them to look at the seatbelt. Writer will follow up on 12/11/2013 with the customer.
Writer dialed (804)-733-4664. Writer contacted dealership and spoke with Service Advisor (SA) Josh; writer stated the customer has plans to take her vehicle into the dealership for them to take a look at the seatbelt. Writer stated writer does want to help with assistance because the seatbelt is a safety issue however writer wants to find out if there was

an outside influence causing it to fail or as to why it is frayed. Writer advised SA that the customer will be taking it into the dealership on 12/11/2013. SA stated at that time SA will provide writer with pricing.
Writer dialed (804)-733-4664. Writer spoke with Service Advisor (SA) Josh. SA Josh stated the seatbelt is not frayed just fuzzy and this happened most likely just from customer using the seatbelt. SA Josh stated is from ware. Writer asked if there are any cuts in it or anything stopping the customer from using it. SA Stated the customer was wearing the seatbelt when she went into the dealership; SA Josh also advised writer there are no cuts or tares in the seatbelt.
Writer dialed ([redacted]. Writer left voicemail.
Customer calls to speak with their Case Manager SH1157. Transferred the customer to SH1157 at ext 66330.
Customer contacted writer returning phone call writer made earlier. Writer informed customer of lines 429-432. Customer stated that doesn t make since because there was a hole in the seatbelt. Writer stated we will have to call the dealership tomorrow and talk to the service manager. Writer stated we will follow up on Friday 12/13/2013.
Writer spoke with Service Advisor (SA) Josh. Writer advised SA of lines 439-440. Writer asked about warranty pricing on a seatbelt was. SA Josh stated he will find out pricing with parts and call writer back.
Writer dialed (804)-733-4664. Writer spoke with Service Advisor (SA) Josh. SA Josh stated they are really busy as it is only the SA and the SM. Writer left contact information and requested a call back with pricing.
SA Josh contacted writer back with parts information. Part- $211.40, Labor- $25.98 Total- $237.38. Writer asked SA if they will accept an RA, SA stated yes. Writer stated we don t want to have the customer to provide a co-pay because they have already paid a co-pay. Writer stated we will send the RA.
As a one-time goodwill gesture, Chrysler is approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $211.40
Labor = $25.98
Total = $237.38
Co-pay = No Customer co-pay
########## DIRECT-TO-DEALER ##############
Customer Care is sending this case to because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.
##################################
Writer dialed (804)-733-4664. Writer spoke with Service Advisor (SA) Josh. SA stated they have to order the part and it should be there in a couple of days. Writer stated we will contact the customer.
Writer dialed [redacted]. Writer left voicemail.
REASSIGNED TO BC/DLR 35 26767 12/13/13 14:11 R[redacted]
MS T[redacted] called to speak with their Case Manager. Transferred the customer to JM2557 at ext 66340
Customer called in. Customer stated took Jeep in past wednesday. Customer stated Dealer fixed the seatbelt snap. Customer wanted to know if the seatbelt strap has been ordered. Customer advsied to contact her on monday and leave a message giving all the information on what has been ordered. Customer disconnected.
Writer contacted dealership at 804-733-4664. Writer spoke with service advisor Josh. SA stated they are still waiting on parts.
Writer contacted customer at [redacted] Left message.
Writer contacted dealership at (804)-733-4664. Writer spoke with Service Advisor (SA) Josh. SA Josh stated he is not sure what the ETA is on the part however SA stated he will find out and give writer a call back.
Writer contacted dealership at (804)-733-4664. Writer spoke with Service Advisor (SA) Allan who transferred writer to Parts. Writer spoke with Parts, Parts Advisor (PA) Mike Part number 5KM561DVAF. ETA 5 days.

Writer dialed [redacted] and spoke with customer. Writer advised customer that part should be arriving within 5 days. Customer stated okay. Writer stated we will follow up on 12/23/2013.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Writer was unable to leave a message.
Writer contacted customer in regards to an update on back ordered parts. Writer advised CAC was unable to contact the dealership to find out about parts. Writer informed customer we will attempt to contact the dealership tomorrow and follow up with the customer 12/24/13.
Writer called Dealership and spoke to Parts Advisor Mike, who stated the seat belt part has arrived and they have an appointment for the 12/30/13. Writer attempted to contact message. Writer left message stating that the seat belt part has arrived.
804-733-4664 Writer calling service department and spoke to Josh. Josh states that this is a mail vehicle and that the customer can t bring the vehicle in until the middle of next week, writer stated that we will call back the end of next week than to see about repairs.
Briefly summarize why the customer is contacting Chrysler: SA Josh from dealer code 26767 is calling. SA Josh states his warranty administrator is not able to get paid for a repair that has been authorized by Chrysler. SA Josh is seeking assistance.
Briefly summarize what the customer is expecting: SA Josh is seeking assistance for with the customer cair. The writer informed the SA Josh that the customers file CM is KT309 and she will transfer him over to 66259 for further assistance.
: 804-733-4664 Writer calling service manager Josh and that he stated that these are TWO different repair. The repair for the TIPM is Parts $229.60 Labor $25.98 Total $225.58 Customer co-pay was $100.00 dollars and that customer did pay the co-pay already. Customer has a second repair that has not been completed and that it the seat belt. Customer co-pay for that repair is $0.00 dollars. Writer stated that the TIPM repair was a MIS-type and that we will correct it in the system and that we did apologize.
service manager stated that the customer has yet to come in for the replacement of the seat belt do to her work schedule.
No current apppointment has been set as she is a mail carrier.
Customer called in to advise that they have scheduled an appointment with Josh dealership 26767 for 7:30 am. Customer wanted verification that the repair of the seat belt will be covered. Agent advised per lines 520 and 521.
Customer [redacted] s mother) called to speak with CM SH1157 or KT309. As neither are currently available, Writer warm transferred customer to CM SB1484 for further assistance.
Customer s mother ([redacted]) contacted to give Case Manager an update. Customer stated that the seat belt is supposed to be replaced in the vehicle. Customer stated that the vehicle was brought to dealership on 1/8/2014, but that the dealership had ordered the incorrect part. Customer stated that the part was ordered on that day and should be at dealership no later 1/13/2014. Customer is wondering if a loaner could be provided while the repairs are performed as well. Customer requested Writer s name and extension and Writer advised Customer.
Writer calling service department 804-733-4664 Josh
he stated that the part is in and that he has contacted the customer on Monday 1.13.2014 that the part is in and that they could come and bring the vehicle in on Tuesday 1.14.2013 to have repair completed. The repair should be completed in one day he stated.
804-733-4664 Writer calling service manager Josh
stated that the customers car was repaired yesterday and that she has it now. Josh stated that he was concerned about getting paid. Writer stated that there is two goodwills. One made 11.06.2013 and one 12.13.2013 with no co-pay. Writer stated that if he has questions to please give us a call back.
[redacted] No answer. Calling customer to advise them that we have been informed that the repairs have been completed. Writer stated that we were calling to make sure that they were satisfied with the repair. Writer stated that if they are having no issues there is no reason to

call us back. Writer stated that if they are having an issue to please give us a call and left contact information. Writer stated that if we do not hear back from them by Monday 1.20.2014 case will close.
Ms. [redacted] called to speak with CM KT309. Writer warm transferred customer to CM as KT309 was not available. Customer does not want her case closed as the prior message indicated it would be. Customer confirmed she has her vehicle back and the repair was completed, but the replacement seatbelt/shoulder strap is black, when the other original belts in the vehicle are gray. As CM KT309 was not currently available, Writer warm-transferred customer to available CM MV860 for further assistance.
Customer called in wanted to be transferred to original CM. Customer was transferred to ext. 66151. Customer stated that she went to pick her vehicle up and when she got her vehicle the shoulder straps were not the same color as all of them. All 3 of her shoulder straps were black except one. One shoulder strap was gray when the customer picked up the vehicle. Customer also stated that the Sm stated that the customer shouldn t be complaining because she did not even pay for it. Writer advised customer that writer will note the case and contact the SM to see why they put a gray shoulder strap. Writer advised follow up 1-21-14.
Writer attempted to contacted customer. Left message.
No call back from customer. Closing the CSI alert.
Caller Mrs [redacted] she alleged check engine light came on and vehicle not want to start, she is taking the vehicle into dealer 26767 today and will call us back .

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3911	9L7[redacted]	**Open Date**	10/26/2013	**Built Date**	07/30/2009	
Model Year	2009	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	12/04/2009	**Mileage**	80,000	**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	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]
	LEONARD TX[redacted]	**Country**	UNITED STATES

Corporate - Survey By-Pass - No Diagnosis - Default - Default	As per Answer ID 23513
Corporate - Recall - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	

Briefly summarize why the customer is contacting Chrysler: Customer contacting Chrysler to determine if any recalls on vehicle related to air bag light coming on. Customer air bag light is currently on and customer has read online of a related recall.
Briefly summarize what the customer is expecting: Customer expecting to determine if any recalls related to air bag light.
Agent informed customer there are no recalls on vehicle at this time and no previous recalls related to concerns. Agent accessed DealerCONNECT and found recall M31 that customer has found online. Agent informed customer recall is only for vehicles with right hand drive. Customer understood.
Agent offered to contact DLR to have issue diagnosed. Customer refused.
Customer had no other concerns.
Reassign to KG363 for diagnosis.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2414	8L[redacted]	***Open Date***	10/28/2013	***Built Date***	03/19/2008	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	09/04/2008	***Mileage***	56,879	***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	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]
	LIVINGSTON CA[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer inquiring about recalls
Product - Electrical - Speedo/Gauges/Ometer/EIC - Intermittent or Inoperative - Default	Customer states airbag light keeps going off

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer wants to know if he has a recall.
Briefly summarize what the customer is expecting:
Customer wants to know if his vehicle has a recall on it.
****End structured narrative T2 - Beginning Narrative
Customer states his airbag light keeps going off. Customer states that the airbag warning sound goes off intermittantly. Customer wanted to know if this could be fixed under a recall.
Agent advised customer there are no incomplete recalls on his vehicle.
Agent advised in the event his vehicle was in a recall he would receive notification in the mail.
Agent checked for any RRT s, open recalls or bulletin s in Dealer Connect for this VIN and found nothing.
Agent advised customer to have his vehicle diagnosed at a dealership.
Customer understood and thanked agent.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D19	BL[redacted]	***Open Date***	10/29/2013	***Built Date***	07/13/2011	
Model Year	2011	***Body***	JKJL72	JEEP WRANGLER SPORT 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	08/05/2011	***Mileage***	11,602	***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	58285	CHERRY HILL DODGE			
Dealer Address	1708 WEST MARLTON PIKE				
Dealer City	CHERRY HILL	***Dealer State***	NJ	***Dealer Zip***	08002

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	[redacted]
	MOUNT LAUREL NJ [redacted]	***Country***	UNITED STATES

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	multiple trips because concern was not fixed as promised

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Poor Service
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
My girlfriend dropped off my 2011 Jeep Wrangler on the night of 14th October to the dealership of Cherry Hill Chrysler Jeep and Dodge in Cherry Hill, New Jersey for some warranty work on my front passenger side seat belt. The seat belt locking mechanism would engage immediately upon trying to pull out the belt. I was not in a rush for the work to be completed due to me being in San Diego for some military training, but hoping to have my Jeep back before I returned to New Jersey on the 26th. My girlfriend received a call on Friday the 18th that the Jeep was ready, and she then picked up Wednesday the 23rd . After getting the paper work and picking up my vehicle, just before she left the lot, she decided to check to see if the seat belt was fixed. To her amazement the seat belt was not fixed and also noticed that my airbag light was lit. Furthermore, the maintenance guys did not clean up after themselves because the packaging for the seat belt was left behind. She then returned to the service counter and told them the work was not done. After looking at it, she was told that they did in fact order and replace the belt but apparently it was the wrong one and they would order a new one in the morning. They also took the vehicle back in for another 30 minutes to fix the airbag light. I find it dumbfounding that the maintenance personnel order the wrong seat belt, left the trash in my vehicle and made no mention of the issue until she approached them after checking the work herself. Thursday the 24th, my girlfriend called the dealership to follow up that the correct seat belt was ordered, which they said it was. Friday the 25th they confirmed that it was ordered and the vehicle could be dropped off Saturday the 26th. We dropped off the vehicle Saturday morning and I asked them to look into a noise that just started and they told me it would be $69 just to put the vehicle up on the lift. After all

we went through the week before, they couldn €™t just do a courtesy check for me? It turned out they did not charge me after the fact and told me their diagnosis of the noise but after the hassle with the seat belt I couldn €™t believe they couldn €™t waive that lift fee from the start. It shocks me that a simple seat belt fix took over a week to correct. The survey people contacted me about the recent work done on my vehicle after my girlfriend brought it home (to wait on the new part) and I told them the truth and what happened; I gave them very low scores because I was shocked at how poorly the service was conducted. I was told I would further be contacted by a manager for more information on my review and never was. I am very displeased with the business side of this specific dealership and have zero intention to bring my vehicle back to this dealership for further work. Due to this issue, I have already told a friend who moved to the area recently, specifically to not bring his 2012 Jeep Wrangler to this dealership.
*****END OF CUSTOMER EMAIL*****
Dear J[redacted]
Thank you for contacting the Jeep Customer Assistance Center.
We have received your email regarding your recent service experience at Cherry Hill Chrysler Jeep Dodge.
We regret your dissatisfaction with the service you received and appreciate the time and effort you took to bring this matter to our attention.
Based on the information provided by you, we can fully understand why you would not be pleased with the performance of the service team at Cherry Hill.
What we will do from here is contact the dealership by telephone and then file an internal complaint directed to that dealership and it s management. This will allow them to be made aware of your dissatisfaction as well as enable them to correct their behavior in the future. All of which will be documented in this case.
If there is a need for more information from you, we will contact you again via email.
At this time, we apologize for your inconvenience.
In order to continue maintaining your Jeep, please feel free to use the tool below to locate a dealership you would be more happy working with.
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,
Jennifer
Customer Service Representative
Jeep Customer Assistance Center
*****END OF EMAIL CAC RESPONSE*****
CSR will contact dealership on customer s behalf.
CSR contacted CHERRY HILL DODGE CHRYSLER JEEP @ 856-665-9000. Mike, service manager, not available. When transferred to service, phone rang many times with no answer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3914	9L7[redacted]	**Open Date**	10/29/2013	**Built Date**	07/29/2008	
Model Year	2009	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	04/25/2009	**Mileage**	99,000	**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	43508	CARSON DODGE-CHRYSLER INC			
Dealer Address	3059 SOUTH CARSON STREET				
Dealer City	CARSON CITY	**Dealer State**	NV	**Dealer Zip**	89701

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Airbag light is intermitting on and off
Corporate - Recall - Default - Default - Default	checking to see if the L37 recall was on this vehicle for the clock sprin
Recall - K13: INNER FENDER LINERS - Information Request	recall information
Corporate - CNA Change - Default - Default - Default	updated phone number

Briefly summarize why the customer is contacting Chrysler: Customer is calling in today regarding issues with the vehicle. Customer states that the airbag light is intermitting on. Customer states that he was reading online and notices that there was a recall L37 for this vehicle and was wondering if his vehicle was part of the recall.
Briefly summarize what the customer is expecting: Customer is expecting recall information. Agent advised customer that there are no recalls on this vehicle. Customer is looking for possible cost assistance. Agent advised customer that there is 1 recall on this vehicle for INNER FENDER LINERS. Agent advised customer that he could bring the vehicle into the dealership to have that recall performed. Agent advised customer that if there are any recalls for the issue customer will be notified by mail. Customer calling to follow up on recall L37. Agent appologized to customer but that recall does not apply to their vehicle. Agent advised customer of date range for affected vehicles and that it was for right hand drive vehicles. Agent advised that unfortunately the recall can not be applied to their vehicle. Agent advised if in the future it does ever become a recall they will receive a recall notice in the mail and they could submit for possible reimbursement if a repair is already completed by then. Cusotmer states the same thing described in the recall is happening so they feel it does apply. Agent appologized but the recall does not apply. Agent advised that the cost of repair would unfortunately be an out of pocket expense.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5918	9L7[redacted]	***Open Date***	10/30/2013	***Built Date***	02/25/2009	
Model Year	2009	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	04/14/2009	***Mileage***	58,000	***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	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	67211	GRAVA CHRYSLER JEEP			
Dealer Address	29 MYSTIC AVENUE				
Dealer City	MEDFORD	***Dealer State***	MA	***Dealer Zip***	02155

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

Recall - K13: INNER FENDER LINERS - Information Request	agent informed customer of recall K13
Product - Electrical - Lamps and Switches - Other - Default	customer states the air bag light are coming on and off
Product - Drivability - Unknown - Other - Default	customer states the vehicle makes noise when he drives

Briefly summarize why the customer is contacting Chrysler: Customer states the airbag light is coming on and off. Customer states the vehicle makes a noise.
Briefly summarize what the customer is expecting: Agent informed customer that he has recall K13 on vehicle and offered to transfer customer to DLR 67211 contact number [redacted] Customer inquired about assistance with the repairs. Agent informed customer the recall repair would be at no cost to himself but they couldn t assist in the other repairs. Agent transfer customer to DLR.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2413	9L7[redacted]	***Open Date***	10/31/2013	***Built Date***	03/16/2009	
Model Year	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	04/04/2009	***Mileage***	91,931	***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	44664	RON BOUCHARD CHRYSLER DODGE			
Dealer Address	282 LUNENBURG ST				
Dealer City	FITCHBURG	***Dealer State***	MA	***Dealer Zip***	01420

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

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Customer seeking cost assistance
Product - Electrical - Ignition System - Defective - Default	clockspring is broken

Briefly summarize why the customer is contacting Chrysler:
Customer states that he was advised by his dealership that he needs a new clockspring. Customer states he is calling in to see if any cost assistance can be provided.
Briefly summarize what the customer is expecting:
Customer expects cost assistance information.
Called dealership 44664Ù to confirm details of diagnosis.
Asked for Service Manager nameÙ. Spoke with Service Advisor ChiaraÙ.
What is the diagnosis?
SA states that the vehicle needs a new clockspring.
Is the concern a result of misuse/abuse/lack of maintenance? No
Could the customer have caused/prevented concern? No
Is the concern related to age and mileage? Yes
Is vehicle maintained? Yes
What is the general condition of the vehicle? Good
Have there been any previous related repairs? No
Have there been a previous out-of-pocket repairs? No
*If unable to duplicate concern,
*Have you had an opportunity to do a test drive with the customer?
*Has STAR been contacted? (If yes, obtain STAR case #)
What is the estimated cost of the repair? N/A
When could it be completed? N/A
Do you feel this customer should receive assistance? N/A
Has this customer been provided assistance previously? N/A
Would you be willing to provide assistance? (co-pay, D-12-27, discount)
N/A
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]
Customer email address for case updates: a[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? 44664 RON BOUCHARD CHRYSLER DODGE RAM
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District T * * * * * *
-Bought New
-New: 4
-Used: 0
-Household: 4
-MVP: ALTERNATE TRANSPORTATION - 2 YEARS
-MVP Status: Expired
-Out of Warranty by: 1 year 6 months, 55,000 miles
Writer spoke with some one in service who stated that Service Manager is not available and to try back around 3:00 EST.
Status update provided via email to the following email address:
[redacted]t
Here is some information that will be useful for you to have:
My contact information: 800-763-8422 EXT 66219
My hours in the office:10:00 AM 6:30 PM EST.
I will be reviewing your case and contact you by the end of business today.
End of Status Update
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted].
Writer spoke with customer who stated that 10,000 miles ago the airbag light came on. Customer stated that the his OBD reader was not reading anything so the took it to the dealer two days ago. Customer stated that the clock spring needs to be replaced. Customer stated that he does all the maintenance on the vehicle himself. Customer stated that he was told the repairs would cost about $550.00. Customer stated that he would like Jeep to pay for the repairs since he has bought multiple Jeeps. Writer informed customer of follow up on 11/05.
Writer spoke with Service Manager who sated that the point of failure is due to and open in the clock spring, which was causing the airbag code. Service Manager stated that this is not something that the customer could have caused. Service Manager stated that customer paid $100.00 for the diagnosis. Service Manager stated that the estimate given to customer on repairs was $549.00. Service Manager stated that warranty pricing is Parts: $159.00 and Labor: $168.80 for a total of $327.80. Writer advised Service Manager that goodwill should be offered with a customer co-pay of $170.00. Service Manager agreed. Writer informed RA will be submitted and follow up date will be 11/05.0
Writer spoke with customer advised that Chrysler will be providing financial assistance with a customer co-pay of $170.00. Customer agreed. Writer informed follow up on 11/05 to confirm repairs.
As a one-time goodwill gesture, Chrysler is approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $159.00
Labor = $168.80
Total = $327.80
Co-pay = $170.00
########## DIRECT-TO-DEALER ##############
Customer Care is sending this case to because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.
##################################[redacted]
Writer left message for Service Manager to call back to confirm repairs.
Writer attempted to contact customer. The line went dead.

Writer left message for customer to call back in regards to repairs.
Writer spoke with Service Manager Kiera who stated that repairs have been completed and customer has the vehicle.
Writer left message for customer informing that case will be closed in two days if issues have been resolved.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5910	7L1[redacted]	***Open Date***	11/06/2013	***Built Date***	12/13/2006	
Model Year	2007	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	01/13/2007	***Mileage***	90,200	***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	61512	HERRNSTEIN CHRYSLER INC			
Dealer Address	133 MARIETTA ROAD				
Dealer City	CHILLICOTHE	***Dealer State***	OH	***Dealer Zip***	45601

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

Product - Electrical - Unknown - Intermittent or Inoperative - Default	Airbag light comes on intermittently (X41) CLOCKSPRING
Corporate - CNA Change - Default - Default - Default	added a secondary phone number
Corporate - Dealer Information - Default - Default - Default	scheduled an appointment with dealership
Product - Fuel System - Unknown - Leaks - Default	when filling up vehicle with gas it pours out (X47) INLET CHECK VALVE

Briefly summarize why the customer is contacting Chrysler: Customer is calling in today regarding issues with the vehicle. Customer states that when filling the vehicle with gas the gas pours out and the airbag light is on. Customer states that she brought the vehicle into the HERRNSTEIN CHRYSLER INC yesterday and they couldn t do it for her.
Briefly summarize what the customer is expecting: Customer is expecting to have the (X41) CLOCKSPRING and the (X47) INLET CHECK VALVE completed. Agent called the HERRNSTEIN CHRYSLER INC dealership and spoke to Jeff who scheduled the appointment for 11/12/2013 at 8am to have the extended warrantees done.

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

VIN	1J4GA3911	9L76[redacted]	**Open Date**	11/06/2013	**Built Date**	03/20/2009	
Model Year	2009	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	05/06/2009	**Mileage**	106,000	**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	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 - Recall - Default - Default - Default	Customer seeking information about possible recall.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer seeking information about possible recall.

Briefly summarize why the customer is contacting Chrysler:
Customer seeking information about possible recall on vehicle. Customer states that the airbag light is on in his vehicle and he has read on the internet that there are issues with his make/model vehicle and these lights. Writer stated that there was no recall on his vehicle. Writer informed customer that as he should always do, keep documents concerning the repair, in case of a recall in the future.
Briefly summarize what the customer is expecting:
Customer seeking information about possible recall on vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3914	7L[redacted]	**Open Date**	11/06/2013	**Built Date**	02/21/2007	
Model Year	2007	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	04/23/2007	**Mileage**	83,000	**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	60590	AUTONATION CHRYSLER DODGE JEEP			
Dealer Address	21027 NORTH FWY # IH-45				
Dealer City	SPRING	**Dealer State**	TX	**Dealer Zip**	77388

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	X41 CLOCKSPRING

Briefly summarize why the customer is contacting Chrysler: [redacted]
called asking if the vehicle still had the open extended warranty on it as the air bag light is on and the horn is not working.
Briefly summarize what the customer is expecting: Customer wanted to complete the X41 CLOCKSPRING extended warranty as her vehicle is having simular symptoms.
Agent called the dealership and attempted to transfer the call but customer hung up just before the SA came to the phone. Agent had given the phone number to the dealership to book the appointment.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3910	9L7[redacted]	***Open Date***	11/06/2013	***Built Date***	04/03/2009	
Model Year	2009	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	07/18/2009	***Mileage***	41,450	***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	60023	AIRPARK CHRYSLER JEEP			
Dealer Address	15656 N HAYDEN ROAD				
Dealer City	SCOTTSDALE	***Dealer State***	AZ	***Dealer Zip***	85260

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

Corporate - Warranty Coverage - Default - Default - Default	Customer is seeking cost assistance

Briefly summarize why the customer is contacting Chrysler: Customer has stated that the airbag light is on and they want to know if Chrysler can do anything about the cost.
Briefly summarize what the customer is expecting: Customer is worried about the cost of repair to the vehicle because they are out of warranty. Writer stated that at this time we at Chrysler cannot make any guarantees on assisting with the cost. Writer contacted the DLR and was unable to contact the SM. Writer left a message to contact Jeep customer assistance centre in regards to possible cost assistance. Writer gave customer case number and stated that they can call back if they have any concerns.
-
Maureen SM at #60023 called in stating they have a CAIR [redacted]. SM reviewed customer s history with the dealership. SM states the customer does fall under the D-12-27 for goodwill. SM states they will offer the customer cost assistance on the repair. SM states after they speak with the SA in charge of customer s vehicle they will contact the customer with their offer.
-
Customer called to complain about the cost of the repair. Customer stated the dealership is charging him $750 for a job that he was quoted $435 at another dealerhip. Customer states the part is under recall on 2007 jeeps and he is having the same problem. Agent called (480) 556-7400 {60023} Airpark Dodge Chrysler Jeep and spoke to Maureen who advised she would do the work for $435 + tax. Agent tried to call the other dealership to verify the quote but was unable to reach. Customer thinks he should be involved in the recall. Agent advised customer to keep his invoice and if there is a future recall he will be reimbursed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA6D16	AL[redacted]	***Open Date***	11/07/2013	***Built Date***	06/12/2010	
Model Year	2010	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4			
In Service Dt	02/18/2011	***Mileage***	14,200	***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	67213	JOHN YOUNGBLOOD MOTORS			
Dealer Address	3525 SOUTH CAMPBELL STREET				
Dealer City	SPRINGFIELD	***Dealer State***	MO	***Dealer Zip***	65807

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	OZARK MO 6[redacted]	***Country***	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states espbas light has come on
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer states espbas light has come on. Agent contact John youngblood motors. SA advised that she should have that light plus a traction control light. SA states they would recommend the customer bring in the vehicle in to be looked at due to the fact these lights are also connected to the airbag. Agent advised customer and she disconnected.
Briefly summarize what the customer is expecting:
Customer states espbas light has come on
****End structured narrative T2 - Beginning Narrative
reassigned to nc603 for no diagnosis
Customer Angela the wife of Evan is calling back in as her vehicle has not been diagnosed yet and she wants to know what warranty is left on the vehicle.
Caller said the mileage is 14,192.
Agent advised the caller that she still has Basic Warranty which originally was
36 Months or 36,000 Miles and the remaining warranty is 4 Months or 21,808 Miles whichever comes first.
The Powertrain warranty originally was a 60 Months or 100,000 Miles whichever comes first.
The remaining Powertrain Warranty is 27 Months or 85,808 Miles whichever comes first with the mileage given of 14,192.
-
Agent called the closest dealership to the customer and they were busy and agent warm transferred the customer Angela on the line with Susan to have the SA call the customer to go over the caller s concerns and set up an appointment.
Agent updated COIN and added a second number.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3912	8L[redacted]	***Open Date***	11/08/2013	***Built Date***	10/19/2007	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	12/26/2007	***Mileage***	85,000	***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]
	FREDERICKSBURG VA[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Clockspring recall
Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	Declined
Corporate - Warranty Coverage - Default - Default - Default	Made aware of EXT warranty
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Undiagnosed

***** EMAIL BRIEF DESCRIPTION CONTENT *****
airbag light keeps coming on
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
***** CUSTOMER EMAIL *****
I have seen that the 2007 has a recall on the clockspring causing the airbag light to come on. My jeep is no longer under warranty and my light started coming on. I assume it is also the clock spring. Is this something I can have fixed under recall warranty?
***** END CUSTOMER EMAIL *****
***** CAC EMAIL *****
Dear[redacted]
Thank you for contacting the Jeep Customer Assistance Center.
We would like to apologize for the issue you are currently experiencing Brandon. Unfortunately, recalls are VIN specific. Recalls are determined by where the vehicle was built, when it was built, and with what series of parts. Your vehicle does not have any open recalls on it currently.
You have an extended warranty on the vehicle that would cover the 'inlet check valve'. This warranty is good for the life of the vehicle. You would know if you needed this repaired when fueling the vehicle. Have you noticed that when you fill your tank, that the fuel does not automatically shut off when the tank is full and may spill / spit out towards you? That is what this extended warranty covers.
We fully appreciate your concern, particularly in view of the expense and inconvenience involved, however, we are unable to accommodate your request for out-of-warranty consideration. The vehicle has exceeded the time and/or mileage limitations of the warranty (or warranties) we offered on the vehicle at the time it was purchased. Although we are unable to provide a more favorable reply, we appreciate the opportunity to review your request.
Thank you again for taking the time to communicate with us. We re sorry we cannot provide a more favorable reply.
Sincerely,
Tyler
Customer Service Representative
Jeep Customer Assistance Center

***** END CAC 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.
* *
Briefly summarize why the customer is contacting Chrysler: Customer states they have been having issues with the air bag light coming on in their vehicle. Customer states the light has been coming on intermittently for about 6 months but now is on all the time. Customer states they have been doing research online and believe it is the clock spring causing the issue. Customer states they have seen a recall for 2007 model Jeeps for the same issue. Customer states they were told on the forums to call CAC to have them cover the costs. Customer states their Jeep is just a toy to them and they only drive it on the weekends.
Briefly summarize what the customer is expecting: Customer is expecting recall information.
Agent advised the customer that their vehicle was not affected by a clock spring recall. Agent informed the customer that there may be one for other Jeeps but recalls are very VIN specific and depend on a lot of different variables including build date and location. Agent advised the customer that they could get them in contact with a DLR in their area to diagnose the issue and have the repair completed. Customer stated they could do the repair themselves, they just thought Jeep would cover the costs because it is such a widespread issue. Agent explained again the customer that their vehicle was not affected by the recall and why. Customer thanked agent.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA6912	8L[redacted]	***Open Date***	11/12/2013	***Built Date***	01/24/2008	
Model Year	2008	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	02/13/2008	***Mileage***	74,906	***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	26818	POWAY CHRYSLER DODGE JEEP RAM			
Dealer Address	13811 POWAY RD				
Dealer City	POWAY	***Dealer State***	CA	***Dealer Zip***	92064

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

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

Briefly summarize why the customer is contacting Chrysler: Customer called in stating they went to the dealer because their air bag light was on. Customer states the dealer advised that they did not see his service contract in the system. Customer also stated that they were advised that they had the lifetime powertrain warranty but missed the 5 year inspection. The agents system still shows the lifetime powertrain warranty but does not show that he had the inspection. Agent contacted the dealership and spoke to SA Chris who advised that they did find their service contract but the repair is not covered under the warranty. SA Chris also advised that he sees that they were at the dealer a few times in March but he did not have the inspection completed. SA Chris also stated that he cannot confirm if he received letters as they were a brand new dealer then and wouldn t of had his information. Agent advised customer what SA Chris had stated and customer wants to have an extension on the lifetime powertrain warranty.
Briefly summarize what the customer is expecting: Customer is expecting agent to help get this fixed.
[redacted]
Waiting for corporate decision
Waiting for corporate decision
Still waiting for corporate decision
DM notes [redacted] CUSTOMER CARE APPROVES THE LPLW INSPECTION TO TAKE PLACE BEYOND THE ELIGIBILITY PERIOD. THE CUSTOMER HAS UNTIL THE CLOSE OF BUSINESS ON 12/3/2013 TO HAVE THE INSPECTION SUBMITTED. DCP15
Agent attempted to contact the customer at [redacted] but customer was unavailable. Agent left a message on [redacted] advising customer of lines 22 - 24. Agent also advised customer if he has any questions to call us back and provided him the US CAC contact number and his case number.
2[redacted] - CUSTOMER CARE APPROVES THE LPLW INSPECTION TO TAKE PLACE BEYOND THE ELIGIBILITY PERIOD. THE CUSTOMER HAS UNTIL THE CLOSE OF

BUSINESS ON 12/10/2013 TO HAVE THE INSPECTION SUBMITTED. NC603 [redacted] called in stating they received a call saying that the LPLW was extended until December 3, 2013 but we have had a death in the family on November 29, 2013 and have not had a chance to get the vehicle to the dealership to get the inspection completed. Customer was looking to see if they could extend it due to bereavement.
**Agent reviewed with TL NC603 and agreed to extend for 1 week.
**Agent advised customer that we will look to extend the inspection period for 1 more week and the inspection will have to be completed by December 10, 2103. Customer was looking to see if that could be extended by 2 weeks as they would be out of town from Dec 4-11. Agent asked if customer could have someone else bring the vehicle to the dealership to get the inspection done. Customer states they can look to do that. Customer thanked agent for the extension.

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

VIN	1J4FA2419	8L5[redacted]	**Open Date**	11/13/2013	**Built Date**	08/18/2007	
Model Year	2008	**Body**	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	11/17/2007	**Mileage**	50,000	**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	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**	
	QUEEN CREEK AZ[redacted]	**Country**	UNITED STATES

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Advised customer of open recall
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	Advised customer of open recall
Corporate - Recall - Default - Default - Default	Customer seeking recall information on vehicle

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Briefly summarize why the customer is contacting Chrysler: the customer is seeking recall information
Briefly summarize what the customer is expecting: the customer is seeking recall information.
The customer, Ms[redacted] provided writer with her VIN and was inquiring about any open recalls on the vehicle.
Writer reviewed her information and provided her with the incomplete recalls on her vehicle:
-J24
-K13
And advised her that the vehicle can be brought to any dealership to have these recalls completed at no cost to her. Writer further inquired if the customer was experiencing any issues with the vehicle and she stated that her air-bag light is illuminated. Writer advised her that she could have the vehicle diagnosed by a dealership to determine the issue, however, due to the fact that this component is only covered for 336, the costs would be her responsibility.
She thanked writer for the information and provided writer with her new address as follows;
[redacted]
QUEEN CREEK, AZ
[redacted]

CLOSED LOOP UPDATE - customer referred to dealership.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2418	7L1[redacted]	**Open Date**	11/14/2013	**Built Date**	03/07/2007	
Model Year	2007	**Body**	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	04/10/2007	**Mileage**	85,000	**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	45138	NORTH JACKSON CHRYSLER JEEP DODGE			
Dealer Address	5395 I 55 N				
Dealer City	JACKSON	**Dealer State**	MS	**Dealer Zip**	39206

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	
	GREENVILLE MS 3[redacted]6	**Country**	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	advised customer of 2 extended warranties
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light is on
Recall - G40: REPROGRAM EBC MODULE - Advise Owner/Incomplete Recall	recall on vehicle
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	recall on vehicle
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	recall on vehicle

Briefly summarize why the customer is contacting Chrysler: The customer had called in stating that his air bag light has been going off and on.
The customer had called in inquiring about any recalls on his vehicle.
Briefly summarize what the customer is expecting: Information on recalls.
Agent had advised the customer there are 3 incomplete recalls on vehicle. None of the recalls are for the air bag light. Agent also advised the customer that he has 2 extended warranties on his vehicle that Chrysler had put on. X32 inlet check valve and X41 clock spring. Agent had advised the customer that the clock spring just may solve the air bag light problem. Agent had asked the customer when he fills his tank does the gas spill out. The customer stated yes. Agent advised the customer the warranty for the inlet check valve will fix that problem. Agent had advised the customer the repairs will have to be done at a dealership to be covered under those extended warranties. Agent had given the customer the name and phone number of a DLR in his area. Agent offered to call them, customer declined.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BB3H11	AL[redacted]	***Open Date***	11/14/2013	***Built Date***	09/15/2009	
Model Year	2010	***Body***	JKTM74	JEEP WRANGLER UNLIMITED SPORT 4X2			
In Service Dt	11/15/2009	***Mileage***	71,000	***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	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 [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light is on
Corporate - Recall - Default - Default - Default	recall inquiry

Briefly summarize why the customer is contacting Chrysler: [redacted] a stated that the air bag is on.
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 stated that she had read of a possible recall online.
Writer offered to research the recall in question.
Customer stated that she was on her way back into work and would have to disconnect the call.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3915	9L7[redacted]	**Open Date**	11/15/2013	**Built Date**	08/12/2008	
Model Year	2009	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	01/28/2009	**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	43300	ALLEN SAMUELS EAST TEXAS DODGE			
Dealer Address	3120 SSW LOOP 323				
Dealer City	TYLER	**Dealer State**	TX	**Dealer Zip**	75701

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	
	TYLER TX 7[redacted]	**Country**	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	customer feels vehicle should be included in recall
Corporate - Recall - Default - Default - Default	customer seeking recall information
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	customer states issue with air bag light

Briefly summarize why the customer is contacting Chrysler:Customer seeking recall information. Customer states issue with air bag light coming on and beeping. Customer states she took vehicle to dealership for repairs. Customer states she has researched online and feels her vehicle should be included in the recall for air bag issue. Agent reviewed VIP and advised customer there are no recalls on vehicle regarding air bag light. Agent advised customer recalls are VIN specific. Agent advised customer to keep receipts in case there is a recall in the future they can send in for reimbursement consideration. Customer was upset her vehicle is not included in recall and disconnected line.
Briefly summarize what the customer is expecting:Customer seeking recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3918	8L[redacted]	***Open Date***	11/15/2013	***Built Date***	06/03/2008	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	09/16/2008	***Mileage***	123,000	***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***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	YUMA AZ[redacted]	***Country***	UNITED STATES

Corporate - NHTSA - Inquiry - Default - Default	Customer asking about N45/46/47 recalls
Corporate - Recall - Default - Default - Default	Customer inquirying about past recalls on vehicle
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states air bag warning light is illuminated
Product - Fuel System - Fuel Tank - Other - Default	Customer states fuel will over flow when filling the tank
Product - Electrical - Horn - Intermittent or Inoperative - Default	Customer states horn will not function at all

Briefly summarize why the customer is contacting Chrysler: Customer is calling seeking recall information on her vehicle. Customer is inquiring about recalls N45/46/47 and what the proceedings will be regarding her vehicle. Customer calling to see if any recalls effect her horn or airbag light. Customer states horn does not function and airbag light is illuminated. Customer inquired about recalls previously completed on vehicle. Customer also inquiring if there are recalls involving the fuel system as it over flows whenever she fills the tank.
Briefly summarize what the customer is expecting: To know about past recalls, the N45/46/47 recalls and if there are known issues regarding the horn and airbag light on this vehicle.
Agent advised customer that her vehicle was not included in the recalls N45/46/47. Agent advised customer of completed recalls J24,J30 and K13. Agent advised customer there are no open recalls involving the horn or airbag light illuminating. Agent advised customer of extended recall X47 involving the inlet check valve. Agent advised customer she should book an appointment with a dealer to have the horn and airbag light concerns addressed and the fuel overflow address.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3918	7L[redacted]	**Open Date**	11/19/2013	**Built Date**	12/23/2006	
Model Year	2007	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	01/06/2007	**Mileage**	71,000	**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	44618	BURDICK DODGE CHRYSLER JEEP			
Dealer Address	5885 E CIRCLE DR				
Dealer City	CICERO	**Dealer State**	NY	**Dealer Zip**	13039

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	SCRANTON PA [redacted]3	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	light is on

Briefly summarize why the customer is contacting Chrysler: Customer calling for information that his air bag light is on.
Briefly summarize what the customer is expecting: Customer expecting to fix the issue of air bag light on.
As per manual page 62 agent stated to customer Customer calling to state she does not agree with the decision. Agent stated to customer that this is Chryslers final decision and would not be overturn. Agent apologized to customer but stated that no goodwill will be offered.
Agent stated to customer that he should have a Chryler dealership diagnosis vehicle as to why the air bag light is on. Customer understood

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA691X 8[redacted]	**Open Date**	11/20/2013	**Built Date**	11/09/2007		
Model Year	2008	**Body**	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	11/25/2007	**Mileage**	87,000	**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	44962	FOLSOM LAKE DODGE			
Dealer Address	12545 FOLSOM BLVD				
Dealer City	FOLSOM	**Dealer State**	CA	**Dealer Zip**	95630

Owner	[redacted]	**Contact Type**	FAX
Address	[redacted]	**Home Phone**	
	SHINGLE SPRINGS CA 9[redacted]	**Country**	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	Customer contacted because his powertrain inspection had been completed

Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting: Customer contacted Chrysler to inquire about potentially getting a credit towards a new jeep because he paid for his own repair. Customer also stated that he did have the powertrain inspection completed and that he has the paper work currently. Writer asked the customer to send in the powertrain inspection sheet and we will look into having his warranty reinstated.
Reassigned to 86Y
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls:no
Name of person writing in:
Does customer have an e-mail address: [redacted]t
Concern: LLPTW
Reviewed previous files:Yes and it was declined, but Customer advising he has new evidence of Powertrain inspection being completed. Writer will wait for documentation
POSTMARK DATE: 112213; DATE RECEIVED: 112213
DEALER CONTACT: Customer has submitted document - LLPTW inspection, passed dated 5/8/13 RO#[redacted]61, which still puts it outside of allowable window(60 days prior to or after 11/25/2012, ISD 11/25/2007). Writer is calling CALIFORNIA SUPERSTORES FOLSOM, 916-355-9999 to verify if dealer issued this document. Writer spoke to SA Robert who confirmed Customer was in at that time and was reporting an airbag light issue , and a transmission issue. SA Robert advised that SA Brian was the assigned technician to contact back on Monday. Writer requested to speak to SM Ron Crisswall. Writer was only able to leave a voicemail. Writer advised of Customer name, Case# RO#and Agents direct extension. Writer was wondering if SM can verify his signature on document.
POSTMARK DATE: 112213; DATE RECEIVED: 112213
Writer attached duplicate document.
*Writer acknowledges duplicate.

DEALER CONTACT: Writer called CALIFORNIA SUPERSTORES FOLSOM, 916-355-9999. Writer was only able toleave a message. Writer provided Customer name/ VIN 8L5[redacted]/Case #[redacted]. and US CAC for contact. Writer is going to send this request up as per normal process.
Does the customer have a copy of the invoice where the inspection was performed?
Customer has included a RO[redacted]1Inspection document.
Reviewed with TL JK. JK advises to try contact with SM again Friday, and then Monday, if no call back escalate to CM.
DEALER CONTACT: Writer called CALIFORNIA SUPERSTORES FOLSOM 916-355-9999, Receptionist advised Service was closed to day. Writer will try again Monday.
DEALER CONTACT: Writer called CALIFORNIA SUPERSTORES FOLSOM 916-355-9999. Writer can only leave a voicemail. Writer provided US CAC for contact, Case #,Customer VIN and issue involves LLPTW.
***On the submitted document question 3 all boxes are checked, signature is not clearly defined as any name.
JK advised to escalate to 86H, Writer cannot reach dealer.

Writer notes that within CAIR[redacted], dated 04/30/13, the customer contacted us in regards to his lifetime power train warranty request for an extension for the inspection and was declined any participation from Chrysler.

Writer notes that the customer s ISD is 11/25/2007, so the window to have their inspection completed is as follows:
09/25/12-01/25/13
Writer further notes that the documents that the customer has supplied us show that their inspection was completed on:
05/08/13 @ 81,467 miles.

Writer contacted the customer at 5[redacted] at 4:30pm and reached his VM. Writer left a detailed message for the customer advising him that his documents have been received and fully reviewed, and that writer would like to further discuss the information with him and requested a return call. Writer provided all contact information with CAIR number and hours of availability.

Writer received a message from the customer @ 1:02pm returning writer s call and requested a return call at writer s earliest convenience.

Writer contacted the customer at[redacted] at 3:10pm and reached his VM. Writer left a detailed message advising the customer that their request to have their lifetime power train inspection extended has been determined and writer would like to discuss this information with him and requested a return call. Writer provided all contact information with CAIR number and hours of availability.

Writer received a message from the customer @ 12:22pm in reference to the message that writer left and requested a return call.

Writer contacted the customer at[redacted] at 12:50pm and spoke with Mr.[redacted] who apologized to writer and stated that he will have to call writer back due to the fact that he was currently on another call at the moment.

Writer received a call from the customer, Mr[redacted] at 3:55pm. Writer advised him that his case was thoroughly reviewed in regards to his request for his lifetime power train inspection extension and advised him of the time frame in which this inspection would have needed to be completed, and therefore, due to this fact, we cannot extend the inspection time frame. The customer stated that this inspection time frame is a joke and he understands that all of the information is located within his warranty, however, he feels that it is buried beneath the fine print and he is agreeing to disagree with writer on this fact, but is accepting this decline. He then inquired with writer if he can be

compensated in the form of some type of discount/incentive towards the purchase of a new vehicle. He stated that he is very upset with Jeep, however, he very much enjoys the Wrangler s and wants to purchase a Deep Forest Green one, however, we discontinued this color so he is waiting for Jeep to bring the color back, or he will take a look at the Burnt Orange one since the green is not available. Writer advised him that I would have to review his request for an incentive and return a call to him next week some time, which he thanked writer for the added assistance.

As per WEBCOIN, the customer shows to have 4 original vehicles in the household. This vehicle lost the WCC of 799 due to the missed inspection.

Status update provided via email to the following email address:

w[redacted]t

Dear Mr. [redacted]: This is Michelle, your Chrysler Representative, and I do apologize for the delay in the correspondence, regarding your request for possible incentives on a new Jeep vehicle. I am unable to provide you with any direct incentives, however do have a contact number for National Incentives for your inquiry about for your new purchase and that number is as follows:

1-800-227-0757

Also, on the brand web site: www.jeep.com under the shopping tools icon, you may choose your vehicle of interest, enter your zip code and the incentives that are being offered in your area will populate.

I do want to advise you that these are the only incentives that I have to offer you at this time.

Should you have any other questions in the future, please contact me directly and I will attempt to assist you at that time,

Sincerely, Michelle

End of Status Update

POSTMARK DATE: 122313; DATE RECEIVED: 122313

Writer notes that the documents attached are duplicates to the ones already attached to the customer s case file.

Status update provided via email to the following email address:

[redacted]t

Dear Mr. W[redacted]: This is Michelle, your Chrysler Representative and I am just following up with you in regards to your request for possible incentives on a new vehicle purchase. I did provide you with a previous email with the information that I have at my disposal regarding the available incentives. I hope that you received this email with the pertinent information requested. I wanted to advise you that your case will be closed at this time, however, should you require assistance in the future, you may contact me directly at 855-675-9291, EXT 4718097 and we can review the best course of action for you at that time. I thank you for your time and your loyalty to Jeep,

Sincerely, Michelle

End of Status Update

CLOSED LOOP UPDATE - customer contacted today.

Writer received a call from the customer, Mr. [redacted] in regards to his dissatisfaction with the fact that Jeep cannot assist him after being a long time Jeep owner. Not only is he disappointed in the fact that his power train warranty was negated, but now we cannot provide any type of incentive to stay with Jeep, so he wanted to ensure that his dissatisfaction is noted on his case file and if he could reach the executives to present them with his frustration he would. He understands writer s position and feels that Jeep as a corporation should contribute more to their loyal customer s. Writer empathized and agreed with him in regards that we are limited as to the compensation that we can provide to our customer s and hopefully moving forward we can improve this area of the business. He thanked writer for her time and for listening.

POSTMARK DATE: 012414; DATE RECEIVED: 012414

POSTMARK DATE: 022414; DATE RECEIVED: 022414

POSTMARK DATE: 032814; DATE RECEIVED: 032814

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6918	9L[redacted]	***Open Date***	11/20/2013	***Built Date***	08/01/2008	
Model Year	2009	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	12/02/2008	***Mileage***	67,000	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	45473	CUTTER CHRYSLER JEEP DODGE OF			
Dealer Address	905 KAMEHAMEHA HWY				
Dealer City	PEARL CITY	***Dealer State***	HI	***Dealer Zip***	96782

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	EWA BEACH HI [redacted]-	***Country***	UNITED STATES

Product - Electrical - Unknown - Intermittent or Inoperative - Default	Air bag light-clockspring

Briefly summarize why the customer is contacting Chrysler:Customer calling for clock spring replacement.
Briefly summarize what the customer is expecting:Customer seeking assistance for cost of clockspring.
Customer states needs to ship the vehicle from HI to Mainland and requires to have no warning sensors. Vehicle may qualify under Dealer Bulletin D-12-27.
Agent advised customer once Dlr diagnose the vehicle to contact CAC and we can contact the dlr at that point to seek possible assistance. Dlr of service is Cutter Chrysler 808-564-9640.
Customer contacted Chrysler Robert from DLR 45473 called as he said the customer s warranties are expired and the vehicle needs a clock spring.
Agent informed the customer that goodwill has been declined.
* * * * 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 called back and was inquiring if there is any assistance for the repair. Agent advised the customer that the decision stands that there is not assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5912	7L[redacted]	***Open Date***	11/22/2013	***Built Date***	10/05/2006	
Model Year	2007	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	11/11/2006	***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	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68611	MORITZ CHRY/JEEP			
Dealer Address	9101 SPUR 580 WEST				
Dealer City	FORT WORTH	***Dealer State***	TX	***Dealer Zip***	76116

Owner	SALES , AUTO	***Contact Type***	TELEPHONE
Address	9101 SPUR 580 WEST	***Home Phone***	(817) 239-6300
	FORT WORTH TX 76116-	***Country***	UNITED STATES

Product - Electrical - Body Wiring - Defective - Default	back ordered part
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler:customer is
owner if riachards auto parts, he bought this vehicle, and has a new
buyer, the problem is he is waiting for a air bag light wiring harness.
It is on back order. Customer is about to lose the sale and wants the
part faster.
Briefly summarize what the customer is expecting: part expedited.
Agent contacted DLR, spoke to Parts Manager Charlie who states it on back
order and eta is 01/22/2014.
Writer contacted MORITZ CHRYSLER/JEEP/DODGE 68611 poke with parts manager
Charlie. part information for order is as follows:
Part #:68003028aa
Part Description: wiring harness
Order # [redacted]
ETA:01/17/2013
Is customer in rental?no
If yes, who authorized rental?no
Is the vehicle off road? yes
Order type: Special Handling/VOR
Writer advised customer that their parts concern will be escalated to the
Parts Support team for parts resolution, and that their Case Manager
will provide them updates on the status of the part within 4-5 days.
If an update is received sooner, customer will be contacted sooner.
Assigned case to Choose oneÙ (96W (Parts Only)) or (88F) for handling.
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITING for
Part#68003028AA,Order#008315,OMC#25688285
on 2013-11-25 @ 13:52
**********96W TRIAGE TEAM**********
****** Following Corporate Resource has been contacted ******

PARTS EXPEDITED ON:2013-11-25 @ 13:52
PART NUMBER:68003028aa
PART DESCRIPTION:wiring harness
ORDER NUMBER:008315
CUSTOMER IN RENTAL (Y OR N):n
WHO AUTHORIZED RENTAL:na
HOW MANY DAYS IN RENTAL:na
ASSIGN TO:TH658
**********END OF TRIAGE**********
****** START OF SUPPORT ESCALATION by T9693M0******
**** Update from Expediting Team for ****
Part#68003028AA,Order#008315,OMC#25688285
Order has been forced to the Mexico Depot. ETA week of 12/09.
****** END OF SUPPORT ESCALATION ****** by T9693M0
OMC# 25688285Order# 008315 FOR PN: 68003028AA IS RESOLVED
**********96W PARTS STATUS UPDATE **********
OMC# 25688285Order# 008315 FOR PN: 68003028AA IS RESOLVED
CM called DLR PM Stacey@817-696-2000. DLR stated that the part has not arrived.
**********96W PARTS UPDATE **********
Writer checked GPOP and found part status as ___01/17/14_____.
ETA for part is ___01/17/14_____.
**********END OF UPDATE **********
CM called Customer@8[redacted]. CM stated that the Tentative ETA is week of 01/17/13. CM also stated that the part is in transition, and that we are working on getting the part in faster. CM stated that we will follow up with the Customer on 12/09/13.
**********96W PARTS UPDATE **********
Writer checked GPOP and found part status as _____01/17/14_____.
ETA for part is _____01/17/14___.
**********END OF UPDATE **********
CM called PM DLR Mario@ 817-239-6300. DLR stated that the part has arrived and the vehicle has been repaired.
CM called Customer@[redacted]. DLR stated that the part has arrived and the vehicle was repaired and picked up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6911	8L[redacted]	***Open Date***	11/25/2013	***Built Date***	03/13/2008	
Model Year	2008	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	03/20/2008	***Mileage***	99,100	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	45647	PREFERRED CHRYSLER DODGE JEEP RAM			
Dealer Address	810 ROBBINS ROAD				
Dealer City	GRAND HAVEN	***Dealer State***	MI	***Dealer Zip***	49417

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	SPRING LAKE [redacted]	***Country***	UNITED STATES

Recall - J24: MOPAR TOW BAR - Other	Customer does not have the Mopar Tow Bar and does not need this repair
Product - Electrical - Occupant Classification System - Unknown - Default	Customer states that his airbag light goes on/off Intermittently

Briefly summarize why the customer is contacting Chrysler: Customer states that his airbag light comes on and off intermittently. Customer states he read online that there is a problem with the ORC module in the jeeps and that there are clock spring issues that contribute to the light coming on.
Briefly summarize what the customer is expecting: Customer states he was looking for a case # before he got the vehicle diagnosed.
Agent advised there are no recalls or Ext warranties in regard to the issue s he s having and there is nothing we can do until there is a diagnosis on the vehicle. Customer states that he will get it diagnoses but doesn t want to be told he needs a whole bunch of work like he has been told at other dealerships.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA5918	8L[redacted]1	***Open Date***	11/27/2013	***Built Date***	10/03/2007	
Model Year	2008	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	10/26/2007	***Mileage***	116,630	***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	41458	SOUTHTOWN DODGE INC			
Dealer Address	7127 S LINDBERGH BLVD				
Dealer City	ST. LOUIS	***Dealer State***	MO	***Dealer Zip***	63125

Owner	[redacted]N	***Contact Type***	TELEPHONE
Address	[redacted]DR	***Home Phone***	[redacted]
	PACIFIC MO [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	clock spring

Briefly summarize why the customer is contacting Chrysler: Customer is calling about his air bag light coming on intermittently.
Customer states that he saw online something about the clock spring being covered.
Briefly summarize what the customer is expecting: Customer expects to know if he has any coverage for the clock spring.
Agent advised Customer that the clock spring would not be covered for him under any recalls or extended warranties. Customer understood.
Customer asked about a price. Agent advised Customer that he would need to speak to a DLR

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5914	9L7[redacted]	**Open Date**	11/29/2013	**Built Date**	08/07/2009	
Model Year	2009	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	09/01/2009	**Mileage**	73,100	**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	67188	BROOKFIELD CHRY-PLYM INC			
Dealer Address	544 NO MAIN ST				
Dealer City	WATERVLIET	**Dealer State**	MI	**Dealer Zip**	49098

Owner	[redacted]	**Contact Type**	E-MAIL
Address	[redacted].	**Home Phone**	[redacted]
	EAU CLAIRE MI 4[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag stays on
Product - Engine - Intake/Exh Manifolds/Turbo - Leaks - Default	Customer states exhaust leak

***** EMAIL BRIEF DESCRIPTION CONTENT *****
2009 Jeep Wrangler Unlimited
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Air bag light stays on. Sometimes fails to crank once warmed up. Exhaust leak, cracked manifold. Dealer failed to fix starting and air bag problem.
****END OF CUSTOMER EMAIL****
Dea[redacted]
Thank you for contacting the Jeep Customer Assistance Center.
We appreciate the time and effort you took to bring this matter to our attention for further review and handling.
We regret the concerns you are experiencing with the vehicle at this time.
We would like to review the concerns further, once the dealership has been contacted for further information we will contact you to address the issues further.
Thanks again for your email.
Sincerely,
Josh
Customer Service Representative
Jeep Customer Assistance Center
****END OF CAC EMAIL RESPONSE****
Brookfield Dodge asked me to bring my jeep back in and they worked on the starting issue and so far it has been working. They went out of their way to make me satisfied. They took my jeep in for repair as soon as I arrived. In less than one hour they had it fixed, at no cost to me! They surprised me at how much they wanted me to be happy. Thanks Steven A. Forkner
****END OF CUSTOMER EMAIL****
Dear[redacted]

Thank you for contacting the Jeep Customer Assistance Center.
In regards to your email, thank you for your recent email I have documented the information on file.
I m glad the dealership has resolved the concern, and provided you with good service.
I will close the file at this time, however if you experience further concerns please feel free to contact us again.
Thanks again for your email.
Sincerely,
Josh
Customer Service Representative
Jeep Customer Assistance Center
****END OF CAC EMAIL RESPONSE****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D18	AL[redacted]	***Open Date***	12/02/2013	***Built Date***	04/23/2010	
Model Year	2010	***Body***	JKJL72	JEEP WRANGLER SPORT 4X4			
In Service Dt	06/23/2010	***Mileage***	50,000	***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	26783	ZEIGLER CHRYSLER DODGE JEEP, LLC			
Dealer Address	208 W GOLF RD				
Dealer City	SCHAUMBURG	***Dealer State***	IL	***Dealer Zip***	60195

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	2[redacted]	***Home Phone***	([redacted]
	CARPENTERSVLE IL [redacted]8	***Country***	UNITED STATES

Recall - M22: TRANSMISSION SKID PLATE - Advise Owner/Incomplete Recall	advised of incomplete recall
Product - Electrical - Occupant Classification System - Unknown - Default	air bag light is on
Corporate - Product Information - Default - Default - Default	build sheet request
Corporate - Recall - Default - Default - Default	recall not on vin, clockspring recall inquiry

Briefly summarize why the customer is contacting Chrysler: Customer called asking how to get a build sheet. Agent advised of the incomplete recall on the vehicle. Customer asked about other recalls on the vehicle. Agent advised the only incomplete recall is the m22 recall. Customer states the air bag light is coming on and mentioned a recall for the clock spring. Agent advised this recall does not apply to her vehicle. Agent advised to obtain a build sheet she needs to go to www.jeep.com/jeepcares to fill out the webform. Customer states she will do that.
Briefly summarize what the customer is expecting: Build sheet and recall information

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA3H10	BL[redacted]8	**Open Date**	12/02/2013	**Built Date**	02/07/2011	
Model Year	2011	**Body**	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4 SPORT UTILITY			
In Service Dt	04/26/2011	**Mileage**	40,000	**Dealer Zone**	74	DENVER	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PB4	COSMO BLUE					
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**	[redacted]
	ESBON KS[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	warranty coverage
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer states the vehicles air bag light is on
Briefly summarize what the customer is expecting:
Customers seeks warranty information
Agent advised the basic warranty has expired.
Customer may seeks cost assistance
The vehicle has not been diagnosed.
Agent contacted service contracts
1-800-521-9922 option 4
The service contract is expired for oil changes.
Agent transferred to
Landmark Dodge Chrysler Jeep
Visit dealer website 1900 S Noland Rd
Independence, MO 64055
(816) 833-2100
The diagnosis fee is $109.50
Reassigned to br379 (no diagnosis within dealership enpowerment

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4HA3H16	AL[redacted]	***Open Date***	12/02/2013	***Built Date***	05/27/2010	
Model Year	2010	***Body***	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	06/15/2010	***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	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***	
	OKLAHOMA CITY OK [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking recall information regarding the clockspring.
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer states there is an issue with the clockspring.

Briefly summarize why the customer is contacting Chrysler: Customer is calling because he has an issue with the air bag light coming on intermittently.
Briefly summarize what the customer is expecting: Customer is expecting recall information as he feels there is a recall for this issue. Customer states he saw that there is a recall for the clockspring for right hand drive vehicles and wants to know if it is on his vehicle. Writer advised customer there is currently no open recalls on the vehicle and on extended warranties for the clockspring on his vehicle. Customer inquired why there is a recall only on right hand drive vehicles and not all of them. Writer advised customer that recalls are VIN specific and can be related to the exact dates and plants the vehicle is manufactured at to qualify for a recall no just the make and model year of vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3918	9L[redacted]	***Open Date***	12/04/2013	***Built Date***	03/09/2009	
Model Year	2009	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	09/26/2009	***Mileage***	122,600	***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	60139	IMPERIAL CHRYSLER DODGE JEEP		CORPORATION	
Dealer Address	6 UXBRIDGE ROAD				
Dealer City	MENDON		***Dealer State***	MA	***Dealer Zip*** 01756

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	CUMBERLAND RI 0[redacted]	***Country***	UNITED STATES

Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	Advised owner of incomplete recall
Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	Customer seeking cost assistance - declined
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	airbag light intermittently turning on

Briefly summarize why the customer is contacting Chrysler: Customer states that the airbag light will intermittently turn on and off.
Customer states that his friend looked at the vehicle and told him that the vehicle needed a new clockspring. Customer states that he read online that many people have been having this issue was read that there was an extended warranty placed on some vehicles for this part.
Briefly summarize what the customer is expecting: Customer is expecting to have this part covered under warranty. Writer reviewed extended warranties and recalls on the vehicle. Writer reviewed extended warranties on clocksprings. Writer found the X41 warranty for 2007 Jeep Wrangler clocksprings. Writer advised customer that the extended warranty that he read about was for 2007 Jeep Wranglers not 2009 Jeep Wrangler Unlimited. Writer advised that since there are recalls or extended warranties on the vehicle and due to age and mileage of the vehicle we will be unable to assist with the cost of the repair.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

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

VIN	1J4GA6418	8L[redacted]	**Open Date**	12/04/2013	**Built Date**	02/14/2008	
Model Year	2008	**Body**	JKJS72	JEEP WRANGLER RUBICON 4X4			
In Service Dt	03/25/2008	**Mileage**	110,032	**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	60268	ENUMCLAW CHRYSLER JEEP DODGE			
Dealer Address	726 ROOSEVELT AVE				
Dealer City	ENUMCLAW	**Dealer State**	WA	**Dealer Zip**	98022

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	WILKESON WA 9[redacted]3	**Country**	UNITED STATES

Product - Electrical - Occupant Classification System - Unknown - Default	air bag light on
Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	vehicle out of warranty by time and mileage

Briefly summarize why the customer is contacting Chrysler: Customer called stating he is having problems with the air bag light. Customer states the warranty is out and he is being told it is going to cost him $120 to even look at it. Customer thinks it should still be covered under warranty. Agent advised that there is a standard diagnostic fee tha the dealership charges. Agent advised that the vehicle is far out of warranty so the repair would not be covered by us. Customer states that he has had it fixed before and wanted to know if that came with a warranty. Agent advised that it was reprogrammed and would not come with a warranty. Agent advised the repair would be at cost to him. Customer thanked the Agent and ended the call.
Briefly summarize what the customer is expecting: To have the repair covered under warranty
* * * * 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	1J4FA2419	8L[redacted]	***Open Date***	12/04/2013	***Built Date***	06/09/2008	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	09/27/2008	***Mileage***	67,000	***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	45405	NORTHWEST DODGE			
Dealer Address	19616 NORTHWEST FWY				
Dealer City	HOUSTON	***Dealer State***	TX	***Dealer Zip***	77065

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

Corporate - CNA Change - Default - Default - Default	COIN updated
Product - Electrical - Lamps and Switches - Other - Default	Clock spring
Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	Cost assistance declined
Corporate - Warranty Coverage - Default - Default - Default	LPLW warranty inspection extension review
Recall - J24: MOPAR TOW BAR - Other	MOPAR TOW BAR

Briefly summarize why the customer is contacting [redacted] states the air bag light came on and a buzzer was going off. Beth states she was advised that the repair will cost $445.00 for the Clock Spring and Hub.
Beth states she received a mailer from Chrysler regarding the LPLW and was advised that they missed the LPLW inspection.
Briefly summarize what the customer is expecting: Cost assistance and LPLW inspection extension.
Agent advised Beth that the LPLW inspection extension will be sent off for review.
Agent emailed TL for the LPLW inspection extension review.
Agent advised [redacted] that further research in needed to be completed regarding if Chrysler will be able to assist with cost, but not guaranteed.
[redacted]s best contact number [redacted]
**
Called dealership Northwest Chrysler, 45405 to confirm details of diagnosis.
Spoke with Eric, SA. Eric, SA, state they are completing a recall on the Jeep.
Eric, SA, states that Donny is the SA for this customer and he is not working today.
Agent provided Eric, SA, with the CAIR # and CAC call back number to have the SM call CAC back.
**Next agent please complete the Dealers funnel and ask the SM if he/she

is willing to provided a discount to the customer for repair. ***
$445.00 Clockspring
Missed 5 year powertrain inspection
ISD 09/27/2008.
SM Donny personnal contact number 832-912-2531.
Called dealership 45405 to confirm details of diagnosis.
Asked for Service Manager Donny. Spoke with SM Donny.
What is the diagnosis? Vehicle requires a clockspring which is why the airbag light is iluminated.
Is the concern a result of misuse/abuse/lack of maintenance? The concern was not caused by lack of maintenance.
Could the customer have caused/prevented concern? The concern was not preventable by the customer.
Is the concern related to age and mileage?
Is vehicle maintained? Yes, the last maintenance visit was 10/2013.
What is the general condition of the vehicle? SM Donny states the vehicle is in good condition. SM Donny states the customer does keep up with her regular maintenance on the vehicle.
Have there been any previous related repairs? No.
Have there been a previous out-of-pocket repairs? No.
What is the estimated cost of the repair? Estimated cost of repair $445.00.
When could it be completed? Anytime.
Do you feel this customer should receive assistance? SM Donny states he feels the customer should receive an extension.
Has this customer been provided assistance previously? No.
Would you be willing to provide assistance? Not at this time, if the inspection is extended customer is responsible for any related repair costs that the vehicle may require to pass inspection.
Agent waiting for decision on the LPLW review for inspection, related to the current issue with the vehicle. See line 52-54, as per SM.
DM notes added: [redacted]- CUSTOMER CARE APPROVES THE LPLW INSPECTION TO TAKE PLACE BEYOND THE ELIGIBILITY PERIOD. THE CUSTOMER HAS UNTIL THE CLOSE OF BUSINESS ON 12/12/2013 TO HAVE THE INSPECTION SUBMITTED. THIS NOTE COVERS INSPECTION ONLY. IF REPAIRS ARE REQUIRED TO FACILITATE A PASSED INSPECTION, CUSTOMER IS RESPONSIBLE FOR COSTS, SHOULD THEY CHOOSE TO HAVE THE REPAIRS PERFORMED. NO INSPECTION BEYOND THIS DATE WILL BE CONSIDERED OR APPROVED. DCP15
Customer Care has declined cost assistance for clock spring/hub repair, referenced in lines 1-4. dcp15
Customer called looking for an update to this file. Agent advised that the LPLW inspection period has been extended until the 12th of December 2013.
Agent contacted dealership 45405 and advised Jessica of the inspection period extension.
Agent advised customer that we will not be participating in cost assistance for clock spring/hub per line 64-65.
Customer care authorizes the LPLW inspection. Changed WCC back to 799
Customer called seeking information on warranty coverage.
Agent supplied customer with pages 430 to 433 for maintenance schedule and want you need to do to keep you powertrain warranty good.
Agent also supplied customer with the website to download owner s manual www.jeep.com

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3910	8L5[redacted]	***Open Date***	12/06/2013	***Built Date***	08/31/2007	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	09/20/2007	***Mileage***	75,000	***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	23633	OVERLAND PARK JEEP INC			
Dealer Address	8775 METCALF AVE				
Dealer City	OVERLAND PARK	***Dealer State***	KS	***Dealer Zip***	66212

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	KANSAS KS[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 - Not Escalated - Default - Default	Customer seeking cost assistance
Product - Emissions - EGR System - Other - Default	EGR valve needs replacement

Briefly summarize why the customer is contacting Chrysler: Customer states that she has had multiple problems with the vehicle. Customer states that she is not happy with this vehicle at all. Customer states that the airbag light is on as well as the check engine light due to an EGR valve.
Briefly summarize what the customer is expecting: Customer is expecting cost assistance for the repairs. Writer advised customer that she does have an open recall on the vehicle for the Mopar tow bar. Customer states that she has not been to the DLR to have the air bag light checked, but she has been to the DLR for the EGR valve however she cannot afford the repair. Writer advised customer to take the vehicle to the DLR to have the air bag light diagnosed. Writer advised that due to age and mileage of the vehicle we will not be able to provide any assistance with the repair cost. Writer advised that complaints will be documented.
* * * * 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	1J4HA6H13	AL[redacted]9	**Open Date**	12/06/2013	**Built Date**	03/01/2010	
Model Year	2010	**Body**	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	10/04/2010	**Mileage**	66,000	**Dealer Zone**	70		
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	43508	CARSON DODGE-CHRYSLER INC			
Dealer Address	3059 SOUTH CARSON STREET				
Dealer City	CARSON CITY	**Dealer State**	NV	**Dealer Zip**	89701

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	([redacted]
	FALLON NV[redacted]	**Country**	UNITED STATES

Recall - M22: TRANSMISSION SKID PLATE - Advise Owner/Incomplete Recall	ANSMISSION SKID PLATE
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Air bag light is on
Corporate - CNA Change - Default - Default - Default	COIN updated
Corporate - Survey By-Pass - No Diagnosis - Default - Default	No diagnosis
Corporate - Recall - Default - Default - Default	air bag light

Briefly summarize why the customer is contacting Chrysler [redacted] states the air bag light is coming on intermittent 3-10 times in a few miles, and has read online about a recall for the clockspring. [redacted] states he has not had problems with the Jeep and as he is in the military he does his own maintenace.
Briefly summarize what the customer is expecting: Recall
Agent advised [redacted]n of hte open recall: M22 TRANSMISSION SKID PLATE
Agent advised [redacted] that he needs to have a diagnosis.
[redacted] states that he should not have to pay for a know issue with the air bag light.
Agent advised John that recalls are specific to the VIN and to always keep repair receipts in case of future recalls.
[redacted] states that he was told to call and get a case file started.
Agnet advised John to call back once he has had a diagnosis to see if we could assist him.
Agent left a message for the SA to call John back to make an appointment for recall work and that he is having an issue with the air bag light flickering. Agent advised [redacted] that someone from the dealership will be calling him back to make an appointment.
Reassigned to JT962, for survey by-pass, no diagnosis.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2416	9L7[redacted]	**Open Date**	12/07/2013	**Built Date**	10/16/2008	
Model Year	2009	**Body**	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	06/19/2009	**Mileage**	43,000	**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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	44898	BEAMAN DODGE INC			
Dealer Address	1705 S CHURCH ST				
Dealer City	MURFREESBORO	**Dealer State**	TN	**Dealer Zip**	37130

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

Product - Electrical - Lamps and Switches - Defective - Default	Airbag light.
Product - Body / Trim / Paint Finish - Seat Belts - Not Retracting Properly - Default	Customer states that her seat belts are not unlocking.

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer states the passenger on the passenger side is stuck in the lock the position. Customer states that her airbag light has came on. Customer was advised to have the vehicle brought to the DLR for diagnosis customer was offered assistance to set up appointment customer states she has an appointment for today. Agent advised customer inregards to the air bag light she is out of warranty but to inquire with the dlr.
Briefly summarize what the customer is expecting:
Customer seeking assistance for seat belt repair.
****End structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler: The customer had called in stating her vehicle is at the dealership and had called un to check her warranty. The customer had also requested cost assistance.
Briefly summarize what the customer is expecting: Cost assistance for repair.
Agent had checked the customers warranty and her warranty had expired. Agent had done some research and had advised there was nothing Chrysler can do to assist with the cost of the repair of her vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5919	8L5[redacted]	***Open Date***	12/09/2013	***Built Date***	11/30/2007	
Model Year	2008	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	12/30/2007	***Mileage***	100,000	***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	66692	FISHER CHRYSLER DODGE JEEP INC			
Dealer Address	349 EAST 32ND STREET				
Dealer City	YUMA	***Dealer State***	AZ	***Dealer Zip***	85364

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

Corporate - Recall - Default - Default - Default	Customer is seeking recall information
Product - Electrical - Lamps and Switches - Other - Default	Customer states the air bag light is on

Briefly summarize why the customer is contacting Chrysler: The customer is contacting Chrysler seeking recall information. The customer states his airbag light went on. The customer states he researched about the recall and insists it is on his vehicle. Agent advised the customer that there are no open recalls on the vehicle.
Briefly summarize what the customer is expecting: The customer is expecting to be informed if the airbag light being on is related to an open recall on his vehicle.
Customer is requesting call back from supervisor as he does not understand how the RHD vehicles have a recall but his LHD vehicle does not. Customer is referring to the L37 recall.
Reassigning to NC603.
515156CB is the part the customer needs repaired
05156106AB 06505656AA are the parts that are included in the recall, agent advised customer that through a check of their sales codes for the part they do not have the recalled part on their vehicle.
Customer insists this is not their issue that they should not be having to pay for this, the customer states they are going to make a web page that will be the first thing anyone sees when they google Jeep.
Briefly summarize why the customer is contacting Chrysler: Customers husband [redacted] was transferred over from Beverly from the Chrysler switchboard. Beverly states that the customer would like to speak with a supervisor as they were advised it will be a 24 hour call back. Agent took the call over from there and informed the customer a supervisor is looking over their file and they will be receiving a call. Customer states that if Chrysler does not honor the L37 recall they will be starting a forum online to advise other customers that Chrysler does not stand behind recall work. Agent informed the customer Chrysler does stand behind our recalls and if the recall was issued to their VIN we could cover the repair however this recall is only for right hand drive

vehicles as per AC ID 22734. Customer still feels this should be covered as they are having the same issue. Agent apologized and informed the customer we can not cover the repair under the recall and a supervisor will be in touch. Customer thanked the agent and disconnected the call.
Briefly summarize what the customer is expecting: Customer would like Chrysler to honor this repair under the L37 recall.
*** Supervisor Callback ***
Supervisor called customer to discuss his situation with the airbag. Customer is not happy that Chrysler is not putting a recall on his vehicle for the L37. Supervisor advised customer that we cannot assist with this repair at this moment. Customer states he will go to Forums to discuss this with other owners.
Please close.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5918	9L[redacted]	**Open Date**	12/10/2013	**Built Date**	04/21/2009	
Model Year	2009	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	08/15/2009	**Mileage**	90,000	**Dealer Zone**	66	ORLANDO	
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	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]
	HYPOLUXO FL [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 - Other - Default	splash back when fueling/check valve

Briefly summarize why the customer is contacting Chrysler: Customer is calling because his air bag light is on and the vehicle is hard to refuel. Customer is getting splash back when fueling. Customer is seeking recall information.
Briefly summarize what the customer is expecting: Customer is seeking recall information.
Agent advised customer that there are no incomplete recalls on the vehicle. Customer asked if that means that this is something he would have to take to the dealer and pay for.
Reassign to BR379 for 861. Undiagnosed within possible goodwill parameters due to brand loyalty.
Please close case

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3916	9L[redacted]	***Open Date***	12/11/2013	***Built Date***	09/18/2008	
Model Year	2009	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	12/16/2008	***Mileage***	107,000	***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	58415	SISK MOTOR COMPANY INC			
Dealer Address	4599 FORT CAMPBELL BLVD				
Dealer City	HOPKINSVILLE	***Dealer State***	KY	***Dealer Zip***	42240

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Airbag lights flash
Corporate - Recall - Default - Default - Default	No recall on vehicle

Briefly summarize why the customer is contacting Chrysler: Customer wants to know if vehicle has a recall. Customer stated that the vehicle s airbag light if flashing. Writer stated that the vehicle does not have a recall and that the customer would need to take the vehicle to the DLR. Briefly summarize what the customer is expecting: Customer wants to know if the cost of repair is covered.

Customer Assistance Inquiry Record (CAIR)# [redacted]3

VIN	1J4FZ2417	8L[redacted]0	**Open Date**	12/13/2013	**Built Date**	06/23/2008	
Model Year	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	09/29/2008	**Mileage**	22,700	**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**	FAX
Address	[redacted]	**Home Phone**	[redacted]858-2736
	SARDIS TN 3[redacted]	**Country**	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	Reimbursement for recall repair: M31
Recall - M31: AIRBAG SYSTEM CLOCKSPRING - Reimbursement	Seeking reimbursement.

POSTMARK DATE: 120613; DATE RECEIVED: 121013
Confirm name and address matches COIN & HPIMS: Yes
Any open recalls: Yes, J24
Name of person writing in: Donald Craig
Does customer have an e-mail address: No
Concern: Customer is looking to be reimbursed for recall related repairs.
Reviewed previous files: N/A

Writer notes that the customer has submitted their repair invoices to reflect their repair to the Clock spring Assembly completed on 04/22/2011 @ 22,700 miles by an IRF, Sardis Auto Repair.
According to GWA, claim [redacted] the Helms dealer completed the recall on 11/08/2013 @ 74,787 miles under the M31 recall parameters.

Writer notes that as per ACDoc#23863 the following information applies:
Subject:
The airbag system clockspring on about 5,400 of the above vehicles could experience a compromised driver s airbag electrical circuit. This would cause the airbag light to illuminate or flash intermittently. This indicates the airbag may not deploy as intended.
Repair:
The clockspring assembly must be replaced on all involved vehicles. On 2008 through 2010 models a steering wheel back cover must also be installed.
This Safety Recall ONLY covers the airbag clockspring. All other components of the airbag assembly are covered per the terms of the original manufacturer s warranty.

Writer contacted the IRF, Sardis Auto repair at 731-858-2115 at 2:55pm and spoke with the Owner/Operator, Jim. Writer advised him of the reason for the contact and provided him with the invoice number, date and the customer s name. The Owner, Jim advised writer of the repair to the Airbag Clockspring and explained the functionality of this component and stated to writer that they obtained the part from the dealership. He further advised writer that the customer paid in full, due to the fact that the customer would not have received his vehicle returned back to him had he not have paid. Writer inquired as to the method of payment,

and the Owner, Jim could not recall the method. Writer thanked him for the payment verifications and the repair information.

Writer contacted the customer at [redacted] at 3:05pm and reached his VM. Writer left a detailed message advising the customer that their documents have been received and reviewed and writer just has a couple of questions for the customer before reimbursement can be completed. Writer provided all contact information with CAIR number and hours of availability for the return call.

Writer contacted the customer at [redacted] at 4:00pm and spoke with Mr. [redacted] Writer advised him of the reason for the contact today and inquired if he would be able to provide writer with proof of payment for the repairs. Writer advised him that a copy of his cancelled check, any banking statements or another copy of his repair invoice with the payment information clearly listed on the invoice. The customer advised writer that he would do his best to locate the above information for writer, and have the IRF, fax it to writer. He obtained the fax number, his case number and all of writer s contact information for reference should he require further assistance. Mr [redacted]g stated that he would try to obtain this information as soon as possible, but it probably won t be before Christmas. Writer understood and advised him that as soon as he can tend to this request that this would be fine. He thanked writer for the information.
POSTMARK DATE: 122413; DATE RECEIVED: 122413
Writer attached document received by fax.
[redacted]----------
Tier 2 Agent

Safety Recall M31 / NHTSA 13V-176
Airbag System Clockspring
Models
2008 - 2012 (JK) Jeep Wrangler

Repair
The clockspring assembly must be replaced on all involved vehicles. On 2008 through 2010 models a steering wheel back cover must also be installed.
NOTE: If other airbag components are found to be faulty, it is the responsibility of the owner unless the vehicle is still in the new vehicle 3/36 warranty period.

Recall applies to customer ºs vehicle: YES
In-service Date: 09/29/2008
Invoice: #[redacted]
Date of repair: 04/22/2011
Mileage: 22,700
Labor : $50.00
Parts : $273.28
Tax : $0.00
Total : $323.28
Total Reimbursement : $323.28

Customer ºs Proof of payment is: please refer to lines 29-39 for payment verifications from the IRF, Sardis Auto Repair.
The customer has provided writer with another copy of their repair invoice which was faxed right from the IRF, Sardis Auto Repair and the invoice clearly shows that the repair was paid in full by check, with the Owner; Jim Ridley ºs signature.
Writer is regarding this as sufficient and proper proof of payment from the customer at this time.

Writer notes that the customer ºs address on their recall notification and return envelope match and also reflect what we have on record for the

customer at this time.

Writer contacted the customer at [redacted] at 1:25pm and spoke with Mrs. [redacted]. Writer advised her of the reason for the call, and inquired if writer could leave a message with her to be passed on to her husband, which she gladly agreed. Writer advised her of the reimbursement amount for the repairs completed and advised her of the time frame for the check to arrive. Writer also had her verify her address to ensure our records are updated correctly. Writer thanked her for their continued loyalty to Jeep. She thanked writer for the information and stated that she would pass the message along to Mr. Craig.

Writer is submitting a check in the amount of $323.28 for approval.

----------TIER 2----------
Approved Amount of $323.28
CLOSED LOOP UPDATE - customer contacted today.

Writer received a message from the customer, Mr [redacted] on Jan. 02 @ 10;34am inquiring if writer received his faxed information and requested a return call at [redacted]6.

Writer contacted the customer at [redacted]6 at 4:05pm and spoke with Mr. [redacted]g. Writer advised him that unfortunately, his vehicle was not involved in the N28-transmission cooler tube lines and he understood, but just wanted to check. Writer also advised him that the proof of payment information was received, and his reimbursement check was issued on Dec. 24th, so he should receive it within 12 business days.
POSTMARK DATE: 012714; DATE RECEIVED: 012714
POSTMARK DATE: 022814; DATE RECEIVED: 022814
POSTMARK DATE: 040114; DATE RECEIVED: 040114

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3917	9[redacted]	***Open Date***	12/15/2013	***Built Date***	07/02/2009	
Model Year	2009	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	10/10/2009	***Mileage***	25,149	***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	26141	LEN STOLER DODGE CHRYSLER JEEP			
Dealer Address	1001 BALTIMORE BLVD				
Dealer City	WESTMINSTER	***Dealer State***	MD	***Dealer Zip***	21157

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light flashing
Corporate - Recall - Default - Default - Default	Inquiring if recall on VIN

Briefly summarize why the customer is contacting Chrysler: Customer called inquiring if there was a recall on his vehicle because he is having issues with his air bag light if flashing and customer read online there was a recall for that. Writer advised customer there were no recalls on vehicle at this time.
Briefly summarize what the customer is expecting: Customer is expecting to know if any recalls on vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6911	9L[redacted]	***Open Date***	12/16/2013	***Built Date***	09/08/2008	
Model Year	2009	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	05/02/2009	***Mileage***	71,000	***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	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]
	POPLAR BLUFF MO [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer wanted to know if there were any recalls on the vehicle
Product - Electrical - Unknown - Intermittent or Inoperative - Default	Customer's air bag light is flashing

Briefly summarize why the customer is contacting Chrysler: Customer read online about a recall regarding air bags. Customer s air bag light is flashing.
Briefly summarize what the customer is expecting: Customer is expected to have the repair covered under a recall.
Agent informed Customer that recalls are VIN specific and that there are no current incomplete recalls on his VIN. Agent informed Customer that if he chooses to have this issue repaired to keep his receipts and that if a recall appears on the vehicle at a later date regarding the same issue he could file for possible re-imbursement.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA241X	8L[redacted]	**Open Date**	12/17/2013	**Built Date**	06/20/2008	
Model Year	2008	**Body**	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	08/15/2008	**Mileage**	89,000	**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	63292	LAWLESS CHRYSLER JEEP, INC.			
Dealer Address	196 LEXINGTON ST				
Dealer City	WOBURN	**Dealer State**	MA	**Dealer Zip**	01801

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	SOMERVILLE MA 0[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 - Other - Default	clockspring may need replacement
Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	declined
Corporate - Recall - Default - Default - Default	no recalls on the vehicle
Corporate - Survey By-Pass - No Response - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer states the air bag light is on
Briefly summarize what the customer is expecting:
Customer states it may be the clockspring
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 can send in for reimbursement if there is a recall
Agent referred customer to the dealership
Agent advised the dealership might be able to assist after diagnosis.
Agent called [redacted]
Agent left a voicemail
Next agent
Please apologize to the customer
* * * * 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.
* *
Customers only avenue for assistance is if the vehicle has a recall , the customer then can a chrysler look at the case for reimbursement
Agent provisded warranty information
Customer called looking for cost assistance with the repair to his vehicle.

Agent advised customer that there would not be anything we could to assist him with the cost of the repairs to his vehicle.
Customer requested a supervisor callback.
Customer has requested Supervisor callback
Preferred daytime number: 8[redacted]1
Preferred evening number: 8[redacted]
Reason for request: Customer wants to speak with a supervisor for a recall. Customer states that he feels that a supervisor can provide him assistance.
CAIR assigned to: (NC603)
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
*** Supervisor Callback ***
Supervisor called customer and left a voicemail with the case # advising that another callback will occur tomorrow.
*** Supervisor Callback ***
Supervisor called customer and left a voicemail advising to call us back. Case will be closed. If customer calls back requesting to speak to me, please reopen case and reassign to NC603.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3919	8L64[redacted]	***Open Date***	12/18/2013	***Built Date***	07/09/2008	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	08/10/2008	***Mileage***	66,799	***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	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]
	SAN ANTONIO TX [redacted]	***Country***	UNITED STATES

Recall - K13: INNER FENDER LINERS - Information Request	Information on recall
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Light is on

Briefly summarize why the customer is contacting Chrysler: Customer calling in requesting to gain information on his vehicle and if it s affected by a recall.
Briefly summarize what the customer is expecting: Customer is expecting to receive information on any open recalls on his vehicle.
Agent advised: Agent advised customer that at this point in time there is an open recall on his vehicle. Agent offered to contact the customer s dealership; however customer declined as he needs to speak with his wife to set a date. Customer stated he is having issues with his air bag light, agent advised to set up an appointment for a diagnosis as well and get issues addressed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA391X	8L[redacted]	**Open Date**	12/19/2013	**Built Date**	04/14/2008	
Model Year	2008	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	05/24/2008	**Mileage**	110,000	**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	68611	MORITZ CHRY/JEEP			
Dealer Address	9101 SPUR 580 WEST				
Dealer City	FORT WORTH	**Dealer State**	TX	**Dealer Zip**	76116

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

Corporate - CNA Change - Default - Default - Default	Agent confirmed/updated customer contact information
Corporate - Recall - Default - Default - Default	Customer seeking information on open/incomplete recalls on vehicle
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states airbag warning light has come on

Briefly summarize why the customer is contacting Chrysler: Customer states airbag warning light has come on and is not going off. Customer seeking information on possible recalls for this issue.
Briefly summarize what the customer is expecting: Customer seeking information about possible incomplete recalls for the repair of clock spring in her vehicle. Agent advised customer there are no open/incomplete recalls for this vehicle. Customer states she has taken to dealership for diagnosis. Codes are showing problem area could be one of three items. Dealership to investigate further.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA3H15	BL5[redacted]	***Open Date***	12/19/2013	***Built Date***	03/21/2011	
Model Year	2011	***Body***	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4 SPORT UTILITY			
In Service Dt	05/27/2011	***Mileage***	56,000	***Dealer Zone***	74	DENVER	
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	24230	THE FARICY BOYS			
Dealer Address	4950 NEW CAR DR				
Dealer City	COLORADO SPRINGS	***Dealer State***	CO	***Dealer Zip***	80923

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Airbag light is on
Corporate - Recall - Default - Default - Default	Recall information

Briefly summarize why the customer is contacting Chrysler: Customer called in looking for recall information. Customer stated he was reading online about a recall with the airbag light. Customer stated the airbag light came on last Friday. Writer informed customer no open recall on his vehicle at this time. Writer informed customer the vehicle would need to go the dealership to be looked at.
Briefly summarize what the customer is expecting: customer is seeking recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8FA2416	7L[redacted]	**Open Date**	12/24/2013	**Built Date**	02/15/2007	
Model Year	2007	**Body**	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	03/30/2007	**Mileage**	23,900	**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	62457	CENTRAL AVENUE CHRYSLER JEEP, INC.			
Dealer Address	1839 CENTRAL PARK AVENUE				
Dealer City	YONKERS	**Dealer State**	NY	**Dealer Zip**	10710

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	
	HASTINGS ON HUDS NY[redacted]	**Country**	UNITED STATES

Corporate - Recall - Default - Default - Default	Advised customer of X47 warranty
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	Air bag light flashing
Corporate - Warranty Coverage - Default - Default - Default	Customer wanted to know if he had a clock spring warranty
Product - Electrical - Horn - Intermittent or Inoperative - Default	Horn not working
Corporate - Dealer Information - Default - Default - Default	Provided dealer information
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Customer contacted CAC stating that his horn stopped working and his air bag light is now on. Customer states that he found on the internet that some jeeps were given a warranty regarding this concern. Customer wanted to know if this was on his vehicle. Customer further states that he would like agent to find out if dealer is open for him and would like information on the J24 recall on his vehicle as well to ensure he understood what it was. Customer further requested dealer information. Customer is expecting to learn if he has extended warranty X41 clock spring.
Agent advised customer that this extended warranty is on his vehicle as well as the X47 inlet check valve as well and the J24 mopar tow bar recall as well. Agent further advised customer of the parameters of each of these issues and advised customer that this concern is covered on his vehicle. Agent further stated to customer to further write these codes down for discussing them with the dealership. Agent further contacted the dealership 62457 where customer gets his service done and reached a sales receptionist who advised that service is closed and will be returning on the 26th of december. Agent further advised customer of this and advised he give them a call on Thursday and further offered the dealership phone number for the customers use.
Survey bypass no diagnosis under recall with a concern.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D11	AL1[redacted]	**Open Date**	12/24/2013	**Built Date**	08/28/2009	
Model Year	2010	**Body**	JKJL72	JEEP WRANGLER SPORT 4X4			
In Service Dt	11/04/2009	**Mileage**	68,100	**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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	45258	CARMAN DODGE, INC.			
Dealer Address	196 S DUPONT HWY				
Dealer City	NEW CASTLE	**Dealer State**	DE	**Dealer Zip**	19720

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states his air bag light is on
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states his airbag light is on and he hooked it up to a diagnostic tool and an error code came up. Customer states he looked online and it said the error code is for the clock spring. Customer is calling to see if he has the clock spring recall on his vehicle. Agent informed customer that the clock spring recall is for vehicle built with right hand drive. Customer asked if there was anything Chrysler could do for him as it is a known issue. Agent got override from SJ372 to send customer for a diagnosis. Agent informed customer to go to a Jeep dealership and get a diagnosis and once he does that we will have more information on what the problem is and at the time we can look at possible cost assistance. Customer agreed and stated he would call back after the diagnosis. Briefly summarize what the customer is expecting: Cost assistance. Reassigned to SJ372 for survey by pass and override. Escalation Override approved by SJ372 - original owner + purchase history + 3 MVP purchases (non-mechanical).

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GB3917	7L15[redacted]	**Open Date**	12/26/2013	**Built Date**	01/26/2007	
Model Year	2007	**Body**	JKTM74	JEEP WRANGLER UNLIMITED X 4X2 SPORT UTILITY			
In Service Dt	01/29/2007	**Mileage**	102,000	**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	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]
	JOLIET IL [redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	air bag lot does not come on
Corporate - Warranty Coverage - Default - Default - Default	extended warranty for the X41
Product - Engine - Cylinder Head / Gskt - Leaks - Default	gaskets leak

Briefly summarize why the customer is contacting Chrysler: Customer stated that he had issues with the air bag light and that the light on and off flickering on and off and the horn would work and would not work. Customer thinks it is associated with the clock spring warranty. Customer stated that a month ago the gaskets on the lower engine are leaking, oil pan transmission, oil seal and 4 others. Customer states it is unusual for all 5 to come apart.
Briefly summarize what the customer is expecting: Customer is seeking information on the clock spring warranty. Customer wanted to know if there were any recalls on the shifter.
Called dealership67753Ù to confirm details of diagnosis.
Spoke with Service Advisor FrancoÙ.
What is the diagnosis? Franco stated that the vehicle has been in 4 or 5 accidents [redacted] stated that it had a hard time shifting out of park and they are repairing that issue as the vehicle is there. Franco stated that he will address the issue of the air bag with the customer tomorrow as he has to contact him anyways.
Agent advised customer that there are no open recalls on the issue with the shifter or on the gaskets. Agent advised tomorrow that Franco will address the concerns of the air bag and the clock spring.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3919	9L7[redacted]	***Open Date***	12/27/2013	***Built Date***	07/23/2008	
Model Year	2009	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	05/22/2009	***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	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***	[redacted]
	PORTLAND OR 9[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Agent advised no open recall on the vehicle
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	customer advises airbag light stays on for 8 seconds then goes off

Briefly summarize why the customer is contacting Chrysler:Customer called to advise he has an airbag light that is staying on for 8 seconds then goes off. Customer states that he has read it was a recall on the vehicle. Agent advised there was no recall on the clockspring but there was an extended warranty on certain vehicles for the clockspring. Agent advised customer to have it diagnosed and at this time there is nothing we can do for him.
Briefly summarize what the customer is expecting: Customer will have it diagnosed and may call Chrysler back.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA3H14	AL[redacted]	**Open Date**	12/30/2013	**Built Date**	09/21/2009	
Model Year	2010	**Body**	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	03/25/2010	**Mileage**	103,054	**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	63317	NEMAHA VALLEY MOTORS INC			
Dealer Address	703 NORTH STREET				
Dealer City	SENECA	**Dealer State**	KS	**Dealer Zip**	66538

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

Recall - L24: SOFT TOP WEAR - Advise Owner/Incomplete Recall	Advised of incomplete recall.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Airbag light intermittenly on needs clockspring repair.
Corporate - Recall - Default - Default - Default	Customer inquiry regarding airbag recalls found online.
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Goodwill escalated.

Escalation Override approved by LB546/TL - safety issue, household history
Briefly summarize why the customer is contacting Chrysler: Customer states her vehicle has had electrical issues with her sensors previously. Customer states her airbag light is coming on intermittently. Customer states she has been to the DLR for maintenance and the DLR diagnosed the vehicle to need a clockspring repair. Customer states she has seen online that there is a recall for this issue and is seeking assistance with the repair.
Briefly summarize what the customer is expecting:assistance with the clockspring repair.
Customer ISD 03/25/2010, original owner, customer owns 1 of 2,mvp, 100501 miles.
Writer spoke to SA Keith at 63317 Dealer Name : NEMAHA VALLEY MOTORS INC. SA Keith states the Clockspring needs to be replaced. SA Keith states intermittently the airbag light comes on and when he turns the steering wheel to the left or the right the light comes. SA Keith states on diagnosis he has a stored codes that the clockspring needs to be replaced.
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 [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?63317
Dealer Name : NEMAHA VALLEY MOTORS INC
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District P * * * * * *
Writer contacted SA Keith. SA stated that the clock spring does need to be replaced. SA stated that he does not know why the part failed. Writer asked to talk to the SM. SA stated that the SM went to lunch and doesn t know when the SM will be available.
Status update provided via email to the following email address:
cd[redacted]
My name is Kenzie and I have been assigned as your case manager. Here is some information that will be useful for you to have:
Your case number: 24367339
Chrysler Case Management telephone number: 800-763-8422
My direct extension: 66067
My work hours: 7:00am 3:30pm mountain time
I will be contacting you today to speak about the case that you have opened.
Thank You & Sincerely, Kenzie
End of Status Update
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 7[redacted] Customer stated that the customer did go online and looked up 2010 jeep wranglers for airbags and it came up with the sensor. Writer stated that the writer did talk to the dealership and that the clock spring does need to be replaced. Customer asked if it was a safety issue. Writer stated that the writer wasn t a technician. Writer stated that the writer will look into cost assistance for the customer and that there will be a call back tomorrow 12/31.
Writer contacted Service Manager Jeff. SM stated that he didn t know that he was suppose to get warranty pricing and that he didn t know how to do it and that he will have the Parts department do it for the SM. Writer gave the SM the CM email to the pricing to the writer.
Sa Keith emailed the writer back and stated the warranty repair total would be $274.38. Part #5156106AD for Warranty price of $245 and .5 labor for $29.38.
Writer has reviewed case and is authorizing the repair of the clockspring at a $0 copay.
Writer contacted customer. Writer advised to the customer that the writer would cover the repair of the clock spring and that there would be no co-pay. Writer stated that the writer needs to set up an appointment and that there will be a call on Thursday to see when the appointment has been set. Call back 01/02.
As a one-time goodwill gesture, Chrysler is approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $245.00
Labor = $29.38
Total = $274.38
Co-pay = $0.00
########## DIRECT-TO-DEALER ##########
Customer Care is sending this case to because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.
##########
Writer contacted the customer. Customer stated that the appointment is set for sometime next week. Writer stated that there will be a call back on Monday 01/06.
Writer left a message for the customer call back on Wednesday 01/08.
Customer calls to speak with their Case Manager.
Transferred the customer to KC523 VOICEMAIL at ext 66067.
Writer contacted SA Keith. SA stated that the customer has a crazy schedule and that the customer hasn t set up an appointment yet. SA

stated to call the customer to have the customer talk to the SA. SA stated that that the part is going to be ordered.
Writer contacted customer. Writer stated to call SA Keith. Writer stated that the SA is going to be ordering the parts right now. Writer stated that there will be a call back on Friday 01/10.
Writer contacted SA Keith. SA stated that the part is in but the customer hasn t set up an appointment. SA stated that the customer does have a hectic schedule.
Writer left a message call back on 01/14.
Writer contacted SA Keith. SA stated that the customer has an appointment set for 01/22.
Writer contacted customer. Customer stated that there is an appointment set for 01/22. Writer stated that there will be a call back on 01/23.
Writer called the dealership and was informed that the customers vehicle is repaired and returned back to the customer. SM states that the Customer did have the $.00 copay, SM states that they did replace the clock spring
Writer called the customer and left message for the customer indicating that the CM will follow up with customer again to verify that the repairs are completed to the customers satisfaction.
Ms Cannon called to speak with their Case Manager. Transferred the customer to JB1846 at ext 66216
Customer contacted writer and stated that she does have the vehicle and it works. Customer stated that she would like a follow up Monday to make sure the repair is completed.
Writer contacted [redacted] Writer left voicemail informing customer that we are looking to verify satisfaction with repair. Follow up set 01-29-14.
Writer attempted to contact customer. Writer left a voicemail requesting a call back to see if there were any further questions or concerns. Writer left CM s contact information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2416	8L[redacted]	***Open Date***	01/02/2014	***Built Date***	09/24/2007	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	03/15/2008	***Mileage***	68,412	***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	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***	([redacted]
	LITTLETON CO 8[redacted]	***Country***	UNITED STATES

Product - Engine - Cylinder Head / Gskt - Defective - Default	clock spring needs replacement

Briefly summarize why the customer is contacting Chrysler: Customer contacted the CAC to inquire about issues with the clock spring causing the air bag light to come on. Customer stated that he feels he should have this replaced as this is an on going issue. Agent advised the customer to have the issue looked at first as the customer has not been to a dealership within the last year and a half. Agent stated to call back with an update and Chrysler can take a further look for possible assistance.
Briefly summarize what the customer is expecting: Customer seeking assistance with a reoccurring issue with the air bag light.
Briefly summarize why the customer is contacting Chrysler:
Customer called back in again and said his vehicle was diagnosed.
Caller stated that it was diagnosed at Autonation.
Briefly summarize what the customer is expecting:
Caller is seeking assistance.
-
Agent called the dealership and spoke to SA Henry.
SA stated that the vehicle was in December 6, 2012 with 68,000 miles and customer declined the work for the repair for the air bag.
SA said that now he is back and it has 83,000 miles and the air bag light is still on.
-
Agent asked if they would give the customer a discount and SA said that he could offer a 10% discount.
-
Agent advised the customer that the SA offered a 10% discount to the customer.
Caller was not to happy as he felt this was ongoing and agent asked why he declined the work in 2012 and did not call us at that time.
Caller stated that they said it would cost around $500.00 to do the work in 2012.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3919	8L[redacted]	***Open Date***	01/02/2014	***Built Date***	06/21/2008	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	07/25/2008	***Mileage***	65,233	***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	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***	
	ALBUQUERQUE NM [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	airbag light flashing
Corporate - CNA Change - Default - Default - Default	updated new address
Corporate - Recall - Default - Default - Default	wanted to know if there were any recalls

Briefly summarize why the customer is contacting Chrysler: Customer called in because his airbag light keeps going off and on and customer wanted to know if there was a recall associated with this and agent advised customer that there was not.
Briefly summarize what the customer is expecting: Customer was expecting to find out if there was a recall on their vehicle for the air bag light going off and on.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6914	7L2[redacted]	***Open Date***	01/02/2014	***Built Date***	06/19/2007	
Model Year	2007	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	07/16/2007	***Mileage***	95,821	***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	43531	POWER CHRYSLER JEEP DODGE			
Dealer Address	16406 N 26TH AVENUE				
Dealer City	PHOENIX	***Dealer State***	AZ	***Dealer Zip***	85023

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

Recall - G40: REPROGRAM EBC MODULE - Advise Owner/Incomplete Recall	Customer seeking recall information.

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler looking to obtain recall information. Customer states she was on the internet and noticed the air bag recall was available on the Jeeps. Writer advised the customer that there was no open recalls on her vehicle at this time. Customer states her air bag light is coming on and off and the dealership informed her that a spring was needed to be replaced. Writer advised at this point her vehicle had no recalls. Customer disconnected the call.
Briefly summarize what the customer is expecting: Customer seeking recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3918	7L[redacted]	**Open Date**	01/04/2014	**Built Date**	04/18/2007	
Model Year	2007	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	05/04/2007	**Mileage**	117,000	**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	51437	ILDERTON DODGE-CHRY JEEP			
Dealer Address	701-709 S MAIN ST POB350				
Dealer City	HIGH POINT	**Dealer State**	NC	**Dealer Zip**	27260

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	THOMASVILLE NC[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 intermittently
Product - Electrical - Power Windows - Noisey/Static/Interference - Unknown	power window switch not working properly
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Caller: MR[redacted]
Agent made no promises or commitments.
Briefly summarize why the customer is contacting Chrysler:
Customer called in as the air bag light is going on and off intermittently. As well, the power window switch does not always work to raise and lower the windows.
Customer did some research and saw the ext warranty on the clockspring and is wondering if this will cover the air bag problem.
Agent called to the dealership and Adam set up an appointment for diagnostics on January 7, 2014.
Customer is aware his vehicle is OOW by time and mileage, so he will be responsible if the required repair is not covered under the X41 ext warranty.
Reassigning to NS748 for no diagnosis for an issue that could possibly covered under the X41 ext warranty.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D11	BL525158	***Open Date***	01/06/2014	***Built Date***	10/08/2010	
Model Year	2011	***Body***	JKJL72	JEEP WRANGLER SPORT 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	11/13/2010	***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	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]E	***Home Phone***	[redacted]
	LAS VEGAS NM[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Recall inquiry

Briefly summarize why the customer is contacting Chrysler: Caller contacting Chrysler seeking to have a repair done to her Air Bag light under a recall. Caller stated she seen a recall online for her vehicle. Agent found no recall for the Air Bag and advised caller that if she would like to have a repair done it would be at the cost of the customer, and if she has a repair done to keep the invoice in case a recall comes out on the vehicle to file for possible reimbursement. Customer did not want to set up an appointment at the DLR to have vehicle diagnosed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3919 8[redacted]		***Open Date***	01/06/2014	***Built Date***	09/15/2007	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	12/17/2007	***Mileage***	83,000	***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	65461	HUNTER'S CHRYSLER-DODGE-JEEP, INC.			
Dealer Address	215 WEST EMMITT STREET				
Dealer City	WAVERLY	***Dealer State***	OH	***Dealer Zip***	45690

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

Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	Agent advised customer that any repairs needed would be out of pocket.
Corporate - Recall - Default - Default - Default	Customer is requesting recall information.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Vehicle's Air Bag light is coming on.

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that the air bag light is currently on in this vehicle. Customer states that she read online this is a known problem with this vehicle, and read there was a recall issued. Customer would like to know if this applies to her vehicle. Agent advised customer that up to this date, their vehicle had not been issued any recalls in regards to the Air Bag. Agent advised customer if their vehicle was issued a recall in the future, they would be notified. Agent explained to the customer how recalls are VIN specific. Customer states that she is not happy with this answer, and feels the vehicle is unsafe. Customer states that she will be calling if she has any issues with the safety of this vehicle.
Briefly summarize what the customer is expecting:
Customer was requesting recall information. Agent advised customer that any repairs needed would be an out of pocket expense.
****

* * * * 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	1J4FA2417	8L[redacted]	***Open Date***	01/07/2014	***Built Date***	02/29/2008	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	03/14/2008	***Mileage***	75,000	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

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

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

Corporate - CNA Change - Default - Default - Default	CNA change
Corporate - Recall - Default - Default - Default	no open recalls at this time

Briefly summarize why the customer is contacting Chrysler: Mark called to ask if there were any open recalls for the air bag light to be on.
Briefly summarize what the customer is expecting: Customer wanted to have the air bag light off and felt there should be an open recall to cover this.
Agent advised the customer there are not open recalls and updated COIN CNA

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA6915	8L[redacted]	**Open Date**	01/08/2014	**Built Date**	11/14/2007	
Model Year	2008	**Body**	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	12/15/2007	**Mileage**	70,770	**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	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]
	KANSAS CITY MO [redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Clockspring needs replacement
Corporate - Complaint Contact - Default - Default - Default	customer called in regarding clockspring defect
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	

CAIR reassigned to SS2096, narrative required. Also 86F basket is for FIAT vehicles only.
Briefly summarize why the customer is contacting Chrysler: Customer called in regarding the clockspring on his 2008 Jeep Wrangler Unlimited. Agent advised Mr [redacted] this recall repair was only done on Right hand drive vehicles and that his vehicle was not involved in this recall. Mr. [redacted] has a lifetime warranty on this vehicle, and cannot understand why this cannot be repaired under his warranty.
Briefly summarize what the customer is expecting: Mr. [redacted] is expecting this repair to be done on his vehicle at no cost to himself, and will get in touch with someone higher up at Chrysler if this is not resolved. Dealership explained that this repair would cost him $641.
Phone number for Mr. [redacted] to be reached anytime of the day is [redacted]
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District N * * * * * *
OOFW of 3/36 by 6 years, 1 month and 34,000 miles
4 Chrysler vehicles in household, 3 new and 1 used
MVP Contracts = None. Power train Unlimited Warranty.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Writer contacted dealer 43491 and spoke with SA Dave. Writer inquired about general information on vehicle. SA Dave informed writer that SM in unavailable and took contact information from writer for SM. SA Dave informed writer that the customer has the vehicle and vehicle came in for repairs on clock springs. SA Dave stated that customer was offered a pricing of $641 for repairs and customer declined the repairs. Mileage of vehicle when brought to dealership was 70,770.

Writer advised follow up tomorrow 1/10/14 if SM does not return call by end of the day.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] Left message with contact information will follow up again tomorrow 1/10/14.
Status update provided via email to the following email address: [redacted]
My name is Heather and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have.
Chrysler Customer Care telephone number: 1-800-763-8422
My direct extension is 66364
My work hours: 8am to 4:30pm MNT, Monday - Friday.
Thank you .
End of Status Update
Customer contacted Writer. Customer showed concern for recall that is incomplete concerning lines 3-12. Customer stated that airbag light stays on and sounds a warning noise. Customer alleged vehicle was taken to dealership on 1/8/14 for these issues and was told part was not covered under recall or warranty. Writer advised waiting on call back from SM and that writer will follow up with customer tomorrow 1/10/14.
SM Mike contacted writer regarding customer s vehicle. SM Mike confirmed that clock spring is what needs to be replaced on vehicle. Writer inquired about goodwill options and SM agreed to a $100 co pay and D2D. Dealership asking CAC to contact customer to set up appointment to bring vehicle in for repairs. Writer advised will follow up with customer to give offer and will follow up with SM tomorrow 1/10/13 with decision.
2nd attempt made to contact customer. Writer contacted customer at [redacted] and was advised that to reach customer on file to call cell number [redacted]
3rd attempt made to contact customer. Writer contacted customer at [redacted] and left a voicemail requesting call back.
Customer contacted Writer. Writer advised that Chrysler will be assisting in the repair with a $100 co-pay for the customer. Writer inquired about setting up an appointment to bring vehicle in for repairs. Customer accepted offer but would like to have exact costs regarding him paying for diagnosis. Writer advised customer that writer will set up appointment to take in vehicle next week for repairs and finalize good will offer. Writer informed customer that writer will follow up later today if SM is reached if not writer will contact customer on Monday 1/13/14.
Writer sent email to SM Mike at dealership requesting good will warranty pricing information. Writer advised to follow up on Monday 1/13/14.
Writer contacted dealer 43491 and spoke with SM Mike. Writer inquired about warranty pricing, repair/parts ETA, and to set up an appointment for the customer to bring in vehicle to dealership. SM Mike advised that he is busy this morning, to send over another email concerning the customer, and will follow up with writer as soon as pricing is found. Writer advised SM that writer will follow up with customer after information is received.
Writer contacted dealer 43491 and spoke with SA Heather. Writer inquired about warranty pricing, appointment for customer to bring in vehicle, and repair ETA. SA Heather stated that they don t have pricing at the moment and took down writers contact information for SM Mike to contact writer with warranty pricing information.
Status update provided via email to the following email address: [redacted]
I am just following up with you about your vehicle repairs. I am waiting for the dealership to contact me regarding the repair costs. I will be contacting you as soon as the information becomes available to me. If you have any questions please feel free to contact me.
Jeep Customer Care telephone number: 1-800-763-8422
My direct extension is 66364
My work hours: 8am to 4:30pm MNT, Monday - Friday.
Thank you for your time.
End of Status Update

Writer received email from SM Mike. SM Mike informed writer of warranty pricing. SM advised writer to contact dealership to inform them when the customer will be coming in to get the vehicle.
Parts- $245.00
Labor- $45.93
Total- $290.93
Co-pay- $100
4th attempt made to contact customer. Writer contacted customer at [redacted] Writer left message for customer requesting call back regarding taking vehicle into dealership for repairs.
Customer contacted writer. Writer inquired about when customer was available to take vehicle to dealership for repairs. Writer advised will follow up with the customer once appointment has been made.
Writer contacted dealer 43491 and spoke with SA Jeff. Writer advised that customer is looking to set up an appointment for vehicle to be repaired and inquired about an ETA on repairs. SA Jeff advised that they can schedule customer for Friday at 11am and that writer will have to contact SM Mike regarding repair ETA. Writer advised that writer will send SM Mike an email regarding repairs.
Status update provided via email to the following email address: [redacted]
Hello,
I am emailing you to inform you that I have set an appointment for you to bring your vehicle into the dealership for repairs. They have you scheduled for Friday 1/17/14 at 11:00AM. If you have any questions please feel free to contact me.
Jeep Customer Care telephone number: 1-800-763-8422
My direct extension is 66364
My work hours: 8am to 4:30pm MNT, Monday - Friday.
End of Status Update
5th attempt made to contact customer. Writer contacted customer at [redacted]8. Writer informed customer that the appointment to take in the vehicle was scheduled for Friday 1/17/14 at 11:00AM. Writer advised will follow up with customer once repairs have been completed.
Writer contacted dealer 43491 and spoke with SA Jay. Writer inquired to verify if customer has brought in vehicle for clock spring repairs and to get an ETA on the repairs. SA Jay advised that vehicle is at dealership and repairs are in progress but they do not have an ETA at this time. Writer advised will follow up on Monday 1/20/14.
Writer contacted dealer 43491 and spoke with SA Heather. Writer inquired about repairs. SA Heather advised that repairs are completed and the customer has already picked up vehicle.
Writer contacted customer [redacted]. Writer left message for customer inquiring about vehicle being in possession and to set a follow up to review repairs are to customer s expectation. Writer will follow up on 1/23/14.
Writer contacted customer at [redacted]3. Writer left message inquiring about recent vehicle repairs and to see if repairs are to customer s expectations. Writer requested call back.
Customer returned Writers message. Writer inquired about recent repairs. Customer advised the repairs are to expectation and that he has no other questions or concerns. Writer advised that if there are no other questions or comments that the case will be closed. Customer agreed to case being closed and Writer advised that no further follow up is required. Writer advised that if there are future concerns to contact Jeep Customer Care or visit the nearest dealership.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.
########## 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.
##
As a one-time goodwill gesture, Chrysler is approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $245.00
Labor = $45.93
Total = $290.93
Co-pay = $100.00
########## DIRECT-TO-DEALER ##########
Customer Care is sending this case to because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.
##
Disregard lines 151-167.
Writer contacted dealer 43491 and spoke with SA Jeff. Writer inquired about co-pay with customer if Chrysler needed to send over a Claim Authorization or if this was under their good will discretion. SA Jeff advised that SA Heather will call back writer when available.
Writer contacted dealer 43491 and spoke with SA Jay. Writer inquired to speak with SA Heather to see if RA needed to be sent over. SA Jay took Writers contact information and advised SA Heather will call Writer back.
Writer contacted dealer 43491 and spoke with SM Mike. Writer inquired about if an RA needed to be sent over for this repair. SM Mike advised that yes Writer needs to send over RA.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA241X	9L7[redacted]	**Open Date**	01/08/2014	**Built Date**	11/21/2008	
Model Year	2009	**Body**	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	12/08/2008	**Mileage**	48,300	**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	68149	MCGINLEY INC			
Dealer Address	7 SHAMROCK BLVD				
Dealer City	HIGHLAND	**Dealer State**	IL	**Dealer Zip**	62249

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	TRENTON IL[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 - Intermittent or Inoperative - Default	horn honks when the steering wheel is turned
Corporate - Recall - Default - Default - Default	recall inquiry

Briefly summarize why the customer is contacting Chrysler [redacted] stated that the air bag light is on and the horn activates when the steering wheel is used.
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.
Writer offered to contact the dealership to inquire into possible discounts.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2418	8L[redacted]	***Open Date***	01/13/2014	***Built Date***	05/24/2008	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	06/14/2008	***Mileage***	70,080	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	[redacted]
	EAST DUNDEE IL[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking recall information.

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Air Bag light
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
My air bag light keeps flashing on and off, According to the Dealer and current owners, a ton of 2007 and 2008 have this problem due to the clock
spring. Is there a recall for this or will their be? Being that its part of
a huge safety feature in the vehicle i figured it would be. Thank you for
your help.
******* END OF CUSTOMER EMAIL******
[redacted]:
Thank you for contacting the Jeep Assistance Center.
We are sorry to hear you are having an issue with your airbag light coming on and off. At this time there are no recalls on your vehicle. We would advise you to keep your repair records and if there ever is a recall on your vehicle you will be notified by mail with the address you have provided.
Thanks again for your email.
Sincerely,
Natasha
Customer Service Representative
Jeep Customer Assistance Center
******* END OF CAC EMAIL RESPONSE*******

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2419	8L5[redacted]	***Open Date***	01/13/2014	***Built Date***	03/03/2008	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	05/01/2008	***Mileage***	60,000	***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	68172	OUTER BANKS CHRYSLER DODGE JEEP			
Dealer Address	3000 NORTH CROATAN HIGHWAY				
Dealer City	KILL DEVIL HILLS	***Dealer State***	NC	***Dealer Zip***	27948

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Airbag light is on.
Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	

Briefly summarize why customer is calling Chrysler: Customer called in regards to a recall he had heard about for airbags. Customer stated that he wanted to know if there was a recall on his vehicle for his airbags as his airbag light is on.
Briefly summarize what customer is expecting from Chrysler: Customer is expecting to receive recall information. Agent advised customer that there were no incomplete recalls on his vehicle at this time but if there were to be a recall in the future, he would receive notification in the mail to the address on file. Agent advised customer that most of his warranties had expired so he would most likely be responsible for the costs of repair. Agent noted that the customer is the fourth owner, has no service contracts, has never had this problem in the past, and has had two other Chrysler vehicles.
* * * * 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 called back to get more information on Recalls that may be related to the vehicle. Agent confirmed that there is no recalls on the vehicle. Customer wants to know if issue is part of a recall he found information about online.
Agent advised there is currently no recalls on the vehicle.
Should the vehicle be involved in a recall he will receive a notification by mail.
Agent also advised should he repair the vehicle and it becomes part of a recall he
can submit the receipts for reimbursement consideration.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2414	8L[redacted]	***Open Date***	01/13/2014	***Built Date***	10/04/2007	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	04/04/2008	***Mileage***	76,050	***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	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***	
	FOREST GROVE [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Recall check

Briefly summarize why the customer is contacting Chrysler: Customer called to see if there is a recall on his vehicle.
Briefly summarize what the customer is expecting: Customer is expecting to see if there is a recall on his vehicle.
Customer called to say that his air bag light keeps going on and off intimately. Customer had heard about a air bag recall M35 and was checking to see if his vehicle had a recall. Agent checked customers VIN and seen that there is no recall on his vehicle. Agent checked on global recalls and seen that there is no recall for that vehicle. Agent suggests customer contact dealership to have his air bag issue looked at.
Briefly summarize why the customer is contacting Chrysler: Customer stated he brought the vehicle to the DLR and had to have the clock spring in the steering wheel replaced as it was making the air bag light come on steadily. Customer stated the lady at the DLR told him to call CAC for cost assistance on the repair. Customer stated he paid 424.67 for the repair and 243.47 of that cost was for labor.
Briefly summarize what the customer is expecting: Customer is expecting cost assistance on the repair. Writer put the customer through the goodwill matrix however customer did not meet. Writer advised customer he does not qualify for cost assistance. Customer inquired why the cost of the labor was so high. Customer stated the lady at the DLR had said it was because it was on the grid and he didn t know what that meant. Writer called the DLR and spoke to April in service who worked with the customer. April stated the customer knew what on the grid meant. April stated that their hourly labor rate is 128.14 and that it took an hour to diagnose the vehicle and another hour to repair which is why he was charged 243.47. Writer advised the customer of this. Customer understood.
* * * * 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.

* * [redacted] called to speak with their Case Manager. Transferred the customer to 877-426-5337
Customer called seeking to speak with CM and provided EXT 66386. Agent transferred the call to 800-763-8422 EXT 66386.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA391X	7L[redacted]	**Open Date**	01/15/2014	**Built Date**	01/10/2007	
Model Year	2007	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	01/17/2007	**Mileage**	131,000	**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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	64777	BOB & CHUCK EDDY CHRYSLER DODGE	JEEP		
Dealer Address	4850 MAHONING AVENUE				
Dealer City	AUSTINTOWN	**Dealer State**	OH	**Dealer Zip**	44515

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	FOWLER OH 4[redacted]	**Country**	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	X41 CLOCKSPRING

Briefly summarize why the customer is contacting Chrysler: Customer states that he was reading on the internet that the warranty coverage for the clock spring. Customer states that the air bag light is on solid. Agent checked VIP and there is extended warranty coverage for the X41 CLOCKSPRING. Agent offered to contact or locate a dealership but customer declined stating that he knows where there is a dealership and will be contacting them. Agent informed customer that there is no coverage on vehicle and suggested that he may want to consider a Service Contract. Briefly summarize what the customer is expecting: Customer seeking information about the clock spring extended warranty.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA691X	7L[redacted]	**Open Date**	01/16/2014	**Built Date**	03/31/2007	
Model Year	2007	**Body**	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	05/03/2007	**Mileage**	54,358	**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	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**	
	CHATSWORTH CA[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light is 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
Recall - J30: TRANSMISSION FLUID TEMPERATURE WARNING - Advise Owner/Incomplete Recall	TRANSMISSION FLUID TEMPERATURE WARNING

Briefly summarize why the customer is contacting Chrysler: Customer called because his air bag light is on and he is wondering if he has coverage. Agent advised the customer of (X41) CLOCKSPRING and (X32) INLET CHECK VALVE that he has on this vehicle.
Briefly summarize what the customer is expecting: Warranty and recall information.
Customer calls seeking recall information. Advised the customer of incomplete recall recall #J24,J30,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	1J8GA6912	8L[redacted]	**Open Date**	01/17/2014	**Built Date**	01/08/2008	
Model Year	2008	**Body**	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	02/06/2008	**Mileage**	27,018	**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	67183	ANDERSON CHRY-JEEP-DODGE			
Dealer Address	3920 N HIGHWAY 95				
Dealer City	LAKE HAVASU CITY	**Dealer State**	AZ	**Dealer Zip**	86404

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	
	LAKE HAVASU CITY AZ 8[redacted]	**Country**	UNITED STATES

Corporate - Survey By-Pass - No Diagnosis - Default - Default	
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:
Air bag deployment light staying on.
Briefly summarize what the customer is expecting:
Customer to be repairs under warranty
****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]
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?
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District O * * * * * *
Status update provided via email to the following email address:
h[redacted]
My name is Jaden and I have been assigned as your Case Manager. Here is
some information that will be helpful for you to have.
Chrysler Customer Care telephone number: 1-800-763-8422
My direct extension is 66394
My work hours: 8:30am to 4pm MST, Monday - Friday.
I will contact you within one business day by telephone to review your
case with you.
Thank you.
End of Status Update
Writer contacted dealer Anderson Chrysler Jeep Dodge at, 928-764-5153 and

spoke with Service Advisor Sean. SA said that the VIN nor the customer has been into that dealership.
CONTACT UPDATE- 1st Contact attempt, phone number dialed, and [redacted] Customer stated that the problem is still occurring. Customer claimed that the dealership said that their vehicle does not fall under the recall category. Customer would like the agent to look into a diagnosis about the recall. Writer will follow up with customer tomorrow January 21, 2014 with more information.
CONTACT UPDATE- 1st Contact attempt, phone number dialed, and [redacted]. Customer stated that the problem is still occurring. Customer claimed that the dealership said that their vehicle does not fall under the recall category. Customer would like the agent to look into a diagnosis about the recall. Writer will follow up with customer tomorrow January 21, 2014 with more information.
OOW by 2 years, 11 months and in by miles.
Vehicles New - 0 Vehicle Used - 1
MSVP - None
Writer contacted customer. Customer said that they have never made an appointment so thats why they are not in the dealerships records. Writer will contact dealer for more information about the recall and see if it needs to be diagnosed. Writer will follow up with customer with more information about the recall.
Writer contacted dealership and spoke with Service Advisor Mike. SA said that there is no recall on the Air bag deployment light. Writer asked about a diagnosis and the SA said that the customer could bring the vehicle in on Thursday January 23, 2014. Writer will inform customer of the information that was gathered.
Writer contacted customer at, [redacted]. Writer informed customer that the airbag light was not part of a recall and that if they wanted the issue resolved than the customer would have to take the vehicle into the dealership to get it diagnosed. Customer informed writer that they have no money to get it diagnosed. Customer said that it is on Chrysler that the writer can t do anything to help the customer. Customer said that Chrysler should make a recall for this issue. Writer informed customer that the case will be closed. Customer said that if Chrysler can t help then she doesn t see a reason as to why the case was even opened.
Writer contacted dealership and spoke with Service Advisor Mike. SA said that they are not willing to help pay the diagnosis fee and the agent understands. Writer canceled the appointment for the diagnosis tomorrow.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA5911	8L5[redacted]	***Open Date***	01/17/2014	***Built Date***	09/18/2007	
Model Year	2008	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	09/28/2007	***Mileage***	81,000	***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	26510	KELLY JEEP CHRY PLY			
Dealer Address	353 BROADWAY,ROUTE 1 NORTH				
Dealer City	LYNNFIELD	***Dealer State***	MA	***Dealer Zip***	01940

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SAUGUS MA 0[redacted]	***Country***	UNITED STATES

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 to find out if his airbag system is covered because he has been having an issue where his airbag light will not turn off. Agent informed the customer that there is no recall on his vehicle for his issue. Customer stated he has an appointment later next week for this. Agent advised he keeps the appointment and then we will go from there. Customer understood.
Briefly summarize what the customer is expecting: Seeking air bag information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3911	8L5[redacted]	***Open Date***	01/20/2014	***Built Date***	08/20/2007	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	09/20/2007	***Mileage***	170,000	***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	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	9[redacted]	***Home Phone***	([redacted]
	SHIRLEY NY 1[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking clockspring warranty or recall on vehicle.
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	clockspring

Briefly summarize why the customer is contacting Chrysler: Customer stated there are problems with the airbag light on the vehicle. Customer stated she was informed of a clockspring recall.
-
Briefly summarize what the customer is expecting: Customer calls seeking recall information.
-
Agent advised the customer there are no incomplete recalls for this vehicle. Agent informed customer that her vehicle does not have Right Hand Drive (RHD) steering as specified in the recall notice M31Ù. 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 advised customer that there is no extended warranty X41Ù for the clockspring on the vehicle as well.
Customer calling back to advise she has done further research, customer states she has seen several complaints from customers with the same issue. Customer wanted to know if there was another department she could speak with, agent advised customer there was no other area in customer assistance that could assist. Agent advised customer they can bring their concerns forward to NHTSA, agent apologized as was unable to assist further.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3917	8L[redacted]	***Open Date***	01/20/2014	***Built Date***	09/17/2007	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	02/07/2008	***Mileage***	87,000	***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	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]
	RICHMOND VA[redacted]	***Country***	UNITED STATES

Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	INNER FENDER LINERS
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light is on in vehicle
Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	does not meet matrix, time, mileage, warranty expired
Corporate - CNA Change - Default - Default - Default	updated customers information

Briefly summarize why the customer is contacting Chrysler: Customer states that the air bag light has been on in vehicle for about 1 months now, and sees on line where there is an issue with the clock spring on Jeeps.
Briefly summarize what the customer is expecting: customer seeking assistance with repair of clock spring on vehicle.
Agent provided customer no recall or extended warranty for the clock spring on vehicle. Agent apologized to customer and explained based on information, Chrysler will not be able to assist with repair. If there is any new information, you can always call back and we will revisit your case. Customer feels this is a safety issue, as air bag will not deploy if in an accident.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2417	9L[redacted]	***Open Date***	01/21/2014	***Built Date***	09/04/2008	
Model Year	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	09/22/2008	***Mileage***	88,048	***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	65674	EAST HILLS CHRYSLER JEEP DODGE			
Dealer Address	2300 NORTHERN BLVD				
Dealer City	GREENVALE	***Dealer State***	NY	***Dealer Zip***	11548

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	6[redacted]	***Home Phone***	[redacted]
	OYSTER BAY NY[redacted]	***Country***	UNITED STATES

Recall - K13: INNER FENDER LINERS - Information Request	INNER FENDER LINERS
Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	OOW by both time and mileage/3rd owner
Recall - L05: TRANSMISSION COOLER LINES - Information Request	TRANSMISSION COOLER LINES
Product - Body / Trim / Paint Finish - Air Bag - Activation - Unknown	air bag light went on, beeps then off again

Caller: MR[redacted]
Agent made no promises or commitments.
Briefly summarize why the customer is contacting Chrysler:
Customer called in seeking cost assistance with repairs.
Customer has not had the vehicle diagnosed.
Customer only purchased the vehicle January 13, 2014, so has only owned for 8 days.
Customer states that when driving the vehicle the air bag light comes on, beeps, than goes out. It keeps repeating this cycle over and over.
Agent explained that the vehicle is OOW by both time and mileage, and that he is the third owner. Agent explained that there will be no cost assistance at this time for this concern.
Agent thanked customer for bringing it to our attention, and explained that if a recall or extended warranty is issued for his vehicle he will be sent a notice in the mail, and he can seek reimbursement consideration at that time.
Briefly summarize what the customer is expecting:
Customer called in to seeking cost assistance with repairs.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage/3rd owner.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA5417	8L[redacted]	***Open Date***	01/21/2014	***Built Date***	11/15/2007	
Model Year	2008	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4			
In Service Dt	12/28/2007	***Mileage***	60,000	***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	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***	[redacted]
	PAGE AZ [redacted] 4	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Agent advised customer about J24 recall
Product - Electrical - Ignition System - Other - Default	Customer states that vehicle stalls all the time
Product - Electrical - Unknown - Other - Default	Customer's air bag light is on all the time

Briefly summarize why the customer is contacting Chrysler: Customer stated that he had a call from Chrysler and the call was dropped from his cell phone and he was wondering if they were contacting him about a recall for the stalling and air bag light. Customer having an issue with the Air Bag light as well and had a loose wire fixed as the vehicle stalls.
Agent advised customer that agent not sure why customer received a call from Chrysler but will look into any recalls on the vehicle and check notes to see if a call was placed from customer assistance.
Agent noticed the only incomplete recall is the J24 Mopar Tow Bar from 2009 but customer states that has been addressed three times.
Agent also could not put the recall down under recall in the reason codes as it said it is not the correct reason code although the J24 shows as not being completed.
Agent then advised customer of the other recalls that were done on vehicle and that customer should take the vehicle to get it diagnosed as agent is not technically trained but customer states he will not get it repaired until the recalls are issued on the vehicle as he said the air bag issue was a recall for the right-handed drive 2008 Jeep Wrangler but it should include his 2008 Jeep as well.
Agent made note of customer s concerns

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA6H12	AL[redacted]	***Open Date***	01/21/2014	***Built Date***	11/23/2009	
Model Year	2010	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	12/23/2009	***Mileage***	1,000	***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	57424	CASCADE AUTO			
Dealer Address	118 S MAIN ST.				
Dealer City	CASCADE	***Dealer State***	ID	***Dealer Zip***	83611

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	MCCALL ID 8[redacted]	***Country***	UNITED STATES

Recall - L24: SOFT TOP WEAR - Advise Owner/Incomplete Recall	Advised owner of incomplete recall
Recall - L34: REPROGRAM PCM - OXYGEN SENSOR MONITOR - Information Request	Advised owner of incomplete recall
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states the air bag light is on in her vehicle

Briefly summarize why the customer is contacting Chrysler: Customer states her air bag light is on in her vehicle. Customer states she spoke with her mechanic and was advised there was a recall (L37) for the clock spring. Agent advised the customer all recalls are VIN specific and the recall (L37) for the clock springs does not pertain to her vehicle. Agent advised the customer of the 2 incomplete recalls on her vehicle (L24, L34).
Briefly summarize what the customer is expecting: Customer is calling to see if there is a recall on her vehicle for the clock spring.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA6910 8L[redacted]	**Open Date**	01/23/2014	**Built Date**	03/07/2008		
Model Year	2008	**Body**	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	02/19/2009	**Mileage**	69,200	**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	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	26419	STARR MOTORS INCORPORATED			
Dealer Address	2584 PRUDEN BLVD				
Dealer City	SUFFOLK	**Dealer State**	VA	**Dealer Zip**	23434

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	PORTSMOUTH VA 2[redacted]	**Country**	UNITED STATES

Corporate - Recall - Default - Default - Default	clock spring recall
Corporate - Warranty Coverage - Default - Default - Default	inlet check valve
Corporate - CNA Change - Default - Default - Default	updated address in coin

Briefly summarize why the customer is contacting Chrysler: Customer stated that his air bag light comes on intermittently. Customer stated he read on line about the recall M31 and wanted to know if it was on his vehicle. Customer has not had the vehicle diagnosed. Customer stated he is having issues with fuel filling from the filler port.
Briefly summarize what the customer is expecting: Customer is seeking information if the recall M31 is on his vehicle.
Agent advised that his vehicle does not qualify for the M31 recall.
Agent advised customer of the web site jeep.com for further information on recalls. Agent advised customer that we could transfer him to the dealership to have the check inlet valve repair as he has an extended warranty on that one, however customer stated he will contact them himself.
Agent updated customer s address in coin.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2412	8L[redacted]	**Open Date**	01/23/2014	**Built Date**	11/27/2007	
Model Year	2008	**Body**	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	02/08/2008	**Mileage**	64,000	**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	24173	HANNAH CHRYSLER JEEP			
Dealer Address	3517 NE AUTO MALL DR				
Dealer City	VANCOUVER	**Dealer State**	WA	**Dealer Zip**	98662

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

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

Briefly summarize why the customer is contacting Chrysler: Customer is contacting chrysler stating that his 2008 jeep wrangler air bag light is turning on, customer thinks it may or may not be a recall. Agent advised customer that it is not a recall for his vehicle but he does have an incomplete recall. Agent asked customer if he would like us to get in touch with his DLR, customer declined and said he will call himself, no further assistance needed.
Briefly summarize what the customer is expecting: Customer is expecting to get a diagnostic on his vehicle for the air bag light and get his recall complete for the INNER FENDER LINERS

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2416 8[redacted]		***Open Date***	01/23/2014	***Built Date***	04/30/2008	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	07/08/2008	***Mileage***	55,000	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	60575	BERT OGDEN CHRYSLER DODGE JEEP RAM			
Dealer Address	8421 WEST EXPRESSWAY 83 FRONTAGE				
Dealer City	HARLINGEN	***Dealer State***	TX	***Dealer Zip***	78552

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

Corporate - Recall - Default - Default - Default	Check inlet valve
Corporate - Warranty Coverage - Default - Default - Default	Clockspring
Product - Electrical - Lamps and Switches - Other - Default	airbag light turns off and on

Briefly summarize why the customer is contacting Chrysler: Customer is calling because he would like to know if there is an extended warranty on the clock spring. Customer states that the airbag light keeps going on and off. Customer states that every time he turns the vehicle on the airbag light is on.
Briefly summarize what the customer is expecting: Customer is expecting recall and warranty information.
Agent advised customer there are no open recalls on the vehicle and there isn t an extended warranty on the vehicle for that issue. Agent provided customer with a case number and advised customer to take his vehicle to the DLR.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3915	9L7[redacted]	**Open Date**	01/27/2014	**Built Date**	02/10/2009	
Model Year	2009	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	03/13/2009	**Mileage**	43,000	**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	42617	MARTY FRANICH CHRYSLER DODGE		JEEP INC	
Dealer Address	555 AUTO CENTER DRIVE				
Dealer City	WATSONVILLE	**Dealer State**	CA	**Dealer Zip**	95076

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

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Light comes on when vehicle gets to 20mph
Corporate - Survey By-Pass - No Diagnosis - Default - Default	Possbile D-12-27

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Airbag light comes on at 20mph
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
I have a 2009 Jeep Wrangler JK unlimited with 43000 miles. The airbag indicator light comes on at 20mph. I have read hundreds of complaints about this problem. I am trying to find out if you will issue a recall. I am scared to drive this jeep because of the problem. I am scared for my 2 year old sons life. This is a major concern for me and I can not afford to have it in the shop. Please issue a recall. Please. If nothing is resolved I ll be forced to buy a different make and with so many complaints I would think you would have this fixed especially with it being such a safety concern. Again, please issue a recall.
*****END OF CUSTOMER EMAIL******
Dear[redacted]
Thank you for contacting the Jeep Assistance Center.
We require the VIN in order to review your concern further.
Thanks again for your email.
Sincerely,
Heather
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL[redacted]
*****END OF CUSTOMER EMAIL******
Dear[redacted]
Thank you for contacting the Jeep Assistance Center.
A review of our records indicates that your 2009 Jeep 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.
I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to our attention.
Unfortunately, we are unable to diagnose your vehicle s problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.
Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Should your dealer require factory assistance they may contact our Technical Operations Resource Group (STAR) or contact their regional Business Center.
Thanks again for your email.
Sincerely,
Heather
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL******
REASSIGNED TO KG363
Heather, with so many problems like this why isn t there a recall? You can research airbag light on jeep wrangler and hundreds and hundreds of owners are having the same problem. At what point will Chrysler say ok we understand many of you are having this problem and we will get it fixed?
*****END OF CUSTOMER EMAIL******
Dear [redacted]
Thank you for contacting the Jeep Assistance Center.
Unfortunately, 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.
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.
I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to our attention.
Thanks again for your email.
Sincerely,
Heather
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL******

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D10	AL[redacted]	***Open Date***	01/28/2014	***Built Date***	02/15/2010	
Model Year	2010	***Body***	JKJL72	JEEP WRANGLER SPORT 4X4			
In Service Dt	03/30/2010	***Mileage***	63,000	***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	45400	LAFONTAINE CHRYSLER DODGE JEEP			
Dealer Address	900 W MICHIGAN AVE				
Dealer City	SALINE	***Dealer State***	MI	***Dealer Zip***	48176

Owner	[redacted] L	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	SOUTHGATE MI 4[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	caller states air bag light on as well
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Leaks - Default	diagnosis for trans oil cooler lines - ex 34 extended warranty
Corporate - Recall - Default - Default - Default	informed caller no other recalls
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Caller states she is at the dealership for diagnosis for the transmission cooler line extended warranty. Vehicle just arrived for diagnosis and caller states the air bag light is on as well. Agent did inform caller that there is no extended warranty or recall for the vehicle for this issue.
Briefly summarize what the customer is expecting: Customer seeking extended warranty,recall information
Survey bypass diagnosis for X34 (X34) TRANS OIL COOLER LINES 84.0 months or 70000 MILES
Customer called wanting to know if her vehicle does become involved in the M31 recall would she be able to get reimbursed for already having the recall completed. Agent advised the customer that if her vehicle does become involved that the customer would receive a letter in the mail and to follow the instructions on the bottom of the letter to be reimbursed. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4BJWKG4	CL[redacted]	***Open Date***	01/28/2014	***Built Date***	03/02/2012	
Model Year	2012	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	03/16/2012	***Mileage***	41,000	***Dealer Zone***	35	WASHINGTON	
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	58172	NOLF CHRYSLER-DODGE INC			
Dealer Address	2373 BROOKVILLE ST				
Dealer City	FAIRMOUNT CITY	***Dealer State***	PA	***Dealer Zip***	16224

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

Corporate - Survey By-Pass - No Diagnosis - Default - Default	no diagnosis
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states he has a concern with the clock spring. Customer states in all his other Jeeps the clock spring needed to be replaced. Customer states he is just outside of warranty by miles. Customer states that the air bag light has come on however vehicle is not diagnosed.
Briefly summarize what the customer is expecting: Possible cost assistance
Service Manager Bryan states that he will look into Warranty Bulletin D-12-27 once vehicle has been diagnosed. SM states customer has already contacted the parts department to price parts.
Reassigned to JR1305 no diagnosed

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2412	8L[redacted]	***Open Date***	01/28/2014	***Built Date***	01/24/2008	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	01/30/2008	***Mileage***	56,251	***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	26419	STARR MOTORS INCORPORATED			
Dealer Address	2584 PRUDEN BLVD				
Dealer City	SUFFOLK	***Dealer State***	VA	***Dealer Zip***	23434

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

Product - Electrical - Lamps and Switches - Other - Default	air bag light on
Corporate - Recall - Default - Default - Default	customer seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer contacting Chrysler because their air bag light has been on for a month and they feel it is the clockspring. Customer states the dealer advised customer to contact CAC for possible assistance. Customer states they know this was a recall. Agent explained to customer that there are not recalls or extended warranties for this issue. Agent explained why the M31 recall did not apply. Agent apologized to customer but unfortunately Chrysler would not be able to participate in the cost of repair since the vehicle is OOW. Agent advised customer to hold on to receipts and repair order so that if a recall is ever issue in the future they could submit for possible reimbursement.
Briefly summarize what the customer is expecting: Customer seeking recall information.
* * * * 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	1J4GZ3911	9L7[redacted]	**Open Date**	01/30/2014	**Built Date**	09/04/2008	
Model Year	2009	**Body**	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	12/30/2009	**Mileage**	53,959	**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	60505	ZEIGLER CHRYSLER DODGE RAM			
Dealer Address	3939 STADIUM DR				
Dealer City	KALAMAZOO	**Dealer State**	MI	**Dealer Zip**	49008

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	([redacted]
	KALAMAZOO M[redacted]	**Country**	UNITED STATES

Recall - M31: AIRBAG SYSTEM CLOCKSPRING - Reimbursement	Reimbursement for recall repair
Corporate - Reimbursement - Default - Default - Default	reimbursement for the M31 recall
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	replaced the clock spring

POSTMARK DATE: 011314; DATE RECEIVED: 011614
Confirm name and address matches COIN & HPIMS:Yes
Any open recalls: M31
Name of person writing in:[redacted]
Does customer have an e-mail address:No
Concern:Customer wrote in seeking reimbursement for a repair completed under the N31 recall
Reviewed previous files:Yes, No concerns
******
Writer verified the customer s information to match coin, invoice and envelope.
******
Customer is requesting reimbursement for a repair completed under the M31 recall
Customer sent in a dealership repair invoice with no proof of payment.
Invoice [redacted]- 04/08/13 -[redacted]Miles - air bag light goes on and off clocks spring replaced
******
Writer located the M31 recall is attached to this vehicle
M31 AIRBAG SYSTEM CLOCKSPRING SAFETY 05/31/2013 INCOMPLETE
Writer located information for the M31 recall:Subject:The airbag system clockspring on about 5,400 of the above vehicles could experience a compromised driver's airbag electrical circuit. This would cause the airbag light to illuminate or flash intermittently. This indicates the airbag may not deploy as intended and increases the risk of an injury in the event of a frontal crash.

Repair:The clockspring assembly must be replaced on all involved vehicles
******
The recall M31 shows a date of 05/31/2013, the repair invoice date 04/08/13 - the repair had taken place prior to the recall
Writer will contact ZEIGLER CHRYSLER DODGE RAM @ 269-375-4500 for verification of payment.
Writer spoke with Sarah advising the reason for the call. Writer spoke with Kay in the warranty department who searched with the invoice number. Kay verified the repair to be the clockspring stating the invoice was paid in full. Writer thanked Kay for her time.
******
Writer will contact the customer to advise reimbursement will be provided for the clockspring repair only.
Writer will call - [redacted].
Writer left a message this call is for [redacted] from Debbie of Chrysler reimbursement in regards to a repair invoice received for the 2009 JEEP WRANGLER. Writer advised a check will be submitted for approval for the clockspring repair, pleas allow 30 days for the process to be completed if the check does not arrive after that time frame contact the customer assistance center for tracking. Writer supplied 1-800-992-1997 and cair number [redacted]
****
RECALL - Clock Spring M31
****
Customer submitted request for reimbursement for recall M31 for the clock spring.
Customer s proof of payment is: Verified by the dealership
Recall applies to customer s vehicle:Yes
Date of repair:04/08/13
Invoice # [redacted]
Labor $136.74
Parts $269.00
Tax $16.77 (6%) parts and misc
Misc. Charges $10.44 (1/2 misc charges)
Total $432.95
Writer is submitting check for approval in the amount of $ 432.95
**********APPROVED**********

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2410	8L64[redacted]	**Open Date**	01/31/2014	**Built Date**	06/18/2008	
Model Year	2008	**Body**	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	07/08/2008	**Mileage**	60,000	**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	23192	FAMILY CHRY-JEEP			
Dealer Address	ROUTE 1 AT ROUTE 202				
Dealer City	CHADDS FORD	**Dealer State**	PA	**Dealer Zip**	19317

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

Corporate - Recall - Default - Default - Default	customer seeking recall information
Recall - J24: MOPAR TOW BAR - Information Request	customer seeking recall information
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	customer states air bag light is on

Briefly summarize why the customer is contacting Chrysler:customer contacting chrysler to see if there is a recall on clock spring
Briefly summarize what the customer is expecting:customer is expecting to find out if he has a recall on his clock spring.Customer states air bag light came on.
Agent advised customer there is no recall on clock spring.Agent advised customer of open recall J24.Agent advised customer to get diagnosis for air bag light.Agent referred customer to dealership

Customer Assistance Inquiry Record (CAIR)#								
VIN	1J4GA6412	8L[redacted]	***Open Date***	01/31/2014	***Built Date***	01/14/2008		
Model Year	2008	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4				
In Service Dt	02/11/2008	***Mileage***	77,000	***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	68225	BRUNSWICK AUTO MART INC						
Dealer Address	3031 CENTER RD							
Dealer City	BRUNSWICK	***Dealer State***	OH	***Dealer Zip***	44212			
Owner	[redacted]	***Contact Type***	TELEPHONE					
Address	[redacted]	***Home Phone***						
	GOODYEAR AZ[redacted]	***Country***	UNITED STATES					

Corporate - CNA Change - Default - Default - Default	Webcoin: Unable to update
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	airbag light issues

Webcoin is down Unable to update information.
-
Briefly summarize why the customer is contacting Chrysler:
Customer states his airbag intermittently works.
Customer states he believes he may require a clock spring.
-
Briefly summarize what the customer is expecting:
Customer seeking if there are any recalls or extended warranties on his vehicle.
Customer seeking assistance with a resolution to the issue.
-
Agent advised customer that he has no open recalls or related extended warranties.
Agent looked up Service Bulletins in DealerConnect that were related to the situation but were unable to locate any that specifically fit.
Agent advised customer of his Case #.
Agent advised customer to bring his vehicle in to a DLR.
Agent advised once it is at the DLR under diagnosis, he could call back.
Agent advised customer of the 88F process.
Customer understood.
Customer thanked Agent.
Customer called in with a case number stating the vehicle has been diagnosed. Agent called over to Larry H. Miller Dodge Ram Avondale but was unable to speak to anyone in service. Agent stated that the clock spring is covered under basic which is 3/36. Agent stated Chrysler will not be providing cost assistance. Customer understood and disconnected.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.

* *
Briefly summarize why the customer is contacting Chrysler:
Customer contacted CAC stating he was previously advised by first agent he spoke with on 01/31/2014 that Chrysler would escalate his case for cost assistance once he brought his vehicle into DLR, and was told to contact CAC back once diagnosis was completed. Customer stated he contacted back today and spoke with another agent and was denied any type of assistance.
Customer expressed extreme frustration as he doesn t feel it is right that he should pay the diagnosis fee when he already new it was his clock spring that needed to be replaced.
Briefly summarize what the customer is expecting:
Customer is seeking cost assistance for diagnosis fee.
-
Agent apologized and advised unfortunately we would not be able to cover the cost of the diagnosis fee or provide cost assistance for the repair as the extended warranty does not fall on his vehicle.
Agent was able to find the extended warranty the customer was talking about.
X41 Airbag Clockspring Assembly and advised customer of information as per AC 22875.
Agent did advise customer of other extended warranty that has been placed on his vehicle, the X32 which is for the fuel spilling out. Customer stated he is having issues with fuel spilling when filling his Jeep up.
Agent advised he can now get that repaired free of charge.
Agent advised customer that unfortunately our resources don t allow for us to assist with the cost of the diagnosis fee and the repair.
Customer wanted to speak with Supervisor.
Agent advised a supervisor callback would take place with 1 business day of Monday, however that we are all empowered to make the same decisions and have access to the same resources.
Customer understood.
Customer has requested Supervisor callback
Preferred daytime number: [redacted]
Preferred evening number: [redacted]26
Reason for request: Customer not happy that was advised by previous agent he would receive cost assistance if he brought his vehicle for a diagnosis. Customer wants Chrysler to pay for the $100 diagnosis fee, as he already new what was wrong with his vehicle and would never have taken for diagnosis if he wouldn t have been told he would receive assistance for the clock spring.
CAIR assigned to: SJ372
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
Supervisor Call ([redacted]6): reached voicemail
Team Leader advised: understand request to speak to supervisor; apologize unable to reach customer at this time; appreciate opportunity to review and discuss details of case with customer; follow-up 02/05/2014.
Supervisor Call ([redacted]): spoke with [redacted]
Team Leader advised: review initial call; agent informed customer that we could provide technical assistance once the vehicle is at the dealership undergoing an inspection; financial assistance is reviewed on a case-by-case basis; component only covered under basic warranty; no financial assistance to be provided based on age, mileage and ownership (third owner); informed customer that warranty extension was on 2007 models and recalls were issued on RHD only.
Customer states: understand, but felt like was obligated to have the vehicle inspected based on initial contact when customer already knew what the concern was.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA5410	7L1[redacted]	***Open Date***	02/03/2014	***Built Date***	04/10/2007	
Model Year	2007	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	06/26/2007	***Mileage***	112,618	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

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

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
Referral - Other - Default - Default - Default	referred to dealer for recalls
Corporate - Warranty Coverage - Default - Default - Default	seeking clock spring extended warranty information

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Clock spring
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Need copy of extended warranty for clock spring on this jeep I just purchased
*****END OF CUSTOMER EMAIL*****
Dear[redacted]
Thank you for contacting the Jeep Assistance Center.
VIN: 1J4FA54107L[redacted]6
[redacted]
Corinth TX[redacted]0
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. You may complete the enclosed Customer Reimbursement Claim Form and send your original receipts, invoices and/or repair order to the following address for reimbursement, your claim will be acted upon within 60 days of receipt:

Chrysler Customer Assistance Center
P.O. Box 21-8007
Auburn Hills, MI 48321-8007

If you have questions or need any assistance, please contact your dealer or the Jeep Customer Assistance Center between the hours of 8:00 AM and 8:00 PM, EST, Monday through Friday or Saturday and Sunday 9:00 AM to 5:00 PM, EST. Please contact 1-877- I AM JEEP (426-5337).

Chrysler Group LLC

Our records indicate that the following recall campaigns have not been performed by an authorized dealer:

G40 REPROGRAM EBC MODULE
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*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3910	8L[redacted]	***Open Date***	02/03/2014	***Built Date***	03/07/2008	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	04/24/2008	***Mileage***	130,000	***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	67833	SCOVILLE-MENO CHRYSLER- DODGE-	JEEP, INC.		
Dealer Address	18 UNION STREET				
Dealer City	SIDNEY	***Dealer State***	NY	***Dealer Zip***	13838

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LAKE CHARLES LA 7[redacted]0	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer asking about a recall for the airbags
Product - Electrical - Body Wiring - Other - Default	Customer states he had wiring done for fog lights

Briefly summarize why the customer is contacting Chrysler: Customer states ever since he had some wiring done for vehicle at Mark Dodge DC# 44690 Tel: 337-474-2640 and also added fog lights but now his air bag light is flashing and he has been reading that there are problems with this for the 2008 Jeep Wranglers.
Briefly summarize what the customer is expecting: Customer seeking to know if there are any recalls related to this as he has seen some notice boards with this issue.
Agent referred to AC#22734 but that is for RHD 2008-2012 JK Jeep Wranglers and informed customer there is no recall for that VIN on his vehicle.
Agent advised customer that he will need to get a diagnosis.
Agent contacted Mark Dodge and spoke with Scott Labato the SA who worked on customer s vehicle and he stated that the customer will need to call and set up an appointment and if there is anything that is caused by the wiring and fog lights they would certainly look after the customer but it would need to come in and have a diagnosis.
Agent informed customer of SA Scott s recommendation and customer will contact them to have it looked it.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3919	9L7[redacted]	**Open Date**	02/07/2014	**Built Date**	12/16/2008	
Model Year	2009	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	06/03/2009	**Mileage**	55,000	**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	45286	LITHIA DODGE OF CORPUS CHRISTI			
Dealer Address	4313 S STAPLES ST				
Dealer City	CORPUS CHRISTI	**Dealer State**	TX	**Dealer Zip**	78411

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	CORP CHRISTI TX[redacted]2	**Country**	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Airbag light is on.
Corporate - Recall - Default - Default - Default	Customer inquiring if the issue is due to the M31 recall.
Corporate - CNA Change - Default - Default - Default	Updated customer information.

Briefly summarize why the customer is contacting Chrysler:
Customer called in and stated that she had brought her vehicle into dealership 45286 as her airbag light has been on. Customer stated that she had been advised that she may need to have the clock spring replaced. Customer stated that she had heard about the M31 recall and was wondering if her vehicle falls under the recall.
Briefly summarize what the customer is expecting:
Customer is seeking recall information for the M31.
Agent reviewed AC ID 23863 and searched the vehicle sales codes. Agent found that the vehicle does not fall under M31 as the vehicle does not have right hand drive steering (sales codes RHD and AHF). Agent advised the customer of this information. Customer thanked the agent for the information and ended the call.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D16	AL1[redacted]	***Open Date***	02/08/2014	***Built Date***	01/27/2010	
Model Year	2010	***Body***	JKJL72	JEEP WRANGLER SPORT 4X4			
In Service Dt	03/18/2010	***Mileage***	58,677	***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	68958	WHITE PLAINS CHRYSLER JEEP DODGE			
Dealer Address	70 WESTCHESTER AVE				
Dealer City	WHITE PLAINS	***Dealer State***	NY	***Dealer Zip***	10601

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

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

Briefly summarize why the customer is contacting Chrysler: Customer says the air bag warning lights stay on. Vehicle is going in on February 17th for issue.
Briefly summarize what the customer is expecting:
Customer expects to have this replaced free of charge.
Agent: Told customer to call us once he gets diagnois from dealership - WHITE PLAINS CHRYSLER JEEP 914-946-2600 on Feb 17, 2014 . Dealership told him there was no warranty left to cover this. Told customer about M22 Transmission Skid plate and to have that looked at as well at the dealer.

Customer Assistance Inquiry Record (CAIR)# [redacted]6

VIN	1J8FA5411	8L5[redacted]	***Open Date***	02/10/2014	***Built Date***	01/23/2008	
Model Year	2008	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4			
In Service Dt	05/02/2008	***Mileage***	56,000	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	60201	SPRING CHRYSLER JEEP DODGE, INC.			
Dealer Address	21027 I H 45				
Dealer City	SPRING	***Dealer State***	TX	***Dealer Zip***	77388

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

Product - Electrical - Body Control Module - Other - Default	Customer's airbag indicator light going on and off

Briefly summarize why the customer is contacting Chrysler: Customer states that he is having an issue with his airbag indicator light where it goes on and off and chimes and customer stated he saw there was an issue with that on certain Jeep Wranglers for 2007 and 2008 but for right hand side vehicles.
Briefly summarize what the customer is expecting: Customer seeking to know what this would be and if it applies to his vehicle.
Agent advised that there is nothing on customer s VIN to indicate it applies to his vehicle.
Agent referred to AC# 23734 but the L37 clockspring only applies to right hand 2008 Jeep Liberty s

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2417	7L1[redacted]	**Open Date**	02/10/2014	**Built Date**	04/13/2007	
Model Year	2007	**Body**	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	06/20/2007	**Mileage**	70,000	**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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	43949	KEN'S CHRYSLER DODGE JEEP			
Dealer Address	864 U S HIGHWAY 19				
Dealer City	LEBANON	**Dealer State**	VA	**Dealer Zip**	24266

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

Corporate - Recall - Default - Default - Default	customer wants to know if there is any recalls

Briefly summarize why the customer is contacting Chrysler: customer is contacting chrysler stating that she wanted to know if her son has any recalls on her vehicle, customer states that he is having problems with his air bag, that the light keeps coming on and making noise constantly. Agent stated that recalls are vin specific and that she would have to go into her nearest dealership for get a diagnosis or an inspection on her vehicle to see if it s a recall for his vehicle or not. Customer understood, no further assistance
Briefly summarize what the customer is expecting: customer is expecting to get a diagnosis or an inspection on her son s vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA3913	8L[redacted]2	**Open Date**	02/11/2014	**Built Date**	01/05/2008	
Model Year	2008	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	04/12/2008	**Mileage**	49,706	**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	26789	MARINO CHRYSLER JEEP DODGE			
Dealer Address	5133 W IRVING PARK RD				
Dealer City	CHICAGO	**Dealer State**	IL	**Dealer Zip**	60641

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

Corporate - Recall - Default - Default - Default	customer checking on recall work that has been done on vehicle

Briefly summarize why the customer is contacting Chrysler: Customer states that he has been having an issue with the air bag light turning on every now and then and states that it will beep and stay on for a while then turn off then sometimes it turns on beeps and turns right off.
Briefly summarize what the customer is expecting: Customer is seeking information on what recalls have been issued on the vehicle in the past as he just purchased the vehicle a few months ago.
Agent advised customer that three recalls have been issued on this VIN and that all of the recalls have been completed. Agent advised customer that agent is not showing that any of these recalls were in regards to the airbag light. Agent advised customer that he may want to speak with a local dealership in regards to this concern to see if a repair needs to be made, customer understood. Agent asked customer if he would like agent to find a local dealership and customer stated he would contact the dealership that he bought the vehicle from and if need be he will locate another dealership himself.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3913	9L[redacted]	**Open Date**	02/12/2014	**Built Date**	12/01/2008	
Model Year	2009	**Body**	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	11/09/2009	**Mileage**	114,254	**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]
	CLARKSON NE[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag clockspring 15156106AD(MOPAR) installed
Recall - M31: AIRBAG SYSTEM CLOCKSPRING - Advise Owner/Incomplete Recall	

POSTMARK DATE: 013014; DATE RECEIVED: 020614
The customer is seeking reimbursement under the recall.
Writer acknowledges assignment and that documents are present.
Confirm name and address matches COIN & HPIMS: yes
Any open recalls: M31
Name of person writing in [redacted]
Does customer have an e-mail address [redacted]
Concern:recall reimbursement
Reviewed previous files:yes
M31 - Safety Recall - Airbag Clockspring / 2008-2012 (JK) Jeep Wrangler
Answer ID 23863 | Published 05/28/2013 03:34 PM | Updated 05/28/2013 03:38
This recall applies only to the above vehicles equipped with Right Hand Drive (RHD) steering (sales code AHF) built to U.S market specifications (sales code YAA) from July 30, 2007 through October 08, 2011.
Note: The repair referenced below is required even if the vehicle was previously repaired per the terms of Safety Recall L37. Safety Recall L37 has been cancelled and is replaced by Safety Recall M31.
Models: 2008 - 2012 (JK) Jeep Wrangler
Subject: The airbag system clockspring on about 5,400 of the above vehicles could experience a compromised driver s airbag electrical circuit. This would cause the airbag light to illuminate or flash intermittently. This indicates the airbag may not deploy as intended and increases the risk of an injury in the event of a frontal crash.
Repair: The clockspring assembly must be replaced on all involved vehicles. On 2008 through 2010 models a steering wheel back cover must also be installed.
This Safety Recall ONLY covers the airbag clockspring. All other components of the airbag assembly are covered per the terms of the original manufacturer s warranty.
Safety Recall M31 Page 2
Airbag System Clockspring
Part Number Description
CBALM311AA Clockspring Package (2008 - 2010 model years)

Each package contains the following components: 1 Clockspring, 4 Screw, Oval Head, 1 Cover, Steering Wheel Back 1 Bolt, Steering Wheel Retaining
CBAAM312AA Clockspring Package (2011 - 2012 model years)
Each package contains the following components: 1 Clockspring, 1 Bolt, Steering Wheel Retaining.
IRF CONTACT Writer called Clarkson Motors 402 892 3424. Rings no answer, likely closed. Invoice is stamped paid/dated.
CUSTOMER CONTACT: Writer called [redacted].Customer brought up she had previous issues with this same thing. Writer is doing more research and will have to call the Customer back Customer accepts re-contact.
CUSTOMER CONTACT: Writer called [redacted]. Writer provided Case # and US CAC for contact.
***AGENTS ****Writer is going to reimburse as Customer requested, but Writer needs to speak with Customer directly. Can you please transfer Customer to X4718203.
Customer submitted request for reimbursement for recall (M31air/bag clockspring).
Recall applies to customer s vehicle: Yes
Customer s proof of payment is: stamped invoice
Date of Repair: 09/06/2013
Invoice #: [redacted]0
Labor $ 76.00
Parts $ 259.00
Misc. Charges $ 0.00
Tax $ 14.25
Total $
Writer is submitting check for approval in the amount of $ 349.25
Writer will submit check request when Customer makes contact. *********
CUSTOMER CONTACT: Writer called [redacted]. Writer provided case # and US CAC for contact.
***AGENTS: Line 48 - 50.
Customer states that he is looking into open file at this time. Customer states that he is central time zone and will be available any time tomorrow at [redacted].
Customer is expecting to reach case manager.
Agent advised customer that CM is looking to speak to customer at this time and attempted to reach extension but there was no answer. Agent advised that he would document that customer is looking for call back and they should reach customer as soon as they are able to.
Writer called [redacted]. Writer spoke to Mrs. [redacted] again directly. Writer advised : ALL FUTURE RECALLS MUST BE PERFORMED AT CHRYSLER, JEEP, DODGE, RAM, AUTHORIZED DEALER OR NO FURTHER REIMBURSEMENT. (TL advised this be quoted clearly to Customer). Writer advised of dealerships in her area and she can choose to whom she wishes to take vehicle. Customer is going to take vehicle in for recall inspection. Customer requested mail be sent to P O Box 50, not the street address in account.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4BJWKG8	CL[redacted]	**Open Date**	02/13/2014	**Built Date**	03/06/2012	
Model Year	2012	**Body**	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	03/23/2012	**Mileage**	49,699	**Dealer Zone**	63	DALLAS	
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	45171	RAINBOW CHRYSLER DODGE JEEP LLC			
Dealer Address	301 RIVERHIGHLANDS BLVD.				
Dealer City	COVINGTON	**Dealer State**	LA	**Dealer Zip**	70433

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

Corporate - E-Reimbursement - Default - Default - Default	$500 goodwill of the total $523.49 for air bag repair.
Product - Electrical - Radio/Spkrs/Clock/Antenna - Intermittent or Inoperative - Default	Customer had Clock Spring replaced.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer state the airbag light is on
Product - Electrical - Horn - Defective - Default	Customer states horn is inoperative
Product - Electrical - Radio/Spkrs/Clock/Antenna - Other - Default	Customer states radio from the steering wheel was inoperative
Product - Electrical - Cruise Control - Intermittent or Inoperative - Default	Customer states the cruise control was not working
Product - Electrical - Unknown - Defective - Default	Customer states the mode control on the steering wheel is inoperative

Greg SM calling back from Dealership, customer authorized repair, vehicle has been repaired, will not provide Dealer goodwill after the fact. Greg stated, extended warranty given to customer by Chrysler did not cover, now complaining and seeking Goodwill. SM denied Dealer Goodwill. Customer stated the dealership just called and asked customer to pick vehicle up.
Briefly summarize why the customer is contacting Chrysler: Customer states in December the airbag light came on. Customer states in November the Radio, cruise control and mode controls on the steering wheel became inoperative. Customer states the dealership is charging him 550.00 out of pocket to repair the clock spring. Customer states he has had non stop issues with this vehicle and was offered an extended warranty.
Briefly summarize what the customer is expecting: Customer seeks repairs to be completed under warranty.
Agent contacted Rainbow Jeep (45171) spoke with Service advisor Mike. Service advisor states the clock spring in the radio has been replaced and the vehicle is repaired and operating as designed. Service advisor states his manager is busy and took message. Agent advised CAIR # and a

contact call back seeking goodwill assistance.
Agent advised the customer has had 4 STAR cases, 5 previous Chrysler vehicles and a loyal history with the dealership. Agent advised the customer is still within the D-12-27 parameters.
Agent contacted Rainbow Jeep (45171) spoke with service manager Gary. Agent advised customer has had repeated concerns with his vehicle. Agent seeks reasoning to no goodwill offer.
Service manager states goodwill is not used this way and he will not offer help.
Agent contacted Charles Bollingham and advised customer to pay for repairs. Agent advised the customer case would be sent up for review for possible assistance. Agent advised a 1 day call back.
Customer states he was offered a service contract and made to believe that the contract extended his bumper to bumper warranty.
Customer is seeking cost assistance on the vehicles repairs.
Customer proffered anytime call back # 9[redacted]9
* * * * * CASE MANAGER TEAM - District U * * * * * *
OOW? NO
3 Chrysler vehicles owned, 2 New 1 Old
MVP? NO
Writer called dealer at 985-892-9165 and spoke with SM Greg who informed that Customer has picked up vehicle yesterday. Customer states a clock spring was replaced.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] and spoke to [redacted] who informed that vehicle has been repaired but customer feels he should be reimbursed for the cost of repairs. Writer provided customer with Fax information and will contact customer once documents have been received. Customer provided email of [redacted]
****** Below Customer Contacted for Documentation Request ******
lv162@chrysler.com on 2014-02-17 @ 13:26
***** Customer Document Received *****
Writer called customer at [redacted] and spoke with customer Mr. [redacted] Writer informed customer that Chrysler will be reimbursing $400 for parts and labor. Customer accepted. Customer confirmed mailing address to be correct on file and name spelling is also correct. Writer informed that once check is sent out, the case will close.
Customer Document Reviewed.
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
air bag 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.
49699
Enter the Date when the repairs were completed.
2/13/14
What is the total cost of the Parts to be reimbursed?
$249.00
What is the total cost of the Labor to be reimbursed?
$151.00
What is the total Tax to be reimbursed?
0
What is the total amount being reimbursed?
$400.00
****End structured narrative T2 - eReimbursement
Check not created yet.
Agent spoke with the customer who had unmet expectations of the work being covered because he said the air bag problem shouuld have never happened. Agent changed the offer to $500.
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
Air bag 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.
49699
Enter the Date when the repairs were completed.
2/13/14
What is the total cost of the Parts to be reimbursed?
$262.45
What is the total cost of the Labor to be reimbursed?
$220.00
What is the total Tax to be reimbursed?
$17.55
What is the total amount being reimbursed?
$500.00
****End structured narrative T2 - eReimbursement
Mr. [redacted] accepts and verifies the check
should be mailed to the following name and address:
[redacted]
AMITE, LA 7[redacted]8
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5913	8L6[redacted]	***Open Date***	02/14/2014	***Built Date***	04/09/2008	
Model Year	2008	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	05/22/2008	***Mileage***	85,000	***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	63515	GLENDALE CHRYSLER-JEEP, INC.			
Dealer Address	10070 MANCHESTER ROAD				
Dealer City	GLENDALE	***Dealer State***	MO	***Dealer Zip***	63122

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

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	MOPAR TOW BAR
Corporate - CNA Change - Default - Default - Default	added second phone number
Product - Electrical - Unknown - Other - Default	air bag light is coming on
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called in because they wanted to know if there was a recall associated with their air bag light going on. Agent advised customer of the recall on their vehicle. Agent offered to look up the nearest dealership for the customer but customer declined.
Briefly summarize what the customer is expecting: Customer was expecting to find out if their was a recall associated with the air bag light coming on.
reassigned to TA270
please see TL for feedback

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3917	9L[redacted]	***Open Date***	02/14/2014	***Built Date***	07/22/2008	
Model Year	2009	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	09/29/2008	***Mileage***	59,000	***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	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60496	CAITLIN CHRYSLER DODGE JEEP RAM			
Dealer Address	140 OLD YORK RD				
Dealer City	JENKINTOWN	***Dealer State***	PA	***Dealer Zip***	19046

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	HUNTINGDON VY PA [redacted]8	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light on in vehicle
Corporate - CNA Change - Default - Default - Default	Update coin

****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: Caller states that he is having an issue with the air bag light in the vehicle as well as the air bag chime going off in the vehicle as well. Caller states that this may be a clock spring issue with the vehicle.
Caller states that he is seeking recall or extended warranty information that may assist this repair.
Agent researched and found no open recalls/extended warranty that may assist this repair.
Agent advised caller to have vehicle diagnosed at Jeep dealership.
Agent also updated personal information.
Briefly summarize what the customer is expecting: Caller expecting assistance with the air bag light on issue in the vehicle.
Reassign to JL1168 -- no diagnosis
Customer called back to say that his vehicle is at the dealership. Agent called dealership and confirmed it was a clock spring. Agent advised customer that Chrysler is not able to assist customer with any cost assistance.
[redacted]r called CAC very upset that she was promised cost assistance by the first agent she spoke with on 02/14/2014 and now she is being told that cost assistance is declined. Writer apologized to the customer but advised [redacted]r that CAC is standing behind the previous agents decision and that cost assistance is declined. Heather very upset and can t understand why she see s online that this is a known defect so chrysler should be standing behind the product, writer reminded the customer that recalls are VIN specific plus she is not the original owner so how does

Chrysler know that the first owner didn t cause this issue. [redacted] very upset stating that she can t afford to just get a diagnosis for nothing and was assured that Chrysler would pay for the repair. Writer advised the customer that the notes do not state anything along those lines. Customer stating that it was discussed and to listen to call but writer advised the customer that writer does not have access. Customer requested a supervisor and the writer advised the customer that they are very busy and that Chrysler has empowered the writer to handle these issues but [redacted] not accepting this and stated that she would wait. Writer advised the customer that she can get a callback from a supervisor within 24 hours but thats the best that can be done. [redacted] stated she will wait for another one but writer advised there are no others [redacted] stated that the Supervisor can call her on her cell [redacted] This is her only contact [redacted]
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer has requested Supervisor callback
Preferred daytime number: [redacted]
Preferred evening number: [redacted]
Reason for request: Heather claims she was promised by the first agent to get a diagnosis done and then cost assistance can be processed and writer advised that it doesn t state that anywhere.
CAIR assigned to: JL1168
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Diagnosis
Customer inquiring why she has not received supervisor callback.
Agent informed customer that supervisor callbacks are given until end of business.
Agent informed customer to callback to CAC with CAIR# if she is not contacted by end of business today 5pm EST.
Contacted dealership 60496 and discussed the matter with Matt a Service Advisor. Matt stated dealership looked at the vehicle and determined the issue was with the clock spring. Matt stated customer stated he would contact the hotline back before considering getting the matter addressed. Dealership is not willing to offer cost assistance.
Customer is calling in as she said she was to have a call back from a supervisor by now and no one has called her.
Agent spoke with the TL Jonathan who was the one to call and he was preparing to call the customer.
Agent transferred the customer over to Jonathan.
SUPERVISOR CALL
Supervisor verified situation with customer. Customer [redacted]) stated we advised that we were going to cover the cost of the repair, all we need is a dealership to verify the issue. Supervisor advised customer that we never advised we would cover the repair if that is what the issue would be. Supervisor advised we reviewed the call and found we advised to go to a dealership to get the issue looked into. Customer stated she didn t think it would be such a big deal to assist on such a little part.
Supervisor advised unfortunately we will not assist due to the time and the mileage on 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	1J4FA2411	8L[redacted]	**Open Date**	02/17/2014	**Built Date**	06/16/2008	
Model Year	2008	**Body**	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	09/30/2008	**Mileage**	64,000	**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	36277	LARRY ROESCH CHRYSLER JEEP DODGE			
Dealer Address	200 W GRAND AVE				
Dealer City	ELMHURST	**Dealer State**	IL	**Dealer Zip**	60126

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

Corporate - Product Information - Default - Default - Default	Called to see if he had the M35 recall.

Briefly summarize why the customer is contacting Chrysler: to see if he had the M35 recall because he has an airbag light on the vehicle. Writer informed him that he does not have the M35 recall.
Briefly summarize what the customer is expecting: To see if he has the M35 recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA3H17	AL[redacted]	**Open Date**	02/18/2014	**Built Date**	08/28/2009	
Model Year	2010	**Body**	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	09/15/2009	**Mileage**	55,477	**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	62737	MOTORWORLD CHRYSLER INC			
Dealer Address	150 MOTOR WORLD DR				
Dealer City	WILKES-BARRE	**Dealer State**	PA	**Dealer Zip**	18703

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

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	light comes on intermittantly
Corporate - Survey By-Pass - No Response - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer states that when he turns the steering wheel, and sometimes when driving the airbag light comes on. Customer thinks it is clock spring
Briefly summarize what the customer is expecting:
Customer would like vehicle repaired and would like cost assistance.
Customer feels it is a know issue.
****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?
MOTORWORLD CHRYSLER DODGE JEEP RAM, 62737
Customer advised a call back will take place within one business day.
Preferred Morning/Midday call back number is: Home [redacted]
Preferred Afternoon/Evening call back number is: [redacted]
Customer email address for case updates: b[redacted]
Reassigned to: 88f
* * * * * CASE MANAGER TEAM - District Q * * * * * *
Original Owner,no
Warranty,none
Household
0, New
2, Used
Service Contracts
None
CONTACT UPDATE - 1st Contact attempt,writer called dealership at 570-829-3500 and spoke with service advisor (SA) Kyle. Service Advisor stated that the customer has no loyalty and that the customer has never

been to their dealership. Writer was informed by Service Advisor that the exact mileage is 55,477. Writer was informed by SA that dealership will not be helping customer with good will assistance at this time. Writer informed SA that the case will be forward to the dealership for the Service Manager to ma[redacted]e the final decision.
Writer called customer at [redacted] and left voicemail. Waiting for call back. Writer needs to verify location of vehicle.
Writer spoke with customer. Customer stated that the vehicle had been at The MOTORWORLD CHRYSLER DODGE JEEP RAM dealership for a diagnosis and that the internal clock spring needed replacement. Vehicle is in possession of the owner at this time. Customer stated that he wants dealership to help him with the cost of part replacement. customer stated that the dealership wanted $305 for the part,$81.89 for labor, and $84.75 for the diagnosis. Writer will follow up with customer on Friday the 21st.
Writer called dealership in behalf of CM, writer left voicemail and informed SM that case would be sent over so SM can make a goodwill decision.
Status update provided via email to the following email address:
[redacted]
Hello Mr. [redacted]n, my name is Jessi from Jeep Customer Care and I am contacting you on behalf of your Case Manager Javiar. We are waiting to hear back from the dealership to discuss goodwill assistance for the needed repairs. Your Case Manager will contact you by phone again no later than Monday 02/24/2014. Thank you for choosing Jeep.
End of Status Update
Writer called dealer, phone number dialed 570-829-3500. Writer tried to leave message for Service Manager (SM) Daniel but SM is on medical leave. Writer left message for Service Advisor (SA) Amy instead, advising to call us back to see who is taking decisions in behalf SM while SM is out. Writer advised that we need to send the case over for goodwill decision and advised to call back at ext 66051 or CM JS2532 at ext 66285.
Writer called customer, phone number dialed [redacted]. Writer left message for Mr [redacted]M[redacted] stating that CM JS2532 is working and reviewing case. Writer also advised that SM is out and we are looking to see who will be able to take a goodwill decision while SM is out. Writer advised that CM will follow up with customer no later then 02/26.
Status update provided via email to the following email address:
[redacted]
My name is Claudia and I am contacting you in behalf your Case Manager Javier. Here is some information that will be helpful for you to have. Chrysler Case Management telephone- 800-763-8422 and your case number 2[redacted]0. Javier s direct extension is 66285. Work hours are Monday - Friday from 8:00 AM- 4:30 PM MNT Standard Time.
Thank you for being part of the Jeep Family!
End of Status Update
Amy, Asstistant Service Manager calling from dealer 62737 calling to speak with Case Manager JS2532. Writer advised dealer that CM is not available at this time and transferred dealer over to RC1177 at ext 66127.
ASM Amy called writer. ASM stated they vehicle is at 52,000, customer is the second owner, customer is not loyal. ASM stated they are not interested in provided goodwill assistance; not willing to accept an RA.
Writer received incoming call from customer. Writer stated that the final goodwill decision will be reached by the dealership. Writer stated that customer will hear from the dealership with the final decison. Writer will follow up after the repair.
Writer left message for ASM Amy stating that the case will be sent over so ASM can make final goodwill decision.
########## DIRECT-TO-DEALER ##########
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this CAIR because this customer appears to fall within the scope of Warranty Bulletin D-12-27 Warranty Goodwill Administration Process. Please follow the guidelines set forth in this bulletin to come to a resolution. If the customer s request is beyond

the
limits found within D-12-27, it will require Area Manager documented pre-approval via the DM Notes application. All offers or denials will be delivered to the customer, with an appropriate explanation, by the dealer or the Area Manager. Customer Care will follow-up as appropriate with the customer before the CAIR is closed. If this repair falls under the Digital
Imaging process or the Powertrain Service Center you will need to follow all associated processes and requirements for claim approval including tech training requirements.
##################################
Writer received incoming call from ASM Amy. ASM Stated that the final goodwill will decision lines 82-84 is final.
Writer called customer, phone number dialed [redacted]8. Writer left message for customer, writer advised a follow up call no later then 02/28.
Writer contacted dealership at 570-829-3500 and left voicemail for ASM requesting a callback.
Writer attempted to contact customer [redacted] and left a voicemail message.
Writer contacted dealership at 570-829-3500. Writer left message for ASM Amy requesting a call back.
Writer attempted to contact the customer at [redacted]8 and left a voicemail message.
Writer received incoming call from customer. Customer stated that he had not heard anything from the dealership regarding goodwill assistance. Writer will contact customer tomorrow to follow up and contact the dealership.
Writer attempted to contact the dealership at 570-829-3500 . Writer left a voicemail message for Service Advisor Amy. Writer requested call back regarding customer.
Writer spoke with customer [redacted] . Writer stated that writer will be looking to handle this concern internally. Writer stated that writer would follow up with customer no later then Friday.
Status update provided via email to the following email address: [redacted]t
Good afternoon Mr [redacted] am contacting you on behalf of your CM Javier who is not available today, we are currently working on your case and will follow up no later than 3/11/2014. We apologize for the delay; meanwhile feel free to contact us for any question or concern about your case.
Edgar J. Chrysler Case Management.
1-800-763-8422 Case # [redacted]
End of Status Update
Status update provided via email to the following email address: [redacted]
This is Javier I am sorry that I have not been in contact with you. I was not in the office yesterday. I will get in contact with you tomorrow with more information in regards to your vehicle. Thank you for your patience. I am available Monday-Friday 11:30-8:00pm Mountian Standard Time. my number is 1-800-763-8422 extension 66285.
End of Status Update
Writer attempted to contact the Service Department at and was unable to do so. The Service Department is open until 7 PM 570-829-3500.
Status update provided via email to the following email address: [redacted]
Hello This is Javier I called the dealership to inquire regarding the goodwill assistance. I was able to get in contact with the Service Department due to the Department being closed. I am very sorry that this has been going on for a while now. I will follow up with you on Friday.
End of Status Update
Dealership Contact:62737 2X ASM Amy or SM Joseph Gillas not available left voicemail for a callback.
Customer Contact: Dialed [redacted] No answer left voicemail with CM ext 66053.
Attempted to speak with the service department at 62737 MOTORWORLD

CHRYSLER DODGE JEEP RAM, however, they are closed for the evening.
Status update provided via email to the following email address:
[redacted]
We do not have an update on your case at this time. We will contact you tomorrow as soon as an update becomes available. We apologize for the delay; meanwhile feel free to contact us for any questions about your case.
Thank you for your patience,
Chrysler Case Management,
1-800-763-8422, extension 66285
End of Status Update
Writer attempted to contact the dealership at 570-829-3500. Writer left message.
Customer Contact: Dialed [redacted]. Writer left a message; writer advised we will follow up tomorrow.
Writer attempted to contact the dealership at 570-829-3500. Writer left message.
Writer attempted to contact the dealership at 570-829-3500. Writer spoke with ASM Amy. ASM stated she does not understand why this case is still open. ASM stated they have made the decision and they are not going to provide any assistance. Writer asked if they can contact customer with the decision. ASM agreed.
Customer Contact: Dialed [redacted]. Writer left a message.
Customer Contact: Dialed 5[redacted]. Writer left message.
Customer Contact: Dialed [redacted]. Writer left a message to advise we still have the case open however if we do not hear from customer case will be close on Monday.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5912	7L1[redacted]	**Open Date**	02/20/2014	**Built Date**	05/12/2007	
Model Year	2007	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	06/12/2007	**Mileage**	36,000	**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	45243	LITHIA CHRYSLER JEEP DODGE OF	BUTTE		
Dealer Address	3883 HARRISON AVE				
Dealer City	BUTTE	**Dealer State**	MT	**Dealer Zip**	59701

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	
	NEPHI UT 8[redacted]	**Country**	UNITED STATES

Corporate - Recall - Default - Default - Default	Recall inquiry
Corporate - CNA Change - Default - Default - Default	Update Customer Contact information

Briefly summarize why the customer is contacting Chrysler:
DLR contact re: vehicle has an airbag light issue.
-
Briefly summarize why the customer is contacting Chrysler: DLR seeking if there is a recall
-
Agent advised customer it may be related to the X41 extended warranty.
Agent advised customer of the other extended warranties and open recalls on the vehicle.
DLR satisfied.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3912	9L7[redacted]	***Open Date***	02/24/2014	***Built Date***	04/06/2009	
Model Year	2009	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	04/21/2009	***Mileage***	68,000	***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	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***	
	MANCHESTER PA[redacted]3	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag liht flashing intermittently
Corporate - Recall - Default - Default - Default	recall on vehicle for clockspring or air bag
Corporate - CNA Change - Default - Default - Default	updated customers information

Briefly summarize why the customer is contacting Chrysler: customer states intermittently the sir bag light coming on intermittently and was looking for a recall pertaining to issue.
Briefly summarize what the customer is expecting: Customer seeking information for recall on vehicle for clock spring or air bag.
Agent explained to customer there is no recall or extended warranty on vehicle pertaining to the air bag or clock spring. Recalls are VIN related, time and where manufactured.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GB3914	7L1[redacted]	***Open Date***	02/24/2014	***Built Date***	03/01/2007	
Model Year	2007	***Body***	JKTM74	JEEP WRANGLER UNLIMITED X 4X2 SPORT UTILITY			
In Service Dt	04/13/2007	***Mileage***	98,000	***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	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***	
	METAIRIE LA 7[redacted]	***Country***	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	Advised customer of X41 clockspring issue
Corporate - Dealer Information - Default - Default - Default	Provided dealership information
Corporate - Corporate Warranty Extension Letter - Default - Inquiry - Default	X32 - inlet check valve
Product - Fuel System - Fuel Tank - Leaks - Default	X32 symptoms, customer wanted to know if this issue has warranty
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that she had gone to her closest dealership and that she has received mail about an issue where her gas tank will no longer fill up properly. Customer states that the dealership had told her that the issue is not covered and is further looking to have this issue confirmed because she has had some bad experiences with the dealership. Customer states she would like information for Ray Brandt Dodge, Chrysler, Jeep, Ram and had no further questions and that she would contact the dealership at a later time.
Briefly summarize what the customer is expecting: Warranty information. Agent advised customer that there is an extended life time warranty on this particular issue of the vehicle known as the X32 inlet check valve. Agent advised that as well there is an X 41 air bag clock spring extended warranty as well. Agent advised customer that these 2 issues are covered under the life time of the vehicle and informed her that the X41 has a symptom where the air bag light comes on. Agent advised customer that the second closest dealership would be ray brandt 43939 and offered to call service for the customer.
LB546 no diagnosis under customer satisfaction extended warranty X32

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4HJWDG3	CL[redacted]	**Open Date**	02/26/2014	**Built Date**	09/07/2011	
Model Year	2012	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	09/07/2011	**Mileage**	40,063	**Dealer Zone**	63	DALLAS	
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	43163	BAYSIDE CHRY-DODGE-JEEP			
Dealer Address	10535 AUTO MALL PKWY				
Dealer City	D'IBERVILLE	**Dealer State**	MS	**Dealer Zip**	39540

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

Recall - N28: TRANSMISSION OIL COOLER TUBE - Information Request	Transmission oil cooler tube
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	flashing airbag light

Briefly summarize why the customer is contacting Chrysler: Customer called in to get a case number as he is having issues with his airbag light coming off and on. Agent provided the information to the customer and informed the customer he would need to have his vehicle inspected by a Jeep Dealership. His vehicle is in having the N28 completed on his vehicle.
Briefly summarize what the customer is expecting: Customer wanted a case number as his airbag light is coming off and on.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2418 8L[redacted]	**Open Date**	02/26/2014	**Built Date**	11/09/2007		
Model Year	2008	**Body**	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	10/20/2008	**Mileage**	39,781	**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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	57998	LINWOOD MOTOR COMPANY			
Dealer Address	1634 EAST 5TH STREET				
Dealer City	METROPOLIS	**Dealer State**	IL	**Dealer Zip**	62960

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	
	PADUCAH KY 4[redacted]	**Country**	UNITED STATES

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Advised owner of incomplete recall
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	Advised owner of incomplete recall
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Airbag light on. Customer seeking recall to cover repair.
Corporate - CNA Change - Default - Default - Default	Reported used sale

Briefly summarize why the customer is contacting Chrysler: Customer called to check if there was a recall on his vehicle for the airbag light. Customer states he purchased the vehicle two weeks ago and three days into owning the vehicle the airbag light came on. Customer states that he went online and saw that there was a recall for this issue.
Briefly summarize what the customer is expecting: Customer is expecting recall information. Agent advised customer that there are no recalls on the vehicle for the airbag light. Agent advised customer of open recalls J24 for the MOPAR Tow bar and K13 for the Inner Fender Liners. Agent was looking into recalls on TechConnect and noted that there was a recall for customer s model vehicle, but was specifically for vehicles with Right Hand Drive steering equipped on the vehicle. Agent referred to sales codes and noted that customer s vehicle was equipped with Left hand Drive from factory. Agent went back to customer on hold to advise of this information, but there was no contact from customer s line.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2411	8L[redacted]	**Open Date**	02/27/2014	**Built Date**	02/23/2008	
Model Year	2008	**Body**	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	03/10/2008	**Mileage**	44,096	**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	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**	TELEPHONE
Address	[redacted]	**Home Phone**	
	BISBEE AZ[redacted]	**Country**	UNITED STATES

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

Caller contacting Chrysler seeking cost assistance for Clockspring.
Caller states that they had this happen 11000 miles ago and don t want to pay another $500. Agent contacted DLR but could not reach SA Colton for diagnosis. SA is going to contact CAC back to advise of diagnosis. If diagnosis is again Clockspring then the case can be escalated to 88F for having prior history, prior history with repair at DLR, Original owner, and owns more than 1 vehicle.
Steve who is the foreman at the dealership has called and stated that the customer does need a new clock srping. Steve states the customer has not been to the dealership since March 31, 2011 for clock spring at 21000. Steve states the customer is not easy to work with.
Informed customer that before Chrysler considers offering any goodwill assistance outside of warranty, a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time. Customer is seeking out of warranty assistance in the form of Cost assistance
Based on the information at hand, agent is considering the following: having prior history, prior history with repair at DLR, Original owner, 7 and owns more than 1 vehicle.
Briefly summarize why the customer is contacting Chrysler: Customer is seeking cost assistance
Briefly summarize what the customer is expecting: Cost assistance
Who has possession of the vehicle? Dealer
Has an authorized dealer diagnosed the vehicle? Yes
If a CDJR dealer has diagnosed, what is the dealer name and code? 45505
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]7
Customer email address for case updates: N/A
Reassigned to: 88f

* * * * * CASE MANAGER TEAM - District O * * * * * *
Ownership: original
Owned: 5
Currently owns: 5
Service Contract: ESSENTIAL CARE 3 YEARS 6 OIL CHANGES
Out of warranty: Three years and 6,000 miles
Writer contacted SM Steve. SM states that the customer isn t loyal to dealership and is very difficult to work with. SM will accept goodwill RA with customer copay of at least $100.00.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
Writer contacted customer Mrs. [redacted] Mrs. [redacted] states that she is able to make financial decisions regarding vehicle repairs. Writer offered assistance with customer copay of $100.00. Customer accepted. Writer will notify SM. Customer states she doesn t know when she ll be able to take the vehicle to dealership but thinks maybe 3.6 or 3.7.14. Writer asked customer to please call writer at ext. 66274 when the vehile is at the dlr. Writer will monitor case.
Writer left voicemail for SM to call writer at ext. 66274.
SM Steve at dealer 45505, called to speak with CM RB1437. With SM s permission, writer transferred SM to CM s voice mail, as CM is not currently available.
Writer received voicemail from SM Steve for callback from writer.
Writer left detailed voicemail for SM regarding lines 42-49 and please order part if not in stock. Writer thanked SM for cooperation. Writer will monitor case.
Writer contacted SM Steve. Part is in stock and SM is waiting for customer to contact dlr to make appointment.
Writer contacted customer Mrs [redacted]. Customer will ask husband about scheduling and will call writer at ext. 66274
Writer received voicemail from customer requesting appointment for 3.10.14 at 8 AM.
Writer contacted dlr. Dlr states 3.10.14 at 8 AM will be just fine.
Writer left voicemail for customers the [redacted] regarding line 64 and writer will confirm repairs on 3.11.14.
As a one-time goodwill gesture, Chrysler is approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $247.50
Labor = $76.30
Total = $323.80
Customer Co-pay = $100.00
########## DIRECT-TO-DEALER ##############
Customer Care is sending this case to because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.
##################################
REASSIGNED TO BC/DLR 70 45505 03/11/14 13:20 O [redacted]
Writer contacted SM Steve to obtain warranty pricing. SM informed writer that customer cancelled appointment for 3.10.14. Writer offered to contact customer to reschedule. Writer will need to inform dealer of customer s response.
Writer left message for customers Mr. or Mrs. Mozier to contact writer at ext. 66274
*Contact Date:03/12/2014
Service / Parts Director at the dealership has updated the CAIR# 2[redacted]1
The vehicle has been diagnosed.
Writer received voicemail from customer Ms. Mosier. Appoitment for 3.14.14 at 8 AM. Writer notified dealer via voicemail also.
*Contact Date:03/14/2014
DCX goodwill repair is documented on Repair Order#[redacted]
Request was reviewed with DM.
CAIR RETURNED FROM DEALER ON 3/14/2014 AT 01:15:650 R[redacted]
Writer left voicemail for customer Mrs. Mosier to confirm repairs to ext

66274
Writer contacted customer Ms [redacted] to confirm repairs. Customer thanked writer for helping. Writer closed case.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA5419	8L5[redacted]	***Open Date***	02/28/2014	***Built Date***	09/06/2007	
Model Year	2008	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4			
In Service Dt	09/12/2007	***Mileage***	70,000	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	45188	UNDERWOOD MOTORS INC			
Dealer Address	2626 CLEVELAND RD				
Dealer City	WOOSTER	***Dealer State***	OH	***Dealer Zip***	44691

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]02	***Home Phone***	[redacted]
	POLK OH [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light on/chiming
Corporate - Recall - Default - Default - Default	No open recalls
Corporate - CNA Change - Default - Default - Default	Update coin

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.
**
Caller stated that he is having an issue with the air bag light on in the vehicle as well as the air bag chime going off in the vehicle.
**
Caller states that he is seeking extended warranty information or recall assistance for this repair. Agent researched and no extended warranty of recall on 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.
-- Third owner --
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6416	7L1[redacted]	**Open Date**	03/03/2014	**Built Date**	02/20/2007	
Model Year	2007	**Body**	JKJS72	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	03/27/2007	**Mileage**	25,706	**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	66692	FISHER CHRYSLER DODGE JEEP INC			
Dealer Address	349 EAST 32ND STREET				
Dealer City	YUMA	**Dealer State**	AZ	**Dealer Zip**	85364

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	
	LYNDEN WA [redacted]	**Country**	UNITED STATES

Corporate - Corporate Warranty Extension Letter - Default - Reimbursement - Default	Customer is seeking reimbursement for the X41 extended warranty.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that the air bag light was on and clockspring replaced.

Briefly summarize why the customer is contacting Chrysler: Customer called stating that he was going down the road and a light came on for the air bags and he took it into the DLR and they did a diagnosis and found the clock spring needs to be replaced and this would be covered under warranty, but the part was not in stock and would take a couple days to have the repair completed. Customer paid Jones Chrysler $103.09 for the diagnosis fee and then drove to his DLR Fisher Chrysler who had the part and they ended up completing the extended warranty X41 on his vehicle.
Customer is seeking reimbursement for the $103.09 for the diagnosis fee that he paid Jones Chrysler because they did not have the clock spring to cover under warranty and do the repair.
Agent gave the customer the mailing address and advised him that there are no guarantees that we can reimburse and to allow up to 60 days for processing. Customer understood.
Briefly summarize what the customer is expecting: Customer is expecting reimbursement for the diagnosis fee.
POSTMARK DATE: 030314; DATE RECEIVED: 031014
Documents attached for review
The agent reviewed the case and we do not reimburse for diagnosis fee.
The agent called the customer at [redacted]
The agent left a message with contact information.
****
NEXT AGENT: Please advised the customer of line 20.
****
The agent called the customer at [redacted].
The agent advised the customer of line 20.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3916 8[redacted]		**Open Date**	03/03/2014	**Built Date**	06/17/2008	
Model Year	2008	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	07/06/2009	**Mileage**	69,000	**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	54618	MIKE'S MOTOR COMPANY INC			
Dealer Address	111 ELM STREET				
Dealer City	CLINTON	**Dealer State**	IN	**Dealer Zip**	47842

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	CAYUGA IN 4[redacted]	**Country**	UNITED STATES

Product - Engine - Oiling System / Pan / Pump - Other - Default	Customer's Father states vehicle uses two much oil

Briefly summarize why the customer is contacting Chrysler: Customer s Father[redacted] stating that daughter s vehicle (2008 Wrangler is using too much oil) and he sees on various sites that there is a problem with 2007/2008 Wranglers where the ring was put on incorrectly and is seeking advice on this.
Customer also stated that he has sent in an email as well but that they stated that they would be in touch with customer within one business day. Agent doesn t see the email at this time but sure that the email department will be in touch with him and gave the customer this CAIR number.
Agent advised customer that there is no recall related to this issue and agent checked VIP and the extended Lifetime Extended Warranty - Fuel Tank Inlet Check Valve / 2007-2008 (JK) Jeep Wrangler is only for the check valve and not oil pan.
Agent stated that customer should take vehicle to Mike s Motors DC#54618 Tel:[redacted] (customer purchased vehicle on April 5, 2013) for a diagnosis. Customer taking it there this Friday for a diagnosis and Ron is the Service Manager and he will look after customer.
Agent advised customer that agent has documented his concerns about seeing the complaint about the oil ring not being attached properly at www.jeep.com/wccapp/universal (agent cannot see this on the site).
Customer called back and stated his daughters air bag light was on in the vehicle. The vehicle is at Mikes Motors and they are changing the oil to do an oil consumption test. The customer states the air bag light is coming on. Customer states the dealership told him that there is not a recall on the vehicle for this. Agent informed caller this no recall for the air bag. Agent informed caller that recalls are vin specific. Agent informed caller that the light coming on could indicate a bad sensor. Caller states the dealership is wanting to charge them a lot of money to determine the cause.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA5D1X A[redacted]	***Open Date***	03/04/2014	***Built Date***	07/29/2010		
Model Year	2010	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4			
In Service Dt	10/14/2010	***Mileage***	35,000	***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	68522	RANDOLPH CHRYSLER JEEP INC			
Dealer Address	572 SOUTH MAIN ST				
Dealer City	RANDOLPH	***Dealer State***	MA	***Dealer Zip***	02368

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	ROXBURY CROSSING MA 0[redacted]7	***Country***	UNITED STATES

Product - Brakes - Unknown - Other - Unknown	customer stated he has to put fluid in the master cylinder
Product - Electrical - Occupant Classification System - Unknown - Default	customer stated that air-bag light is on
Corporate - Recall - Default - Default - Default	customer wanted information on recalls

Briefly summarize why the customer is contacting Chrysler: Customer stated that his air-bag light is on and he also has to keep putting fluid in the master cylinder. Customer wanted to know if there were any recalls on his vehicle.
Briefly summarize what the customer is expecting: customer wanted recall information for his vehicle.
Agent advised the customer that he has no open recalls. Agent advised the customer that the vehicle should be taken to the local dealership to have it diagnosed. Agent offered to contact a local dealership and customer declined.

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

VIN	1J4GA5919	7L[redacted]	***Open Date***	03/04/2014	***Built Date***	06/03/2007	
Model Year	2007	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	06/05/2008	***Mileage***	152,000	***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	66912	ROSEVILLE CHRYSLER JEEP, INC.			
Dealer Address	2805 HIGHWAY 35W NORTH				
Dealer City	ROSEVILLE	***Dealer State***	MN	***Dealer Zip***	55113

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]T	***Home Phone***	([redacted]
	MILACA MN [redacted]	***Country***	UNITED STATES

Product - Fuel System - Fuel Tank - Leaks - Default	Customer claims gas spits out when refuelling
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer wanted to know if there was coverage under X41 warranty

Briefly summarize why the customer is contacting Chrysler: Customer states that they received a letter from Jeep regarding air bag lamp illumination and that coverage was provided for the vehicle. Customer states that they have been experiencing gas spitting out of their fuel tank when filling up. Customer states that they would not need dealership information and that she would make contact with them.
Briefly summarize what the customer is expecting: Customer is expecting extended warranty information.
Agent advised customer that the X41 warranty had expired at 150,000 miles on the vehicle. Agent informed the customer that there is another customer satisfaction warranty on the vehicle for the X32 INLET CHECK VALVE and that coverage for this concern on the vehicle has been given a life time as it does happen. Agent advised customer that dealership would be able to cover this issue as it occurs and offered to contact dealer for the customer how ever customer declined.
Customer is calling to inquire about the LPLW and stated that they are at the dealership and was informed they no longer have this. Agent explained that there is a 5 year inspection that was to be performed and that they have missed this.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2416	9L7[redacted]	**Open Date**	03/05/2014	**Built Date**	02/05/2009	
Model Year	2009	**Body**	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	03/31/2009	**Mileage**	72,000	**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	45558	COVERT CHRYSLER DODGE JEEP RAM			
Dealer Address	8107 RESEARCH BLVD				
Dealer City	AUSTIN	**Dealer State**	TX	**Dealer Zip**	78758

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

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

Briefly summarize why the customer is contacting Chrysler: Customer states that his air bag light will intermittently turn on and off.
Customer states that he believes that it is due to the clockspring.
Customer states that since this is a safety issue he should have to pay for the repair.
Briefly summarize what the customer is expecting: Customer is expecting cost assistance. Writer contacted DLR 45558 and spoke with SA Mark who states that they have not formally diagnosed the vehicle and that the customer believes that it is the clockspring and from experience that is what he believes it is also but they cannot be sure until they diagnose the issue. Writer spoke with Parts to see if they offer any discounts to customers that are loyal to their DLR. Advisor states that they cannot guarantee a discount. Writer advised customer that we do need to have a formal diagnosis on the vehicle. Writer advised customer that since the vehicle is outside of warranty he would need to pay for the diagnosis and repairs. Writer advised customer that if it was the clockspring that component is only covered for 3 years or 36000 miles for which he is over by 2 years and 36000 miles. Customer does not believe that she should have to pay for this as it is a safety concern.
Customer has requested Supervisor callback
Preferred daytime number: [redacted]4
Preferred evening number: [redacted]
Reason for request: outside of warranty, needs to pay for diagnosis and repair
CAIR assigned to: PC739
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
*****Supervisor*****
Supervisor contacted customer at 2[redacted]4 and customer stated he feels that this is a safety issue and we should cover this repair.
Customer stated he has not had this vehicle diagnosed, he only had the SM

look at the vehicle and thought it might be due to the clockspring.
Supervisor advised customer he does not have any extended warranties or recalls for this issue and advised customer we are not able to offer assistance for this repair.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Please close CAIR.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6415	9L7[redacted]	***Open Date***	03/06/2014	***Built Date***	07/21/2008	
Model Year	2009	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	02/12/2009	***Mileage***	57,500	***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	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***	
	COHOES NY [redacted]	***Country***	UNITED STATES

Corporate - Limited Lifetime Powertrain Warranty - Default - Default - Default	Advised customer of needed LPLW inspection
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	Customer states airbag light is illuminated after starting vehicle
Corporate - CNA Change - Default - Default - Default	Updated customer address and phone number
Corporate - Recall - Default - Default - Default	customer inquiring if there is a recall for the airbag system

Briefly summarize why the customer is contacting Chrysler: Customer states that the airbag light has been illuminating consistently on his vehicle about 30 seconds after the vehicle starts. Customer inquired if there is a recall applied to this issue with the airbag light.
Briefly summarize what the customer is expecting: To be told if there is a recall on his vehicle pertaining to the airbag system or that may involve the airbag light.
Agent advised customer of open recalls K13 and J31. Agent advised customer of the needed LPLW inspection and when it should be done. Agent advised customer that at this time there are no recalls on his vehicle that describes the symptoms at hand. Agent advised customer that any CDJR dealership can complete the two other recalls and perform the LPLW inspection while addressing the airbag light.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3914	7L1[redacted]	**Open Date**	03/07/2014	**Built Date**	05/03/2007	
Model Year	2007	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	06/03/2007	**Mileage**	193,000	**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	45603	LARRY H MILLER CHRYSLER JEEP			
Dealer Address	7800 E 22ND STREET				
Dealer City	TUCSON	**Dealer State**	AZ	**Dealer Zip**	85710

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

Product - Electrical - Unknown - Other - Default	Air Bag Light has been on for 2 days
Corporate - E-Reimbursement - Default - Default - Default	
Product - Electrical - Horn - Defective - Default	

Briefly summarize why the customer is contacting Chrysler: Customer stated her air bag light keeps coming on and turning off. It has now been 2 days since the light came on.
Briefly summarize what the customer is expecting: Light to go off.
Who has possession of the vehicle? Owner however she is going in today Friday 3-7-2014
Has an authorized dealer diagnosed the vehicle? no
If a CDJR dealer has diagnosed, what is the dealer name and code? 45605 LARRY H MILLER DODGE RAM TUCSON
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: 5[redacted]
Customer email address for case [redacted]
Reassigned to:88F
* * * * * CASE MANAGER TEAM - District O * * * * * *
Original Owner
Warranty
oow
Household
1, New
0, Used
Service Contracts expired
Status update provided via email to the following email address:
[redacted]
My name is Britney and I have been assigned as your case manager. Here is some information that will be helpful for you to have.
My contact information: 800.763.8422 EXT 66309
My hours in the office: M-F 8am 4:00pm Mountain time

I will review your case and contact you by the end of business today.
End of Status Update
CONTACT UPDATE - 1st Contact attempt e-mailed customer per lines 25-29
Writer attempted to contact SM .Writer was advised that the SM was in a meeting and to call back after 1PM
Caller Mrs[redacted] requesting to speak with Case Manager.
transaferred to nic BN171
Writer updated phone 5[redacted]57 to front screen.
Writer received and inbound call from customer stated that she is currently at the dealership and does not want to pay the $500 repair. Customer stated she only wants to pay for a diagnostic fee. Writer advised customer writer will follow up will dealership and do more research.
Writer attempted to contact SM . writer was advised that the SM is unavailable today and will follow up tomorrow 3-11-14
Writer contacted customer .Customer verified correct dealership and telephone[redacted]
LARRY H. MILLER CHRYSLER JEEP
Writer attempted to contact the SM with phone number provided from customer . Phone number was incorrect.
Writer attempted to contact SM john left voicemail requesting a callback
Writer called and spoke with SM John on customer phone number. Writer was advised that we will reimburse her for the repair and she will be responsible for the $118 diagnostic fee only.
Writer was advised from the SM that the diagnosis was not from a recall. And that the SM stated the she was a loyal customer and ok with reimbursement for the repair.
Writer will follow up with customer 3/11/14
Writer received a call from Mrs.[redacted] requesting to speak to case manager. Writer asked Mrs.[redacted] for permission to put her on hold while writer attempted to locate case manager. Mrs[redacted] granted permission.
Writer located and transferred[redacted] to c[redacted]se manager for further assistance.[redacted] declined to update contact information at this time.
Writer received and inbound call from customer. Writer advised customer that writer will send a link for reimbursement review to [redacted]m. Writer will follow up with customer after the proof of payment and repair order is sent in
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-03-11 @ 16:09
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-03-11 @ 16:09
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-03-11 @ 16:12
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-03-11 @ 16:14
***** Customer Document Received *****
Customer Document Reviewed.
Writer attempted to contact customer regarding the documentation she had sent in. Writer left message for call back.
Customer called in and informed agent that she needs to be transfers to Case manager as case manager called early and requested a call back.Customer was transfered to CM extension
Writer received inbound call from customer. Customer confirmed current information for reimbursement. Writer will follow u.p with the reimbursement process tomorrow 3-13-14.
Customer called for CM (Britney). Writer transferred to Britney @ extension 66309.
Writer received and inbound call from customer. Customer states that her horn is not working now sense they did the repair on the vehicle. Writer will follow up with dealership later today and follow up with customer no later than 3-19-14 . Customer confirmed current dealership Larry H. Miller Chrysler Jeep 45603 in Tucson AZ.
Writer spoke with SA Douglas. SA advised writer that the customer will be bringing the vehicle back in Monday March 17,2014 for another diagnosis. Writer then confirmed this with Ben Kary who is another SA at the

dealership. Writer asked if the customer will be held responsible to pay the diagnostic fee writer was advised that no information will be given on that until the diagnosis is complete.
Customer call and requested to be transferred to CM ext. Writer found it to be 66309 and transferred the call.
Status update provided via email to the following email address:
[redacted]
[redacted]m following up with you to let you know that I am waiting to give the dealer time to look at your vehicle and I will follow up with you no later than Wednesday, March 19th. Thank you for your patience.
End of Status Update
[redacted] requesting to speak to CM BN171. CM was unavailable. Writer warm transferred customer to CM MD1296 for further handling.
Writer received call from customer for CM BN171. Writer inquired if CM will be in office today. Writer advised unsure of BN171 schedule.
Customer stated receiving reimbursement from CAC and when leaving dealer horn malfunctioned. Customer advised contacting CAC. Customer stated CAC advised check has not been sent out and advised customer to return to dealer and case will be left open. Customer stated does not want to return to dealer due to continuous concerns as a result of taking vehicle to dealer. Customer requested to send reimbursement check and close case. Writer advised will document request. Writer advised if needed CM BN171 will be in contact if further information is required.
Customer called back wanting to speak with CM but was not available today. Customer just wanted to notated in her case if she can just get the refund but states she will not return to dealership she just wants to get the check.
Writer spoke to customer and confirmed that the horn has not been repaired and that customer does not want to continue to pay a diagnosis fee, customer does not want to go to another dealership due to distance. Customer will follow up with customer after an attempt to have another appointment for Friday at 2pm if possible.
Mrs. [redacted] calling to speak with Case Manager BN171. Writer advised CM is not available and will transfer customer over to MR1357 at ext 66235.
Secondary number: declined
Email: [redacted]
Customer contacted writer advising that she was taking her vehicle into DLR to have horn fixed today. Customer stated she would like a call back later today after repairs are finished to discuss reimbursement and closing the case. Customer also stated that she does not want to be responsible for paying for a diagnosis.
Writer contacted 45603 at 520-327-5561. SA Douglas informed customer went into dealer today and dealer special ordered the horn pad. SA advised did not have part number yet and ETA is 03/25.
Writer contacted customer at [redacted] Customer stated will most likely be taking vehicle into dealer on Wednesday, 03/26. Writer stated CM will follow-up 03/26.
Writer contacted SA Douglas. SA stated the vehicle has not arrived at the dealership but should be expecting it later this evening. Writer will follow up later 3-26-14.
Status update provided via email to the following email address:
[redacted]
Hello Mrs. [redacted]s,
I was just touching base with you I wanted to let you know I have reviewed all the notes that have been updated in your case. I see that it was noted you are going to be bringing the vehicle back in Wednesday 3-26-14 to have the horn pad replaced. I wanted to make sure I give you enough time to get the vehicle to the dealership and time for the repair to be completed. I will go ahead and follow up with you and the dealership 3-28-14. If you have any questions or concerns at any time before then please feel free to contact me.
End of Status Update
Writer attempted to call SA Douglas, left message requesting call back.
Mrs. [redacted] calling to speak with Case Manager BN171. Writer

transferred customer over to ext 66309 to leave a voice mail if CM is not available.
Secondary number: declined
Email: already on file
Writer contacted customer upon request from VM. Customer stated that the repair was completed and the horn is now working. Customer is happy with the vehicle and dealership. Writer verified name and address to send out reimbursement.
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
reinbursement for parts and labor
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.
193825
Enter the Date when the repairs were completed.
3-10-14
What is the total cost of the Parts to be reimbursed?
221.20
What is the total cost of the Labor to be reimbursed?
248.00
What is the total Tax to be reimbursed?
17.92
What is the total amount being reimbursed?
369.12
****End structured narrative T2 - eReimbursement
Ok to complete check process for air bag repair
Writer spoke with customer [redacted] to confirm the following information. Customer stated that her last name has changed to [redacted]' so the last name was updated. Writer confirmed that check will be issued today.
Customer verified the mailing address as being correct, confirmed name in HPIMS is also spelled correctly.* Writer advised customer that normally it will take 7-10 business days to receive the check and then, once the check is issued, the case will automatically close. ******
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2411	7L2[redacted]	***Open Date***	03/10/2014	***Built Date***	06/26/2007	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	08/16/2007	***Mileage***	84,000	***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	60164	KENDALL CHRYSLER JEEP DODGE			
Dealer Address	1824 MAIN ST				
Dealer City	LEWISTON	***Dealer State***	ID	***Dealer Zip***	83501

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

Recall - J24: MOPAR TOW BAR - Information Request	Customer inquiring about a possible recall.

Briefly summarize why the customer is contacting Chrysler: Customer is calling to see if a possible recall applies to her vehicle in regards to the airbag sensor going off.
Briefly summarize what the customer is expecting: Customer is expecting to be informed as to whether the recall applies to her vehicle. Agent informed Customer that there is currently no recall that applies to the airbag light sensor on her vehicle but currently there is an incomplete recall, J24 for the Mopar Tow Bar. Agent offered to contact the DLR in regards to setting up an appointment. Customer declined, thanked Agent for information and ended call.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4BJWKG8	CL[redacted]	**Open Date**	03/10/2014	**Built Date**	07/02/2012	
Model Year	2012	**Body**	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	11/24/2012	**Mileage**	45,000	**Dealer Zone**	42	DETROIT	
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	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**	TELEPHONE
Address	[redacted]	**Home Phone**	([redacted]
	JERUSALEM OH [redacted]8	**Country**	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Agent updated COIN.
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Customer would like vehicle repaired under warranty
Product - Electrical - Lamps and Switches - Defective - Default	air bag light coming on and other electrical issues

Briefly summarize why the customer is contacting Chrysler:Customer had vehicle into 68867 BELMONT DODGE-CHRY-PLYM-JEEP INC last fall for electrical issues and now those issues are continuing as well as the air bag light is coming on. Customer says 68867 had trouble fixing electrical issues in the fall and wants to take vehicle to a different dealer.
-
Agent contacted next closest dealer, Thomas Garage and spoke with SA Mike who says due to customer taking vehicle to a previous dealer for same issue they are unwilling to diagnose vehicle.
-
Agent conveyed this to customer who expressed surprise at this. Agent apologized for this and said he was surprised as well. Agent suggested chances are the Thomas Garage dealer may have same challenges. Customer decided to get diagnosis with 68867 and will call them himself. Agent apologized for problems customer has had with vehicle and with dealers.
-
Customer asks what to do if he needs a rental vehicle. Agent explained if after diagnosis the vehicle needs to be overnighted to contact Jeep CAC while vehicle is still at dealer and we can look into the matter at that point.
-
Briefly summarize what the customer is expecting: Customer will set up appointment with 68867 and contact CAC if vehicle needs to be overnighted.
Reassigning to BR379 for no diagnosis.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Survey By Pass - No Diagnosis
Customer stated that he was told by previous agent that Thomas Garage will not perform warranty work on the vehicle.
Agent spoke with SA Mike who stated that another dealership did the warranty work on the vehicle and because it is a workmanship issue the vehicle has to be repaired at that dealership. Agent contacted 68867 BELMONT DODGE-CHRY-PLYM-JEEP INC and spoke with SM Kay who states that they are not able to work on the vehicle at the moment because their tech needs to be recertified and they are still waiting on his courses for him to take. She stated that currently he is not able to work on the vehicle.
Agent advised SM Kay that this fiel will be sent to a case manager to further assist this customer in locating a dealership that will assist with the repair.
Briefly summarize why the customer is contacting Chrysler: Customer states that he has been having this issue with the cam sensor for about 8 months now. He keeps going back to Belmont and would like to take the vehicle to Thomas Garage to have the repair done. He states that because it is warranty work provided by another dealership Thomas will not work on the vehicle.
Briefly summarize what the customer is expecting: Customer is seeking assistance with getting the vehicle repaired.
Who has possession of the vehicle? customer
Has an authorized dealer diagnosed the vehicle? has diagnosed but cannot work on vehicle--- no certified tech
If a CDJR dealer has diagnosed, what is the dealer name and code? 68867
Dealer Name : BELMONT DODGE-CHRY-PLYM-JEEP
Customer advised a call back will take place within one business day.
Preferred Morning/Midday call back number is: [redacted]
Preferred Afternoon/Evening call back number is: [redacted]
Customer email address for case updates: na
Reassigned to: 88F
* * * * * CASE MANAGER TEAM - District U * * * * * *
OOW
2 new, 2 used
No MVP
Status update provided via email to the following email address:
[redacted]
My name is Becca and I have been assigned as your case manager. Here is some information that will be helpful for you to have.
My contact information: 800.763.8422 EXT 66226
My hours in the office: 10:30 AM 7:00 PM
I will review your case and contact you by the end of business today.
End of Status Update
Writer called dealer, spoke with SM Kerry. SM states that she knows about the case but she cannot consider assistance since there is no ETA on the technician s certification. SM transferred writer to dealer owner, Bill.
Bill states that they have no ETA on when the technician will be certified and he won t assist with the repair unless Chrysler will pay him. Owner states that Chrysler has not paid him on previous repairs where goodwill was approved due to his technician not being certified.
Writer advised Bill that we can contact the Area Manager to see how we can proceed from here. Owner asked if we will please follow up with him when we do so he can know what to do.
Writer called dealer, spoke with SM Kerry. SM states that the customer has not brought their vehicle in because the dealer will not be paid for the diagnosis. SM also stated that she referred customer to 3 other garages to get a diagnosis. SM states that she does not know the mileage.
Writer called Thomas Garage at 740-695-0452, spoke with SM Chuck. SM states that he does know that Belmont wanted them to diagnose the vehicle but in the past few months, all the warranty repairs they have been doing for Belmont are not getting paid for by Chrysler. Writer apologized for the situation and asked if the SM would be willing to at least diagnose the vehicle. SM states he will if the customer calls him.
CONTACT UPDATE - 1st Contact attempt, email sent.
3/17/2014 Please contact the customer and dealer review concern and handle onmerits. GPJ

ASM left message for customer 3/18/14 tab103.
ASM spoke with Service Manager at Thomas Garage. He agreed to look at vehicle. Customer is responsible for diagnosis and after diagnosis SM is supposed to call to see if any goodwill consideration can be offered.
claosing CAIR. tab103.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D11	AL[redacted]	**Open Date**	03/10/2014	**Built Date**	03/22/2010	
Model Year	2010	**Body**	JKJL72	JEEP WRANGLER SPORT 4X4			
In Service Dt	05/07/2010	**Mileage**	83,002	**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	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**	
	OGDEN UT [redacted]5	**Country**	UNITED STATES

Corporate - E-Reimbursement - Default - Default - Default	Car payment reimbursement
Product - Body / Trim / Paint Finish - Conv Top / Sunroof / T-Top - Misaligned / Poor Fit - Default	Customer's hard top was not aligned properly.

Briefly summarize why the customer is contacting Chrysler:
Customer called in and stated that he had noticed that his hard top did not sit flush with the rest of the vehicle. Customer stated that it sticks out half of an inch from the driver s side door. Customer stated that he had gone into dealership 45471 and they had taken a look at the issue. Customer stated that he had been advised that they believed that the issue had existed since the time that the vehicle was purchased; customer stated the dealership had attached another hard top from the same model of vehicle, and this hard top was not aligned properly to sit flush either. Customer stated that this issue is frustrating him.
Briefly summarize what the customer is expecting:
Customer is seeking to have this issue resolved.
Agent contacted dealership 45471 and spoke with SA Zach. SA stated that he had reviewed the situation and found that it was not causing any issues with the vehicle such as a leak, but was purely an aesthetic flaw. SA stated that in order to attempt to fix this issue, they would have to complete body work, and there was not a 100% guarantee that the hard top would fit perfectly on the vehicle.
Agent advised the customer of this information. Customer stated that he was frustrated with the issue, but would continue to work with the dealer in an attempt to have the issue resolved.
Customer is still very upset about the way the hardtop fits and the gap is very disturbing to him. Customer would like Chrysler to show him that they acknowledge the manufacturer defect and do something for him to make him feel that it matters. Customer is seeking some sort of compensation for the misaligned two sunroofs he has had on this vehicle. Agent advised we would escalate his 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] until 3
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates:na
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?45471
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District O * * * * * *
Customer history -
One (1) vehicle - new
NO SC
CM called dealer 45471 and spoke with SA Carson to confirm the problem with hardtop fit on the vehicle. SA stated that the vehicle was brought in for air bag light and also customer mentioned the gap in the hardtop - February 10th 2014, 83,002 miles but CM was transferred to SA Zach E. since he worked with the customer.
SA Carson also verified that the air bag light concern was resolved by replacing the clockspring in the vehicle.
SA Zach E stated that the vehicle was purchased with soft top and then, purchased hardtop, vehicle was brought in about 3-5 weeks ago to find that there is gap on the driver s side off about 1/2 inch, if any adjustments are made, there will be gap on passenger side and dealer has provided the customer with oil change SC but he is not satisfied with the resolution. The vehicle could be sent to body shop but the adjustments will not correct the problem, gaps will be on the left side (driver s) and also the bottom of the door.
CM advised SA that the case will be sent to dealer as unresolved concern and should advised SM Darren to have AM JSB77 note the case that is the way the vehicle is designed. Another call will be placed to customer to explain what direction will be taken at this time but the vehicle may need to be sent back for SM to look at it again.
######### 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 **gap with hardtop**
Action requested: **would like SM review with AM JSB77 to see if anything can be done to resolve.**
Please update this CAIR with resolution.
##################################
Status update provided via email to the following email address:
[redacted]
I am your case manager - Suzie who will be assisting you in resolving your hardtop issue.
My contact information is as follows:
Case number – [redacted]2
Callback number - 1-800-763-8422
Extension 66093
Hours of availability - 7a-3:30p MST - Monday-Friday
I will contact you by end of business day on Tuesday March 25th, 2014 to discuss the concern and see what Jeep Customer Care can do to resolve your issue.
Thank you for being part of Jeep.
End of Status Update
CONTACT UPDATE - 1st Contact attempt, phone number dialed - [redacted]
CM spoke with someone who referred call to be placed to 801-586-2471.
2nd call was made to contact [redacted]
CM spoke with customer to discuss the concern with the hardtop. Customer alleges that the hard top was ordered at the same time of purchasing the vehicle and his expectations would be to have some compensation. CM inquired of the car payment and customer advised that it is around $288 per month.
[redacted] 2014-03-21 @ 12:58
Customer stated that he was not sure on the compensation but once CM

offered Customer Convenience Upgrade package for 2 years or 30,000 miles and also car payment of $288 reimbursement he was satisfied with the offer and accepted. Customer also stated that if the dealer attempts to start fixing it, the problem may make worse problems with the vehicle so he would just like to leave it alone and just have it noted on the file. **Customer verified the mailing address as being correct, confirmed name in HPIMS is also spelled correctly.*** CM advised customer that normally it will take 7-10 business days to receive the check and then, once the check is issued, the case will automatically close. ****** CM advised the email will be sent once the check is ready to be issued to the customer with updates.
SC offered was MCC230N and another review will be placed on Tuesday, March 25th 2014.
***** Customer Document Received *****
Customer Document Reviewed.
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
Car payment reimbursement for customer satisfaction
If this is a Recall or Extended Warranty, enter the campaign number.
NONE
If this is for a previously made goodwill decision, what is that CAIR #?
NONE
Enter the Mileage at the time of the repair.
83,002 miles
Enter the Date when the repairs were completed.
Payments on 03/01/2014 and 03/15/2014
What is the total cost of the Parts to be reimbursed?
$376.00
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?
$376.00
****End structured narrative T2 - eReimbursement
Ok to complete car payment reimbursement check
CLOSED LOOP UPDATE - no need for additional follow-up.
customer calls to speak with their case manager.
Writer transferred the call to SM1203 ext 66093 VM because the CM was not available.
Received message from cust[redacted]mer.
CM spoke with customer at 8[redacted] to confirm check was issued today and should be about 7 -10 days for check to be received and paperwork for SC should follow within 30-45 day. Customer appreciates the assistance and confirmed CM found that he makes his car payment in split payment amount each month. CM advised customer that the total amount of the check would be $376.00.
MCC230N Contract created. Contract number is [redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2419	7L[redacted]	***Open Date***	03/11/2014	***Built Date***	05/23/2007	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	06/05/2007	***Mileage***	80,000	***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	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***	[redacted]
	ADDISON NY [redacted]	***Country***	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Air bag light is on

Briefly summarize why the customer is contacting Chrysler: Customer stated she was driving the vehicle the other day and the air bag light came on and she would like to know what is wrong with the vehicle. Briefly summarize what the customer is expecting: Customer is expecting to find out what the air bag light is on. Writer advised customer would recommend taking the vehicle into the dealer to have the vehicle diagnosed. Writer connected the customer to the dealer to have an appointment scheduled.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3911	9L[redacted]	**Open Date**	03/11/2014	**Built Date**	07/06/2009	
Model Year	2009	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	10/09/2009	**Mileage**	89,000	**Dealer Zone**	74	DENVER	
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	61210	BAXTER CHRYSLER JEEP DODGE			
Dealer Address	17950 BURT ST				
Dealer City	OMAHA	**Dealer State**	NE	**Dealer Zip**	68118

Owner	[redacted] L	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	OMAHA NE[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Clock spring
Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	Cost assistance

Briefly summarize why the customer is contacting Chrysler:Customer called seeking assistance with repair for a clock spring.
Customer states that the vehicle is at the dealership with the airbag light flashing.
Customer states that the dealer states that the clock spring need replacing.
Writer advised customer that the warranty has expired due to time and mileage.
Briefly summarize what the customer is expecting:Customer expects cost assistance.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8FA5416	8L[redacted]	***Open Date***	03/13/2014	***Built Date***	04/30/2008	
Model Year	2008	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4			
In Service Dt	01/20/2009	***Mileage***	88,128	***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]
	CODY WY[redacted]	***Country***	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	Inquiry

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Air bag warning light
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
***** CUSTOMER EMAIL *****
Air bag warning light came on. Looked on Jeep forums and found several notices that an extended warranty was issued for this problem which is likely to be a clock spring in the steering column. Dealer said it wasn t covered but didn t check service bulletins or for extended warranty. Please let me know if it s covered. Thanks
***** END CUSTOMER EMAIL *****
***** CAC EMAIL *****
Dear[redacted]
Thank you for contacting the Jeep Customer Assistance Center.
We would like to apologize for the expierence you ve endured thus far,
[redacted]
Unfortunately, we are not seeing that you have an extended warranty on the vehicle for the clockspring. We are seeing that there is an extended warranty on the vehicle for the following:
(X47) INLET CHECK VALVE
If you have noticed any issues with filling your gas tank, such as gas spilling or being spat out towards you while filling, this is covered by the X47 extended warranty.
Which dealership advised you that it was not covered (which is true), although decided against actually looking into your vehicle specifics? Was it Fremont Motor Cody?
Thank you again for your email and we apologize, it appears that replacing the clockspring will be an out of pocket expense. We would suggest having your vehicle diagnosed as it may not be a clockspring fault. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Tyler
Customer Service Representative
Jeep Customer Assistance Center
***** END CAC EMAIL *****
***** CUSTOMER EMAIL *****
I m sure the problem is the clock spring since I get a chime tone every

time
I make a sharp turn.
The NHTSA action number is PE11019 which required an extended warranty
for
RH drive Jeeps. A random failure is expected as normal and would not
bother me as much but when it is a know issue.,
http://www.aboutautomobile.com/Complaint/2008/Jeep/Wrangler+2-Door+4X4/Ai
rba
g
You make money by selling a defective component and then make more money
to
make the repair. I believe the same part is used on the LH drive Jeeps
as
the RH drive models. There are YouTube videos showing people how to
replace
this thing themselves which I m sure many will try since the repair is
between $400 and $1000 according to Jeep forums on the internet. How
good
an idea is it to have untrained owners working on their airbag system?
It
is unconscionable that you will not make it good.
***** END CUSTOMER EMAIL *****
***** CAC EMAIL *****
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center.
We apologize [redacted]. Unfortunately, extended warranties are determined
much like recalls. They are determined by where the vehicle was built,
when it was built and even what series of parts were used.
We fully appreciate your concern, particularly in view of the expense and
inconvenience involved, however, we are unable to accommodate your
request for out-of-warranty consideration. The vehicle has exceeded the
time and/or mileage limitations of the warranty (or warranties) we
offered on the vehicle at the time it was purchased. Although we are
unable to provide a more favorable reply, we appreciate the opportunity
to review your request.
Thank you again for your email. Should you require additional
assistance, or have any new information to provide, please reply to this
email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Tyler
Customer Service Representative
Jeep Customer Assistance Center
***** END CAC EMAIL *****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2412	9L7[redacted]	***Open Date***	03/12/2014	***Built Date***	03/12/2009	
Model Year	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	03/31/2009	***Mileage***	20,000	***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	25055	LOCHMANDY MOTOR SLS INC			
Dealer Address	920 NORTH NAPPANEE ST.				
Dealer City	ELKHART	***Dealer State***	IN	***Dealer Zip***	46515

Owner	[redacted]	***Contact Type***	CHAT
Address	[redacted]	***Home Phone***	
	STURGIS MI 4[redacted]0	***Country***	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Customer states the air bag light is on.
Recall - J31: TRANSMISSION FLUID TEMPERATURE WARNING - Advise Owner/Incomplete Recall	Informed of recall
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	Informed of recall.
Referral - Other - Default - Default - Default	Referred to dealer.

WebChat ID 11278:
Customer states their air bag light is coming on and they read on the internet that there is an extended warranty for the repair. Agent requested the customer s VIN and found that there are no extended warranties for the repair but that there was two recalls on the vehicle. Customer states one of the recalls was completed on the vehicle already at a Chrysler dealer. Agent stated the dealer must not have registered this in the system and advised the customer to still go to a dealer for repair. Customer states they are unable to add their vehicle to their account. Agent looked into the matter and everything matched so the vehicle should have added. Agent inquired when the account was created and the customer states they are doing it now. Customer did not respond back to the agent.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA241X	9L[redacted]	**Open Date**	03/12/2014	**Built Date**	11/07/2008	
Model Year	2009	**Body**	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	04/04/2009	**Mileage**	56,000	**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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	68510	MALL OF GEORGIA CHRYSLER DODGE		JEEP	
Dealer Address	4345 BUFORD DR				
Dealer City	BUFORD		**Dealer State**	GA	**Dealer Zip**	30518

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	CUMMING GA[redacted]5	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag lamp turned on.
Corporate - Recall - Default - Default - Default	Customer is inquiring if vehicle is under a recall/EXT.

Briefly summarize why the customer is contacting Chrysler: Customer is calling to state that they were driving around last week and their airbag light turned on. The customer states that they were advised that there is an EXT on the vehicle.
Briefly summarize what the customer is expecting: The customer is inquiring if their vehicle could be covered under an EXT or recall. Agent advised the customer that there are no EXT s on the vehicle as well as there being no open recalls on the vehicle. Agent advised the customer that there is an EXT X41 but it only pertained to 2007 Jeep Wranglers. Agent advised the customer that any repairs would have to be out of pocket. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2414	8L6[redacted]	***Open Date***	03/13/2014	***Built Date***	05/30/2008	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	07/31/2008	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	68665	FRANKLIN SUSSEX AUTO MALL INC			
Dealer Address	ROUTE 23				
Dealer City	SUSSEX	***Dealer State***	NJ	***Dealer Zip***	07461

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	SPARTA NJ 0[redacted]	***Country***	UNITED STATES

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	advise of open recall
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	advise of open recall
Corporate - Complaint Contact - Default - Default - Default	clock spring issue
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	clock spring malfunction

Briefly summarize why the customer is contacting Chrysler: Clockspring not working and air bag light is flashing
Briefly summarize what the customer is expecting: Repair under warranty
Customer informed agent that the clock spring malfunction was a known issue and the warranty was ten years or 150,000 miles. The customer found the information on a Jeep forum website. Agent informed customer that the warranty for the clockspring would be three years or 36,000 miles and had expired. Customer thanked agent
Customer has not had the vehicle to a Chrysler dealer for diagnosis
Agent advised customer of two open recalls, K13 and J24.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2413 8L[redacted]	**Open Date**	03/13/2014	**Built Date**	10/03/2007		
Model Year	2008	**Body**	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	02/27/2008	**Mileage**	106,610	**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	23102	DAN'S JEEP CHRYSLER, INC.			
Dealer Address	82 TURNPIKE RD				
Dealer City	WESTBOROUGH	**Dealer State**	MA	**Dealer Zip**	01581

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

Corporate - Survey By-Pass - No Diagnosis - Default - Default	Experiencing Recall Related Symptoms
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
Recall - J30: TRANSMISSION FLUID TEMPERATURE WARNING - Advise Owner/Incomplete Recall	TRANSMISSION FLUID TEMPERATURE WARNING
Corporate - CNA Change - Default - Default - Default	Updated ownership
Product - Transmission / Transaxle - Unknown - Leaks - Default	Weeping lines
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called requesting information regarding incomplete recalls.
Customer states that he just purchased the vehicle last week and had the vehicle at a local mechanic. Customer states that the mechanic mentioned related recalls.
Customer states that the air bag light is on and the transmission cooler lines are weeping.
Agent updated ownership.
Agent advised customer of incomplete recall J24, J30, K13 and L05. Agent advised customer that there are no recalls related to air bags issued on his vehicle.
Agent offered to transfer the call to a local dealership to arrange an appointment.
Agent advised customer that the closest dealerships to his zip code are Bald Hill Dodge and Metro Chrysler. Customer said that he will give them a call.
Briefly summarize what the customer is expecting: Customer is expecting recall information.
Reassigning CAIR to KG363 for survey by-pass for no diagnosis-- recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA3H13	AL[redacted]0	**Open Date**	03/13/2014	**Built Date**	02/25/2010	
Model Year	2010	**Body**	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	03/27/2010	**Mileage**	60,000	**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	62780	BRANDYWINE CHRYSLER JEEP DODGE			
Dealer Address	3807 KIRKWOOD HWY				
Dealer City	WILMINGTON	**Dealer State**	DE	**Dealer Zip**	19808

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

Corporate - Recall - Default - Default - Default	Customer is inquiring on if there is an open recall on VIN.

Briefly summarize why the customer is contacting Chrysler: The customer is contacting regarding whether there is an open recall on airbag parts for their VIN. The customer s airbag light is coming on and the customer is wondering if it could be recall related.
Briefly summarize what the customer is expecting: The customer is expecting information on if there is a recall for the airbag parts for their VIN. The agent advised there is no open recall and that they are VIN specific. The customer is possibly calling back after diagnosis the customer has a diagnosis appointment set up for tomorrow 03/14/2014. The agent advised the customer if they require further assistance after diagnosis is completed to contact us back.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA391X	7L[redacted]	***Open Date***	03/15/2014	***Built Date***	07/10/2007	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	05/15/2008	***Mileage***	25	***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]
	STAFFORD VA[redacted]	***Country***	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	Advised of EXT on vehicle
Corporate - Vehicle Equip / Monroney - Default - Default - Default	Tire inquiry

***** EMAIL BRIEF DESCRIPTION CONTENT *****
original tires
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
***** CUSTOMER EMAIL *****
I am wondering about the exact details of the original tires that came with our jeep. We bought it from a used car dealership and new tires are on it, but we were also given the original tires since they were rarely used. I know they are Wrangler SR-A, but what other details can you give me? Thanks!
***** END CUSTOMER EMAIL *****
***** CAC EMAIL *****
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center.
From the information available to us, it appears that we have slightly better detail about your tires. The original tires on the vehicle are produced by Goodyear. More specifically, they are catalogued in the sales codes for your vehicle as:
P225/75R16 BSW On/Off Road Tires (sales code: TRMS)
Your Wrangler was also equipped with a full size spare that matches the original four tires.
I do not know if you are aware of the extended warranties on your vehicle. There are two extended warranties.
Extended Warranty X32 - INLET CHECK VALVE
(This is for an issue that can cause fuel to spill out while trying to fill the gas tank, if you are experiencing this, your warranty is valid for the life of the vehicle)
and,
Extended Warranty X41 - CLOCKSPRING
(This is an issue that can cause the airbag indicator lamp to illuminate, if you are experiencing this, your warranty is valid until 05/15/2018 or until 150,000 Miles, which ever occurs first)
I hope this information helps! Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,

Tyler
Customer Service Representative
Jeep Customer Assistance Center
***** END CAC EMAIL *****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2413	9L[redacted]	***Open Date***	03/14/2014	***Built Date***	03/30/2009	
Model Year	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	06/08/2009	***Mileage***	67,000	***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	64152	LANSDALE CHRY-JEEP INC			
Dealer Address	710 BETHLEHEM PIKE				
Dealer City	MONTGOMERYVILLE	***Dealer State***	PA	***Dealer Zip***	18936

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

Corporate - Recall - Default - Default - Default	recall information
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler:Customer has stated that the airbag light has been on for a year and has researched it as a clockspring. Customer was inquiring if there is a recall on the vehicle for this or if the warranty will cover the repair.
Briefly summarize what the customer is expecting:Agent informed the customer that there is no recall on the vehicle and that the warranty on the vehicle has expired. Agent advised the customer to have the vehicle diagnosed at the dealership and have the repair completed.
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	1J8FA541X	8L5[redacted]	***Open Date***	03/17/2014	***Built Date***	12/14/2007	
Model Year	2008	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4			
In Service Dt	03/14/2008	***Mileage***	59,501	***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	63292	LAWLESS CHRYSLER JEEP, INC.			
Dealer Address	196 LEXINGTON ST				
Dealer City	WOBURN	***Dealer State***	MA	***Dealer Zip***	01801

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

Product - Electrical - Speedo/Gauges/Ometer/EIC - Other - Default	Lights were coming on and off.
Corporate - Product Information - Default - Default - Default	ongoing issues with vehicle
Product - Body / Trim / Paint Finish - Seat Tracks / Frames - Loose - Unknown	
Product - Brakes - Unknown - Other - Unknown	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler: ongoing unresolved issues
Briefly summarize what the customer is expecting: to have chrysler provide compensation for customers ongoing issues
Customer stated that ever since he purchased the vehicle he has been having ongoing unresolved issues
Customer stated the vehicle is hesitate when starting out
Customer stated the vehicle is supposed to have a non roll feature which is not working
Customer stated his dealership advised this was because the brake calibers were not assembled corrected
Customer states he is still trying to have these issues resolved
Customer also states that the dealership he gets his oil changes completed through recorded the wrong mileage and this made his service contract expire
Customer has been advised that he would have to return to the dealership to have them correct their mistake in order for the service contract to be valid again
Customer states he is fed up with the treatment he has received and with his vehicle and its ongoing issue
Customer stated he would like chrysler to buy back his vehicle
Agent advised customer doesn t fit parameters for a buyback
Customer requested a case manager
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 for the most recent issue
If a CDJ dealer has diagnosed, what is the dealer name or code?
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District 88T * * * * * *
OOW (Which): expired.
MVP (Active or expired): yes.
Ownership history: 1 used
Writer contacted dealership and spoke to Service Advisor Frank (while working another case) who stated that all the customer would need to do his bring the vehicle down to the dealership and they would contact Service Contracts to get the issue resolved.
Writer contacted customer who stated that the vehicle has just about 59000 miles on it right and when he took it in for an oil change at Lawless Dealership they recorded the wrong mileage which void his service contracts. Customer states also that when he bought the vehicle he was informed that it came fully equipped with all the soft top components, but was not given the door/window frame attachments and was inquiring if he would be able to get those. Customer also states that now his traction control, ABS and air bag sensor lights come on. Customer states that he also has an issue with his passenger seat where it does not lock and will move forward whenever he drives. Customer asked what the next step should be and writer stated he should go to Lawless dealership so he can have his service contract reinstated to cover the repairs if anything were to happen as soon as possible. Customer stated he will take it in as soon as he can and writer will follow up on 3/21/14.
CONTACT UPDATE - 1st Contact attempt, Lines 45-58
-
Customer seeking information about his case. Agent transferred caller to VM of CM GT614 at 800-763-8422, ext. 66075
Customer is calling back in to find out information on his case. Agent transferred customer back to CM JI106 who is attempting to contact customer.
Customer calling back, getting very frustrated with Dealership, agents and CM. Customer needs to get MVP SC straightened out as vehicle needs to go in for repair as customer needs vehicle for work. Agent called MVP SC, Spoke with Renee, transferred customer as Renee is going to transfer customer up to administration to have MVP SC reinstated as miles are only 61000. Another dealership has inputted wrong mileage in system which MVP SC expired. Customer went to Dealership was nothing they could do as another Dealership put the wrong mileage in for vehicle.
2nd attempt made to contact customer. Left message.
Writer contacted customer who stated he did get the service contract put back on and that the vehicle is currently at the dealership having the issues being diagnosed. call was disconnected.
Mr. [redacted] calling to speak with Case Manager GT614. Writer advised CM is available and will transfer customer over to ext 66075.
Customer contacted writer stating that overall he is just not satisfied with the dealerships customer service that he has been to. Customer stated that right now is vehicle is currently at a dealership in Natick, MA. Customer stated at first the dealership did not want to look at his vehicle until he mentioned he will just go to another dealership.
Customer inquired if there is any way that Jeep can compensate him for all of his time and ongoing problems that he has experienced with his vehicle and dealerships. Writer stated he will look into it but cannot promise.
dealership: Brigham-Gill Motorcars- (508) 655-4200
Writer contacted dealership Brigham-Gill Motorcars- (508) 655-4200 and spoke to Service Manager Tom who stated that they are replacing the passenger seat frame and fixing the dashboard lights. SM stated that the repairs should be done today. Writer stated he will follow up tomorrow just to verify if the repairs have been completed.

Writer contacted dealership Brigham-Gill Motorcars- (508) 655-4200 and spoke to SA Nate who verified that the repairs have been completed.
notes: Due to being a 3rd owner, and vehicle sold as is, I am not able to help with compensation for the soft top parts
Writer contacted customer and verified the repairs were done. Customer stated that all the repairs were done, and they even fixed other minor issues they found. Writer stated that he would not be able to provide the parts for the soft top since the vehicle was sold as is. Writer did offer customer Service Contract AAPP2N, customer accepted. Writer verified address/name and mileage as 59501 per recent repair. Customer thanked writer for assistance. Writer stated if no further assistance is needed if the case can be closed, customer stated yes.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.
jl1355 authorizes case to be closed
AAPP2N Contract created. Contract number is [redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA5916	7L[redacted]	***Open Date***	03/18/2014	***Built Date***	03/13/2007	
Model Year	2007	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	04/04/2007	***Mileage***	89,378	***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	26510	KELLY JEEP CHRY PLY			
Dealer Address	353 BROADWAY,ROUTE 1 NORTH				
Dealer City	LYNNFIELD	***Dealer State***	MA	***Dealer Zip***	01940

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	LYNNFIELD MA 0[redacted]	***Country***	UNITED STATES

Corporate - Product Information - Default - Default - Default	Customer has two extended warranties issues X32 and X41
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	Recall has been completed, system was not updated
Corporate - CNA Change - Default - Default - Default	Updated the customers information
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	does not have the recall

Briefly summarize why the customer is contacting Chrysler:
customer is calling in as he would like to know if his Jeep has the extended warranty for the Clock spring as he has been having an issue with the air bag light coming on and going out.
Agent has advised the customer that he does have the extended warranty (X41) CLOCKSPRING and also the extended warranty (X32) INLET CHECK VALVE and after Agent told the customer what this one was for customer states that he has been having this issue.
There was two open recalls on this vehicle too but customer says the J24 he does not have it and K13 he has this one completed.
Agent called the dealership then transferred the customer over to Chris who was going to have to have the SA call him back as they are all busy with other customers.
Briefly summarize what the customer is expecting:
Expecting to know if he had the warranty for the clockspring.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6410	9L7[redacted]	**Open Date**	03/18/2014	**Built Date**	04/02/2009	
Model Year	2009	**Body**	JKJS72	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	10/05/2009	**Mileage**	22,600	**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	24100	HUNTINGTON BEACH CHRYSLER JEEP			
Dealer Address	16701 BEACH BLVD				
Dealer City	HUNTINGTON BEACH	**Dealer State**	CA	**Dealer Zip**	92647

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

Corporate - CNA Change - Default - Default - Default	Agent updated COIN.
Product - Electrical - Lamps and Switches - Other - Default	air bag light coming on
Product - Suspension - Unknown - Worn - Front	clock spring needs replacing
Corporate - Recall - Default - Default - Default	inquiry into any recalls

Agent updated COIN.
Briefly summarize why the customer is contacting Chrysler:Customer says air bag light coming on and clock spring issue. Customer took vehcle into Swantys dealer and was told $110 for air bag light repair and $506 for clock spring. Customer wondering if any recalls on vehicle covering these items.
-
Agent advised of two completed recalls do not cover current issues.
-
Agent contacted Swantys and spoke with SA Debbie who indicated clock spring needs replacing for $506 parts and labor and air bag light repair was declined. SA Debbie also says...
Is the concern a result of misuse/abuse/lack of maintenance? No, bulb part failed.
Could the customer have caused/prevented concern? No
Is the concern related to age and mileage? yes
Is vehicle maintained? Did not check
What is the general condition of the vehicle? good
Does customer have prior history with the current issue at your dealership? no
Have there been any previous related repairs? No
Have there been a previous out-of-pocket repairs? no
-
Agent conveyed above to customer and said any repairs are out of pocket.
-
Briefly summarize what the customer is expecting:Customer understands no current recalls on vehicle and is out of pocket for repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2414 8[redacted]		***Open Date***	03/18/2014	***Built Date***	05/10/2008	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	06/30/2008	***Mileage***	30,000	***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	42295	BALD HILL DODGE CHRYSLER			
Dealer Address	1035 BALD HILL RD				
Dealer City	WARWICK	***Dealer State***	RI	***Dealer Zip***	02886

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

Corporate - Recall - Default - Default - Default	Customer is questioning if vehicle is affected by recall
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Vehicle air bag light is intermittent

Briefly summarize why the customer is contacting Chrysler: Customer is calling with concerns with the air bag light that is intermittently working on the vehicle. Customer is curious as to why the vehicle has not been affected with the air bag recall that other models have been experiencing. Agent advised the customer that not all VIN numbers are included with all recalls. Chrysler will advise customers that this year and model are affected but recalls are based on particular VIN numbers. Agent advised the customer that if the customer does have the concern repaired to make sure the customer keeps the receipt for possible recall attachment. Agent stated that if this does occur then the customer will have a notification letter sent to the customer and a portion of the notification letter does provide a reimbursement portion.
Briefly summarize what the customer is expecting: Customer is inquiring if the air bag recall is affecting the VIN.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA391X	7L[redacted]	***Open Date***	03/19/2014	***Built Date***	01/12/2007	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	03/16/2007	***Mileage***	100,000	***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	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***	[redacted]
	JUPITER FL 3[redacted]	***Country***	UNITED STATES

Product - Electrical - Unknown - Other - Default	airbage light intermittantly on/chiming
Corporate - Warranty Coverage - Default - Default - Default	clockspring/airbag light on/chiming
Corporate - CNA Change - Default - Default - Default	updated customer information

Briefly summarize why the customer is contacting Chrysler:customer states that the airbag light is on intermittently, and chiming. Customer states that he has contacted 2 dealerships who stated that there were no recalls on his vehicle. Customer is asking about clockspring and coverage.
Briefly summarize what the customer is expecting:Customer is seeking information of possible coverage of clockspring on his vehicle.
Agent advised that he was covered under warranty for the x41 clockspring. Agent found customer a local dealership but was unable to speak with service to make an appointment. Customer was going to contact dealership for the repair.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3917	9L[redacted]	***Open Date***	03/20/2014	***Built Date***	08/26/2008	
Model Year	2009	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	02/26/2009	***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	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***	
	ATLANTA GA[redacted]	***Country***	UNITED STATES

Corporate - Dealer Information - Default - Default - Default	agent advised customer of closest dealer
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	customer stating air bag light comes on

Briefly summarize why the customer is contacting Chrysler: Customer calling for air bag information.
Briefly summarize what the customer is expecting: Customer is seeking information about possible recalls on his vehicle for the air bag light. Customer stated when he hits a bump or turns the corner his air bag light comes on. Agent advised this vehicle does not have a recall on air bags. Agent advised customer to take the vehicle to the dealership to have it diagnosed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5918	9L[redacted]	***Open Date***	03/20/2014	***Built Date***	07/07/2009	
Model Year	2009	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	07/30/2009	***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	43417	OXENDALE CHRY-DODGE-JEEP			
Dealer Address	792 E HWY 89A				
Dealer City	COTTONWOOD	***Dealer State***	AZ	***Dealer Zip***	86326

Owner	[redacted]E[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	COTTONWOOD AZ [redacted]7	***Country***	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Airbag Light on
Corporate - Limited Lifetime Powertrain Warranty - Default - Default - Default	Inspection due

Briefly summarize why the customer is contacting Chrysler: Customer contacted agent seeking information on airbag light issue. Customer states that airbag light came on, airbag did not deploy. Agent advised no recall on vehicle for airbag issue, customer would need to take to DLR for assistance/diagnostic. Agent advised that LTPW inspection was due 07/30/2014, window opens 05/30/2014 until 09/30/2014.
Briefly summarize what the customer is expecting: Customer contacted agent expecting information on airbag light.
Customer contacting in regards to why the recall of the clock spring doesn t apply to his vehicle.
Agent advised customer the recalls are very vin specific and it doesn t apply to his vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3919	8L5[redacted]	***Open Date***	03/20/2014	***Built Date***	12/20/2007	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	03/06/2009	***Mileage***	22,000	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	24250	TETON MOTORS INC			
Dealer Address	1020 WEST BROADWAY				
Dealer City	JACKSON	***Dealer State***	WY	***Dealer Zip***	83001

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CRAIG CO 8[redacted]31	***Country***	UNITED STATES

Product - Electrical - Electronic Stability Program - Unknown - Default	Customer calling in about Airbag light on

Briefly summarize why the customer is contacting Chrysler: Customer had question about air bag light being on. Customer had called to the local dealership but they told her they would have to diagnosis the vehicle as there is no recall on her vehicle and that the repair could be hundreds of dollars as customer has no more warranty.
Agent advised customer that agent cannot answer a technical question but did suggest that customer go to the dealer to at least have a diagnosis for her own safety.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5918	7L[redacted]	***Open Date***	03/20/2014	***Built Date***	05/12/2007	
Model Year	2007	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	07/17/2007	***Mileage***	59,284	***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	63829	MEDVED CHRY-JEEP INC			
Dealer Address	11201 WEST I-70 FRONTAGE RD N				
Dealer City	WHEAT RIDGE	***Dealer State***	CO	***Dealer Zip***	80033

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

Corporate - Product Information - Default - Default - Default	informed caller of extended warranty for vehicle listed below
Corporate - Recall - Default - Default - Default	informed caller there are no recallson vehicle

Briefly summarize why the customer is contacting Chrysler: Customer called in for information on recalls for his vehicle. The customer states that he saw on line that there are several recalls. Agent informed caller that recalls are vin specific. Agent informed the caller that there currently are no recalls open on the vehicle. Caller states he does have back splash and his air bag does light up. Agent informed the caller of the following extended warranty for vehicle.
X32 (X32) INLET CHECK VALVE 999.0 months or 999999 MILES
X41 (X41) CLOCKSPRING 120.0 months or 150000 MILES
Agent informed caller that the vehicle would have to be diagnosed as the above extended warranty parts causing the issue in order to be covered under the extended warranty
Briefly summarize what the customer is expecting: Caller seeking information on extended warranty for vehicle

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8FA2415	9L7[redacted]	**Open Date**	03/20/2014	**Built Date**	03/30/2009	
Model Year	2009	**Body**	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	04/20/2009	**Mileage**	97,000	**Dealer Zone**	66	ORLANDO	
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	68172	OUTER BANKS CHRYSLER DODGE JEEP			
Dealer Address	3000 NORTH CROATAN HIGHWAY				
Dealer City	KILL DEVIL HILLS	**Dealer State**	NC	**Dealer Zip**	27948

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

Product - Electrical - Lamps and Switches - Other - Default	air bag light was on
Corporate - Recall - Default - Default - Default	inquiring about recall for air bag
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8FA2415	9L[redacted]	***Open Date***	03/20/2014	***Built Date***	03/30/2009	
Model Year	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	04/20/2009	***Mileage***	97,000	***Dealer Zone***	66	ORLANDO	
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	68172	OUTER BANKS CHRYSLER DODGE JEEP			
Dealer Address	3000 NORTH CROATAN HIGHWAY				
Dealer City	KILL DEVIL HILLS	***Dealer State***	NC	***Dealer Zip***	27948

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

Product - Electrical - Lamps and Switches - Other - Default	air bag light was on
Corporate - Recall - Default - Default - Default	inquiring about a recall for the air bag

Briefly summarize why the customer is contacting Chrysler: The customer had called in stating that she had taken her vehicle to an IRF because her air bag light was on. The customer stated they told her there was a recall on her vehicle for the airbag.
Briefly summarize what the customer is expecting: Inquiring about recalls on vehicle.
Agent had advised the customer there are no recalls on the vehicle at this time. Agent advised the customer the recalls that were completed were not for the air bag.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5914	7L[redacted]	***Open Date***	03/21/2014	***Built Date***	05/17/2007	
Model Year	2007	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	06/25/2007	***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	60226	BILL VOLZ'S WESTCHESTER CHRYSLER	DODGE JEEP CORP.		
Dealer Address	2293 CROMPOND RD				
Dealer City	CORTLANDT MANOR	***Dealer State***	NY	***Dealer Zip***	10567

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	keeps coming on and off and so does the chime ring.

Briefly summarize why the customer is contacting Chrysler: caller [redacted] stated that his wife is having issues with the air bag light coming on and off and the chime going off and on. Customer thinks it could possible be the clockspring. Agent informed the customer that the he would need to take his vehicle in for service and that there is an extended warranty on the vehicle for X41 Clockspring. Agent transferred customer to the dealership to set up an appointment.
Briefly summarize what the customer is expecting: Customer wanted further information regarding the X41 Clockspring extended warranty.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA241X	7L1[redacted]	***Open Date***	03/24/2014	***Built Date***	03/16/2007	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	05/23/2007	***Mileage***	136,000	***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***	[redacted]
	CUMBERLAND MD 2[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light on
Corporate - Warranty Coverage - Default - Default - Default	clockspring extended warranty
Product - Electrical - Horn - Other - Default	horn doesnt work
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Clockspring Warranty
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
I have a 2007 Wrangler and the airbag light has been on and the horn doesn t work. All of the info I have found on this points toward the clockspring which I am told is under an extended warranty? I have read thaty Jeep sent a letter to registered owners regarding this. Can you please forward this letter to me? Also, which dealer OTHER THAN BILLY BENDER JEEP would be able to perform this warranty work that is relatively close to 21502 (I will not allow Billy Bender to touch any of my vehicles again)? And how do I know if this work will be covered (I would not want this work done at the dealership if it is not covered under warranty)? Can I remove the clockspring myself and return it for replacement under warranty? Thanks for your help as I feel this is a safety issue that should be handled by Jeep in a timely manner (should have been a recall???). Thanks, [redacted]
*****END OF CUSTOMER EMAIL*****
Dear [redacted]
Thank you for contacting the Chrysler Customer Assistance Center.
I am sorry to learn of the concerns your 2007 Jeep Wrangler is experiencing at this time. Your concerns, particularly in view of the inconvenience involved in this issue, are understandable and I appreciate the time and effort you took to bring this matter to my attention.
According to our records, the X41 Clockspring Extended Warranty applies to your vehicle. Remaining on this warranty is another 38 months or 14,000 miles (expiring on May 23, 2017). Unfortunately, we cannot send out a duplicate letter. But if you bring your vehicle to any authorized Jeep dealership they will be able to see by pulling up your VIN number that this warranty applies to your vehicle.
I have picked the two next closest Jeep dealerships in your location that can assist you with the warranty work:
Bedford Chrysler Dodge Jeep Ram
7055 Lincoln Hwy
Bedford, PA 15522

(888) 362-8439
Douglas Chrysler Jeep & Dodge
295 Resley St
Hancock, MD 21750
(301) 678-6163
You can also find dealerships in your area by visiting http://www.jeep.com then select the find a dealer tab at the top.
I also wanted to inform you of incomplete recall: 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.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Bree
Customer Service Representative
Jeep Customer Assistance Center
******END OF CAC EMAIL******
Thanks for your quick response. So I can return just the part for replacement? I am an hour from any dealer and prefer to complete the work myself. When I questioned this issue at Billy Bender they stated I would have to pay the labor unless THEY determined otherwise. Thanks, [redacted]
****END OF CUSTOMER EMAIL****
Dear[redacted]
Thank you for contacting the Jeep Customer Assistance Center.
Yes, the part can be replaced at any authorized dealer under the warranty. There should be no price for replacing this at the dealer.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Bree
Customer Service Representative
Jeep Customer Assistance Center
END OF CAC EMAIL****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4BJWKG5C[redacted]		***Open Date***	03/24/2014	***Built Date***	03/07/2012	
Model Year	2012	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	04/04/2012	***Mileage***	77,000	***Dealer Zone***	63	DALLAS	
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	60312	BRENNAN DODGE, LLC			
Dealer Address	1371 N SERVICE RD E				
Dealer City	RUSTON	***Dealer State***	LA	***Dealer Zip***	71270

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

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

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler: The customer is contacting in because the airbag light is on and the customer read online that there was a recall on vehicles in her time frame.
Briefly summarize what the customer is expecting: The customer is expecting to have the part replaced under a recall. Customer is expecting to have the part replaced for free.
The agent informed the customer that recalls are VIN specific and do not apply to all vehicles. Agent asked customer if she has taken her vehicle in for a diagnostic. Agent informed the customer that if it is wiring or something like that, it may not be covered as she does not have basic warranty.
Customer has not taken the vehicle in for a diagnostic test.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2415	7L[redacted]	***Open Date***	03/25/2014	***Built Date***	01/21/2007	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	01/23/2007	***Mileage***	73,505	***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					

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	
	CHICOPEE MA [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 has come on
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	airbag clockspring
Product - Electrical - Horn - Other - Default	horn comes on while parked and driving on its own
Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	no diagnosis
Corporate - CNA Change - Default - Default - Default	ownership information updated in COIN
Corporate - Warranty Coverage - Default - Default - Default	warranty coverage inquiry
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Warranty
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
My 2007 Jeep Wrangler is experiencing multiple signs of a bad clock spring. The first instance was the horn sounding off on its own while being parked in the driveway. The second instance was the horn sounding off on its own while driving down the road. Also, the air bag light repeatedly chimes and comes on then turns off, sometimes quicker than later. I have discovered from a Jeep mechanic there is a Technical Service Bulletin for this part as well. I have read online and spoken with numerous other owners of Jeep Wrangler of the same style and they stated Chrysler was extending the warranty on this part to 10 years or 150,000 miles. I want to know I my vehicle is also going to be covered for this issue as I do not like it that my local Jeep dealer is going to be charging me $120 solely to figure out the issue, then I would have to pay for the repairs on top of that as well. Thank you for whatever help you can provide.
*****END OF CUSTOMER EMAIL*****
Dear[redacted]
Thank you for contacting the Jeep Customer Assistance Center regarding your 2007 Jeep Wrangler.
We apologize that you are having an issue with your clockspring. Unfortunately, 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. If the issue is the Airbag Clockspring Assembly it will be covered under this extended warranty.

Your vehicle does have the extended warranty (X41) attached for the Airbag Clockspring Assembly for up to 10 years or 150,000 miles (whichever occurs first).
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Kristine
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
No diagnosis.
Survey by pass required.
Reassigned to SJ372.
Escalation Override approved by SJ372 - X41 Warranty Extension.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6915	8L[redacted]	***Open Date***	03/24/2014	***Built Date***	04/07/2008	
Model Year	2008	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	09/16/2008	***Mileage***	67,000	***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	45477	HOLT CHRYSLER JEEP DODGE			
Dealer Address	1111 INTERSTATE 20 E				
Dealer City	ARLINGTON	***Dealer State***	TX	***Dealer Zip***	76018

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

Corporate - Recall - Default - Default - Default	M31
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	undiagnosed concern / intermittent

Briefly summarize why the customer is contacting Chrysler: Customer called because the air bag light is intermittently coming on in his vehicle and after researching online he believes there may be a recall on his vehicle. Customer stated the information he saw referenced a spring as being involved. Agent researched in techconnect and found customer was referring to recall M31 - Airbag System Clockspring. Agent determined through the sales codes in VIP that the customer was not included in the recall because his vehicle was Left Hand Drive and the recall specified affected vehicles were right hand drive. Agent apologized for the inconvenience to the customer and advised of why his vehicle was not included in the recall. Agent advised he can document his concerns and recommended customer retain any repairs receipts in the event this does become a recall. Customer asked if there was anyone he could speak to who could include his vehicle in the recall because he was having the same symptoms. Agent apologized and advised that decision would come from a corporate department, although we don t know exactly which one. Agent advised no one in customer care has that authority to alter the parameters of a recall so it could include his vehicle. Customer did not to settle for the agent telling him and despite being assured numerous times still insisted on a supervisor speaking to him.
**

Briefly summarize what the customer is expecting: to be included in this recall
*

Customer has requested Supervisor callback
Preferred daytime number [redacted]
Preferred evening number: [redacted]4
Reason for request: unhappy to be not included in recall M31
CAIR assigned to: (JR1305)

CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
Supervisor
Supervisor called customer @[redacted] . Supervisor advised of lines 5-9. Customer unhappy that his vehicle is not included into the recall M31.
JG1781 please close case.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5916	7L[redacted]	***Open Date***	03/24/2014	***Built Date***	05/09/2007	
Model Year	2007	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	06/11/2007	***Mileage***	36,000	***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	62957	MIKE PERRY MOTOR COMPANY			
Dealer Address	3828 SOUTH STREET				
Dealer City	NACOGDOCHES	***Dealer State***	TX	***Dealer Zip***	75963

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

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Advise Customer of incomplete recall.
Recall - J30: TRANSMISSION FLUID TEMPERATURE WARNING - Advise Owner/Incomplete Recall	Advise Customer of incomplete recall.
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	Advised Customer of incomplete recall.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer complained of Air bag light staying on

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler: Customer called to complain about air bag light remaining on and asking what they should do about it. Customer also stated they received a letter from Chrysler Jeep regarding an Extended Clock Spring Warranty, and Customer inquired what this was about.
Briefly summarize what the customer is expecting: Customer is seeking information on what they should do as the air bag light was on.
Agent advised Customer that the Extended Clock Spring Warranty letter recommends that the Customer bring the vehicle in to the DLR to be diagnosed if air bag light stayed on and replacement of the Airbag Clockspring would then be done.
Agent advised Customer of 3 incomplete Recalls, the J24 REPROGRAM EBC MODULE - If the Customer did not purchase a MOPAR Tow Bar, there is no recall on the vehicle; the J30 TRANSMISSION FLUID TEMPERATURE WARNING - The Cabin Compartment Node (CCN) must be reprogrammed to add a transmission temperature warning feature to the vehicle; and the K13 INNER FENDER LINER - Chrysler will conduct a safety recall to trim the front inner fender liners to provide additional clearance to the brake tubes and certain fender liner fasteners will require replacement. Also,

the brake tubes will be inspected for damage and replaced if necessary.
Agent found the closest DLR to Customer Southern Chrysler Jeep Dodge,
2711 South Medford Drive,
Lufkin, TX 75901 (936) 634-7793.
Agent offered to call the DLR to check on availability of parts and make them aware of the Recalls.
Customer declined and stated they would call themselves as they were calling for their son.
Customer was thankful for the information and stated they would call the DLR.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8FA2411	8L[redacted]	**Open Date**	03/25/2014	**Built Date**	08/03/2007	
Model Year	2008	**Body**	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	09/24/2007	**Mileage**	42,000	**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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	60411	PEARSON CHRYSLER JEEP DODGE			
Dealer Address	8250 W BROAD ST				
Dealer City	RICHMOND	**Dealer State**	VA	**Dealer Zip**	23294

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	RICHMOND VA [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 - No 2nd Diagnosis - Default - Default	

Caller: MR[redacted]
Agent made no promises or commitments.
Briefly summarize why the customer is contacting Chrysler:
Customer called in as he has a problem with the air bag light coming on. Customer had vehicle diagnosed by his IRF mechanic and was told it was the TIPM again. He had this component replaced previously in December 2011.
Agent explained that he would have to have the vehicle diagnosed by his local CDJR dealership. Customer asked for his case number. Agent provided case number and advised she is documenting his concern and file will be closed until the vehicle is diagnosed.
Briefly summarize what the customer is expecting:
Customer called in seeking cost assistance with repeat repairs. Customer is the original owner, Customer has a history of this concern being addressed at the dealership, and customer owns multiple vehicles (4 vehicles)
Reassigning to DF314 for no diagnosis

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2417	9L[redacted]	***Open Date***	03/27/2014	***Built Date***	08/07/2008	
Model Year	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	04/15/2009	***Mileage***	54,230	***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	23097	BRADSHAW CHRYSLER JEEP			
Dealer Address	554-581 MAIN STREET				
Dealer City	OAKVILLE	***Dealer State***	CT	***Dealer Zip***	06779

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

Corporate - Survey By-Pass - No Diagnosis - Default - Default	D-12-27
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	airbag light comes on and off

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Air Bag Light
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
My air bag light keeps going on and off. From on-line research, I understand that it is not an uncommon issue generally resulting from a clock spring failure that Jeep will consider correcting with a co-pay.
****END OF CUSTOMER EMAIL*****
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center.
I am sorry to learn of the issues raised regarding your air bag light concern your 2009 Jeep Wrangler is currently having. Your concerns, particularly in view of the inconvenience involved in this issue, are understandable and I appreciate the time and effort you took to bring this matter to my attention.
We would be happy to further look into this situation and review your request. To do so, we will first require a diagnosis be performed by any authorized Dealership to review the situation and a determination on the repair procedure be put in place.
This will best allow us to review your request going forward. Your Dealership has been empowered to make these goodwill decisions and any decisions rendered will be dependant on a Dealership diagnosis. If there are charges associated with the diagnostics, you will be responsible for these charges.
We feel this referral action will provide the best resource for your request.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,

Bree
Customer Service Representative
Jeep Customer Assistance Center
****END OF CAC EMAIL******
reassigned to sj372 for survey bypass no diagnosis.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2413	9L[redacted]	***Open Date***	03/27/2014	***Built Date***	04/01/2009	
Model Year	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	08/07/2009	***Mileage***	106,500	***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	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

Corporate - Recall - Default - Default - Default	M31 Inquiry

Briefly summarize why the customer is contacting Chrysler: Customer called in stating she is having issues with her clock spring. Customer stated that her air bag indicator lamp keeps coming on, and she needs to go get the clockspring repaired. Customer wanted to ensure that the issue will be covered through the recall before brining the vehicle in.
Briefly summarize what the customer is expecting: Customer seeking clockspring repair to be covered under recall.
Agent advised the recall M31 is not associated with this vehicle. Agent advised customer of recall information.
NOTE: This recall applies only to the above vehicles equipped with Right Hand Drive (RHD) steering (sales code AHF) built to U.S market specifications (sales code YAA) from July 30, 2007 through October 08, 2011 (MDH 073013 through 100822).
****Customers vehicle does NOT have appropriate sales codes, this recall does not apply to this vehicle ****
Time/Mileage : 48 + Months, 106500 MI
ISD : 08/07/2009
MVP : No
Loyalty : None, only current vehicle
Previous history : No
Previous history resolved by Chrysler Certified dealer : No
Original owner : No
Agent advised if a recall or extended warranty is issued, they will receive a notification in the mail, to the address listed on file.
* * * * 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	1J4GA3910	7L2[redacted]	***Open Date***	03/27/2014	***Built Date***	07/10/2007	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	08/31/2007	***Mileage***	57,000	***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	68522	RANDOLPH CHRYSLER JEEP INC			
Dealer Address	572 SOUTH MAIN ST				
Dealer City	RANDOLPH	***Dealer State***	MA	***Dealer Zip***	02368

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

Corporate - Warranty Coverage - Default - Default - Default	EXT
Corporate - Survey By-Pass - No Diagnosis - Default - Default	X41
Corporate - Recall - Default - Default - Default	recall information

Customer would like to know what recall he has on his vehicle and if they have been completed. Writer advised the customer of all the recalls on the vehicle and of the completed dates as listed. Customer states that the air bag light is coming on. Customer states that this may be related to a EXT warranty. Writer informed the customer to get a diagnosis. Customer understood.
-
reassign to sj372 for survey by-pass

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3910	9L[redacted]	***Open Date***	03/31/2014	***Built Date***	03/09/2009	
Model Year	2009	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	05/19/2009	***Mileage***	97,000	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	42824	ROYAL GATE DODGE CHRYSLER, INC.			
Dealer Address	15502 MANCHESTER RD				
Dealer City	ELLISVILLE	***Dealer State***	MO	***Dealer Zip***	63011

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	EUREKA MO 6[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Airbag light on
Product - Steering - Unknown - Other - Default	Clockspring needs replacing
Corporate - CNA Change - Default - Default - Default	updated coin

Briefly summarize why the customer is contacting Chrysler:
Customer called to see if there are any extended warranties or recalls on the clock spring. Agent checked vip but could not find any information. Agent checked dealer connect and did fin a TSB RC-J34-10 for a steering damper. Agent offered to contact a dealership for assistance; customer declined and stated that he will try to fix it himself. Agent explained recalls and extended warranties are all vin specific, customer understood.
Briefly summarize what the customer is expecting:
Recall or extended warranties on the clock spring.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3910	8L5[redacted]	***Open Date***	03/31/2014	***Built Date***	08/24/2007	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	09/27/2007	***Mileage***	85,000	***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	26010	RON CARTER CHRYSLER-JEEP			
Dealer Address	3005 FM 528				
Dealer City	ALVIN	***Dealer State***	TX	***Dealer Zip***	77511

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	CUERO TX [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	Clockspring needs to be replaced
Product - Engine - Pistons / Rods / Bearings - Other - Default	Excessive build up on pistons
Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	OOW

Briefly summarize why the customer is contacting Chrysler: Customer stated their vehicle is currently at the dealer (26010) stating that the air bag light is on and the clockspring has to be replaced and is going to cost about $500. Customer stated he was also advised that there is corrosion on the pistons in the engine. Agent stated she would need to contact the dealer for verification on the diagnosis. Agent advised of dealer call. Agent advised that at this time there is not extended warranties or recalls that apply to customers repairs and due to time and mileage Chrysler would not be able to assist with any repairs. Agent advised to keep all receipts and repair orders in case an extended warranty or repair is issued to his VIN in the future.
Briefly summarize what the customer is expecting: Customer seeking assistance with vehicle repairs.
****
Agent contacted RON CARTER CHRYSLER JEEP DODGE (26010) at 281-331-8111 and spoke with SA Michael. SA stated that the air bag light is on and the clockspring needs to bee replaced however the customer has not authorized this repair yet. SA stated that the son brought the vehicle in last week as the engine was making a tapping noise. SA stated that there is a failed lifter and excessive carbon build up on the pistons and valves SA stated that he can t say whether it s customer neglect or not as the vehicle looks well maintained and taken care of. SA stated there are no maintenance records as the son services the vehicle himself. SA stated that the customer has authorized the lifters and the valve job on the heads and cleaning carbon build up on pistons. Agent thanked SA for his assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3916	7L[redacted]	***Open Date***	03/31/2014	***Built Date***	04/27/2007	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	05/26/2007	***Mileage***	50,000	***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	68914	HALEY OF FARMVILLE INC			
Dealer Address	1906 S MAIN ST				
Dealer City	FARMVILLE	***Dealer State***	VA	***Dealer Zip***	23901

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	MEHERRIN VA 2[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: Caller contacting CAC seeking to have repair covered under extended warranty for Clockspring. Agent advised caller that the vehicle needs to be diagnosed prior to knowing if the repair can get covered under warranty. Caller understood and stated he will set up appointment at DLR.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5915	7L[redacted]	***Open Date***	03/31/2014	***Built Date***	03/26/2007	
Model Year	2007	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	03/28/2007	***Mileage***	160,000	***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	44192	SHELBYVILLE CHRYSLER PRODUCTS INC			
Dealer Address	2121 MIDLAND TRAIL				
Dealer City	SHELBYVILLE	***Dealer State***	KY	***Dealer Zip***	40065

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HARRODSBURG KY 4[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Added phone number
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Clockspring causes airbag light to come on
Corporate - Warranty Coverage - Default - Default - Default	Customer seeking warranty information

Briefly summarize why the customer is contacting Chrysler: Customer called because the clockspring on his vehicle has gone out. Customer stated that the clockspring is causing the airbag light to turn on and off. Customer stated that he knows that there is an extended warranty for the clockspring.
Briefly summarize what the customer is expecting: Agent advised customer that the extended warranty for the clockspring has expired by miles. Agent advised customer that he can take the vehicle to the dealership for a diagnosis but at this time the repair will be out of pocket. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA6413	9L7[redacted]	***Open Date***	03/31/2014	***Built Date***	08/27/2008	
Model Year	2009	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	11/10/2008	***Mileage***	102,000	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

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

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

Corporate - CNA Change - Default - Default - Default	Changed primary phone number
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Driver air bag light is on
Corporate - Recall - Default - Default - Default	Recall inquiry

Briefly summarize why the customer is contacting Chrysler: Customer called in to inquire if there was a related Recall to the air bag light is on.
Briefly summarize what the customer is expecting: Recall information. Customer wants to know if issue is part of a recall he found information about online. Agent advised there is currently no recalls on the vehicle. Should the vehicle be involved in a recall he will receive a notification by mail. Agent also advised should he repair the vehicle and it becomes part of a recall he can submit the receipts for reimbursement consideration. Agent offered contact information for the dealership.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6910	8L[redacted]	***Open Date***	04/01/2014	***Built Date***	05/13/2008	
Model Year	2008	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	09/26/2008	***Mileage***	150,000	***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	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***	[redacted]
	LEMOORE CA 9[redacted]	***Country***	UNITED STATES

Recall - J24: MOPAR TOW BAR - Information Request	Recall information
Recall - K13: INNER FENDER LINERS - Information Request	Recall information

Briefly summarize why the customer is contacting Chrysler:Customer called seeking recall information.
Customer states that the airbag light is flashing on vehicle and states she found a recall for a clockspring on 2008 wrangler.
Writer advised customer that recalls are VIN specific and her vehicle does not have that recall.
Writer advised customer that the recall (L37)she is referring to is only on a few RHD vehicles.
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.
Writer offered to transfer customer to dealer to set appointment for diagnosis and other recall repairs.
Customer declined and will call dealer herself.
Briefly summarize what the customer is expecting:Customer expects recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3913	8L[redacted]	***Open Date***	04/03/2014	***Built Date***	01/11/2008	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	05/23/2008	***Mileage***	105,000	***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	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]
	KENNEWICK WA [redacted]	***Country***	UNITED STATES

Product - Electrical - Occupant Classification System - Unknown - Default	Customer has his Airbag light illuminating periodically
Corporate - Recall - Default - Default - Default	Customer seeking information in regards to the M35

Briefly summarize why the customer is contacting Chrysler: Customer seeking further information in regards to their Recall as there friend is telling them they had a similar concern and there was a recall released in regards to the Airbag light illuminating periodically
Briefly summarize what customer is expecting: Further information in regards to Recalls
Agent informed the customer that according to the Information the agent is seeing the customer was not called for on the customers Vehicle

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4BJWDG1	CL[redacted]	***Open Date***	04/07/2014	***Built Date***	05/12/2012	
Model Year	2012	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	07/02/2012	***Mileage***	25,512	***Dealer Zone***	70		
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	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	225 S MAIN STREET	***Home Phone***	
	MOAB UT null	***Country***	UNITED STATES

Corporate - Roadside Services - Service Contracts - Towing - Default

Roadside Assistance Contacted - DATE : 2014-04-07
Road Side File Created 04-07-14 FOR SERVICE CONTRACT
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
225 S MAIN ST 354 S HWY 55
E 200 S
MOAB PRICE
UT USA UT
AIR BAG LIGHT ON
DEALER CODE : 68343 PRICE CHRYSLER DODGE JEEP

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3916	9L[redacted]	***Open Date***	04/07/2014	***Built Date***	07/23/2008	
Model Year	2009	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	12/12/2008	***Mileage***	65,000	***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	43194	KARMART CHRYSLER DODGE			
Dealer Address	660 AUTO BLVD				
Dealer City	BURLINGTON	***Dealer State***	WA	***Dealer Zip***	98233

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light periodically coming on
Corporate - Recall - Default - Default - Default	M31

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler for assistance with an issue regarding the airbag light coming on and off.
Briefly summarize what the customer is expecting: Customer is expecting to find out if the vehicle is involved in a recall M31. Agent advised the customer that the recall M31 was only applicable on vehicles built with the steering wheel on the right side for the purpose of mail delivery and was not included on this vehicle. Customer understood but was upset. Agent advised the customer that they should have the issue addressed as soon as possible. Customer disconnected.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8FA2419	8L[redacted]	***Open Date***	04/08/2014	***Built Date***	04/24/2008	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	05/31/2008	***Mileage***	77,444	***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	43882	O'HARA MOTORS INC			
Dealer Address	50 SPRING BARS ROAD				
Dealer City	FALMOUTH	***Dealer State***	MA	***Dealer Zip***	02540

Owner	[redacted]	***Contact Type***	FAX
Address	[redacted]	***Home Phone***	
	EDGARTOWN MA [redacted]	***Country***	UNITED STATES

Product - Electrical - Unknown - Other - Default	Customer requires replacement clock spring
Corporate - Survey By-Pass - No Authorization - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is contacting CAC seeking cost assistance with his clockspring repair.
Briefly summarize what the customer is expecting: Customer is expecting to receive cost assistance with the replacement of his clockspring.
Customer states the vehicles air bag light was flashing and chiming so he had the vehicle diagnosed at O HARA MOTORS INC. Customer states he must replace the clockspring on his vehicle and it is a $600.00 repair. Customer states he cannot afford this repair.
Agent advised customer of the missed LPLW inspection. Customer states he was in for service work during the inspection window (Inspection window: 03/31/2013 07/31/2013), customer was in for Service in June, 2013 getting an EGR valve replaced. Agent advised customer to send in his repair order and receipts for the service work he had during the inspection window.
Agent provided SA Robert with Jeep phone number (877-426-5337) and case number [redacted]5 to call us back with a decision on cost assistance.
Agent inquired with SA Robert about the customer s missed LPLW inspection. SA Robert confirmed the customer was in for service work during the window, but could not say why the inspection was not performed.
Agent advised customer she will continue to try and contact the SM Ron throughout the day and then will address his LPLW inspection.
Customer contact: [redacted]
SM Ron from Dlr 43882 called stating that the customer was in fact at the Dlr during the inspection window for a repair. He advised that the customer was there in June 2013 for an egr replacment, an oil chg, air filter replacement and wiper blades. He advised the customer currently needs a clockspring replaced and the customer is outside of the Dlr goodwill parameters. Ron also advised that this clockspring would not be covered under this warranty regardless.

Agent contacted O HARA MOTORS INC at 508-457-9300.
Agent spoke with SM Ron about cost assistance for the customer. SM Ron stated he could not provide assistance for the clockspring.
**********LPLW Inspection Extension Request**********
Customer is contacting Customer Care seeking consideration for a LPLW inspection extension.
ISD: 05/31/2008
Current WCC: 803
Current mileage: 77,444 miles
Is the customer outside the LPLW inspection window? yes
Is the customer currently at the dealership? vehicle currently at dealership 43882
If yes, is there a powertrain repair required? no
Was customer at dealership inside inspection window? yes
If yes, for what services? EGR valve replacement
Does the customer have a brand purchase history (# new, # used)? 1 new vehicle
Were LPLW mailers received? no
Does customer have dealer loyalty (i.e. maintenance visits), not warranty/recall repairs? maintenance visits and service work
Does the customer have a mechanical MVP service contract? yes
Does the vehicle have low mileage (less than 60,000 miles)? no
What is the reason that the customer missed the inspection? was in the dealership during inspection window and they did not perform all necessary inspections
Any additional pertinent information: Customer is faxing in repair order documentation stating he was in the dealership during the inspection window.
Reviewed information provide by the customer in relation to LPLW inspection extension with RO[redacted]
Based on the information above, advised customer that case would be forwarded to a Case Manager for further review.
Advised customer that a decision would be made within 24-48 hours.
Assigned CAIR to 86C.
Customer is 10+ months beyond 5-year anniversary of ISD. Customer has not presented any documentation that shows LPLW was requested or completed during the +/- 60 day LPLW inspection window. Customer Care does not authorize LPLW inspection extension, and will not consider/authorize cost assistance towards clockspring repair. dcp15
* * * * 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 waiting on customer documentation to be received via fax for reconsideration
POSTMARK DATE: 040914; DATE RECEIVED: 040914
Agent contacted customer at [redacted]5.
Agent advised customer of lines 65-69.
Customer has requested Supervisor callback
Preferred daytime number [redacted]
Preferred evening number [redacted]
Reason for request: discuss denial of LPLW extension inspection
CAIR assigned to: JR1305
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
Customer is seeking JR1305 call back to [redacted]
Supervisor
Supervisor spoke with customer and advised of information as per lines 65-69. Supervisor advised that this decision has been already been made. Customer requested if supervisor could look into further , supervisor advised that further research would be done and he would receive another call back within 1 business day.
Please reference Top care case as per CAIR #[redacted]. Closing case.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA241X	8L[redacted]	***Open Date***	04/08/2014	***Built Date***	11/27/2007	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	01/16/2008	***Mileage***	113,000	***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	42947	AUTOWEST CHRYSLER JEEP DODGE			
Dealer Address	230 AUTOMALL DR				
Dealer City	ROSEVILLE	***Dealer State***	CA	***Dealer Zip***	95661

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

Corporate - Recall - Default - Default - Default	Customer inquiring for recalls that are open
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that the air bag light keeps coming on and off
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer calling due to the issue with the air bag light and recall information. Briefly summarize what the customer is expecting: Customer seeking recalls related information due to the issue with the air bag light. Customer states that the air bag light keeps coming on and off, customer states has not taken the vehicle to the dlr. Agent advised the customer that there are no recalls related to the issue and advised the customer for diagnosis at the dlr and offered the customer for the agent to contact the dlr and customer declined.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA3H16	AL[redacted]	***Open Date***	04/10/2014	***Built Date***	07/01/2010	
Model Year	2010	***Body***	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	07/31/2010	***Mileage***	36,500	***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	54194	TATE DODGE INC			
Dealer Address	7139 RITCHIE HIGHWAY				
Dealer City	GLEN BURNIE	***Dealer State***	MD	***Dealer Zip***	21061

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

Corporate - Recall - Default - Default - Default	Customer called about a recall on airbag
Corporate - Survey By-Pass - D-12-27 - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called stating that the air bag light has come on and she believes that this is a safety issue.
Customer states that there is a recall showing on this issue on the internet although the number is not a Chrysler recall number.
Customer states she should not have to pay the diagnosic fee for this issue because it is known.
Briefly summarize what the customer is expecting: Customer wants Chrysler to pay for the airbag replacement.
Agent called TATE DODGE CHRYSLER JEEP, INC Dealer Phone : 410-766-2560 and spoke with Dana in service who advised that the customer had a transmission coolant leak in Jan. and customer declined to do the repair. (She had the repair done at a transmission place for less than the $390. quote) Customer also has declined repair on a washer fluid leak. Dana advised agent that he was pretty sure that the SM would decline D12-27.
Agent advised customer that the dealership declined assistance.
Customer asked agent to reach the dealership where she purchased the vehicle.
Agent called HERITAGE CHRYSLER DODGE JEEP RAM where customer purchased the vehicle and spoke with SM Jim who advised that the customer has never been back there since she purchased the vehicle.
Customer has a recall notice in her hand but it is not Chrysler issued.
Agent did not offer goodwill assistance. No dealership loyalty, no recall on vehicle, and history only one other vehicle.
Vehicle is out of warranty in terms of time.
As per Answer ID 23094 two dealerships declined D12-27
Agent forwarded for survey by-pass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GB3918	9L[redacted]	***Open Date***	04/10/2014	***Built Date***	09/04/2008	
Model Year	2009	***Body***	JKTM74	JEEP WRANGLER UNLIMITED X 4X2 SPORT UTILITY			
In Service Dt	09/12/2008	***Mileage***	90,000	***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	69903	HOLLYWOOD CHRYSLER JEEP/ FLEET			
Dealer Address	2100 N STATE ROAD 7				
Dealer City	HOLLYWOOD	***Dealer State***	FL	***Dealer Zip***	33021

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Wanting cost assistance for repair to airbag

****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 looking for cost assistance in the repair.
Customer stating that the clock spring needs to be replaced as the Air Bag light is
flashing.
Briefly summarize what the customer is expecting:
Customer is expecting Chrysler to provide updated information.
Agent:
Agent verified and updated customer contact information.
Agent advised the customer that there are no open recalls or extended warranties
on the Clock spring or Air Bag.
Customer does not qualify for goodwill
Agent advised that due to time and mileage Chrysler would not participate in the
repair.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer 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	1J4FA2419	8L[redacted]	***Open Date***	04/14/2014	***Built Date***	07/09/2008	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	10/13/2008	***Mileage***	73,186	***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	68282	LITHIA CENTENNIAL CHRY-JEEP			
Dealer Address	9980 E ARAPAHOE RD				
Dealer City	ENGLEWOOD	***Dealer State***	CO	***Dealer Zip***	80112

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LONE TREE CO 8[redacted]	***Country***	UNITED STATES

Product - Electrical - Unknown - Intermittent or Inoperative - Default	clock spring broken
Product - Fuel System - Fuel Tank - Leaks - Default	fuel spits out while filling with fuel

Briefly summarize what the customer is contacting Chrysler: Customer called stating he would like it documented that he is having issues with his vehicle. Customer states he was told by the DLR to contact Chrysler and let us know of these issues. Customer states the clock spring is broken in the vehicle and the air bag light goes on and dings when he turns left or right. Customer also states that when he puts fuel in his gas tank that it spits back out at him. Customer states he knows that there are recalls out there for certain vehicles. Agent advised customer that these recalls do not apply to this vehicle. Agent did advise customer that if he gets the repairs done to keep all receipts in case there ever become a recall on any of the issues. Customer understands the information. Agent asked customer if there was anything else we could do for them and customer declined. Agent thanked customer and the call ended.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5D14	BL[redacted]	**Open Date**	04/14/2014	**Built Date**	07/06/2011	
Model Year	2011	**Body**	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	10/18/2011	**Mileage**	11,000	**Dealer Zone**	66	ORLANDO	
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	57778	NAPLES DODGE/CHRYSLER			
Dealer Address	6381 AIRPORT PULLING ROAD				
Dealer City	NAPLES	**Dealer State**	FL	**Dealer Zip**	34109

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag lights comes on intermittently
Product - Electrical - Power/Engine Control Module - Other - Default	Dash emergency lights
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Engine lights comes on intermittently
Product - Electrical - Remote/Key Fob - Default - Default	Key fob dont work intermittently
Product - Drivability - Unknown - No Start - Default	vehice will not start
Corporate - Survey By-Pass - No Response - Default - Default	
Product - Drivability - Unknown - Hesitation/No Power - Default	

Briefly summarize why the customer is contacting Chrysler:Customer called seeking assistance with unresolved issue.
Customer states that the vehicle does not start and the keyfob is not recognized.
Customer states that the warning lights come on .
Customer states that the vehicle was picked up from dealership Friday the 11th and the same issues have occurred again.
Writer contacted Naples 57778 and left message for SM to contact CAC to provide diagnostic information. Lexi did confirm vehicle was recently at dealership.
Briefly summarize what the customer is expecting:Customer expects vehicle repaired.
Reassign to 88F for unresolved issue.
* * * * * CASE MANAGER TEAM - District MÙ * * * * * *
Dealer: 57778
Owner : 1 new
In warranty 7 Months or 25,000 Miles
Service contract : OWNER CARE - 2 YEARS / 4 OIL CHANGES
CONTACT UPDATE - 1st Contact attempt, phone number dialed [redacted].
Writer left VM with contact information for the customer to call writer back.
2nd attempt made to contact customer on [redacted]. Writer left VM

with contact information for the customer to call writer back.
Writer contacted the customer on [redacted]6 customer stated he was out of town but will bring the vehicle in on Tuesday 04/22/2014. Writer informed the customer will contact the dealership and make sure they will have the vehicle in at that time. Writer started to provide the customer with contact information which the customer stated he was busy and writer should send an email, which the customer provided. [redacted]t
Status update provided via email to the following email address:
[redacted]
Hello my name is Jacqui and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have.
Chrysler Case Management telephone number 1-800-763-8422
My extension is 66258, Your case number is CAIR #: [redacted]8
My work hours are 10:00 am to 6:00 pm EST, I will contact you within one business day by telephone to review your case.
Thank you.
End of Status Update
Writer informed the customer will follow up on Tuesday 04/22
Writer contacted the customer on [redacted]6 Writer was informed the customer was not able to bring the vehicle into the dealership and now he is not getting any signals and there will be no codes. Customer will bring the vehicle into the dealership as soon as it is convenient. Writer rquest a call from the customer when he brings the vehicle into the dealership.
Writer contact the customer on [redacted]. Writer left message to find out if the customer brought the vehicle into the dealership.
Writer contacted DLR left message for the SA
Writer contacted DLR 57778 on 239-594-2100. Writer left message for the SM.
Writer contacted DLR 57778 on 239-594-2100 and spoke with the SA Graham who placed writer on hold to check for the information on the vehicle. While writer was holding for SA call came in from DLR. Mildred the assistant at the dealership contacted writer to inform writer the SA John is unavailable but the vehicle is in the DLR and they have not been able to duplicate the issue. Mildred informed writer the customer is okay with leaving the vehicle for a few days for the dealership to try to duplicate the concern. Writer informed Mildred there will be a follow up on Tuesday 05/06/2014.
Writer contacted DLR 57778 on 239-594-2100. Writer left message for the SM
Writer contacted DLR 57778 on 239-594-2100. Writer spoke with [redacted] who took writer s information for a call 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 contact the customer on [redacted] Writer was informed by the customer the vehicle has been in the dealership for the issue multiple times and he needs the vehicle replaced and he needs compensation for the frustration and he paid a lot of money for the vehicle and it s not reliable and the vehicle is not starting customer stated he cannot rely on the vehicle. Customer stated even if he traded it in, he will not as he will lose what he paid for the vehicle. The customer stated he goes out of his way to get a vehicle and he should have demanded a vehicle to drive while his was at the dealership. Customer stated the vehicle is a lemon and he either need another vehicle or the vehicle is repaired and even if it is repaired he needs something to compensate for the time lost. The customer stated they have changes components but it has never been fixed. Customer informed writer the vehicle has different issues and the DLR have not been able to fix the vehicle. Writer informed customer writer will contact the DLR and follow up with the customer on Thursday 05/08/2014
ASM Mildred called to speak with the Case Manager. When writer attempted to transfer ASM to CM, the line disconnected. CM JC2184 advised that she ll call back immediately.
Writer was contacted by the ASM Mildred at the dealership but the phone

disconnected
Writer contacted DLR 57778 on 239-594-2100. Writer returned call to the ASM Mildred at the dealership. Writer was informed the ASM was unavailable and writer should leave a message. Writer informed the receptionist will follow up on 05/07/2014.
Mildred the ASM from DLR contacted writer to inform writer STAR was contacted and the DLR is waiting for them to respond so they can try to fix the customer s vehicle. ASM informed writer will be contacted with information gathered.
Writer contacted the DLR 57778 on 239-594-2100. Writer ldft message for the SM
ASM Mildred at the dealership contacted writer to inform writer the issue with the customer s vehicle was not able to be duplicated and star was contacted and as per their recommendation the DLR did what was advised but the issue still could not be duplicated and the customer was contacted to pick up the vehicle. ASM stated when the customer picked the vehicle up the issue occurred and the customer was informed to bring the vehicle into the DLR next Wednesday for the DLR to try and duplicate the issue again. writer informed the ASM there will be a follow up on Wednesday 05/14/2014.
Writer contacted the customer and left a voice mail writer informed the customer will follow up on 05/12/2014.
Called Customer Left Message [redacted]
Agent attempted to contact customer, however, customer was not available. Left message for a return call at 18007638422 at extension 66258. The reason for the
customer contact was to provide or request the following information:follow up with the customer on his repairs as per the dealership.
Writer contacted the DLR 57778 on 239-594-2100. Writer was unable to leave a message.
Writer contacted the DLR 57778 on 239-594-2100. Writer spoke with Katelynn form the dealership who informed writer only the SM can speak with writer but he was unavailable. Writer left message with Katelynn.
Writer contacted the DLR 57778 on 239-594-2100. Writer was informed the Sm was in a meeting with his Service advisers and was unavailable. Writer left message.
Writer contacted dealership and talk to Service Advisor Casey. SA informed writer that the repairs are done and that the customer has the vehicle.
Writer talked to customer. Customer informed writer that the repairs are still not done to his satisfaction. Customer is planning on taking it in at the end of the week. The customer is very irate and no long wants the vehicle. Writer advised a call back for Friday, May 23, 2014.
Writer contacted customer on [redacted]. Writer left a message informing trhe customer a follow up will be on 05/28/2014.
Writer contacted customer on [redacted]6. Writer left a message a follow up will take place on Friday 05/30/2014
Writer contacted customer on [redacted]. Writer left a message a follow up will take place on Tuesday 06/03/2014
Writer contacted customer on [redacted]. Writer left a message a follow up and once a fix is fond the customer will be contacted.
Writer contacted customer on [redacted]. Writer left a message the case will be closed and the customer can contact writer once the vehicle is brought to the dealership and the customer contacts Chrysler
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA5915	8L[redacted]	**Open Date**	04/17/2014	**Built Date**	10/16/2007	
Model Year	2008	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	12/15/2007	**Mileage**	54,600	**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**	
	WINNETKA IL 6[redacted]	**Country**	UNITED STATES

Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	customer oow
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	states air bag light is on

***** EMAIL BRIEF DESCRIPTION CONTENT *****
NHTSA Action Number : PE11019
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
In the above action, Chrysler informed ODI that it intends to initiate a consumer satisfaction campaign for MY2007 LHD Wrangler which will extend the CS warranty coverage for 10 years or 150,000 miles. Accordingly the investigation was closed. The air bag warning light in my Jeep Wrangler kept going on and off; I brought it to the deal, who determined that the clock spring was defective and that it needed to be replaced. The repair cost over $750; the dealer informed me that despite Chrysler representing to the NHTSA that it would extend the CS warranty coverage for 10 years and 150,000 miles (and securing closure of the investigation), Chrysler was not providing the warranty coverage it promised. Please explain why or provide me reimbursement.
*****END OF CUSTOMER EMAIL*****
Dear[redacted]
Thank you for contacting the Jeep Customer Assistance Center.
We are very sorry to learn of the problem you have encountered and have documented your concern.
A review of our records indicates that your 2008 Jeep 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:1J8GA59158L[redacted]) where appropriate.
We fully appreciate your concern, particularly in view of the expense and inconvenience involved, however, we are unable to accommodate your request for out-of-warranty consideration. The vehicle has exceeded the time and/or mileage limitations of the warranty (or warranties) we offered on the vehicle at the time it was purchased. Although we are unable to provide a more favorable reply, we appreciate the opportunity to review your request.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this

email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Crystal
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *
You didn t read the note! It is not out of warranty because:
Chrysler informed ODI that it intends to initiate a
consumer satisfaction campaign for MY2007 LHD Wrangler which will extend
the CS warranty coverage for 10 years or 150,000 miles.
I am asking jeep to honor that representation.
*****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 you have repaired the vehicle we recommend you keep your receipts. If
a recall is issued in the future you will be able to submit for
reimbursement.
Thank you again for your email. Should you require additional
assistance, or have any new information to provide, please reply to this
email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Crystal
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
Hello Crystal.
Yes I have 'new information' to provide:
1. It s a 2007 Jeep Wrangler, not 2008.
2, In securing closure of an investigation by the U.S. National Highway
Traffic Safety Administration ('NHTSA') into defective clock springs,
Chrysler represented to the NHTSA that it would 'initiate a consumer
satisfaction campaign for MY2007 LHD Wrangler which will extend the
clock
springÙ warranty coverage for 10 years or 150,000 miles.' See NHTSA
Action
Number : PE11019.
3. As a result of the above representation by Chrysler, the NHTSA closed
the investigation.
4. Last week, I brought my 2007 Jeep Wrangler into my dealer for repair
of a defective clock spring. Despite Chrysler s representations to the
NHTSA, Chrysler refused to provide warranty coverage for the $750 in
repairs even though my car has far less than 150,000 miles and is of
course less than 10 years old.
If you fail to acknowledge this request that Chrysler honor its
commitment, I will bring this matter to the attention of the Illinois
Attorney General, the NHTSA, and Chrysler senior management.
I look forward to your response.
[redacted]
*****END OF CUSTOMER EMAIL*****
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center.
We have documented your concern.
As previously stated, there are no recalls, or extended warranties on
your vehicle.
Any future communication related to this issue will be retained in
corporate records.
Thank you again for your email. Should you require additional

assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Crystal
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
Crystal,
Please respond to the question I asked.
If you cannot, please forward this note to someone who can.
[redacted]
*****END OF CUSTOMER EMAIL*****
*****NAN-CUSTOMER HAS BEEN PROVIDED ALL AVAILABLE INFORMATION-END OF CAC RATIONAL*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA3H10	AL[redacted]	***Open Date***	04/16/2014	***Built Date***	01/29/2010	
Model Year	2010	***Body***	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	02/04/2010	***Mileage***	71,000	***Dealer Zone***	51	CHICAGO	
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	45449	JACK PHELAN CHRYSLER DODGE JEEP			
Dealer Address	5859 S LA GRANGE RD				
Dealer City	COUNTRYSIDE	***Dealer State***	IL	***Dealer Zip***	60525

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	KENNEDALE TX [redacted]8	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	recall information

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler regarding having concerns with air bag light. Customer states air bag light has turned on and will not turn off. Customer states that seen online a recall for a clock spring
Briefly summarize what the customer is expecting: Customer is seeking if any recalls on vehicle
Agent advised customer that all recalls are vin specific and at this time there are no recalls open on customers vehicle

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3910 8L[redacted]		**Open Date**	04/16/2014	**Built Date**	08/24/2007	
Model Year	2008	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	09/29/2007	**Mileage**	120,000	**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	26788	QUIRK CHRYSLER JEEP			
Dealer Address	280 QUINCY AVE				
Dealer City	BRAINTREE	**Dealer State**	MA	**Dealer Zip**	02184

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	DUXBURY MA 0[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer feels that clock spring needs to be replaced
Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	No official diagnosis.
Product - Electrical - Power/Engine Control Module - Intermittent or Inoperative - Default	TIPM has been causing electricals to act up.

Briefly summarize why the customer is contacting Chrysler: Customer states that air bag lamp is illuminating and that he has found documentation that his vehicles make has a clock spring warranty available. Customer states that these are safety functions on the vehicle that he should not have to pay for and that if another vehicle has this warranty then his vehicle should as well. Customer states that he would also like to submit a report that his TIPM is no longer working either and is causing the electrical of the vehicles system to turn wipers on and wiper fluid to run and horn to sound. Customer is unhappy about vehicle issues.
Briefly summarize what the customer is expecting: Customer is expecting cost assistance.
Agent found extended warranty information X41 regarding clock spring and informed customer that it is specific to 2007 wranglers and that it was not included. Agent informed customer of other extended warranties on vehicle X32 INLET CHECK VALVE, X34 TRANS OIL COOLER LINES but 2008 wranglers were not targeted with clock spring issues at this time. Agent advised customer that a report would be submitted about issues and that it would be recommended to keep any and all repair receipts. Agent informed customer that his feed back is very important but at this time there would be no commitment for repair of the vehicles issues.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA6415	8L[redacted]	**Open Date**	04/16/2014	**Built Date**	12/11/2007	
Model Year	2008	**Body**	JKJS72	JEEP WRANGLER RUBICON 4X4			
In Service Dt	12/20/2007	**Mileage**	85,400	**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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

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**	
	DENVER CO 8[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states they need a clock spring

-
Briefly summarize why the customer is contacting Chrysler: Customer called in stating the air bag light is on in their vehicle. Customer states they were advised that a clock spring is needed. Customer states they were advised the part would cost $300 and the labor would be $300. Customer states they read online about a recall issued for this repair.
Briefly summarize what the customer is expecting: Customer is seeking recall information.
Agent advised customer that their vehicle does not have that recall issued to it. Agent advised customer that the only place to order parts is the dealership.
-
Customer called and is looking for cost assistance because on the internet there are many customers that have problems with the clock spring. Customer said he knows people have gotten assistance with repairs, so they should do it for him. Agent called the DLR and spoke with SA Darren who stated that the customer s clock spring needs to be replaced. Chrysler is unable to help with cost assistance due to time and mileage.
Customer is really angry that he has been declined cost assistance because other people get it. Agent explained that he can t believe everything he reads on the internet. Customer said he is going to get name of people who received cost assistance and all the information about the clock spring being a known problem and taking it to NHTSA so that they can have Chrysler issue a recall.
* * * * 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	1J4GA3912 8[redacted]		***Open Date***	04/16/2014	***Built Date***	02/11/2008	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	10/11/2008	***Mileage***	120,000	***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	68511	MIRACLE CHRYSLER DODGE JEEP			
Dealer Address	1290 NASHVILLE PIKE				
Dealer City	GALLATIN	***Dealer State***	TN	***Dealer Zip***	37066

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

Corporate - CNA Change - Default - Default - Default	Added phone number
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light has come on
Corporate - Warranty Coverage - Default - Default - Default	Customer seeking extended warranty information

Briefly summarize why the customer is contacting Chrysler: Customer called because he had called in previously today and he was told that his air bag light would be covered by the X41 Airbag Clockspring Assembly and that he can call the dealership and make an appointment. Customer stated that when he had called the dealership they told him that he does not have the extended warranty on his vehicle and to call Chrysler back. Customer stated that his repair should be covered because he was told that it would be.
Briefly summarize what the customer is expecting: Agent advised customer that he has to extended warranties on his vehicle and neither is for the airbag clockspring assembly. Agent advised customer that the X41 extended warranty is for the 2007 Jeep Wranglers. Agent advised customer that there is no documentation of him calling in before and being told that the repair would be covered. Agent advised customer that he can take the vehicle to the dealership and have repairs done but the cost would be out of pocket. Customer stated that he would like to speak to a supervisor. Agent advised customer that a supervisor will inform him of the same decision and that he is out of the basic warranty by 2.5 years and 84 000 miles and cost assistance will not be provided. Customer disconnected the call.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D19	AL[redacted]	***Open Date***	04/16/2014	***Built Date***	06/08/2010	
Model Year	2010	***Body***	JKJL72	JEEP WRANGLER SPORT 4X4			
In Service Dt	06/20/2010	***Mileage***	85,000	***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	43724	SAFFORD DODGE JEEP OF SPRINGFIELD			
Dealer Address	6801 COMMERCE ST				
Dealer City	SPRINGFIELD	***Dealer State***	VA	***Dealer Zip***	22150

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	SPRINGFIELD VA 2[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	query on recalls

Briefly summarize why the customer is contacting Chrysler: Customer seeks to know if there are recalls showing for his vehicle.
Briefly summarize what the customer is expecting: Customer states that his airbag light is on. Customer states that he has read of Jeep recalls on the airbag system. Writer reviewed and confirmed that there are no open recalls or extended warranties on this vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3915	8L[redacted]	***Open Date***	04/17/2014	***Built Date***	09/17/2007	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	10/06/2007	***Mileage***	71,000	***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***	
	CONCORD NC [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light has been on for several months

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler stating that his air bag light has been on for several months. Customer states that he went to the dealership and spoke to the service department who informed the customer that the extended warranty does not apply to the customer s vehicle. Briefly summarize what the customer is expecting: Customer is seeking why the extended warranty does not apply to his vehicle. Agent gathered customer information. Agent confirmed that the customer has no extended warranty or recall on his vehicle for the air bag/clock spring issue. Agent found that the extended warranties and recalls only apply to 2007 Jeep wranglers and with a right hand drive. Agent informed the customer of the information. Customer states that he is a loyal customer and is seeking if we can help with the cost. Agent informed the customer that due to the age of the vehicle we will not be willing to provide cost assistance. Agent informed the customer that the agent would note on the customer s case the issue and if in the future there is a recall/extended warranty placed on the customer s vehicle the customer can seek possible cost assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2416	9L[redacted]	***Open Date***	04/18/2014	***Built Date***	08/06/2008	
Model Year	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	03/21/2009	***Mileage***	56,000	***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	45021	GEORGETOWN CHRYSLER JEEP DODGE			
Dealer Address	300 WESTPORT AVE				
Dealer City	NORWALK	***Dealer State***	CT	***Dealer Zip***	06851

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	STAMFORD CT 0[redacted]	***Country***	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	provided warranty information

Briefly summarize why the customer is contacting Chrysler: The customer called in for information on the air bag light coming on in his vehicle. Caller has not had the problem diagnosed in his vehicle as he does not want to pay a diagnostic fee. Agent informed caller that any electrical sensors or issue with this parts would be covered under the basic factory warranty for the vehicle. Agent informed caller that there are no recalls related to this. Agent informed caller that unfortunately due to the vehicle being outside of the factory warranty the repair would be for owner cost.
Briefly summarize what the customer is expecting: Customer seeking information on warranty for vehicle.
BMilford Jeep Visit dealer website 1470 Boston Post Rd
Milford, CT 06460
(203) 878-2471
Agent noticed there was no information in the system in regard to the customer powertrain warranty inspection. Agent called the customer and dealership to confirm that this was done. The powertrain inspection was done in February.
Agent also checked with the dealership in regard to cost assistance with the repair of issue with air bag light in the vehicle. Dealership stated that the customer would have to pay for the diagnostic fee before determining if cost assistance could be provided.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5913	9L[redacted]	***Open Date***	04/18/2014	***Built Date***	10/06/2008	
Model Year	2009	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	04/13/2009	***Mileage***	71,000	***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	67211	GRAVA CHRYSLER JEEP			
Dealer Address	29 MYSTIC AVENUE				
Dealer City	MEDFORD	***Dealer State***	MA	***Dealer Zip***	02155

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag lamp/clock spring issue
Corporate - Recall - Default - Default - Default	Inquiry

Briefly summarize why the customer is contacting Chrysler: Customer states that he had air bag lamp illumination on vehicle and that his mechanic had determined it is an issue with the clock spring that may potentially have recall. Customer wants to know if this is a recall on the vehicle. Customer had no further question.
Briefly summarize what the customer is expecting: Customer is expecting recall information.
Agent advised concerns would be looked into. Agent found AC DOC 22734 and found that this is applicable to right hand drive vehicles only. Agent informed customer of this and advised his concerns would be filed in a report that could go towards future recalls on the vehicle and that if customer receives a recall notice then he would be able to file for reimbursement after the fact.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA591X	8L[redacted]	***Open Date***	04/18/2014	***Built Date***	02/13/2008	
Model Year	2008	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	03/29/2008	***Mileage***	53,000	***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	67470	DON JOHNSON MOTORS INC			
Dealer Address	2101 CENTRAL BOULEVARD				
Dealer City	BROWNSVILLE	***Dealer State***	TX	***Dealer Zip***	78520

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	The customer states the air bag light is flashing on and off

Briefly summarize why the customer is contacting Chrysler: The customer states she took her jeep into the dealership because the air bag light was coming on and going off. The customer states she was informed that it is the clock spring. The customer states the dealership wants to charge her $500 for the repair but she knows there was a recall for the air bags so she is wondering why it is not covered.
Briefly summarize what the customer is expecting: The customer is seeking information about the air bag recall. The writer explained that all recalls are vin specific. The writer informed the customer that she has one open recall issued to the vehicle which is the J24 however this is not for the air bag concern she has. The writer explained that the repair would be at her responsibility to cover as the vehicles warranty expired on March 29, 2011 by time. The customer asked for Chrysler to help assist with the repair. The writer contacted the dealership and was not able to reach the service department to speak to SA Rudy. The writer was asked to call back in 10 minutes. The writer explained to the customer that she will have to contact her back once the information needed from the dealership has been obtained. The customer confirmed the best number to call her back would be [redacted]2.
Customer called back inquiring if we had spoken to Rudy . Agent got in contact with Rudy who stated customer has an aftermarket extended warranty. Rudy stated he may be able to provide a discount to the repair. Agent informed customer and transferred customer to DLR.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D11	AL[redacted]	***Open Date***	04/19/2014	***Built Date***	12/08/2009	
Model Year	2010	***Body***	JKJL72	JEEP WRANGLER SPORT 4X4			
In Service Dt	08/17/2010	***Mileage***	46,000	***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	60281	MARSHALL CHRYSLER JEEP DODGE, LLC			
Dealer Address	1450 W ARROW ST				
Dealer City	MARSHALL	***Dealer State***	MO	***Dealer Zip***	65340

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

Corporate - Survey By-Pass - No Diagnosis - Default - Default	Possible D-12-27
Corporate - Recall - Default - Default - Default	recall NOT on Vln

Briefly summarize why the customer is contacting Chrysler:
Customer called in stating that their AIR bag light was coming on at times and they were looking to getting that issue serviced.
agent apologized as there were not EXT or recalls.
agent stated that they were outside the warranty at this time of the basic warranty and that if diagnosed for a concern in that warranty it would not be covered.
Call was ended.
Briefly summarize what the customer is expecting:
to find out why their AIR BAG light is on

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6417	9L[redacted]	***Open Date***	04/21/2014	***Built Date***	04/09/2009	
Model Year	2009	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	04/17/2009	***Mileage***	29,900	***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	06018	KAMAAINA MOTORS			
Dealer Address	400 EAST KAWILI STREET				
Dealer City	HILO	***Dealer State***	HI	***Dealer Zip***	96720

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HILO HI 9[redacted]	***Country***	UNITED STATES

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

Caller: MR [redacted]
Agent made no promises or commitments.
Briefly summarize why the customer is contacting Chrysler:
Customer called seeking recall information as he has an intermittent check air bag light. Agent was advised that there are no recalls or ext warranties for the air bags or clockspring on his vehicle. Customer said he is a retired mechanic.
Agent advised customer that his vehicle is OOW by time so he is responsible for any diagnostics and repairs for his vehicle. If a recall is issued at any point in the future, he will be sent a notice in the mail. He can seek reimbursement consideration at that time if he has paid for the repairs.
Customer said he is going to wait as he feels it is just a matter of time before a recall is issued.
Agent stressed that he is responsible for any repairs for his vehicle, and that he is choosing not to get a safety component checked out and repaired. So he is responsible if there are any injuries suffered by himself or his passengers.
Briefly summarize what the customer is expecting:
Customer called in seeking recall information.
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 is the second owner, does not own any other vehicles, no MVP, no history of the concern.
Briefly summarize why the customer is contacting Chrysler: Customer states that air bag lamp is on and that he is trying to reach the NHTSA to voice complaints as online it talks about clock springs being defective on jeep wranglers. Customer states that he would like to have complaint registered with us regarding this and would be making one with

the NHTSA as well.
Briefly summarize what the customer is expecting: Customer is expecting recall information.
Agent informed customer no warranties or recalls were declared on this vehicle. Agent provided 1-888-327-4236 for NHTSA and further encouraged customer to review concern with Jeep before hand. Agent found there was no warranty or recall on file and find that vehicle is out side of applicable matrix as customer informed Jeep agent that vehicle has not been for diagnosis. Agent advised that a report would be submitted on customers behalf to voice these concerns and informed customer to keep repair receipts in the event that issue gets recalled.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA5414	7L1[redacted]	**Open Date**	04/21/2014	**Built Date**	12/08/2006	
Model Year	2007	**Body**	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	03/11/2007	**Mileage**	50,000	**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	45358	STEVENS CREEK CHRYSLER JEEP DODGE			
Dealer Address	4100 STEVENS CREEK BLVD				
Dealer City	SAN JOSE	**Dealer State**	CA	**Dealer Zip**	95129

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer is experiencing defective air bag issues .

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler: The customer is contacting regarding their air bag light is on and the DLR advised them it could be the air bag coil which there was a safety recall issued previously for this issue.
Briefly summarize what the customer is expecting: The customer is expecting to find out if this known issue is a recall or something that can be taken care of by Chrysler. The agent advised they would have to call the DLR for more information, the agent attempted to reach an advisor at the service department but was unsucessful, the customer stated they have to get ready for work and they would like to call back when they have more time, next agent please contact the DLR to confirm the airbag issue and if it is something they could assist with for the customer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3917	8L[redacted]	***Open Date***	04/22/2014	***Built Date***	04/09/2008	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	11/29/2008	***Mileage***	66,000	***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	66697	LEE CHRYSLER DODGE			
Dealer Address	541 MARY ESTER CUTOFF				
Dealer City	FT WALTON BEACH	***Dealer State***	FL	***Dealer Zip***	32548

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

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Agent advised customer of incomplete recall repair
Recall - J30: TRANSMISSION FLUID TEMPERATURE WARNING - Advise Owner/Incomplete Recall	Agent advised customer of incomplete recall repair
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	Agent advised customer of incomplete recall repair
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states intermittent air bag light on cluster

Briefly summarize why the customer is contacting Chrysler:customer states they are experiencing an issue with the air bag light, flashing off and on intermittently on the dash cluster.
Briefly summarize what the customer is expecting:Customer seeking recall information for their vehicle.
Agent advised of incomplete recalls J24, J30, K13. Agent advised that a diagnosis can be sought for the air bag light issue, and all recall repairs can be complete at the same time.
Agent provided customer with contact number for local, authorized dealership in their area. Agent provided contact information for dealership 66697.
Agent contacted dealership 66697 and spoke with Ken in service. Agent transferred customer to Ken for further assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6411	7L[redacted]	***Open Date***	04/23/2014	***Built Date***	06/19/2006	
Model Year	2007	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	08/04/2006	***Mileage***	60,000	***Dealer Zone***			
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	91092	CHRYSLER LLC			
Dealer Address	CORP. PRE-VOL				
Dealer City	DETROIT	***Dealer State***	MI	***Dealer Zip***	48231

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

Corporate - CNA Change - Default - Default - Default	Agent updated COIN.
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	advised of J24 recall
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	advised of k13 recall
Product - Electrical - Lamps and Switches - Other - Default	air bag light coming on
Corporate - Recall - Default - Default - Default	inquiry into possible air bag recall on vehicle
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Agent updated COIN.
-
Briefly summarize why the customer is contacting Chrysler:Customer inquiry into possible air bag recall. Customer says his air bag light is coming on.
-
Agent advised of recalls J24 and K13 recalls but advised there is no air bag recall. Agent advised he may be seeing a recall that applies to vehicles with different build dates or could be regional. Customer is scheduled to have the recall work done and air bag lights looked at.
-
Briefly summarize what the customer is expecting: Customer understands there is no air bag recall on vehicle and understands about the J24 and k13 recalls that are on the vehicle.
-
Reassigning to LB546.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3919	8L[redacted]	***Open Date***	04/23/2014	***Built Date***	11/02/2007	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	10/23/2008	***Mileage***	101,000	***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	23107	SEA VIEW AUTO CORPORATION			
Dealer Address	810 HIGHWAY 35				
Dealer City	WANAMASSA	***Dealer State***	NJ	***Dealer Zip***	07712

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	LONG BRANCH NJ 0[redacted]	***Country***	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	Customer seeking coverage details
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 is on
Product - Fuel System - Unknown - Leaks - Default	Customer states fuel leak while refuelling

Briefly summarize why the customer is contacting Chrysler: Customer called states the airbag light keeps going off and he seen some information online that would indicate his clockspring would need replacement. Customer wanted to know if this would be a covered repair under a recall or a TSB he seen online. Agent advised of the 2 recalls that have been issued and the fact that there is an extended lifetime warranty on the inlet check valve. Customer states he is having this issue and will have it resolved, but wanted to check with us before going to the Dlr to see if there was coverage for any known airbag issues. Briefly summarize what the customer is expecting: Customer seeking recall/coverage information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA591X	8L[redacted]	***Open Date***	04/23/2014	***Built Date***	09/10/2007	
Model Year	2008	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	09/29/2007	***Mileage***	41,775	***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	26025	ROYAL OAKS CHRYSLER JEEP INC			
Dealer Address	4080 MEXICO RD				
Dealer City	ST PETERS	***Dealer State***	MO	***Dealer Zip***	63376

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SAINT CHARLES MO [redacted]	***Country***	UNITED STATES

Product - Electrical - Engine Wiring - Other - Default	Customer having problem with clock spring
Corporate - Recall - Default - Default - Default	Customer seeking if concern is recall

Briefly summarize why the customer is contacting Chrysler: Customer contacting seeking if there are any recalls for a concern she is having for the clockspring/airbag light.
Briefly summarize what the customer is expecting: Recal information.
Agent advised there was no incomplete recalls for the vehicle, however there was a recall for a similar concern (L37) however only applied to vehicles with right hand drive. Customer understood thanked and disconnected.
Customer is calling back in regards to the recall. Customer states that his vehicle is having the exact same issue as the recall states. Agent explained that unfortunately the recall does not apply to the Customers vehicle. Customer then became flustered states if this is not covered under a recall he will never buy a Jeep again. Agent explained that unfortunately the recall does not apply to his vehicle. Customer disconnected.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4HJWFG9	CL[redacted]	***Open Date***	04/23/2014	***Built Date***	08/09/2011	
Model Year	2012	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	09/03/2011	***Mileage***	47,000	***Dealer Zone***	63	DALLAS	
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	67470	DON JOHNSON MOTORS INC			
Dealer Address	2101 CENTRAL BOULEVARD				
Dealer City	BROWNSVILLE	***Dealer State***	TX	***Dealer Zip***	78520

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

Product - Electrical - Unknown - Other - Default	Air bag light is on.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	Customer will not be able to take the vehicle into the dealer for Airbag
Product - Body / Trim / Paint Finish - Conv Top / Sunroof / T-Top - Leaks - Default	
Product - Brakes - Unknown - Other - Front	
Recall - N28: TRANSMISSION OIL COOLER TUBE - Advise Owner/Incomplete Recall	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer stated that he had an issue before with a leak and warranty has expired and dealer is telling that is not covered any more. Customer also stated that he purchased an extended warranty thru the dealership and air bag light is on. Customer stated that he was charged $100.00 to diagnosed the vehicle and was advised that is not covered under the extended warranty and now they are charging him $250.00.
Briefly summarize what the customer is expecting:
Customer stated that dealer never repaired the vehicle for the leak while was under the warranty and he feels that they should assist with the repairs.
Customer also stated that he does not really care about the leak that much, but he cares that air bag gets fixed.
****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 xxx-xxx-xxxx
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?67470 DON JOHNSON CHRYSLER DODGE JEEP

Customer also provided with alternative number 956-455-3453.
Customer also stated that when going uphill or downhill brakes don t work.
* * * * * CASE MANAGER TEAM - District 1 * * * * * *
Original Owner, 2nd owner
Warranty
Within PTW
Household
0, New
2, Used
Service Contracts
None
Possible TSB relative to brake issue 26-004-12 Fluid Flushing Requirements & Water leak 23-010-13 Water Dripping Across Door Sill And/Or Damp Front Floor
Status update provided via email to the following email address: [redacted]
Saludos Sr. Duran
Soy Claudia y aqu hay alguna informaci n que ser til para que usted pueda tener. El n mero telef nico de Casos de Gesti n de Chrysler es 800-763-8422 y su n mero de caso [redacted]8. Mi extensi n directa es 66051, mis horas de trabajo son Lunes a Viernes de 8:00 AM a 4:30 PM Tiempo de Monta a. Me pondr en contacto dentro de una jornada laboral para examinar este caso con usted. Gracias por ser parte de la familia Jeep.
End of Status Update
E-mailed: Hello Mr [redacted]
This is Claudia here is some information that will be helpful for you to have. Chrysler Case Management telephone- 800-763-8422 and your case number 24923418. My direct extension is 66051, my work hours are Monday - Friday from 8:00 AM- 4:30 PM MNT Standard Time. I will be contacting within one business day to review this case with you. Thank you for being part of the Jeep Family!
CONTACT UPDATE - 1st Contact attempt DON JOHNSON CHRYSLER DODGE JEEP, phone number dialed 956-546-2288. Writer was advised that currently dealer does not Service Manager, writer spoke with Service Advisor (SA) Scott and advised writer that at this moment the administrator Tori is doing the goodwill decisions. Writer was transferred to Tori s ext.
writer left message requesting a call back in regards goodwill parameters.
Writer called dealer, phone number dialed 956-546-2288. Writer spoke with Administrator Tori, Tori stated that vehicle was picked yesterday 04/23 and miles were 44047. Writer advised that customer was seeking assistance on goodwill for air light and brakes and that customer had also mentioned that water leak was never repair under the warranty. Tori also stated that customer was on last year for water leak and it was fixed and he did not mention the water leak concern. Tori also stated that customer did not mention the brake issue and that goodwill assistance is only for good customers. Tori stated that last time customer was on was on 2012 for the weather strip and on 01/13 calipers. Tori also stated that any time when they have advised customer about any maintenance customer declines. Writer advised that writer will talk to customer and that if customer is still looking for assistance on brakes customer is under the dealer s goodwill parameters, and whatever dealer s decisions is Chrysler will stand behind dealer s decision.
Writer called customer, phone number dialed [redacted]. Writer spoke with Mr. [redacted]n and stated that he is at work and advised to talk to his wife at 9[redacted].
Writer called Mrs. [redacted]. Writer advised lines 64-66, writer also advised that that an able to take consideration on water leak and breaks Customer needs to take vehicle back for diagnosis, because it wasn t mention on this repair order. Customer stated that she mentioned this issues to the dealer back in December in regards the water leak and brakes but was advised by the dealer that this is normal. Customer also stated that the reason why the air light is on is due to the water leak because that is where the water leak to. Customer also stated that every time when there is an issue they have to pay $100.00 diagnosis fee and

she is tired. Writer advised that back in December there was a case open due to the water leak and that they call to closed case. Customer stated that dealer advised them that water leak or brakes are covered under the warranty or contract and they asked to pay $700.00. Writer advised that an able to take consideration on any goodwill assistance customer is responsible of the diagnosis fee. Customer stated that if it was up to her she won t take the vehicle to dealer anymore and stated that she will relay the message to her husband.
Customer request to speak with CD716. Writer advise customer that CD716 spoke with his wife today and Writer advise customer that CD716 has left for the date. Customer request a call back tomorrow at [redacted] after 5:30 PM CT. Writer advise customer the information has been documented.
Writer called customer, phone number dialed [redacted]. Writer advised line 65. Customer stated that vehicle did not got repaired and that he only paid for the diagnosis. Writer advised that customer needs to take vehicle back for repairs and able to review case. Customer stated that he is at work and he will call back Monday.
Customer called requesting to speak with their CM CD716, writer informed customer that CM is reviewing the case and will contact customer no later than today. Customer wants to be contact after 5 or 5:30pm his time.
Customer contacted writer, customer wants to speak with CM, CM is not available and customer want a call back.
Writer called customer, phone number [redacted]. Customer stated that he wants to know if Chrysler is going to assist with the repair or not. Customer stated that the reason why he took his vehicle out of the dealership is because he was asked to. Writer advised that writer will call the dealer and advised a follow up call no later than tomorrow.
Writer called dealer, phone number dialed 956-546-2288. Writer spoke with Administrator Tori, writer advised that this vehicle is under their goodwill parameters and that case will be send for goodwill decision.
Tori stated that even thought they are going to decline customer, Tori stated that customer is not a loyal customer and that they are not going to assist with repair. Writer advised that she will also need to call customer with the decisions and advised a call back on 04/30.
########## DIRECT-TO-DEALER ##########
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this CAIR because this customer appears to fall within the scope of Warranty Bulletin D-12-27 Warranty Goodwill Administration Process. Please follow the guidelines set forth in this bulletin to come to a resolution. If the customer s request is beyond the
limits found within D-12-27, it will require Area Manager documented pre-approval via the DM Notes application. All offers or denials will be delivered to the customer, with an appropriate explanation, by the dealer or the Area Manager. Customer Care will follow-up as appropriate with the customer before the CAIR is closed. If this repair falls under the Digital
Imaging process or the Powertrain Service Center you will need to follow all associated processes and requirements for claim approval including tech training requirements.
##########
Writer called customer and advised that customer will received a call from dealer in regards the goodwill assistance. Writer advised a follow up call for 05/02.
REASSIGNED TO BC/DLR 63 67470 04/29/14 18:25 C[redacted]
Writer called customer, phone number dialed 9[redacted]7. Customer stated that dealer has not called him. Writer advised that writer will research internally and advised a follow up call no later than 05/06.
Writer called customer, phone number dialed [redacted]. Writer left message advising a call back no later than 05/09.
Writer called customer, phone number dialed [redacted]. Customer stated that dealer has fixed the recall and that dealer wants to see the vehicle on Monday 05/12. Customer stated that he is concern about the charge, writer advised that writer is researching within the corporate and will call customer no later than 05/15.
Writer received message from Mr. [redacted], Mr. [redacted] stated that he needs a

rental vehicle and wants to know if Chrysler will assist with repair or not. Customer also requested a call back.
Warranty Administrator Tori called in saying that the vehicle was at the dealer on 05/12/14 and customer did not put the hard top properly and there was no repaired performed.
Writer call dealer 67470 and spoke with WA Tori. WA confirmed the information on line 159-161 above. Per WA the air bag lights are off so per WA no repair has been done and customer was complaining on a brake issue by dealer has not done a diagnose since per WA the customer took the vehicle back and last mile on record is 45093 and the SA helping the customer is Rudy and dealer does not have a SM at the present time.
Agent attempted to contact customer at [redacted] Per customer the only issue they have a concern is with the air bag lights since the lights went off and no repair was made. Writer advise customer of when the customer will go to dealer to get the proper diagnose with the air bag light issue. Per customer they are going to go on vacation for at least two Weeks so customer does not know when they will take the vehicle to dealer for the diagnose. Writer advise customer that the case will be close until costumer bring the vehicle to dealer for the diagnose.
Customer was OK with this information.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2416	9L[redacted]	**Open Date**	04/24/2014	**Built Date**	08/06/2008	
Model Year	2009	**Body**	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	03/21/2009	**Mileage**	56,363	**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	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**	[redacted]
	STAMFORD CT [redacted]	**Country**	UNITED STATES

Product - Electrical - Occupant Classification System - Unknown - Default	air bag light came on and vehilce has been fixed

Briefly summarize why the customer is contacting Chrysler: customer is contacting Jeep for information about possible cost assistance for a repair to the air bag system of the vehicle.
Briefly summarize what the customer is expecting: customer is seeking information about possible cost assistance for the repair done to the vehicle.
Customer states that last week the air bag light came on in the vehicle and was brought to the DLR to have the issue repaired. Customer was advised that unfortunately the repair would not be covered under any warranty on the vehicle. Customer was advised to contact us for possible cost assistance with the repair done to the vehicle.
Agent contacted the DLR to inquire about possible cost assistance under D-12-27 and tried to speak to the SM. Agent left a message with the customer name last 6 of the VIN and inquire about possible cost assistance under D-12-27. Agent left case number and contact number for SM to contact us back.
Agent advised customer that writer has left a message for the SM about possible assistance from the DLR in regards to the repairs.
Agent advised customer that as soon as the SM returns writer call writer will be in contact with the customer with the information gathered.
*** NEXT agent when SM contact us back inquire about possible cost assistance under D-12-27.
Reason for Dealer Contact: inquire about possible cost assistance under D-12-27
Dealer Code: 23058
Dealer Personnel Required: SM
Customer s Preferred Method of Contact: Phone
Customer Phone Number (Morning) [redacted]
Customer Phone Number (Evening)
Customer Email address: customer declined

Reason for assigning to Resolution Team: inquire about possible cost assistance for the repairs to the air bag light under D-12-27
Assigned to 86T
DEALER CONTACT:Writer called dealer 23058 at 203-878-2471 and SA Cheryl advised that clock spring was replaced in vehicle to resolve airbag light concern on 4/19/14. SA Cheryl advised that dealer reduced 1 hr of labor from charges but customer paid balance of repair.
Please refer to Answer Doc#17420 for cost assistance reimbursement requests. Writer is reassigning file to LL905 for further handling, see TL for feedback.
CUSTOMER CONTACT - DIALED [redacted] - Writer called and left message for customer explaining that the dealer provided him with a discount on service therefore we would be unable to provide additional assistance. Writer explained that the decision would remain unchanged that we stand by our dealer s 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.
Unless the customer offers new information, decision remains unchanged.
* *

Customer contacted back in seeking an update on his case. Agent informed customer of lines 41-45. Customer states that he feels that he should not have had to pay for this.
Agent informed customer that the decision cannot not be over turned.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA3H17	BL[redacted]	***Open Date***	04/25/2014	***Built Date***	08/16/2010	
Model Year	2011	***Body***	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4 SPORT UTILITY			
In Service Dt	09/01/2011	***Mileage***	35,883	***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	41657	GENGRAS CHRYSLER DODGE JEEP LLC			
Dealer Address	460 CONNECTICUT BLVD				
Dealer City	EAST HARTFORD	***Dealer State***	CT	***Dealer Zip***	06108

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

Product - Body / Trim / Paint Finish - Conv Top / Sunroof / T-Top - Leaks - Default	hard top is leaking in vehicle/ repeat issue
Dealer - Service/Body Shop - Transaction - Vehicle Damaged - Default	scratch on vehicle, has been repaired
Corporate - Rental Vehicle - Default - Default - Default	
Corporate - Survey By-Pass - Reopen Error - Default - Default	
Dealer - Loaner Vehicle - Unknown - Other - Default	
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	

Briefly summarize why the customer is contacting Chrysler:
customer is stating that he is now experiencing an issue with his hard top on his jeep with it leaking.
customer stated dlr had vehicle for a week , and the problem is still not fixed and now he has to bring vehicle back to dlr again to see if the seal needs to be replaced.
customer is not satisfied with vehicle, customer stated first it was his engine and now its the roof top.
customer wants to know what chrysler is going to do for him.
customer requested to speak with previous CM Carmen , and only wants to deal with her.
customer stated he was going to try and bring vehicle in to dlr today.
customer requested to have case number and cm number emailed to him.
Customer stated he was busy and could not stay on phone.
Agent advised customer that they would try to obtain number for CM but she is from a different dept.
Agent advised customer to contact us back once vehicle is at dlr , so we can contact dlr to verify concerns and have case escalated.
Briefly summarize what the customer is expecting:
customer is seeking assistance with getting unresolved concern addressed.
*** agent could not find phone number for carmen , agent emailed customer case number as requested ***
please see cair# [redacted]

****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-04-25 @ 08:49
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Diagnosis
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-04-25 @ 14:45
Customer called back because he did not receive the email with case number that previous agent had sent. Agent confirmed email and there was a 1 missing from original email sent. Agent sent email with case # to customer. Customer confirmed that he received the email.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Diagnosis
Briefly summarize why the customer is contacting Chrysler: Customer states that his vehicle is currently with the DLR and they have had it for four days for the second time for the same issue. Customer states that he was advised to call back once the vehicle is at the DLR.
Summarize what the customer is expecting: Customer is seeking to have his concern escalated for assistance with repair to his hard top.
Writer contacted DLR 41657, writer spoke with Rose who advised the vehicle is currently with the DLR however the customers service advisor is busy.
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: None
Who has possession of the vehicle? DLR
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 41657
Reassigned to 88F
Status update provided via email to the following email address:
[redacted]
Hello, my name is Lisa and I have been assigned as your case manager. This email is confirmation that your case, [redacted]6 , was successfully escalated to me. After I review the details of your case I will be calling you at your preferred number, [redacted]4, by the end of the business day tomorrow. My office hours are 9:00AM 5:30PM (Eastern Time). My contact information is 800-763-8422 EXT 66257. If your preferred telephone number mentioned above isn t correct, please reply with the correction (please ignore the system generated message below).
End of Status Update
CONTACT UPDATE - 1st Contact attempt was made via email, as documented in lines 54-64.
* * * * * CASE MANAGER TEAM - District T * * * * * *
In basic and powertrain warranty
3 currently owned 2 original owner, 1 purchased used
0 previously owned
0 household
3 total 2 original owner, 1 purchased used
1 active service contract Lifetime Maximum Care
The customer had called in stating he was to have received a call back today and he had not received it.
Agent had advised the customer his case was sent to a CM today. Agent had advised the customer that an email was sent to him today. The customer stated that he had not checked is email today. Agent had provided the customer with the CM s name, phone number and extension. Agent had also rovided the customer with his case number.
Called 41657 at 860-289-0246, spoke with Service Advisor Chris, as the service manager was unavailable. SA Chris stated they are doing another watertest, and they are submitting Digital Imaging, as the customer is requesting that his seats and carpet be replaced. SA Chris stated he agrees with having the carpeting replaced, but has not examined the seats yet. SA Chris stated he should have more information by tomorrow.
Writer will follow up again tomorrow.
Called customer a[redacted]4. Customer stated the soft top is leaking, and is very frustrated that the vehicle is still having issues.

Writer advised that 41657 was watertesting the vehicle today. Customer stated that he would like the seats and the carpet replaced. Writer advised 41657 will be taking pictures and sending them in to our warranty department to see if the replacement would be covered by the warranty, and they should hear back in no more than 48 hours. Writer advised that, if the issue continues out of warranty, we would like to know about it so we can look into cost assistance, if needed. Customer stated was frustrated that we cannot promise that the entire repair will be covered, stated would like it in writing that we would always cover water leaks for this vehicle. Writer advised we cannot promise that, as we do not know that the issue will persist, and there are situations in which we would not assist, however, if the issues would have been covered by warranty, we would like to look into assisting with the repairs, but no promises can be given. Customer confirmed he was in a rental vehicle. Writer advised will continue to follow up with 41657 to make they are thoroughly testing the repair. Customer requested a call back no later than Friday. Writer agreed.
Called 41657 at 860-289-0246, spoke with Service Advisor Chris, as the service manager was unavailable. SA Chris stated DI approved replacing the front and rear carpets and the front seat covers and cushions. SA Chris gave part numbers as follows:
rear carpets 12A78DX9AB
front cushion 1TY04DX9AA
front cushion 1TY05DX9AA
seat cushion 68088742AA
seat cushion 68088743AA
seat cover 1TY16DX9AA
seat back cover 68003046AA
seat back cover 68003067AA
SA stated had one seat cover and front carpet in stock, and these are being sent in by the vendor, so he can t track them and doesn t know when they will be coming.
Called customer at [redacted]. Writer advised lines 108-109, and writer will follow up on the parts to make sure they are coming in quickly. Writer advised that, if the parts are going to take more than about a week to come in, we will send the file to the parts department to get the parts in as soon as possible. Writer advised we will follow up again once the parts have arrived or no later than 05/14/14.
Per GPOP, order# is 00508E, and parts should start arriving early next week.
Called 41657 at 860-289-0246, spoke with Parts Manager Allen, who stated the parts have been shipped from the vendor and should be in probably the middle of next week. PM Allen stated that, as far as he can tell, none of the parts are on backorder.
Called 41657 at 860-289-0246, spoke with Parts Advisor Russ, asParts Manager Allen was unavailable. PA Russ stated all the parts have come in and transferred writer to the service department. Writer spoke with Service Advisor Chris, as the service manager was unavailable. SA Chris stated the repairs to the interior should be done on Friday, but the cylinder head replacement should be done on Monday, and the customer is aware.
Called customer [redacted]. Left message, advising the parts are in and should be done at the beginning of next week, will follow up with customer again once it is confirmed the vehicle has been picked up.
Called 41657 at 860-289-0246, spoke with Service Manager Paul, who stated the repairs to the interior should be done today and the cylinder head replacement should be done Monday.
Called 41657 at 860-289-0246, spoke with Service Advisor Chris, as Service Manager Paul was unavailable. SA Chris stated the repairs should be done today or tomorrow, and the customer is aware of this. Writer advised will follow up again tomorrow.
Called 41657 at 860-289-0246, spoke with Service Advisor Chris, as Service Manager Paul was unavailable. SA Chris stated the repairs have been completed but they have not contacted the customer to pick up the vehicle yet, as they are working on the paperwork.
Called customer at [redacted]. Writer advised the repairs are completed

and 41657 will be contacting him to have him pick up the vehicle today. Customer stated is frustrated that 41657 had his vehicle for so long for these repairs, stated he would like us to compensate him for the loss of his vehicle during that time, would like us to assist with a car payment. Customer confirmed he was in a rental for more than the 5 days provided by his service contract, but stated he did not want to be in the rental. Writer advised that, as we have assisted with the rental during his repair, we will not be assisting as well with a car payment. Customer stated is dissatisfied with this answer, stated he was not told the service contract only covered five days, and requested to speak with a supervisor. Writer confirmed it does only cover 5 days, and we have been assisting with the further cost of rental so the customer would not need to pay for it, however, if he would like us to assist by looking into reimbursing him for a car payment, we can certainly speak with 41657 to have the customer charged for the additional rental he used. Writer advised we will not compensate the customer twice for the loss of his vehicle during the time of these repairs and compensation for the loss of the vehicle is not covered by the warranty, so we have gone above and beyond our legal responsibility to the customer. Customer stated he will contact 41657 and disconnected call as writer was advising will follow up again to confirm the repairs are satisfactory after he has picked up the vehicle--writer was unable to ask the customer if he would still like to speak with a supervisor.
Called 41657 at 860-289-0246, spoke with Service Advisor Chris, as Service Manager Paul was unavailable. SA Chris stated the vehicle came in 05/01/14 for this repair, and it was also in from 04/10/14 to 04/22/14 for the water leak. Writer advised lines 157-175. SA Chris stated the customer told them he would not bring the vehicle in unless he was provided a loaner vehicle.
Called 41657 at 860-289-0246, spoke with Service Advisor Chris, as Service Manager Paul was unavailable. SA Chris stated the vehicle has not been picked up yet.
Customer called, stating he went to pick up the vehicle, and the driver s door was scratched, and the pillar was scratched on the bottom. Customer stated the interior trim panels on the doors were scratched when the seats were removed, and the gasket seal around the car driver s door falls down. Customer stated he is very frustrated that these things happened, stated he has sent pictures of these issues to 41657 s Service Advisor Chris already, and SA Chris stated he will speak with his manager about this to get the work taken care of. Customer stated he likes SA Chris, but is disappointed in the issues that occurred during the repairs. Customer requested a supervisor, but would not tell writer why. Mrs. Garofalo came on the line and requested a supervisor. Writer advised the situation will not change because a supervisor is involved. Customer persisted in requesting a supervisor. Writer transferred call to JI106 x66379.
**********Immediate Supervisor**********
Customer called stating that she is upset because the vehicle is leaking and that they had a previous concern with the vehicle in February and doesn t feel that writer can help them. Writer asked customer what they re seeking for; customer stated that they re seeking for us to authorize a hard top to be put onto their vehicle. Writer informed customer that isn t something that we can authorize, customer stated that the vehicle is scratched and the panels are scratched and wants us to take care of that. Writer informed customer that is a workmanship issue and they will need to work with the dealership on the scratches and damage on the vehicle. Customer stated that they want to speak with CM1101; writer informed customer that she has taken a promotion and is not in the position to take the call. Writer transferred customer to HH261
.
********** Supervisor Call **********
Writer spoke to customer who stated that he has had problems with his vehicle leaking and each time that he takes it in and they tell him that it is repaired then it rains and the vehicle is soaked again. Customer states that he is upset because he does not feel that we are putting

ourselves in his shoes and does not understand why we will not authorize a hard top to be put onto his vehicle when the dealership is telling him that it might resolve the problem. Writer advised customer that is not something that we are going to be doing at this time and advised customer that she would be happy to reach out to the dealership and see if they had utilized all available resources for customers concern and if there was something that we could do to assist with repairs. Customer stated that would be fine and also requested to have writer research case and previous cases about all that he has been through with his vehicle.
Writer advised customer that she would follow up with him by EOB 5/22/14.
Dealer Contact- Writer dialed 860-289-0246.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66326 or 66257
The reason for the dealer contact was to provide or request the following information: information on customers leak, where we are with repairs and or resolution and if they have contacted STAR for assistance
CUSTOMER CONTACT- Writer dialed [redacted]4. Writer spoke with customer and advised that had reached out to dealership to see if all resources available to them have been utilized. Customer states that he was told by his SA that the SM would be calling him last night and has not. Customer states that he is still waiting for a call from the SM. Writer advised that CM would notify the SM of customers expectation regarding a call. Writer advised customer that his regular CM would continue to follow up with him, customer then requested a new CM.
Called 41657 at 860-289-0246, left message for Service Manager Paul, checking on customer s vehicle.
Called 41657 at 860-289-0246, spoke with Service Advisor Chris, as Service Manager Paul was unavailable. SA Chris stated the vehicle was picked up on 05/20/14, and Service Manager Paul is working on the customer s workmanship issues. SA Chris transferred call to SM Paul s voicemail. Writer left message, checking on information for the scratches on the customer s vehicle.
Status update provided via email to the following email address:
[redacted]
Dear Mr. [redacted]
I am continuing to contact Gengras Chrysler Jeep for information on the resolution to the current issues on your vehicle. I will contact you again when I have more information for you. If you have any questions or concerns, please contact me through the included link or at 1-800-763-8422 x66257. Thank you and have a great day!
End of Status Update
41657 s Service Manager Paul called, stating he was made aware of one scratch on the body and pushing the mold in correctly, and they have told the customer they will take care of it, but appointment has been set, but thinks it may be next week.
Called 41657 at 860-289-0246, spoke with Service Receptionist Rose, who stated the customer does not have an appointment for the repair.
Called customer at [redacted]4. Writer requested the customer call 41657 to set up an appointment for the repair. Customer stated he would. Writer advised that, if no contact about the appointment is received by then, we will follow up again on Thursday 06/05/14.
Called 41657 at 860-289-0246, spoke with Service Receptionist Amy, as the service maanger was unavailable. SR Amy stated the customer does not have an appointment scheduled at this time.
Called customer at [redacted] Left message, advising have spoken with 41657 and been informed no appointment has been set, will follow up with 41657 again Thursday 06/12/14 to see if an appointment has been scheduled, if not, then the file will be closed.
[redacted] called, requesting his Case Manager. Transferred customer to CM LL810 at ext 66257.
Customer called, stating he has not been contacted by 41657 about the parts being available, so no appointment has been made. Writer apologized, stating we were not aware that any parts were being ordered, but we will follow up with 41657 for information about the parts, and will follow up with the customer once the parts have been received or no

later than Thursday 06/12/14. Customer stated he would like to speak with HH261, as he thought he would be getting a new case manager. Writer advised that it was decided to have the customer continue to work with case manager. Customer requested to be transferred to HH261 s voicemail, declined waiting to see if HH261 was available to speak with him.
Called 41657 at 860-289-0246, spoke with Parts Advisor Russ, as the parts manager was unavailable. PA Russ stated he does not show any parts on order for the customer and transferred call to service. Writer spoke with Service Receptionist Amy, as the service manager and the service advisor were unavailable. SR Amy stated they have ordered a door panel for the customer and transferred the call back to parts, where writer spoke with PA Russ, who stated there are no door panels on order for this model of vehicle and transferred call to the service manager s voicemail. Writer left message, advising checking on needed parts for customer s repair.
Called 41657 at 860-289-0246, spoke with Assistant Service Manager Jason, as the service manager was unavailable. ASM Jason stated he thinks the part has been received, but he will look into it further. Writer advised will follow up again on Monday.
Writer attempted to reach the dealership at 860-289-0246 to inquire if the parts for the repairs have arrived at the dealership. Writer on hold for 7 minutes and 15 seconds. Writer disconnected the call.
Writer contacted the dealership and spoke with Tim in the parts department. Writer inquired if the door panels have arrived at the dealership, Tim informed writer that per repair order everything is completed on the customer s vehicle. Writer requested to be connected with the SM to confirm this. Writer was connected with the SM voicemail, writer left message inquiring if the customer s vehicle has been completed or not. Writer left contact information requesting a follow up to confirm this information. CM will follow up with the dealership on Wednesday 06/11/14 if CM does not hear from SM before this time.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66257. The reason for the customer contact was to provide or request the following information: to inquire if the vehicle is back in the customer s possession. Writer wanted to confirm as per repair order that the repairs are completed and to the customers satisfaction. CM will follow up with the customer no later than Wednesday 06/11/14.
Called customer at [redacted].
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66257. The reason for the customer contact was to provide or request the following information:
Writer left message on customers voicemail asking for a return call from customer.
Writer attempted to reach the dealership at 860-289-0246.
Writer left message on Service Manager Paul s voice mail asking for a return call to CM ext 66257.
Writer contacted dealer 41657 at 860-289-0246. Writer left message for SM to return case managers call with information on the customer.
Writer contacted customer MR [redacted]. Writer left message for customer stating we will try to contact him again on 6/17/14.
Called customer [redacted]. Left message, advising will try again Thursday.
Called customer [redacted]. Left message, advising will try again Thursday.
Called customer at [redacted]. Customer stated that, as far as he is aware, we are still waiting on parts. Writer advised will follow up with 41657 to check on the parts and will send the customer an email today, and then will follow up with the customer again no later than Tuesday.
Called 41657 at 860-289-0246, spoke with Parts Manager Allen, who stated the parts came in on 06/14/14.
Status update provided via email to the following email address:
[redacted]
Dear Mr. [redacted]:
I spoke with Gengras Chrysler Jeep s parts department today, and they

told me your parts have arrived. Please contact the service department at 860-289-0246 to make an appointment for the repair. I will follow up with you on Tuesday to see if an appointment has been set yet. Please contact me with the appointment information by calling me at 1-800-763-8422 x66257 or responding through the included link. Thank you for being a part of the Jeep family and have a great weekend!
End of Status Update
Called 41657 at 860-289-0246, spoke with Service Receptionist Rose, who stated the customer has not set up an appointment yet.
Called customer [redacted]. Customer stated he is at the dealership right now, and the air bag light was turning on and off all day. Writer advised will follow up with 41657 again tomorrow, and asked when the customer would like a follow up. Customer stated he would like to speak with HH261, would not give any specific reason for needing to speak with her. Writer advised she is not available to speak with the customer. Customer stated he would like to leave her a voicemail. Writer transferred customer to x66326.
Per previous, writer advised will follow up with the customer again no later than Friday.
Called 41657 at 860-289-0246, left message for Service Manager Paul, requesting diagnostic information.
Called 41657 at 860-289-0246, spoke with Service Manager Paul, who stated they are starting the diagnostics today and requested a call back tomorrow.
Called 41657 at 860-289-0246, spoke with Service Advisor Chris, as Service Manager Paul was unavailable. SA Chris stated the vehicle needs a cable rail, a spark plug, and a cable, and the repairs should be done on Monday, customer is aware of the repairs. SA Chris confirmed the repairs are being covered under warranty and gave mileage as 35883.
Called customer at [redacted]4. Writer advised lines 379-382. Customer stated he has not heard from 41657 yet, but will wait for their call.
Writer advised will follow up with 41657 on Monday and follow up with the customer once we have confirmed the repairs are completed and the customer has picked up the vehicle.
Called 41657 at 860-289-0246, spoke with Service Receptionist Rose, as Service Manager Paul was unavailable. SR Rose stated the repairs are complete but the customer has not picked up yet.
Called 41657 at 860-289-0246, spoke with Service Advisor Chris, as Service Manager Paul was unavailable. SA Chris stated there was a scratch on the vehicle the customer blamed on them, so they are having that painted and it should be done tomorrow. Writer advised will follow up again tomorrow.
Called 41657 at 860-289-0246, spoke with Service Advisor Chris, as Service Manager Paul was unavailable. SA Chris stated the customer just picked up the vehicle.
Called customer at [redacted] Left message, advising following up on repairs and will try again Thursday 07/10/14.
Called customer at [redacted]. Customer stated they fixed the scratch, and the water leak has been fixed. Customer stated that they needed to change a spark plug for the air bag light being on. Customer stated he goes to bed worried every night that something else will go wrong with this vehicle, would like to be compensated for his issues, as he was in a rental vehicle when he wanted to take this vehicle to the beach. Writer advised that the warranty does not cover for loss of time or loss of the vehicle, and we gave the customer the Lifetime Maximum Care at a previous time to assist with these things. Customer requested to speak with JI106. Writer advised JI106 was unavailable. Customer requested to speak with HH261. Writer transferred call to x66326.
Called 41657 at 860-289-0246, left message for Service Manager Paul, checking on how much rental was used during the water leak repair, the cylinder head repair, and the repair for the airbag light.
**********Immediate Supervisor**********
Writer spoke with customer who restated all of his concerns with the vehicle and stated that he does have possession of the vehicle at this time but still worries every time that it rains. Customer would like to be compensated and or have a new hard top put on the vehicle because the

SA advised customer that it may help the problem. Writer advised customer that more research would be done in regards to customers requests. Writer contacted Customer; Customer disconnected call, writer attempted customer again, Customer advised that the vehicle is still leaking, and there is water in the vehicle again, Writer advised that the CM will need to follow up with the SM about the next steps to repair the vehicle as well as looking into getting a hard top. Customer just wants the vehicle repaired.
######### 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 vehicle has a water leak
Action requested: Please contact STAR/TA for assistance.
Please update this CAIR with resolution.
##################################
REASSIGNED TO BC/DLR 32 41657 07/15/14 19:19 R[redacted]
Status update provided via email to the following email address:
n[redacted]
Dear Mr. [redacted]:
I have read the new notes on your case from today. Please take your vehicle to a certified Jeep dealership for a diagnosis, and please let me know which dealership and what date the vehicle is going into. If I have not heard from you by Monday, July 21, 2014, I will follow up with Gengras Chrysler Jeep and you on that date. Thank you for being a part of the Jeep family and have a great day!
End of Status Update
as per notes above owner to set apt at their convenience close.
Called 41657 at 860-289-0246, left message for Service Manager Paul, checking if customer has set an appointment for diagnosis yet.
Called customer a[redacted]. Customer stated no appointment had been made with a dealership, and he has spoken with 41657 about getting a hard top, and they were going to get back to him about it. Writer advised, as no appointment has been made, the file will be closed.
Called customer at [redacted]. Left message, advising following up on file and will try again Friday.
When customer calls back, please advise that we will not assist the customer with getting a hard top.
Called customer at [redacted]. Writer advised lines 457-458. Customer asked about the reimbursement of car payments. Writer advised that, as stated before, we will not reimburse any car payments--we will not offer anything beyond what we have already assisted the customer with. Customer stated he now has an appointment with the dealership. Customer requested to speak with HH261. Writer advised that she is not available. Customer accepted leaving a voicemail for her. Writer transferred call to HH261 x66326.
Called 41657 at 860-289-0246, spoke with Service Manager Paul, who stated the customer s appointment is set for tomorrow. SM Paul stated the customer is looking for a hardtop. Writer advised we will not be assisting with a hardtop, and writer will follow up again tomorrow.
Called EGP8. Left message, advising case has been open since the end of April, and the vehicle is going in to 41657 tomorrow.
EGP8 called. Writer advised summary of file, that the customer had a waterleak at the end of April, and the repairs included replacing the carpet and seats, and there was damage done to the vehicle which needed to be repaired, then the airbag light had been flashing at the end of June, and now the vehicle has another waterleak. Writer requested we do all we can to make sure this repair will fix the waterleak. EGP8 requested an email with the case information.
Called 41657 at 860-289-0246, left message for Service Manager Paul, checking on customer s appointment today.
The customer needs to return the vehicle back to a Chrysler dealership if he would like to repair vehicle. AM has called the SM of Gengras CJDR, Pual, to open a STAR case if the customer decided to bring the vehicle in. At this time Chrysler will not be participating in buying the

customer a new hard top.
Called 41657 at 860-289-0246, left message for Service Manager Paul, checking on customer s appointment.
Called 41657 at 860-289-0246, Service Receptionist Rose stated the customer did not keep his appointment for for 07/29/14, and they are waiting for the customer to make another appointment.
Called customer [redacted] Writer advised checking to see if a new appointment has been set. Customer stated he has not set the appointment, as he is waiting to hear back from HH261 first. Writer advised writer does not know when HH261 will be able to return customer s call. Customer stated he did not want to hear from case manager anymore. Writer advised that, in order to move the file forward, we need an appointment made, and, if no contact about the appointment is received by then, we will follow up again on 08/05/14.
Called customer at [redacted]. Customer stated he did not want to hear from writer anymore, wants to hear from HH261. Writer was trying to advised that HH261 requested writer call, but customer disconnected the call.
********** Supervisor Callback ********
Writer dialed [redacted]. Writer spoke with customer and advised that at this time customer needs to take vehicle into the dealership for a diagnostic. Customer states that he has already taken the vehicle in 3 times and the repairs are not done. Writer advised that we will not be participating in a hard top for the vehicle at this time. Customer states that he has been in touch with SM Paul who states that CAC does not contact him and that a hard top will fix the issue. Customer wanted to know how many times he has to take the vehicle in. Writer advised customer that we need to utilize all resources available and that writer did not have a number for customer about how many times the vehicle needed to be in. Customer is requesting writer s supervisor to call customer back. Writer advised that he would receive a call within 24 hours.
******SUP SUP CALL******
Writer contacted customer [redacted] on phone number [redacted].
Customer stated that he was busy and would like a callback in about 5-10 minutes.
*******SUP SUP CALL*******
Writer contacted customer [redacted] on phone number [redacted].
Customer stated that he would like to know if Chrysler is willing to look into a hard top for his vehicle due to the vehicle leaks. Writer explained that at this time customer would need to take his vehicle back into the dealer so that writer can contact the internal resources.
Customer stated that he is paying on a vehicle that he can not drive and the vehicle was at the dealer for over 1 1/2 months. Writer offered to reimburse 1 vehicle payment, as long as customer takes the vehicle into the dealer and has a diagnose completed and lets the internal resources look into the leak concern as well. Writer made no promises as to a hard top being placed on the vehicle. Customer requested a new CM and that someone please speak with Paul at the dealer. Writer explained that writer will have the dealer contacted and customer will receive a callback on Monday 8/4/2014
Status update provided via email to the following email address:
[redacted]
Thank you for taking time to speak with me today. Please provide a copy of your vehicle payment information as well as proof of payment.
End of Status Update
Called 41657 at 860-289-0246, spoke with Service Advisor Chris, as Service Manager Paul was in a meeting. SA Chris stated the customer has not set up an appointment yet and transferred call to SM Paul s voicemail. Writer left message, requesting a call back to discuss file. Writer left voice message request a call back by 8/6/14 or case will be closed.
Called 41657 at 860-289-0246, spoke with Service Manager Paul, who stated the customer has not made an appointment yet. SM Paul stated that he told the customer that, the hard tops are better, but he cannot promise that the hard top won t also leak. SM Paul stated the customer was

trying to get SM Paul to force us into buying the customer a hard top, but SM Paul told him he would sell him a hard top at cost, but that was all he was able to do.
Writer has not heard from customer, see line 546
CLOSED LOOP UPDATE - no need for additional follow-up.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Diagnosis
Writer was contacted by the customer who requesting to speak with CM AD1021. CM unavailable, writer was informed the soft top keeps leaking and the customer was informed the hard top can be change to see if tghat would stop the leak. The customer stated the repair will be under warranty. Writer read the case and the repair will be at customer cost. Writer will contact DLr for more information on the cost and pricing

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3917	8L[redacted]	**Open Date**	04/25/2014	**Built Date**	07/25/2007	
Model Year	2008	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	09/17/2007	**Mileage**	139,358	**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	68161	ATLANTIC DODGE-CHRY-JEEP INC			
Dealer Address	2330-40 US 1 SOUTH				
Dealer City	ST AUGUSTINE	**Dealer State**	FL	**Dealer Zip**	32086

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light on and chimming
Corporate - Survey By-Pass - No Diagnosis - Default - Default	customer does know when he can take the vehicle in for a diagnosis
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	

Briefly summarize why the customer is contacting Chrysler: Customer states he was told to contact chrysler with his concern. Customer states that his air bag light is on and it is chimming. Customer states this just started. Agent apologized to customer. Customer states this is his fifth jeep. Customer would like help with getting issue resolved. Agent states to customer will open case and case will be assigned to a cm and customer will be contacted within one business day. Agent suggest to customer to take vehicle to dealer for diagnosis. Customer states he is working out of town and will not be back home until next week. Customer supplies cell #[redacted]
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is xxx-xxx-xxxx
Customer email address for case updates: XXXXX@XXXXX.com
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? Atlantic DCJ 68161
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District 88M * * * * * *
Writer left made an attempt to reach the Service Manager who was not available.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] . Left message.
There will be a follow up call by 4/29/14.

Writer contacted customer. Customer alleges that airbag light is on and that there is a chiming noise. Customer informed that the vehicle has not yet been taken in for a diagnosis, and that the soonest he could get it in for diagnosis is next week. Customer states that his expectation is to be taken care of. Writer advised that before any further considerations can be made a diagnosis is required, and that customer may be responsible for the cost of diagnosis depending on what is decided. Customer provided email address [redacted]. Customer confirmed address to be:
300 Summer Breeze Way Apt. 2104
St. Augustine, FL 32086
Writer advised that he would send an email with contact information and that he would follow up on diagnosis appointment on 5/9/14.
Status update provided via email to the following email address:
[redacted]
My name is Fred and I have been assigned as your case manager. Here is some information that will be helpful for you to have.
My contact information: 800-763-8422 EXT 66323
My hours in the office: 10:30am (EST) 6:00pm (EST) Monday to Friday
End of Status Update
Writer contacted dealer at phone number 904-797-1737. Writer left message advising a callback to follow-up on diagnosis and repair status on 5/13/14.
Writer contacted customer at phone number [redacted]. Customer advised that he had not yet been able to get a diagnosis due to his work schedule and not being able to be without his vehicle. Customer stated that the dealership told him that the earlier in the day he brought his vehicle to the dealer the better. Customer advised that he would try and get his vehicle in for diagnosis next week. Customer asked if there was a time limit on his case. Writer advised that there were timelines in place that determined if the case would be closed due to inactivity, but that even if the case has to be closed, a new case can be made, or the case can be reopened when the customer is ready and able to pursue diagnosis and repair. Writer advised that he would be in contact with the dealership to help find a way to get the vehicle in for diagnosis. Writer advised that a diagnosis is required before any further steps can be taken. Writer advised that he would follow-up with the customer and dealership on 5/13/14.
Writer contacted ATLANTIC DODGE-CHRY-JEEP INC. Writer spoke with Service Advisor Lori as Service Manager was not available. SA stated that customer had set up an appointment for 05/08/14 but did not show up.
Writer contacted Mr. [redacted]. Writer advised customer that writer spoke with dealership and was informed that customer had not yet taken his vehicle in for diagnosis. Customer stated that by the time he s off work dealership is closed. Writer advised customer that case will be closed for now until he is ready to take vehicle to dealership. Customer stated that he is ok with that and will call in when he is ready to retake case.
Writer 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 stated that he does not have a tow bar.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5913	8L[redacted]	***Open Date***	04/25/2014	***Built Date***	05/07/2008	
Model Year	2008	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	08/29/2008	***Mileage***	138,000	***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	26789	MARINO CHRYSLER JEEP DODGE			
Dealer Address	5133 W IRVING PARK RD				
Dealer City	CHICAGO	***Dealer State***	IL	***Dealer Zip***	60641

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

Product - Electrical - Unknown - Other - Default	Customer states the clock spring needs to be replaced.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that the air bag indicator light came on and he took the vehicle to the dealer. Customer states that a mechanic that used to work for Chrysler before he opened his own shop. Customer states that he was told he needed to have the clock spring replaced. Customer states that the mechanic looked it up and found a service bulletin on it. Customer states he called the dealer and they told him that it is not covered. Agent advised the customer that he is outside of the warranty by both time and miles. Agent advised there are no recalls or extended warranties so Chrysler cannot cover the cost of the repair. Customer asked about the warranty. Agent advised that component is covered under 3/36. Agent advised there is an X47 extended warranty on the vehicle. Customer asked what it was for and agent provided the information in the K drive. Customer states his vehicle does that all the time. Agent advised to take the vehicle to the dealer to have it diagnosed and repaired.
Briefly summarize what the customer is expecting: Customer is expecting agent to help cover the cost of the clock spring repair.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *
Customer stated that he would call the dealer at a later time for the X47 issue.
Reassign customer states he is experiencing the X47 recall issue.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA6913	8L6[redacted]	**Open Date**	04/25/2014	**Built Date**	04/28/2008	
Model Year	2008	**Body**	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	02/07/2009	**Mileage**	95,000	**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	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]
	OKLAHOMA CITY OK[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states the clockspring needs replacement

Briefly summarize why the customer is contacting Chrysler: Customer called stating that the vehicle is at the Dlr right now for his LPLW inspection, and his airbag light is on. Customer states he was advised the clockspring needs replacement and was advised about $600.00. Customer states he seen information online as said this is a common issue. Agent called the Dlr and spoke with SA Aaron. He advised the cost is $343 with parts and labor and that it should be ready today. Agent asked Aaron if they would be willing to provide any assistance on this. He advised he will speak with this SM and agent will contact him back for the decision. Agent advised we will contact the customer back once we have an update.
Briefly summarize what the customer is expecting: Customer seeking assistance with repairs.
Agent called the Dlr back and spoke with SM Brent. He advised that they would be willing to offer a discount on the repair, but as he didn t have the paperwork in front of him, he wasn t sure how much. He advised that he will go over the information and will have SA Aaron contact the customer with the adjustment.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA3H14	AL[redacted]	***Open Date***	04/25/2014	***Built Date***	07/19/2010	
Model Year	2010	***Body***	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	08/30/2010	***Mileage***	62,260	***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	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***	
	CHAPIN SC[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	customer calling to find out about recalls
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	customer stated air bag light came on

Briefly summarize why the customer is contacting Chrysler:Customer calling stating that his air bag light came on, on his vehicle and customer recently had the issue changed and wanted to know if it was a recall before he pays for the repairs. Agent pulled up the vehicle information and advised the customer that at this time all the recalls on his vehicle have been completed. Cusotmer stated so this is all on me. Agent apologized but advised the customer that there are no recalls. Agent did advise the customer to keep his receipts from the repairs that way if at a later date we open up a recall to include his vehicle the customer will be able to send in his receipts for reimbursement.
Briefly summarize what the customer is expecting:Customer is expecting to find out about any recall for the jeep for the air bags.
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	1J8GA5913	7L2[redacted]	***Open Date***	04/26/2014	***Built Date***	06/13/2007	
Model Year	2007	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	07/11/2007	***Mileage***	90,000	***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	60201	SPRING CHRYSLER JEEP DODGE, INC.			
Dealer Address	21027 I H 45				
Dealer City	SPRING	***Dealer State***	TX	***Dealer Zip***	77388

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	TOMBALL TX 7[redacted]	***Country***	UNITED STATES

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Agent advised customer
Product - Electrical - Unknown - Other - Default	Customer's airbag light on

Customer calling in for recalls.
Agent advised customer of recalls J24, J30 and K13 and then advised of the extended warranty X41 (Clockspring).
Agent also looked up CDJR closest to customer and that is Tomball Tel: [redacted] which the customer stated he would prefer to contact.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2411	8L[redacted]	***Open Date***	04/27/2014	***Built Date***	12/07/2007	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	02/23/2008	***Mileage***	56,719	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	60490	ARLINGTON HEIGHTS CHRYSLER DODGE			
Dealer Address	1155 W DUNDEE ROAD				
Dealer City	ARLINGTON HEIGHTS	***Dealer State***	IL	***Dealer Zip***	60004

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

Product - Electrical - Unknown - Other - Default	air bag light came on
Corporate - Recall - Default - Default - Default	seeking information on recall for the air bag clock spring

Briefly summarize why the customer is contacting Chrysler: Customer is calling in today to seek information on the recalls for the air bag clock spring. Customer states that the airbag light is on and seen there was a recall for the air bag clock spring.
Briefly summarize what the customer is expecting: Customer is expecting recall information. Agent advised customer that the Safety Recall M31 for the Airbag System Clock spring is not on this vehicle as it was for the vehicles equipped with Right Hand Drive (RHD) steering.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2419	7L[redacted]	***Open Date***	04/28/2014	***Built Date***	10/19/2006	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	11/15/2006	***Mileage***	55,000	***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	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***	[redacted]
	FORT POLK LA 7[redacted]	***Country***	UNITED STATES

Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	check engine light
Corporate - Survey By-Pass - No Diagnosis - Default - Default	
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 seeking recall information.
Briefly summarize what the customer is expecting: Customer states that his airbag light is on. Customer seeking recall information regarding this.
Agent advised customer of incomplete recalls. Agent provided customer with closest dealership location information. Agent advised customer that his vehicle will need to be diagnosed. Agent advised customer of extended warranty.
Agent contacted GREEN CHRYSLER PLYMOUTH DODGE and spoke with Parts Manager Heather. PM advised they can look at the vehicle and order the parts needed to complete the recalls when the customer comes in for diagnosis.
Agent advised customer parts can be ordered when he has his vehicle diagnosed. Agent transferred customer to Susan to make an appointment for diagnosis.
survey bypass, no diagnosis

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5918	8L6[redacted]	***Open Date***	04/28/2014	***Built Date***	04/10/2008	
Model Year	2008	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	11/08/2008	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	65074	HAYES CHRY-DODGE-JEEP INC			
Dealer Address	719 W PIKE STREET				
Dealer City	LAWRENCEVILLE	***Dealer State***	GA	***Dealer Zip***	30045

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

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

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler regarding air bag issue.
Briefly summarize what the customer is expecting: Customer is expecting information. Customer states that he is seeing online a lot of recalls for the air bag light, and his light keeps coming on. Customer is wondering if his vehicle is involved in recall. Agent informed customer that there are no open recalls on VIN and suggested customer go to the DLR to have this diagnosed. Agent could not contact DLR for customer to book an appointment as per time of day the DLR was closed.
Customer calling back for more information. Agent advised a diagnosis is needed. Agent advised customer to contact DLR as they are closed for the evening.
Customer is seeking to know why their vehicle was not affected by the recall they were looking at online for the airbags.
Agent stated Customer s vehicle does not apply to the L37 because the recall does only apply to Right Hand Drive vehicles only.
Customer asked if there is a recall for Left Hand Drive vehicles.
Agent stated there is unforturnatly not a recall which only applies to Left Hand Drive vehicles.
Customer is contacting Chrysler stating that his air bag light is flashing on and off. Customer wanted to know if there was any recalls on his vehicle related to this. Agent advised customer that there are no incomplete recalls on the vehicle and the 2 that were issued prior are not related to the air bag light. Customer mentioned a previous air bag light recall (M35) agent advised customer that the recalls are vin specific and this was not issued on his vehicle. Agent advised customer to bring the vehicle to an authorized dealership to have a diagnosis completed and look into repair options. Agent advised customer that if he pays for the repair, to keep all documents so if a future recall is issued on his vehicle, he could submit for possible reimbursement.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6915	8L[redacted]	**Open Date**	04/29/2014	**Built Date**	04/04/2008	
Model Year	2008	**Body**	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	07/21/2009	**Mileage**	43,100	**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	60581	LARRY H MILLER CHRYSLER JEEP			
Dealer Address	13165 N AUTOSHOW AVE				
Dealer City	SURPRISE	**Dealer State**	AZ	**Dealer Zip**	85388

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light on, feels this is clockspring issue.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler. Customer is calling with a concern with the clockspring. Customer found online online about the recall concern with the clockspring and the dust. Customer said he has not had the vehicle diagnosed as of yet.
Briefly summarize what the customer is expecting. Customer is seeking assistance with the air bag light concern under the recall for the clockspring. Advised customer the recall does not apply to his vehicle. Went over the warranty information and advised customer of the LPLW inspection coming due for July 21,2014 with the 60 days prior and after. Advised customer I would contact the dealership to see about further information on the concern.
Informed customer I spoke with SM Seth and once the vehicle is diagnosed, if this is found to be a vehicle defect which would normally be covered under warranty. Seth at that time will review his concerns for further assistance. Customer understood and feels since he has to pay for the diagnosis, he may just have the repairs completed himself. Offered to transfer customer to dealership but, he is at work and will contact them after work.

Larry H. Miller Chrysler Jeep Dodge Ram Surprise
13165 N. Autoshow Ave.
Surprise, AZ 85388
(623) 537-5000
Spoke with SM Seth to see if the dealership would consider D-12-27 with customer concerns of the clockspring. Seth went over the information and depending on the diagnosis, he would be very willing to review the customer concerns for some kind of assistance.
ISD : 07/21/2009
Reassigned to SJ372 for survey bypass, no diagnosis for possible D-12-27.

Customer called back and stated that Seth the SM told him that he would have to pay the 100.00 diagnostic fee and if it was the clockspring that they would look into possible assistance. Customer stated that he does not want to pay the 100.00 if it is diagnosed as the clockspring but will pay the 100.00 if it is diagnosed as something else. Agent advised customer that the vehicle has to be diagnosed first to see what Chrysler can do for cost assistance, however customer wants to be assured ahead of time that he will not have to pay the 100.00 if it is the clockspring.
Agent contacted dealership and left a voice mail with Seth the Service Manager to see if they are willing to not charge the 100.00 diagnostic fee if it is the clockspring and also if they can do the dealer goodwill as it falls under their parameter of 2 years 24,000 miles as per D-12-27.
Next agent please document information from the SM if he is willing to do this so customer can book the appointment.
Agent advised customer that we would contact him back at phone #[redacted] once we speak to the Service Manager in this regard.
Briefly summarize why the customer is contacting Chrysler: Customer contacted CAC because he wants to request in writing that if the vehicle is found to have had clock spring problem with diagnosis that he would like to obtain in writing that the issue would be covered and that customer cannot afford to have issue resolved. Customer further states that he is aware of X47 warranty. Customer states that he will not be taking the vehicle in for diagnosis.
Briefly summarize what the customer is expecting: Customer is expecting coverage for air bag lamp illumination.
Agent advised customer that in regards to case on file that we have been seeking assistance with concerns on the dealership level for customer.
Agent advised customer that there would be no means of providing writing that if the issue is found to be clock spring that it would be covered based off of the fact that the component was never warranted nor was it recalled. Agent advised that information has been reported about this at this time and that it could go towards possible future recalls but at this time it cannot be guaranteed. Agent advised customer that the dealership appears willing to assist with concerns and that a diagnostic would be mandatory.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2410	8L5[redacted]	***Open Date***	04/29/2014	***Built Date***	08/10/2007	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	09/11/2007	***Mileage***	87,000	***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	60023	AIRPARK CHRYSLER JEEP			
Dealer Address	15656 N HAYDEN ROAD				
Dealer City	SCOTTSDALE	***Dealer State***	AZ	***Dealer Zip***	85260

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

Corporate - Recall - Default - Default - Default	Customer seeking recall information.

Briefly summarize why the customer is contacting Chrysler: Customer states he has been having an issue with the airbag light coming on. Customer states he read about a recall on the airbag clock spring. Customer states he would like to know if the recall is on the vehicle.
Briefly summarize what the customer is expecting: Customer seeking recall information.
Agent advised that the recall M31 is not on the vehicle. Agent advised This recall applies only to the above vehicles equipped with Right Hand Drive (RHD) steering (sales code AHF) built to U.S market specifications (sales code YAA) from July 30, 2007 through October 08, 2011 (MDH 073013 through 100822). Agent advised the customer these sales codes are not part of the vehicle and that is why the recall does not apply.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2412	8L[redacted]	***Open Date***	04/30/2014	***Built Date***	03/25/2008	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	07/28/2008	***Mileage***	91,000	***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	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]
	WOODRUFF SC [redacted]	***Country***	UNITED STATES

Recall - M31: AIRBAG SYSTEM CLOCKSPRING - Advise Owner/Incomplete Recall	Recall inquiry

Briefly summarize why the customer is contacting Chrysler: The customer states that their airbag light is flashing intermittently and they would like to know if there is a recall on that. The agent advised the vehicle does have the M31 recall on the VIN. The agent contacted 62869 and was able to help the customer set up an appointment for the recall. The agent transferred the customer to the DLR service line.
Briefly summarize what the customer is expecting: The customer has a recall inquiry.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2416	9L[redacted]	***Open Date***	04/30/2014	***Built Date***	04/01/2009	
Model Year	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	08/18/2009	***Mileage***	86,000	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	44995	SOLOMON CHRYLER JEEP DODGE		BROWNSVILLE	
Dealer Address	409 NATIONAL PIKE W				
Dealer City	BROWNSVILLE	***Dealer State***	PA	***Dealer Zip***	15417

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

Corporate - Recall - Default - Default - Default	Customer is seeking recall information.

Briefly summarize why the customer is contacting Chrysler: Customer called stating that his air bag light has come on and he wants to know if there are any recalls on the vehicle since he seeing online a recall for right hand drive vehicle that are having clock spring issues. Agent advised customer that there are no incomplete recalls on the vehicle at this time and his vehicle is not a right hand drive vehicle either and in the event of a recall in the future a letter will be sent to the address provided.
Briefly summarize what the customer is expecting: Customer is expecting recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D19	AL[redacted]	***Open Date***	05/02/2014	***Built Date***	06/16/2010	
Model Year	2010	***Body***	JKJL72	JEEP WRANGLER SPORT 4X4			
In Service Dt	07/14/2010	***Mileage***	82,000	***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	23309	DARCARS CHRYSLER JEEP DODGE OF NEW	CARROLLTON	
Dealer Address	8100 ANNAPOLIS ROAD			
Dealer City	NEW CARROLLTON	***Dealer State***	MD	***Dealer Zip*** 20784

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GARLAND TX [redacted]2	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	customer seeking to know if he has any recalls for an airbag

Briefly summarize why the customer is contacting Chrysler: The customer called and stated that he has an airbag light that is on and stays on intermittenly. The agent advised the customer that this would need to be diagnosed to determine why this is on. The agent updated the customer s information in COIN. The agent advised the customer that there are no incomplete recalls on the vehicle. The agent referred to VIP to advise him that the basic warranty had expired however that the customer still did have some powertrain warranty remaining on the vehicle. The agent advised the customer of the bennefits of going to a CDJ Dealership to have repairs completed. The agent advised the customer that at this point that he would be responsible for the cost of the diagnostic and repairs.
The agent called the DARCARS CHRYSLER JEEP DODGE Dealership and asked to speak to the service department to get clarification if an ERG value was under any warranty? The agent spoke to SA Dinora who advised that the customer s ERG valve would be an emissions feature and that this warranty had expired. The agent advised the customer. The customer stated that he would be deployed soon and the vehicle would be going into storage so he was just checking on a few things to have them attended to before he left.
Briefly summarize what the customer is expecting: The customer was seeking assistance with finding out if there was any recalls on his vehicle for an airbag.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D19	AL[redacted]	***Open Date***	05/02/2014	***Built Date***	03/03/2010	
Model Year	2010	***Body***	JKJL72	JEEP WRANGLER SPORT 4X4			
In Service Dt	03/30/2010	***Mileage***	49,300	***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	60023	AIRPARK CHRYSLER JEEP			
Dealer Address	15656 N HAYDEN ROAD				
Dealer City	SCOTTSDALE	***Dealer State***	AZ	***Dealer Zip***	85260

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag is on and remains on
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: The customer called and stated that he was having a problem with his air bag light being on and remaining on. The customer stated that he has an appointment at 9 a.m. today at the AIRPARK DODGE CHRYSLER to have the vehicle diagnosed. The customer stated that he was seeking to know if there was a recall on the air bag. The agent updated the customer s information in COIN. The agent advised the customer that there are no incomplete recalls on the vehicle and that the basic warranty has expired. The agent advised the customer that he would be responsible for the cost of the diagnostics and repairs at this time. The agent provided the customer with the phone number for service contracts should he need this in the future. The agent provided the customer after referring to VIP with information about remaining warranty coverage on the vehicle. The agent did not call the Dealership as the customer has an appointment scheduled today, however the agent did advise the customer to call back should he require additional information.
Briefly summarize what the customer is expecting: Assistance to see if he had a recall on his air bag.
Reassigned to DF314-Vehilce needs to be diagnosed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5918	8L[redacted]	**Open Date**	05/02/2014	**Built Date**	07/02/2008	
Model Year	2008	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	08/22/2008	**Mileage**	122,000	**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	26550	BOB BAKER CHRYSLER JEEP			
Dealer Address	5555 CAR COUNTRY DR				
Dealer City	CARLSBAD	**Dealer State**	CA	**Dealer Zip**	92008

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

Product - Electrical - Electronic Vehicle Security - Defective - Default	Customer states their airbag light is coming on.

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
The customer is contacting regarding their air bag light is comin on when they are driving.
Briefly summarize what the customer is expecting:
The customer is expecting assistance with this issue as they state they have brought it to the DLR before and they stated the customer may require a part replacement that can cost up to 500$. The agent offered to call the DLR to set up an appointment but the customer states they are going to shop around for a cheaper price on parts.
****End structured narrative T2 - Beginning Narrative

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6414	9L7[redacted]	***Open Date***	05/05/2014	***Built Date***	07/21/2008	
Model Year	2009	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	02/22/2009	***Mileage***	32,092	***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	45511	CALIFORNIA SUPERSTORES VALENCIA			
Dealer Address	23820 CREEKSIDE RD				
Dealer City	VALENCIA	***Dealer State***	CA	***Dealer Zip***	91355

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	VALENCIA CA [redacted]	***Country***	UNITED STATES

Product - Steering - Unknown - Other - Default	Noisy when turning left or right
Referral - Top Care - Social Media Team - Default - Marketing	

POSTMARK DATE: 050514; DATE RECEIVED: 050514
******TOP CARE: EXECUTIVE REFERRAL STAFF******
Top Care customer first contact was 05/06/14 at 11:21 by MLS45
Writer called owner and left voicemail message advising her Facebook post was received. Writer advised she would be researching vehicle history and will follow up with afternoon or tomorrow morning.
.
Top Care follow-up contact was 05/06/14 at 16:32 by MLS45
Writer followed up with owner. Owner said the vehicle was off road, on a dirt road, when the airbag light illuminated and a dinging sound started in the vehicle, every 15-30 seconds. Owner said while on the freeway, holding the steering wheel straight, there were no symptoms. Owner said she they exited off the freeway, making turns on residential streets, the symptoms appeared. Owner said the vehicle has not been diagnosed, however she is seeking assistance with the repairs. Writer explained, if she is requesting assistance from Chrysler, the vehicle will have to be diagnosed by a CDJR dealership. Writer explained she will be responsible for a diagnostic fee since the vehicle is out of warranty. Writer explained, once the diagnosis has been performed, writer will review for possible assistance. Owner said she will review with her husband and will have her husband call writer back.
.
5/8/14 - Writer made three attempts to contact owner, however, phone line was busy with each attempt. Writer will try again later.
.
5/12/14 - Writer called owner and left a voicemail message, following up to see if owners have decided to take the vehicle into a dealership for a diagnosis. Writer reminded owners, the diagnostics fee would be at their expense and Chrysler would review for possible assistance, depending on

the diagnosis. Writer left name and number and invited owner to call back with update.
.
5/13/14 - Writer called owner and left another voicemail message, inquiring about the vehicle. Writer left name and number for contact.
.
5/28/14 - Owner left voicemail message for writer asking writer to call back to discuss possible assistance. Writer called owner and left a detailed v/m message. Writer explained to owner, she previously spoke with his wife and explained to her that goodwill assistance will be determined based soley on the diagnosis. Writer explained, if the dealership finds the issue is a result of a manufacturer s defect, writer will review for consideration. If the dealership finds that the issue is the result of abuse or neglect, assistance will not be offered. Writer explained to owner, at this point, the vehicle can be taken to a local independent where he would be responsible for the costs or a Jeep dealership, where he can pay the diagnostic fee and Chrysler will review for possible assistance. Writer left name and number for call back.
.
6.2.14 - Writer left v/m message for owner to call writer back. Writer provided name and number for contact.
.
6.12.14 - Writer called owner and left a voicemail message for further discussion. Writer provided name and number, again, for contact.
.
6.13.14 - Writer called owner and inquired about their decision to have the vehicle diagnosed. Owner said he decided to have the vehicle diagnosed and repaired at his trusted local mechanic. Owner said they repalced the clockspring and the vehicle is running fine now. Owner said he did not want to run the risk of Chrysler not helping with the repairs. Writer said she is glad to know the vehicle has been repaired and is running fine now. Writer thanked owner for his time.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3911	8L6[redacted]	***Open Date***	05/06/2014	***Built Date***	03/19/2008	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	06/24/2008	***Mileage***	105,000	***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	44295	COUNTRY CHRY-DODGE-JEEP INC			
Dealer Address	2158 BALTIMORE PIKE				
Dealer City	OXFORD	***Dealer State***	PA	***Dealer Zip***	19363

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

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 is calling and stating that he keeps having a issue with his air bag light keeps coming on . Customer is wanting to know if there is any recalls out for this issue on his vehicle . Agent updated customers information and advised customer that all recalls are vin specific and at this time there are no recalls showing on his vehicle for any air bag issue . Customer understood . Agent advised customer that the best thing would be to bring the vehicle to the dealership for them to inspect the air bag .
Briefly summarize what the customer is expecting:
Customer is expecting recall information .

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3914 9[redacted]		**Open Date**	05/06/2014	**Built Date**	07/29/2008	
Model Year	2009	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	10/04/2008	**Mileage**	82,000	**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	08711	FAIRVIEW CHRYSLER JEEP INC			
Dealer Address	7589 WEST RIDGE RD				
Dealer City	FAIRVIEW	**Dealer State**	PA	**Dealer Zip**	16415

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	FAIRVIEW 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 - Cruise Control - Intermittent or Inoperative - Default	Cruise control stopped working

Briefly summarize why the customer is contacting Chrysler: Customer states he is calling to find out if his warranty would cover the air bag light and cruise control because he found on the internet that the clockspring could need to be replaced and found that other people were covered under a warranty. Agent advised customer that the vehicle does not have any recalls or extended warranties on the vehicle relating to the clockspring, cruise control or air bag light and due to time and mileage Chrysler is not willing to assist with the cost of the repairs at this time. Agent advised customer that if he receives any notifications in the mail in the future pertaining to a recall or extended warranty he can submit any documentation for possible reimbursement at that time.
Briefly summarize what the customer is expecting: Customer seeking warranty information and assistance with repair costs.
* * * * 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)# 2[redacted]

VIN	1C4HJWCG8	CL[redacted]	***Open Date***	05/06/2014	***Built Date***	09/02/2011	
Model Year	2012	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	12/26/2011	***Mileage***	28,011	***Dealer Zone***	51	CHICAGO	
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	45624	CHAMPAIGN CHRYSLER DODGE JEEP RAM			
Dealer Address	1906 MORELAND BLVD				
Dealer City	CHAMPAIGN	***Dealer State***	IL	***Dealer Zip***	61822

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

Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Warranty Coverage

Briefly summarize why the customer is contacting Chrysler:
customer is calling in as she has been informed that the cause of the engine flashing light is that there is a loose wire to the air bags.
Customer would like to now if this is covered under her warranty.
Well at first Agent was sure that it wasn t according to the mileage that was noted in her file here.
This was until after Agent called the dealership and spoke with Tom SA who clarified what the mileage was and what was going on with her vehicle.
Agent asks so all of this will be covered under warranty and Tom verified that it would be.
Agent went back to the customer and informed her that now that the mileage is updated to showing way less than what it reported here that yes the repairs would be covered under her warranty,
Customer was very happy to hear this.
Briefly summarize what the customer is expecting:
Expecting to know if her repairs will be covered under the warranty.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6419	8L[redacted]	***Open Date***	05/07/2014	***Built Date***	02/29/2008	
Model Year	2008	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4			
In Service Dt	03/11/2008	***Mileage***	60,000	***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	24230	THE FARICY BOYS			
Dealer Address	4950 NEW CAR DR				
Dealer City	COLORADO SPRINGS	***Dealer State***	CO	***Dealer Zip***	80923

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag lamp on
Corporate - Recall - Default - Default - Default	no open recalls on VIN related to air bag

****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 advising his air bag light is on. Customer just purchased privately 6 weeks ago. Customer concern is that the air bag will function properly. Agent advised there are NOT any air bag related recalls. Agent advised Customer should have issue diagnosed at CDJR, or a business of his choice, as vehicle is out of warranty. Agent advised of the lifetime fuel inlet check valve extended warranty. Agent advised of www.jeep.com as an excellent product source and Customer can check on recalls there with the VIN provided. Agent advised that if a recall is on a vehicle Chrysler mails a letter to the Customers home address on file.
Briefly summarize what the customer is expecting: Customer is seeking product information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA391X	8L[redacted]	***Open Date***	05/08/2014	***Built Date***	05/14/2008	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	01/02/2009	***Mileage***	71,000	***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	52979	HUNTER DODGE CHRYSLER JEEP			
Dealer Address	1130 AUTO MALL DR				
Dealer City	LANCASTER	***Dealer State***	CA	***Dealer Zip***	93534

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Airbag light came on yesterday.
Corporate - Recall - Default - Default - Default	Customer seeks to know if there is a recall on the clockspring.
Corporate - CNA Change - Default - Default - Default	Updated secondary phone number.

Briefly summarize why the customer is contacting Chrysler:He states the air bag light came on yesterday and would like to know if there is a recall on the clockspring.
Briefly summarize what the customer is expecting:To find out if there is a recall on his vehicle for the clockspring.
Agent advised the customer there are no recalls on his vehicle but did explain there is a recall that applies only to 2008-2012 Jeep Wrangler vehicles equipped with Right Hand Drive steering (sales code AHF) but advised him that his vehicle is a Left Hand Drive with sales code 5I8S. Agent then provided him with Lambert Auto Sales Phone: 1-888-856-4524 for parts information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA5418	9L[redacted]	***Open Date***	05/08/2014	***Built Date***	08/20/2008	
Model Year	2009	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	01/06/2009	***Mileage***	67,000	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	42958	SCRANTON DODGE CHRYSLER JEEP			
Dealer Address	1146 WYOMING AVE				
Dealer City	SCRANTON	***Dealer State***	PA	***Dealer Zip***	18509

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

Corporate - Recall - Default - Default - Default	The customer is seeking recall information
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	The customer states his air bag light comes on and goes off

Briefly summarize why the customer is contacting Chrysler: The customer states his air bag light has suddenly started coming on and going off intermittently. The customer states he found a recall for the clock spring for the same issue and he is wondering if it applies to his vehicle.
Briefly summarize what the customer is expecting: The customer is seeking recall information. The writer added the customer contact number to his file. The writer informed the customer that there are no open recalls issued to his vehicle. The writer advised the customer that he should address his concern about the air bag light with a certified Chrysler dealership to figure out what could be causing the light to come on. The writer offered to find the customer s local dealership and provide the contact information and call them so he could set up an appointment to address his concern. The customer declined the offer. The writer confirmed that the warranty had expired on the vehicle on January 6, 2012.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5916	9L[redacted]	***Open Date***	05/08/2014	***Built Date***	10/30/2008	
Model Year	2009	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	03/13/2009	***Mileage***	40,000	***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	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	42417	SCHMIDT MOTORS INCORPORATED			
Dealer Address	501 W 1ST ST				
Dealer City	OGALLALA	***Dealer State***	NE	***Dealer Zip***	69153

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	DENVER CO 8[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light is on a vehicle
Corporate - Recall - Default - Default - Default	Customer wants to know if a recall is on the vehicle

Briefly summarize why the customer is contacting Chrysler: Customer wants to know if the vehicle has a recall. Writer stated that the vehicle does not have a recall. Writer stated that the vehicle would need to be diagnosed by a DLR.
Briefly summarize what the customer is expecting:
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	1J4FA2418	9L[redacted]	***Open Date***	05/09/2014	***Built Date***	03/09/2009	
Model Year	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	04/24/2009	***Mileage***	52,000	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	60371	STANLEY			
Dealer Address	1003 W COMMERCE ST				
Dealer City	BROWNWOOD	***Dealer State***	TX	***Dealer Zip***	76801

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	DALLAS TX 7[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer inquiring if there is recall on airbag light issue
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states airbag light intermittently illuminates
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states he recently purchased the vehicle and he is experiencing an issue where the airbag light illuminates intermittently. Customer states he has done research into the issue and he feels it is due to a defective clock spring, which will costs $525 to replace. Customer is inquiring if there is a recall applied to his vehicle that applies to this clock spring/airbag issue.
Briefly summarize what the customer is expecting: To be told if there is a recall on the clock spring of his vehicle or if there is any coverage on the issue.
Agent advised customer that at this time there are no recalls applied to his vehicle. Agent advised customer that as the vehicle is OOW and there are no recalls, the issue will not be covered. Agent advised customer that if a recall were issued to his vehicle on this concern, he will be eligible to file for reimbursement at that time for any past repairs.
Reassigned for survey by pass: No diagnosis within D-12-27.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA241X	7L2[redacted]	***Open Date***	05/09/2014	***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***	63,000	***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	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]	***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	

Briefly summarize why the customer is contacting Chrysler: Customer calling in due to the fact that they are having issues with their vehicle s air bag light turning on, and they read online that this issue is in relation to a recall.
Briefly summarize what the customer is expecting: Customer is expecting to receive information regarding wither or not the issue they are facing is due to a recall.
Agent Advised: Agent advised customer of the open recall on their vehicle and encouraged them to complete it. Agent then advised customer that there are no recalls in relation to the issue they are facing. Agent then offered to contact a Chrysler dealer to make an appointment to have the recall completed and current issue resolved, however customer declined.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA5911	7L1[redacted]	***Open Date***	05/12/2014	***Built Date***	03/05/2007	
Model Year	2007	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	09/21/2007	***Mileage***	65,000	***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	26842	HOOMAN CHRYSLER DODGE JEEP RAM			
Dealer Address	333 HINDRY AVENUE				
Dealer City	INGLEWOOD	***Dealer State***	CA	***Dealer Zip***	90301

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag lamp displaying.
Corporate - Warranty Transfer - Default - Default - Default	X32 information provided.
Corporate - Corporate Warranty Extension Letter - Default - Information Request - Default	X41 - lifetime clockspring
Corporate - Warranty Coverage - Default - Default - Default	X41 information request
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Customer states that air bag lamp light is illuminating and that his mechanic told him it was recall related. Customer states that he would like to be transferred to dealer and requested dealer assistance.
Customer further requested a transfer to service.
Customer is expecting recall information.
Agent advised customer of the X41 extended warranty that it has to do with the clock spring component causing air bag lamp to illuminate and that the issue is covered as it occurs pending diagnosis. Agent advised customer that the vehicle has also the X32 inlet check valve to which the vehicle may experience fuel spilling out of filler port and that issue is covered as it occurs pending diagnosis. Agent provided Hooman information and provided a warm transfer to SA Isbal.
LB546 no diagnosis under X41 clock spring.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2413	9L[redacted]	**Open Date**	05/12/2014	**Built Date**	08/10/2009	
Model Year	2009	**Body**	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	01/22/2010	**Mileage**	61,000	**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	52912	GLENN E THOMAS COMPANY			
Dealer Address	2100 E SPRING ST				
Dealer City	SIGNAL HILL	**Dealer State**	CA	**Dealer Zip**	90755

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

Corporate - Survey By-Pass - No Diagnosis - Default - Default	Possible goodwill
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	customer stated the air bag light is on

Briefly summarize why the customer is contacting Chrysler: Customer called stating that her air bag light is on. Customer stated she wanted to know if this issue was a recall.
Briefly summarize what the customer is expecting: customer wanted recall information.
Agent advised the customer that she had no recalls on her vehicle. Agent advised the customer of her warranty and her service contract. Agent was advised by the customer that she has an appointment with the dealership tomorrow.
re-assign to KB805 for survey by-pass, no diagnosis

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA3H11	AL[redacted]	***Open Date***	05/15/2014	***Built Date***	10/01/2009	
Model Year	2010	***Body***	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	10/19/2009	***Mileage***	84,000	***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	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]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	LITTLETON CO[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	customer wants to know if they have a recall on their clock spring

Briefly summarize why the customer is contacting Chrysler: customer is calling to ask if he has a recall on his clock spring.
Briefly summarize what the customer is expecting: recall information.
agent advised: there is not a recall on your vehicle for that part on your vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA3917	9L7[redacted]	***Open Date***	05/15/2014	***Built Date***	04/27/2009	
Model Year	2009	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	07/27/2009	***Mileage***	57,000	***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	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

Recall - K13: INNER FENDER LINERS - Information Request	Customer seeking recall information.

Briefly summarize why the customer is contacting Chrysler: Customer seeking recall information.
Briefly summarize what the customer is expecting: Customer called in seeking information on recall. Customer read about recalls on the internet about Jeeps. Customer was checking to see if he had any open recalls on his Jeep. Agent advised the customer that there are no open recalls on the vehicle. Customer then was seeking warranty information as he has had his air bag light come on and beep at him. Agent advised the customer that he is out of warranty by miles. Agent advised the customer to go to a Chrysler dealership and have his vehicle diagnosed at his cost. Customer will think about it. Agent also updated his owner information on the vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6914	8L[redacted]	**Open Date**	05/16/2014	**Built Date**	06/05/2008	
Model Year	2008	**Body**	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	12/08/2008	**Mileage**	138,630	**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	45476	SUBURBAN CHRYSLER JEEP DODGE OF			
Dealer Address	1790 MAPLELAWN DR				
Dealer City	TROY	**Dealer State**	MI	**Dealer Zip**	48084

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	TROY MI [redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	
Referral - Top Care - Executive Team - Default - Employee	

Top Care customer first contact was 05/16/14 at 14:31 by SS11
.....Writer left voice message for customer call back to review airbag clockspring repair.
POSTMARK DATE: 051614; DATE RECEIVED: 051614
Top Care follow-up contact was 05/20/14 at 16:57 by SS11
.....Writer spoke with customer who advised airbag light is on and customer states thinks he may need a clockspring replaced. Writer advised customer veh needs to be diagnosed by a Chrysler Dlr before any review for possible assistance can occur. Customer advised will bring veh into Dlr: 45476 for a diagnosis and follow-up with writer for review for possible assistance.
.....Writer left return voice message for customer call back to review Dlr diagnosis of airbag.
.....Writer spoke to customer who advised brought veh into Dlr: 45476 and SA Fred confirmed veh needs an airbag clockspring. Writer left voice message for SA Fred to call back so writer can review for possible Goodwill on clockspring repair.
.....Writer spoke to SA Fred at Dlr: 45476, SA Fred confirmed clockspring repair. Writer advised SA Fred will Goodwill airbag clockspring repair for customer. Writer advised customer of Goodwill offer. Writer advised customer will be closing filr but provided contact number for future reference if needed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA5412 8L[redacted]	**Open Date**	05/16/2014	**Built Date**	11/26/2007		
Model Year	2008	**Body**	JKJP72	JEEP WRANGLER SAHARA 4X4			
In Service Dt	12/18/2007	**Mileage**	92,000	**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	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

Corporate - Recall - Default - Default - Default	recall inquiry

Briefly summarize why the customer is contacting Chrysler:
Customer is calling in regards to an air bag light illuminating and not shutting off in the Jeep Wrangler.
Customer states she has not had a diagnosis but had done some research and noticed that Chrysler had released a similar recall on the Jeep s for this exact reason and was attempting to see if the vehicle would qualify under recall.
Customer is inquiring if there is a potential recall
Briefly summarize what the customer is expecting:
Customer is expecting recall information.
Agent advised to the customer that there are currently no incomplete recalls on the vehicle.
The customer understood and stated how happy she has been with the Jeep and how she will be getting it repaired regardless of the recall or not.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2418	7L[redacted]	***Open Date***	05/16/2014	***Built Date***	06/15/2007	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	12/05/2007	***Mileage***	114,000	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

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***	
	OREGON WI [redacted]	***Country***	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	air bag light is on
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler:Customer called to relate that there has been several serious issues with his Wrangler.
He reports that the latest is that the airbag light is on.
Briefly summarize what the customer is expecting: Customer seeks to know if this repair will be covered. Writer stated that it would need to be diagnosed at a CJD dealer. Writer mentioned that there was an X41 extended warranty for the clockspring that may be relevant.
No diagnosis: writer reassigned CAIR to DF314 for bypass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3914	8L521090	***Open Date***	05/16/2014	***Built Date***	08/21/2007	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	09/07/2007	***Mileage***	47,000	***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	26801	JANSSEN CHRYSLER JEEP DODGE			
Dealer Address	3101 S JEFFERS ST				
Dealer City	NORTH PLATTE	***Dealer State***	NE	***Dealer Zip***	69101

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	NORTH PLATTE NE[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer is inquiring about if there are any air bag recalls.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states their airbag light is on.

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
The customer is contacting regarding their air bag light is on and they read about a recall that was issued in November for airbag issues.
Briefly summarize what the customer is expecting:
The customer is expecting to find out if any recalls have been issued for the airbags that apply to their VIN. The agent advised there are no open recalls.
****End structured narrative T2 - Beginning Narrative

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3913	7L[redacted]	***Open Date***	05/18/2014	***Built Date***	03/13/2007	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	04/11/2007	***Mileage***	119,000	***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	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

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

Corporate - Warranty Coverage - Default - Default - Default	advised customer of x41 extended warranty.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Airbag Safety Recall
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
My airbag light has been coming on. It resets itself and comes back on when
I make a turn or take a curve, turning the steering wheel. I looked into Jeep recalls and found that right hand drive Jeeps have a recall to replace
the clockspring assembly. I believe my Jeep should be included in this recall to restore the safety to my vehicle. My softtop has leaked since I bought the vehicle in 2007. I took it to Palmen Jeep in Kenosha, Wisconsin
several times to attempt a repair. Nothing they did ever corrected the problem. I know this was not an isolated issue. Please let me know who, specifically I need to speak to or take my Jeep to so I may have the repairs covered by a recall of 2007 Jeep Wrangler Unlimiteds which were sold with leaking softtops. I would guess I am not the only one who owns a
left hand drive Jeep with a clockspring issue disabling the airbag system.
I like the vehicle and would like to continue owning it and driving it with
full safety.
********** END OF CUSTOMER EMAIL**********
Dear[redacted],
Thank you for contacting the Jeep Customer Assistance Center.
I am sorry to hear that you are having an issue with your air bag light coming on.
I do see you have an extended warranty for the clockspring. It is extended warranty X41. Steering column clockspring may cause the airbag lamp to illuminate. In order to know if the issue you are experiencing is related to this extended warranty you would need to have your vehicle diagnosed by an authorized Jeep dealership.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).

Sincerely,
Natasha
Customer Service Representative
Jeep Customer Assistance Center
******** END OF CUSTOMER EMAIL********
Reassigning to SJ372 for a survey bypass. No diagnosis.
Escalation Override approved by SJ372 under X41 Warranty Extension.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2416	8L[redacted]	***Open Date***	05/18/2014	***Built Date***	09/14/2007	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	10/08/2007	***Mileage***	70,000	***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	26772	MCCONNELL CHRYSLER JEEP DODGE,		INC.	
Dealer Address	27000 ASTI RD				
Dealer City	CLOVERDALE	***Dealer State***	CA	***Dealer Zip***	95425

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

Product - Electrical - Lamps and Switches - Other - Default	airbag light
Corporate - Rebates/Incentives - Default - Default - Default	possible recalls
Product - Transmission / Transaxle - Unknown - Other - Default	transmission issues

Briefly summarize why the customer is contacting Chrysler: Customer stated that the airbag light recently came on in the vehicle and that while driving it will often pop out of first gear.
Briefly summarize what the customer is expecting: Customer seeking possible recall coverage for the airbag light as well as for the manual transmission issue. Agent advised that neither have been part of a recall on this vehicle and that he will need to take the vehicle into a dealership on Monday for a diagnosis.
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	1C4HJWFGX	CL1[redacted]	**Open Date**	05/18/2014	**Built Date**	09/06/2011	
Model Year	2012	**Body**	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	09/22/2011	**Mileage**	23,000	**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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	62780	BRANDYWINE CHRYSLER JEEP DODGE			
Dealer Address	3807 KIRKWOOD HWY				
Dealer City	WILMINGTON	**Dealer State**	DE	**Dealer Zip**	19808

Owner	[redacted]	**Contact Type**	FAX
Address	[redacted]	**Home Phone**	[redacted]
	WILMINGTON DE [redacted]	**Country**	UNITED STATES

Corporate - Survey By-Pass - Default - Default - Default	Check engine light
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Check engine light

Caller contacting CAC seeking to look into replacement or repurchase.
Caller stated that he has had ongoing concern for a couple of years.
Caller stated that he has not had his vehicle in to the DLR since September 2013.
Agent explained to the caller that for this type of concern the vehicle will need to be further diagnosed now for the concern as vehicle has not been in in some time. Caller stated that he hasn t taken it as he has been travelling, but engine light has been on for the last 5 months and that was the same thing that happened last time.
Agent advised caller that regardless we would need this information as we do not know if this is the same concern as check engine light could mean multiple things. Caller understood and is going to get diagnosis. Agent could not contact DLR as it s Sunday.
POSTMARK DATE: 051914; DATE RECEIVED: 051914
Customer informed a call back is required and will take place within 1-2 business days.
As per the attached letter, the customer states that he is not available by phone during the week.
Customer email address for case updates: a[redacted]
Who has possession of the vehicle? (Owner/Dealer/IRF) customer
Is this a request for Lemon Law, buy-back or replacement? As per letter - final repair attempt
Reassigned to 91L
********** 91L Review **********
*********Case Escalated to I2R**********
Reviewed Warranty History which determined this case should be escalated to I2R for case management.
Called Brandywine Chrysler, spoke to SA Jim. He states he has no idea who this person is, he looked up VIN, I asked for RO history. Jim says vehicle has been seen for 8/12-Powertrain Control Module, 3/14 CEL on

again after repairs, top leaking as well. He states all 4 visit were different even though CEL was on.
Called Owner 4X, phone# is no longer in service.
***Called Brandywine Chrysler to see if they had different phone#. He says he has 302-256-0688.
***I emailed Owner at [redacted]
Status update provided via email to the following email address:
[redacted]
I am your CASE Manager for your Jeep Wrangler repairs, I tried to call you at [redacted] but got a recording saying this number is no longer in service.
Please call me at 214-583-2116 or 888-542-7239, X2116 to discuss your vehicle.
Thanks!
Darla Shirley
End of Status Update
Follow Up 5/21 with Owner
Called Owner at number in Workbench, [redacted]. No outgoing greeting; I LVM introducing myself and asking for a return call.
***Called Owner at secondary phone# in WB, [redacted]. Recorded greeting; LVM.
Follow Up 5/22
Received VM from Owner, he states he is in Delaware Police Academy and is not able to take calls during training. He says email is OK or we can VM at [redacted] 3.
Status update provided via email to the following email address:
[redacted]
I got your VM, thank you.
I congratulate you on your Police Training! We would like to get the vehicle into Service so we can get our Tier 3 Technical Team to assist with repairs.
Can you arrange this with your Training schedule?
I can make sure you have arental vehicle to drive during repairs.
Please let me know!
thanks,
Darla
End of Status Update
Received VM from Owner letting me know he can take vehicle to dealer this weekend if I can let him know where and when to leave it for a week when he will be able to come back.
***Called Brandywine Chrysler to explain Owner s training schedule and ask if we can drop the vehicle and get a rental for him. Spoke to Jim, he states Saturday is good to drop off but he has no idea about Enterprise s hours on Saturday. He advised me to call Enterprise at 302-892-3365.
***Called Enterprise, spoke to Brian. He says 8-noon they are open. I asked for help assisting the customer, he said he would set up reservation for 11:00 am. I gave my contact info as well as Owner s.
Called Owner and LVM letting him know Sat. he can pick up rental at 11:00, asked him to drop his vehicle at service first. ***Follow Up 5/27***
Called Jim at Brandywine Chrysler to confirm Owner brought car in to dealership and picked up rental. Jim states Owner did come by, I advised I will authorize rental.
Follow Up 5/28
Called Brandywine Chrysler for SA Jim, not available so I left a message with Vince.
Follow Up 5/29
Jim with Brandywine Chrysler called, states this visit the codes show #2 cylinder misfiring-replacing cylinder. He states vehicle in for service 4X for 10 CEL 1- cylinder 5 misfire PCM, 2) CEL- misfire- cylinder 5 misfire- dealer swapped cylinder 1-5 coils; misfire went away, 3) CEL-cylinder 1 misfire, dealer replaced #1 coil and plug, 4) cylinder 2 misfire- flash PCM 5) CEL: cylinder 2 again, dealer replacing cylinder 2, also has water leak on drivers side floor-dealer will look for leak,

issue with license plate frame, dealer replaced.
****** Following Corporate Resource has been contacted ******
TAPS
on 2014-05-29 @ 11:12
LVM for Owner letting him know diagnoses from Jim, that we have escalated to out top Tier Techs to assist the SA, that I will call him Monday, advised TAPS has 3 business days to respond to request.
***Called Jim to advise TAPs has been contacted, ask for RO copies.
Follow Up 6/2
Jim with Brandywine called to ask if I received fax; I advised they are sorted to my desk top, I am not able to check receipt. He asked if it was OK to continue repair with TAPS involved. I let him know we trust his diagnoses but want to make sure we do all we check all avenues since this is the 5th visit
Called Owner to let him know TAPs has been contacted, we need to give them 3 business days to respond. LVM advising this and that I will follow up Wed.
Follow Up 6/3 with dealer
Since no TAPS contact I have emailed my supervisor to ask for assistance, requested TAPS 5/29/14.
Follow Up 6/4
CAIR ESCALATION UPDATE
SEE STAR CASE# [redacted]7 FOR INFORMATION
STAR NOTES: by T6954AT, on 06/04/2014 at 8:42:43 AM
TS spoke with SA who said the cylinder head has been replaced and the engine misfire is gone. Tech is now looking into water leak, but has not been able to duplicate it. TS provided contact info and tech will call ts back today to go over findings. SA was told by customer that it is a small drip.
***Called Owner to advise TAPs is involved, assisting SA. Advised TAPS is our top Tier Team and assured him they are really good at their jobs. LVM and asked for a call back.
Follow Up 6/5
Called Jim at Brandywine Chrysler to get repair status; he states still checking on leak, some foam that needs replacing. He thinks vehicle may be ready tomorrow.
Follow Up 6/6
STAR NOTES: by T6954AT, on 06/06/2014 9:27:28 AM
ts spoke with sa who said that water leak is being addressed today. Vehicle should be done shortly. SA/ tech to call back when done.
***Called Owner & LVM to advise dealer found leak and received assistance from TAPS, vehicle may be ready this afternoon.
***Follow Up 6/9 ***
CAIR ESCALATION CLOSURE
SEE STAR CASE# [redacted] FOR INFORMATION
Called Brandywine Chrysler and asked for SM Bob. He states vehicle was picked up Saturday. He will fax RO copy to me this evening or tomorrow morning.
***Called Owner to confirm test drive, LVM asking for a call back. LVM asking for a call back.
Follow Up 6/11 with Owner
Called Owner to confirm test drive, LVM asking for a call back.
Follow Up 6/13
Called Owner to ask about test drive, LVM asking for a call back. He is in training so cannot make calls during the week easily.
Follow Up 6/17
Received a VM from Owner, he states he has been busy with finals this week. He says he has driven the vehicle and so far so good. He states an airbag light came on but went back off. He says he will let me know if there are any other issues, will be in contact if needed.
Follow Up 6/19
Called Owner to verify vehicle performance and discuss compensation. LVM asking for a call back to go over options.
Follow Up 6/20
Error for CARE, not in my list. Called Owner, LVM asking for a call back and explaining why.

Follow Up 6/30
Called Owner to ask for a call back to discuss options of compensation.
Follow Up 7/3
Called Owner to verify vehicle performance and discuss compensation. LVM asking for a call back to go over options.
Follow Up 7/8
Closing due to Owner not responding

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D16 B[redacted]	**Open Date**	05/19/2014	**Built Date**	09/23/2010		
Model Year	2011	**Body**	JKJL72	JEEP WRANGLER SPORT 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	03/05/2011	**Mileage**	47,061	**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					

Dealer	S0075	CUSTOMER ASSISTANCE CTR			
Dealer Address	3851 WEST HAMLIN ROAD				
Dealer City	ROCHESTER HILL	**Dealer State**	MI	**Dealer Zip**	48309

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

Corporate - Recall - Default - Default - Default	Airbag Recall Inquiry

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because their airbag light has been comming on lately and they were looking to know if there is a recall on their vehicle for this issue.
Briefly summarize what the customer is expecting: Customer is expecting to know if there is an airbag recall on their vehicle which is causing their airbag light to come on.
Agent stated that Customer s vehicle does not have any recall listed on it.
Agent stated Customer does have a service contract which may cover that repair.
Agent offered to transfer Customer to MVP for further information on that service contract coverage.
Customer stated that would be fine.
Agent transferred Customer to MVP for further assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA5H10	AL1[redacted]	***Open Date***	05/21/2014	***Built Date***	04/01/2010	
Model Year	2010	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	06/02/2010	***Mileage***	68,000	***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					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	EUREKA KS [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Seeking Recall Information

Briefly summarize why the customer is contacting Chrysler:
customer is calling in as she wanted to know if she had a recall for the air bag light.
Customer has 3 open recalls and they were and none are any air bag lights.
Agent has advised her of the recalls, L24-SOFT TOP WEAR, L34-REPROGRAM PCM - OXYGEN SENSOR MONITOR and M22 TRANSMISSION SKID PLATE.
Agent offered to locate a CJDR delaer for her but she is wanting to go back to her IRF that she has the warranty with.
Agent has advise that all recalls should be completed at any CJDR and they would be looked and fixed and all of this would be no cost to you.
Briefly summarize what the customer is expecting:
Expecting to know if there was an air bag recall on her Jeep.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5917	7L1[redacted]	***Open Date***	05/21/2014	***Built Date***	08/03/2006	
Model Year	2007	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	09/26/2006	***Mileage***	103,000	***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	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]
	LEES SUMMIT MO [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Airbag light. Possible X41

Caller contacting CAC seeking assistance persueing X41. Caller stated that his Airbag light is on.
Agent familiarized himself with X41 and advised caller that extended warranties are just a bit different than recalls as they have limitations (usually) and need a diagnosis first.
Agent advised caller that after the diagnosis, as long as it is same concern and parts needed fpr recall then it would be covered under the extended warranty.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA5H19	AL1[redacted]	***Open Date***	05/23/2014	***Built Date***	05/01/2010	
Model Year	2010	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	05/29/2010	***Mileage***	61,200	***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	60394	DUPAGE DODGE CHRYSLER JEEP, INC			
Dealer Address	433 E NORTH AVE				
Dealer City	GLENDALE HEIGHTS	***Dealer State***	IL	***Dealer Zip***	60139

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	WHEATON IL [redacted]7	***Country***	UNITED STATES

Product - Electrical - Occupant Classification System - Unknown - Default	customer stated the air bag light is on
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called stating that the air bag light is on. Customer was advised that the issue is the clock spring. Customer called asking for assistance in the cost of the repair of this component.
Briefly summarize what the customer is expecting: Customer is looking for assistance in the cost of the repair of the clock spring.
Agent called dealership 60394, spoke with Robert (service advisor) who stated that the clock spring does need to be replaced. Agent was advised by Robert that they will offer the customer 10% off the repair of the vehicle, there fore any further assistance in the cost of the repair will be considered.
Agent advised the customer of the offer.
re-assign to KB805 for survey by-pass, no decision on dealership offer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2412	7L2[redacted]	***Open Date***	05/27/2014	***Built Date***	05/22/2007	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	09/29/2007	***Mileage***	80,000	***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	45587	TEXAN DODGE CHRYSLER JEEP RAM			
Dealer Address	18555 HIGHWAY 59 N				
Dealer City	HUMBLE	***Dealer State***	TX	***Dealer Zip***	77338

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HUMBLE TX [redacted] 6	***Country***	UNITED STATES

Corporate - Corporate Warranty Extension Letter - Default - Inquiry - Default	(X41) CLOCKSPRING

Briefly summarize why the customer is contacting Chrysler: Customer wanted to know if he had recalls on the vehicle. Customer stated that the air bag light came on yesterday and noticed there was an extended warranty on the clock spring. Customer also stated that there is fuel spilling from the filler port.
Briefly summarize what the customer is expecting: Customer is seeking information on any recalls on the vehicle.
Agent advised customer that he had 2 extended warranties one for the (X41) CLOCKSPRING and the other for the(X32) INLET CHECK VALVE. Agent further advised customer of the 2 recalls one for the J24 MOPAR TOW BAR and also for the K13 INNER FENDER LINERS . Agent transferred customer to speak to Michelle at TEXAN DODGE CHRYSLER JEEP RAM to schedule the appointment to have the recalls and the extended warranties completed on the vehicle.
Agent updated owner s information in coin.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA591X	8L5[redacted]	***Open Date***	05/27/2014	***Built Date***	07/24/2007	
Model Year	2008	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	08/10/2007	***Mileage***	80,000	***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	62536	RAY HARRIS CHRYSLER JEEP			
Dealer Address	6037 E BIG PLAY WAY				
Dealer City	MARION	***Dealer State***	IN	***Dealer Zip***	46952

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	INDIANAPOLIS IN [redacted]7	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customers air bag is flashing

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler: Customer contacted us to get information on a recall he has heard of. Agent advised the customer that there is no extended warranty on the vehicle for the airbag, and there is no recall on the vehicle for that specific issue. Agent advised the customer that if he is having troubles with it, he needs to take it in to the DLR to get it diagnosed.
Briefly summarize what the customer is expecting: Customer was expecting to know what to do with his truck because of the airbag light.
ignore lines 1 through 4.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA5H19	AL1[redacted]	**Open Date**	05/31/2014	**Built Date**	05/01/2010	
Model Year	2010	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	05/29/2010	**Mileage**	61,000	**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	60394	DUPAGE DODGE CHRYSLER JEEP, INC			
Dealer Address	433 E NORTH AVE				
Dealer City	GLENDALE HEIGHTS	**Dealer State**	IL	**Dealer Zip**	60139

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

Corporate - E-Reimbursement - Default - Default - Default	Reimbursement for $425.55
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	states air bag light was on
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Help withrepair
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
I took my car into my local dealer where I have all my service done because my airbag light was on. I was later informed that I had a defective clockspring, and the repair was around $600 dollars. I was floored to hear the cost of a repair for a part that controls the airbags on my car. I thought for sure something that control a safety feature as important as the airbags would be covered. Not only was it not covered but my attempt to reach out to Chrysler corporate for some assistance was flat out denied. I am [redacted] years old and have worked with other manufactures with issues where my car was out of warranty and they would help with part of such an expensive repair for an item that was a min safety item. The woman at Chrysler reached out to the dealer to see if they could do something and they said they could take 10% off. This was communicated to her not me, and then she said that because they offered something she could no longer do anything for me. So I said €œyou would like to help but your hands are tied because the dealer offered something first € This was the most ridiculous thing I have ever heard. The dealer informed that that was not the case and she could have done something and overrode his offer. I have a Chrysler Sebring sitting in my garage and the car in question is my Jeep. I cannot tell you how disappointed I was that I could not even get some relief for such an expensive repair. So my choice was to allow my kids and wife to drive a car where the airbags might not deploy and someone could get killed or find the money to do the repair. I will tell this story to everyone I see and after living for 30 years in the same Wheaton community, that €™s a lot.
*****END OF CUSTOMER EMAIL*****

Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center.
Your concerns, particularly in view of the inconvenience involved in this issue, are understandable and we appreciate the time and effort you took to bring this matter to our attention. A case has been opened for you and the number is at the bottom of this page.
Due to the nature of your concern, your file has been escalated for further review. We feel this referral action will provide the best resource for your concerns. An agent will attempt to contact you within one business day at the phone number provided in your email (630.306.7722). If you wish to be reached at an alternative number, please respond so we may update your file appropriately.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Crystal
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
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? DUPAGE DODGE CHRYSLER JEEP 60394
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 P * * * * * *
Writer contacted dealer at 630-446-1400. SM stated that his systems are down and to email him with the information. SM stated that he will email writer back with all the information and what he thinks should happen. SM stated that he is leaving for 2 weeks and to work with Ray or Karen. SM stated that he will get writer the information by tomorrow.
Status update provided via email to the following email address: [redacted]
Hello this is Jean; I have been assigned as your case manager. I am currently gathering information to see what we can do to better assist you. At this time I will follow up 06/05. You can use the link below to respond back to this email or you can contact me Monday-Friday 8:00AM-4:30PM CST at 1-800-763-8422 ext 66216. Thank you
End of Status Update
Writer emailed SM requesting information on the case.
Begin Customer Message reviewed:
Thanks Jean. I appreciate the effort you are taking in this matter. I want to make it clear that I have been happy with the dealer that has services my cars in the past. I was not happy with the effort made by Chrysler to help in this repair. I realized that I was out of warranty, but when something is such a big part of the safety system and the cost of the repair was so high, I just thought a little customer service was in order. This may not have been a re-called part now, but what happens if it is in the future?
End of Reviewed Customer message
SM emailed writer and stated that this is an internal failure and there is no fault to the customer. SM stated that he would like if Chrysler would help customer
Parts $355.00
Labor $148.00
Total $503.00
SM request for co-pay $100.00
SM stated that he will be out of the office till 06/18 and to work with [redacted].
Writer contacted dealer at 630-446-1400. SA stated that the vehicle is already repaired. Writer advised we will reimburse the customer part of the repair.

Writer contacted customer at [redacted]. Writer advised that we will look into reimbursement. Customer stated that he will email writer the documents. Writer will follow up 06/11.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-06-05 @ 15:38
***** Customer Document Received *****
Writer contacted customer at [redacted]. Writer advised customer that we will reimburse him everything but $100.00. Customer stated that exceeded his expectation and he is satisfied with the offer. Writer verified address and name. Writer advised that the case will close when the check is sent. Writer advised customer to allow 7-11 business days to receive the check but if the check has not arrived in 30 days to contact writer.
****Begin structured narrative T2 - eReimbursement
What has the customer requested?
Reimbursement for $425.55
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.
61704
Enter the Date when the repairs were completed.
5/23/14
What is the total cost of the Parts to be reimbursed?
242.40
What is the total cost of the Labor to be reimbursed?
149.00
What is the total Tax to be reimbursed?
34.15
What is the total amount being reimbursed?
425.55
****End structured narrative T2 - eReimbursement
Customer Document Reviewed.
Writer has reviewed case and documents. Please submit check.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3917	7L2[redacted]	***Open Date***	05/28/2014	***Built Date***	06/02/2007	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	07/19/2007	***Mileage***	110,000	***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	64723	CUNNINGHAM CHRYSLER JEEP, INC.			
Dealer Address	85 WEST MAIN ST				
Dealer City	NORTH EAST	***Dealer State***	PA	***Dealer Zip***	16428

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	CLINTON PA 1[redacted]	***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
Product - Electrical - Lamps and Switches - Other - Default	air bag light goes off and on

Briefly summarize why the customer is contacting Chrysler: Customer called in because his air bag comes on and goes off and he wanted to know about a recall on the clockspring. Agent advised customer of the recalls on their vehicle as well as the extended warranty on the vehicle for the X41 Airbag Clockspring Assembly. Agent offered to contact the dealership for the customer to book an appointment to have the recalls looked into as well as the extended warranty issue. Customer stated that the dealership is right down the road and he will just pop in and have them look at it.
Briefly summarize what the customer is expecting: Customer wanted to know if there was a recall on the airbag clockspring.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA6D15	BL5[redacted]	***Open Date***	05/28/2014	***Built Date***	09/25/2010	
Model Year	2011	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	08/03/2011	***Mileage***	30,000	***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	60300	FREEDOM JEEP CHRYSLER			
Dealer Address	3602 E CENTRAL TEXAS EXPY				
Dealer City	KILLEEN	***Dealer State***	TX	***Dealer Zip***	76543

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

Corporate - Recall - Default - Default - Default	Recall inquiry

Caller seeking recall inquiry on vehicle. Agent advised caller of none and asked if he needed assistance in setting up appointment for any repairs and caller declined.
Customer is contacting Chrysler to see if there are any open recalls on his vehicle for the airbag. Agent advised customer that there are no open recalls on his vehicle. Customer states that his airbag light keeps coming on and he would like cost assistance for the repairs. Agent advised customer that unfortunately his basic warranty has expired by time and mileage, so unfortunately we cannot grant cost assistance for this issue. Customer understood and thanked agent for the information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3913	8L[redacted]	**Open Date**	05/29/2014	**Built Date**	03/08/2008	
Model Year	2008	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	04/11/2008	**Mileage**	100,500	**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	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]
	TOPEKA KS[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Unknown - Other - Unknown	air bag light keeps turning on and off
Corporate - Survey By-Pass - No Response - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is having issues with her vehicle, customer has a 2008 jeep wrangler and the air bag light keeps turning on and off and the customer looked it up to see what s going on, seen there was a recall on it but called the DLR and they state that there isn t a recall on it. Customer states that it is a 500 dollar fix and customer states it isn t her fault due to the fact it s a defective product. Customer states that she has not had a diagnosis done at the dealership and that her husband is a mechanic and he estimated the cost of how much the repair was going to be, customer states she feels that there should be a recall on her vehicle, agent advised the customer recalls are vin specific and that we cannot put a recall on the vehicle, agent advised the customer that she will have to get a diagnosis done to the vehicle to determine the cost of the repair. Customer states she would like a supervisor. Agent advised the customer it will be a 1-2 business day call back
-
Briefly summarize what the customer is expecting: customer is expecting further information on as to why her vehicle isn t apart of the recall
-
Customer has requested Supervisor callback
Preferred daytime number: [redacted]1
Preferred evening number: [redacted]
Reason for request: Customer is upset that the recall for the air bag doesn t apply to the customers vehicle
CAIR assigned to: (SW722)
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
Supervisor*
RO188 attempted to contact customer but received a voicemail. RO188 left a message stating a call will be made again.

***Supervisor [redacted]
SW722 attempted to contact customer but received a voicemail. SW722 left a message stating a call will be made again.
****
Supervisor [redacted] 1
SW722 attempted to contact customer but received a voicemail. SW722 stated we will be closing case for lack of contact.
****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3915 7[redacted]		***Open Date***	05/29/2014	***Built Date***	07/06/2007	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	11/03/2007	***Mileage***	40,000	***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	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]
	FORT COLLINS CO 8[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light has come on
Corporate - Warranty Coverage - Default - Default - Default	Customer seekin warranty information
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called because the air bag light has come on and is flashing. Customer stated that he read online that there is an extended warranty for the clockspring. Customer stated that he had called the dealership but they told him that the warranty is not on his vehicle and that they would like to see the letter. Customer stated that he is the second owner and does not have the letter.
Briefly summarize what the customer is expecting: Agent advised customer that he has the X41 Clockspring and X32 Inlet check valve extended warranties placed on the vehicle. Agent advised customer that the extended warranties are attached to his VIN and the dealership should not need the letters.Agent advised customer that the dealership will have to do a diagnosis and if they determine that it is not the clockspring then the cost will be out of pocket. Agent offered to contact the dealership. Customer stated that the dealership is not open yet but he will call them. Customer stated that he will call back if he has any problems with the dealership.
Reassign to JE779 for no diagnosis.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3912	8L5[redacted]	***Open Date***	06/02/2014	***Built Date***	01/14/2008	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	06/11/2008	***Mileage***	96,160	***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	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	
	WALSTONBURG NC 2[redacted]	***Country***	UNITED STATES

Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	customer oow
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	states air bag light is on

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Warranty/ Life added care plus
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
My air bag light is going on and off and I carried it to my dealer to have it checked out. The deal stated it was the clockspring that is bad. I thought this would be covered under the Lifetime added care plus, but my dealer said it wasn t. Since this is a part of the safety system I would like to know if there is any way to get this fixed under some goodwill program? This seems to be a problem for a lot of JEEP Wrangler owners from my research. The dealer wants $436.72 to make this safety repair. Thank you
*****END OF CUSTOMER EMAIL*****
Dear[redacted],
Thank you for contacting the Jeep Customer Assistance Center.
We are very sorry to learn of the problem you have encountered and have documented your concern.
We fully appreciate your concern, particularly in view of the expense and inconvenience involved, however, we are unable to accommodate your request for out-of-warranty consideration. The vehicle has exceeded the time and/or mileage limitations of the warranty (or warranties) we offered on the vehicle at the time it was purchased. Although we are unable to provide a more favorable reply, we appreciate the opportunity to review your request.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Crystal
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* * * *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2414	8L[redacted]	***Open Date***	05/29/2014	***Built Date***	05/06/2008	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	06/06/2008	***Mileage***	63,000	***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	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]
	ADA OK [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Airbag light comes on

Briefly summarize why the customer is contacting Chrysler: Customer is calling because he read online about a recall on his type of vehicle. Customer took vehicle to the dealership. Dealer informed him that he has no active recalls on the vehicle. Customer doesn t feel safe having his son drive around in this vehicle. Customer wanted to know what steps he should take if Chrysler does not expand the recall to include his VIN as he feels this is something that he shouldn t be paying for when there is an active recall on this issue with vehicles of the same make and model. Briefly summarize what the customer is expecting: Recall information Agent advised customer that recalls are very VIN specific. Agent advised customer that if he gets repairs completed to hold on to his receipts and if the recall is expanded to include his VIN he can then mail in the original receipts of the repair for reimbursement consideration. Agent also advised customer that if Chrysler doesn t expand the recall and he wants more information on what steps to take next to contact us back.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA5916	7L2[redacted]	***Open Date***	05/29/2014	***Built Date***	05/18/2007	
Model Year	2007	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	06/22/2007	***Mileage***	86,000	***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	60403	TOWN CHRYSLER JEEP DODGE RAM			
Dealer Address	1001 N MILLER ST				
Dealer City	WENATCHEE	***Dealer State***	WA	***Dealer Zip***	98801

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag lamp illumination at this time.
Corporate - Dealer Information - Default - Default - Default	Customer requested dealer information
Recall - J24: MOPAR TOW BAR - Information Request	Questions regarding recall
Corporate - Warranty Coverage - Default - Default - Default	X41 and X32 warranty advisement
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that vehicle was obtained in a private sale and has had some issues on the vehicle. Customer states that he saw recall J24 online and is interested to find out about this. Customer further states that he is experiencing air bag lamp illumination and that he would like to have vehicle inspected under clock spring warranty.
Briefly summarize what the customer is expecting: Customer is expecting recall information.
Agent advised customer of the following.
Recall J24 only involves the replacement of the customer purchased Mopar Tow Bar and does not involve any part of the Trailer tow hitch or any other tow bar manufacturer. The Mopar Tow Bar is located on the front of the Jeep Wrangler and is used for towing the Wrangler behind another vehicle, such as a Recreational Vehicle (RV).
X41 steering column clockspring may cause the airbag lamp to illuminate and that the issue has limited coverage on it until June 22, 2017 37 Months or 64,000 Miles and would be covered as it occurs, pending diagnosis.
X32 The owner may experience fuel spilling out of the filler port during refueling, typically after the fuel fill station nozzle has automatically shut off. Agent advised customer that this issue is covered for the life time of the vehicle as it does occur pending diagnosis from dealership.
Agent advised customer that closest dealership is 60403 Town and provided address and phone number. Agent provided customer with warm transfer to

SA Bob for further assistance with making an appointment to have air bag issue looked at.
LB546 no diagnosis under warranty X41 clock spring.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6916	8L[redacted]	***Open Date***	05/29/2014	***Built Date***	06/20/2008	
Model Year	2008	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	08/21/2008	***Mileage***	136,585	***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	44990	ALLEN SAMUELS DODGE			
Dealer Address	21777 KATY FREEWAY				
Dealer City	KATY	***Dealer State***	TX	***Dealer Zip***	77450

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

Product - Steering - Unknown - Other - Default	clockspring needs to be replaced

Briefly summarize why the customer is contacting Chrysler: customer is contacting Jeep for information about possible assistance for a repair needed on the vehicle.
Briefly summarize what the customer is expecting: seeking information about possible cost assistance for the repairs to the clock spring.
Customer states that the customer is having an issue with the air bag light being on in the vehicle. Customer brought the vehicle to have a recall completed K13 and have the issue looked at. Customer was advised that the clock spring needs to be replaced and will cost $550 to complete the repair. Customer found online that the issue customer is experiencing is known online.
Agent advised customer that due to the age and mileage of the vehicle we are un able to assist for the cost of the repairs.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *
Agent advised the issue will be documented and Chrysler does listen to these calls and they do read over these cases and they may be looking further into the issue but writer does not have access to the information at this time.
Agent updated new customer information.
Customer states that the K13 recall has been completed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6915	7L1[redacted]	***Open Date***	05/30/2014	***Built Date***	01/19/2007	
Model Year	2007	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	02/11/2007	***Mileage***	10,044	***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	60597	PERRY CHRYSLER DODGE JEEP RAM OF			
Dealer Address	2340 NATIONAL CITY BLVD				
Dealer City	NATIONAL CITY	***Dealer State***	CA	***Dealer Zip***	91950

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SAN DIEGO CA 9[redacted]	***Country***	UNITED STATES

Product - Electrical - Unknown - Other - Default	customer states air bag light on and off
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	recall on vin

Briefly summarize why the customer is contacting Chrysler: Customer states his air bag light comes on and off. Customer would like to know if he still has warranty on clock spring.
Briefly summarize what the customer is expecting: Customer is expecting to have warranty knowledge on clock spring. Agent advised 32 Months or 139,956 Miles. Agent offered to contact dlr customer declined, they will contact them self.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA5D11	AL[redacted]	***Open Date***	05/30/2014	***Built Date***	10/19/2009	
Model Year	2010	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4			
In Service Dt	12/05/2009	***Mileage***	100,917	***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	45333	MIDWAY MOTORS CHRYSLER, JEEP,		DODGE LLC	
Dealer Address	2075 E KANSAS AVE				
Dealer City	MCPHERSON	***Dealer State***	KS	***Dealer Zip***	67460

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customers airbag light and other lights are coming on.
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Other - Default	Won't go into four wheel drive

Briefly summarize why the customer is contacting Chrysler: Customer calling in because she just got her vehicle back from the shop 2 Weeks ago and now it is acting up again. Customer states she was driving and when she turned a corner her traction control light came on and as well as the EPS, VAS, and airbag lights. Customer states this is ridiculous she just got the vehicle back from the shop and it already needs to go back.
Briefly summarize what the customer is expecting: Customer expecting her vehicle to be repaired
Agent advised customer that she will need to get her vehicle to the dealership so they can look at the issue. Agent advised customer that the case will be sent up to a case manager since the issue hasn t been resolved.
* * * * * CASE MANAGER TEAM - District O * * * * * *
Ownership: Purchased used
Owned: 1
Currently owns: 1
Service Contract: None
Out of warranty: One year six months and 58091 miles
Writer sent email to SM Bill at 60023. SM states that the DMS lists a different customer than Ms. [redacted] and SM has no vehicle repair history.
Writer thanked SM for time and will call customer to find out where she took the vehicle for repairs.
Writer contacted customer Ms. [redacted]. Customer states that she would like to take the vehicle to 45333 to have the air bag light checked and would like an appt. for this afternoon with loaner. Loaner vehicle must have a bench seat in front due to military regulations. Customer states that the EPS, VAS lights went off but the airbag light is still on.

Writer left voicemail for SM at 45333 regarding lines 24-28 and call ext. 66274
Writer left voicemail for customer that writer wasn t able to reach SM and writer will try again tomorrow.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66274
The reason for the dealer contact was to provide or request the following information: regarding appointment for customer.
Writer contacted customer Ms [redacted] Writer will continue to try to reach service dep t. for customer and call customer tomorrow. Thursday or Friday this week works well for Ms. [redacted] as long as the dlr has a loaner with front bench seat.
Writer received voicemail from SM Don requesting call back.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66XXX
The reason for the dealer contact was to provide or request the following information: returning SM s call.
Writer received voicemail from SM Don requesting call back.
Agent attempted to contact dealer Service Manager (SM), not available. Writer didn t leave message.
Writer contacted SM Don. SM states that no appt s. available until late next week. Writer will follow up next Wednesday.
Writer contacted customer Ms. Green regarding lines 49-50 and will follow up next Wednesday.
Status update provided via email to the following email address:
[redacted]:
My name is Russ and I ve been assigned as your case manager. I look foward to working with you toward vehicle resolution.
Your case number: [redacted]
My contact information:
Russ
Jeep Customer Care
800-763-8422 ext. 66274
End of Status Update
Writer contacted customer Ms. [redacted]. Customer states weather has been bad and she s not able to do without her four-wheel drive vehicle at this time. SM contacted customer and he agrees that she should reschedule for sometime next week after weather clears. Writer will follow up with customer next Monday.
Writer contacted customer Ms. [redacted]. Customer states that she has an appt. set for this Wednesday after work. Customer states there s a rotational whining noise coming from the rear end. Writer will follow up on Thursday afternoon.
Writer contacted SM Don. Sm states vehicle needs clockspring. Unable to duplicate rear end noise at this time. Retail cost on clockspring is , $580.00. Writer informed SM that customer has not requested cost assistance at this time. SM states that he is willing to assist if customer will do 50% copay of retail. Writer will contact customer to ascertain customer expectation. SM will have SA contact writer with warranty pricing.
Writer contacted customer Ms. [redacted]. Customer states that she cannot afford the repair right now and will have to wait a couple of pay checks. Customer asked if the issue is urgent. Writer advised that the air bags may not deploy and it s always in the best interest of the customer to address the situation as soon as possible. Writer will follow up with customer next Monday to close case if customer desires not to proceed with repair.
Writer received call from SM Don.
Warranty pricing as follows:
$226.80
$105.16
$332.49
SM is willing to accept RA if customer requests assistance but does not want to offer it up front. Writer agrees.
Customers husband Mr. [redacted] called in requesting to speak with the Case

Manager, agent transferred customer to CMs voicemail. Customer would like to be contacted as soon as possible.
MR [redacted] called to speak with their Case Manager. Requested caller to get a call back, per RB1437. Caller agreed and ask to be called at 620-899-0061
Writer contacted customer Mr [redacted]. Customer states that he s lost faith in the vehicle and they ve had many, many repairs on the vehicle over time. Customer is requesting cost assistance. Writer offered customer copay of $300.00. Customer Mr. [redacted] states that helps and writer should contact his wife Mrs. [redacted] for final authorization.
Writer contacted customer Ms [redacted]. Customer very much appreciates the $300.00 customer copay and will become a regular customer of 45333. Customer accepted offer but can t have the work done until around July 5th. Writer will inform SM.
Writer left voicemail for SM Don regarding lines 105-108 and to call ext. 66274
Writer contacted customer Ms [redacted] Writer requested Ms. [redacted] contact ext. 66274 to re-open case on July 3rd to move forward.
Customer called stating they are now having issues with the breaks and tires and the dealership was unable to identify that issue when she was in 2 weeks ago. Customer states they are taking the vehicle in next week to get their airbags fixed next week provided they can afford it.
Customer wanted to be transferred to their case manager. Agent transferred customer to CM RB1437 at 800-763-8422 ext. 66274.
Customer had called in crying because the vehicle won t shift correctly. Customer stated that she wants to speak with Russ and no one else. Agent transferred customer to 66274.
Writer received voicemail from customer Ms. [redacted] stating 4wd won t engage again.
Writer received call from Don at the dealer requesting call back.
Writer left voicemail for customer Ms. [redacted] to call ext. 66274
Writer left voicemail for Don at dealership to call ext. 66274
Writer received voicemail from customer Ms. G[redacted] requesting call back.
Writer received call from SM Don requesting call back.
Writer left voicemail for SM Don to call ext. 66274
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Repair
Writer received call from SM Don. SM states the shifter cable is broken. SM states retail repair is going to cost just shy of $300.00. Writer and SM agree with $150.00 customer copay and if customer accepts that will void the previous offer to repair clock spring on line 103. SM will make offer if customer contacts him. Writer will make offer if customer contacts me. Writer will need warranty pricing if we proceed with goodwill repair.
Writer received voicemail from SM Don with warranty price information.
P $150.00
L $115.54
T $265.54
Copay $150.00
As a one-time goodwill gesture, Chrysler is approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:
P $150.00
L $115.54
T $265.54
Copay $150.00
########## DIRECT-TO-DEALER ##########
Customer Care is sending this case to because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.
##########
REASSIGNED TO BC/DLR 74 45333 07/21/14 17:45 R[redacted]
Writer contacted customer Ms. G[redacted] to confirm repairs. Customer

appreciates the good will. Customer states she can t afford the air bag repair right now. Writer explained one time goodwill offer for shift cable takes place of good will for air bag light. Customer understands. CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3913	8L[redacted]	***Open Date***	05/30/2014	***Built Date***	03/08/2008	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	04/11/2008	***Mileage***	81,727	***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	68239	ROBERT LARSON'S CHRYSLER JEEP			
Dealer Address	7601 SOUTH TACOMA WAY				
Dealer City	TACOMA	***Dealer State***	WA	***Dealer Zip***	98409

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	
	TOPEKA KS[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	
Referral - Top Care - Social Media Team - Default - Marketing	

POSTMARK DATE: 053014; DATE RECEIVED: 060214
******TOP CARE: EXECUTIVE REFERRAL STAFF******
Top Care customer first contact was 06/02/14 at 15:58 by MLS45
.
Writer called owner and acknowledged receipt of her Facebook post regarding a wobble in her vehicle. Writer provided name and number and advised owner she will contacted for dialogue tomorrow.
.
Top Care follow-up contact was 06/12/14 at 13:50 by MLS45
.
6.12.14 - Writer called owner and inquired about the vehicle symptoms. Owner said the wobble in the vehicle has been repaired. Owner said the current concern is the airbag light consistently illuminating and making a ding noise. Owner said this only occurs when the steering wheel turns slightly or all the way to the left or right. Owner said when the steering wheel is straight, the feature does not illuminate or make a noise. Writer advised owner to have the vehicle diagnosed and repaired at a Jeep dealership. Writer advised owner she will be responsible for the diagnostic fee and the repair cost. Writer explained to owner if the diagnosis reveals the issue is due to abuse, writer will not reimburse. If the diagnosis reveals the issue is a result of being defective, writer will reimburse for the airbag light repair. Owner agreed and thanked writer. Writer provided name, desk number, and fax number. Owner said she will be taking the vehicle to dealer 45113.
.
Note: Writer informed owner of outstanding recall
.
6.13.14 - Writer called owner and left v/m message inquiring if dealership 45113 was contacted and an appointment date and time scheduled. Writer invited owner to call back with information so their

file could be updated. Writer provided name and number for contact.
.
6.16.14 - Writer called owner and left v/m message inquiring if he was able to schedule an appointment with dealership 45113. Writer invited owner to call back with information so that his file can be updated. Writer provided name and number for contact.
.
6.18.14 - Writer called owner and left v/m message inquiring if owner was able to schedule an appointment. Writer asked owner to call back with appointment date and time. Writer provided name and number.
.
6.20.14 - Writer called owner and left v/m message, inviting owner to call back with requested information. Writer advised owner, at this time, his file will be closed and writer will reopen when owner calls back with information. Writer provided name and number for contact.
.
6.20.14 - Writer called dealer 45113 and spoke with Service Writer, Paul. Writer asked Paul if an appointment has been scheduled by the owner. Paul said the owner has never been in the dealership before and they do not have an appointment scheduled for the near future.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5914	9L[redacted]	***Open Date***	06/01/2014	***Built Date***	08/11/2008	
Model Year	2009	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	05/01/2009	***Mileage***	160,000	***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	63283	STINNETT CHRYSLER PLYMOUTH DODGE		INC	
Dealer Address	1041 WEST HWY 25/70				
Dealer City	NEWPORT		***Dealer State***	TN	***Dealer Zip*** 37821

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

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	air bag light came on

Briefly summarize why the customer is contacting: customer is having in airbag issue but has not had it diagnosed from the dealership
Briefly summarize what the customer is expecting: agent informed the customer would take note of this issue as Chrysler makes recalls but they would review the file

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6915	7L1[redacted]	***Open Date***	06/02/2014	***Built Date***	01/19/2007	
Model Year	2007	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	02/11/2007	***Mileage***	144,000	***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	60597	PERRY CHRYSLER DODGE JEEP RAM OF			
Dealer Address	2340 NATIONAL CITY BLVD				
Dealer City	NATIONAL CITY	***Dealer State***	CA	***Dealer Zip***	91950

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

Product - Electrical - Lamps and Switches - Other - Default	airbag light on
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	incomplete recall
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler The customer contacted chrysler to inquire about paying a diagnostic fee if it was the clockspring which is under extended warranty.
Briefly summarize what the customer is expecting: The customer expects to have his vehicle repaired under warranty.
The agent advised the customer that he would be charged a diagnostic fee but if it was discovered the repair was under warranty the fee would be absorbed under the warranty if it was not a warranty repair the customer would have to pay the fee.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2414	7L1[redacted]	***Open Date***	06/02/2014	***Built Date***	04/10/2007	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	05/10/2007	***Mileage***	110,542	***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	64356	DON WHITE'S TIMONIUM CHRYSLER JEEP			
Dealer Address	10300 YORK ROAD				
Dealer City	COCKEYSVILLE	***Dealer State***	MD	***Dealer Zip***	21030

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LOUISA VA [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 contacted chrysler stating that they bought the 2007 Jeep Wrangler from Ideal Buick GMC in Maryland. Customer stated that the vehicle had issues with the airbag light and the parking brake weren t working correctly. Agent advised that since the vehicle wasn t bought at a chrysler dealership and could not assist.
Briefly summarize what the customer is expecting: Help with the vehicles air bag light and parking brake.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3914	8L[redacted]	***Open Date***	06/03/2014	***Built Date***	08/24/2007	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	01/16/2008	***Mileage***	112,148	***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	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***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LORAIN OH[redacted]	***Country***	UNITED STATES

Recall - J24: MOPAR TOW BAR - Information Request	Customer called in to inquire if he had the airbag recall
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Intermittent
Corporate - Recall - Default - Default - Default	M31 not on VIN

Briefly summarize why the customer is contacting Chrysler: Customer called in to inquire if he had the air bag light recall. Writer explained that he did not. Customer understood. Writer explained that he had the J24 and K14 recalls, writer made appointment with Dealer and spoke with Ron from Slimans Sales & Service for 8am Monday the 9th.
Briefly summarize what the customer is expecting: Customer is expecting recalls to be completed on vehicle
Customer [redacted] called, confirmed COIN.
He stated he got this vehicle back from dealer for K13, they have parts on order to complete.
He stated the air bag MIL has intermittent activation, dealer did not address as it is not on the list.
Writer noted M31 is on RHD only, if recall is applied to this VIN customer will be notified.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6916 8L[redacted]	**Open Date**	06/05/2014	**Built Date**	06/20/2008		
Model Year	2008	**Body**	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	08/21/2008	**Mileage**	136,585	**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	60042	ARCHER CHRYSLER JEEP WEST INC			
Dealer Address	16835 KATY FWY				
Dealer City	HOUSTON	**Dealer State**	TX	**Dealer Zip**	77094

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	TEMPE AZ[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	clockspring needs replacement
Referral - Top Care - Social Media Team - Default - Marketing	

POSTMARK DATE: 060514; DATE RECEIVED: 060614
******TOP CARE: EXECUTIVE REFERRAL STAFF******
Top Care customer first contact was 6/6/14 at 11:57 by JHW5
Top Care follow-up contact was 6/6/14 at 11:57 by JHW5
Writer spoke with owner. Owner states that the vehicle was sold to owner with the air bag lamp on and owner purchased the vehicle 'as is' with no warranty. There is no recall for this concern, and the 3/36 warranty has expired. Writer declines assistance with repair.
Customer is calling in regards to multiple concerns with the vehicle. Customer states that he has had to replace multiple components on the vehicle. Customer states that the vehicle was sold to him as is. Customer is seeking if any assistance can be provided to the Customer with the repairs. Agent advised Customer that the vehicle is currently out of warranty and Chrysler would not be able to assist with the repairs. Customer understood. Customer wants to verify if he has to reprogram the TIPM once ordered. Agent advised Customer that it would need to be reprogrammed. Customer understood thanked Agent and ended call.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5915	8L[redacted]	***Open Date***	06/09/2014	***Built Date***	10/30/2007	
Model Year	2008	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	02/09/2009	***Mileage***	103,000	***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***	
	ANGOLA NY 1[redacted]	***Country***	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	Customer seeking clock spring warranty
Corporate - CNA Change - Default - Default - Default	Updated information

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Clock Spring
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
I am experiencing the Air Bag light that is identified as a likely symptom of a failed clock spring. I have been advised there was an extended warranty on the clock spring for 2008 Jeep Wranglers, however I do not know how to proceed with the warranty replacement. Some information states I need a case number from Jeep for the dealer to address the issue. Please advise.
*****END OF CUSTOMER EMAIL*****
VIN: 8L[redacted]
Mileage: 103000
Servicing Dealer: West Herr Jeep orchard park, NY
Title:
First Name[redacted]
Middle Initial:
Last Name:[redacted]
Address 1:[redacted]
Address 2:
City: Angola
State: NY
Zip:[redacted]
Email:[redacted]
Work Phone:[redacted]6
Dear[redacted]:
Thank you for contacting the Jeep Customer Assistance Center.
In regards to your vehicle, we fully appreciate your concern, particularly in view of the expense and inconvenience involved, however, the clock spring extended warranty does not apply to your vehicle. The vehicle has exceeded the time and/or mileage limitations of the warranty (or warranties) we offered on the vehicle at the time it was purchased. Although we are unable to provide a more favorable reply, we appreciate the opportunity to review your request.
We re sorry we cannot provide a more favorable reply.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).

Sincerely,
Melissa
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ241X	8L[redacted]	***Open Date***	06/06/2014	***Built Date***	03/12/2008	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	08/05/2008	***Mileage***	107,051	***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

Recall - M31: AIRBAG SYSTEM CLOCKSPRING - Information Request	AIRBAG SYSTEM CLOCKSPRING
Product - Body / Trim / Paint Finish - Seat Belts - Other - Default	seatbelt not staying connected & indicator light staying on

Briefly summarize why the customer is contacting Chrysler: Customer called stating that her Seat belt wont stay connected and the indicator light is staying on. Customer stated that it is the driver s side seat belt but her vehicle is a right hand drive vehicle. Customer stated she is concerned about the safety of this issue.
Briefly summarize what the customer is expecting: customer called with a seat belt concern.
Agent advised the customer about the recall M31. Agent also advised the customer that the vehicle does need to be taken to the dealership. Agent called dealership 64979, spoke with Stephanie (service advisor) then warm transferred the customer over so she can book the appointment.
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]
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 Q * * * * * *
Original Owner, Yes
Warranty: None
Household
1, New
2, Used
Service Contracts
None
Status update provided via email to the following email address:
[redacted]

Hello, my name is Claudia and I have been assigned as your case manager. This email is confirmation that your case, [redacted], was successfully escalated to me. After I review the details of your case I will be calling you at your preferred number, [redacted]8, within the one business day as promised. My office hours are 8:00 AM 2:00 PM (Mountain Time). My contact information is 800.763.8422 EXT 66051. If your preferred telephone number mentioned above isn t correct, please reply with the correction (please ignore the system generated message below).
End of Status Update
Writer called dealer, phone number dialed 434-792-8853. Writer spoke with Service Manager Karen and writer advised customer s concern. SM Karen stated that this customer is not loyal to their dealership. SM stated that last time customer was in was on 2012 for battery, air bag light and steering angle sensor. SM stated that if Chrysler wants to assist she can take the RA but she does not agreed with that. SM also stated that if the indicator light is on is because there is probably something else as well, SM stated that customer for the responsible for the diagnosis fee which is $90.00. Writer advised a follow up call no later than 06/16.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66051. The reason for the customer contact was to provide or request the following information: Writer advised to call dealer at 434-792-8853 to make an appointment for diagnosis. Writer advised that diagnosis fee will be her responsibility and advised a follow up call on 06/16.
Writer received message from SM Karen requesting the last 6 of the VIN to be contact at 434-792-8853.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66051 The reason for the dealer contact was to provide or request the following information: provided the last 6 of the VIN.
Writer received message from Mrs. Warren stating that an appointment has been scheduled for Thursday the 12th.
SM karen called in seekin update/questions
Agent warm transferred customer over to CM.
Writer received call for SM Karen Davis. SM stated that they did the diagnosis for the Seat indicator light and found a wire harness that it needs to be replaced. SM stated that this is normal wear due that the seat buckle rubs with the wire. Karen also stated that the vehicle is at 107000 and this customer is not loyal to their dealership. SM stated that dealer connect is down and she is not going to be able to provided with warranty prices. SM provided with retail parts $777.96 and labor $180.00. SM also stated that she needs to continue with the repair and asked who will be responsible about the diagnosis. Writer advised that customer is responsible of the diagnosis. Writer also advised about the open recall and SM stated that they have ordered the part. Writer advised a follow up call later today.
Agent attempted to contact dealer Service Manager Karen, however, SM not available. Left message for a return call at extension 66051. The reason for the dealer contact was to provide or request the following information: warranty pricing.
Writer called customer, phone number dialed [redacted]8. Writer spoke with Mrs. Warren and advised lines 69 & 73, Customer stated that she was advised by Karen that the clock spring has been ordered and that part should be in by Tuesday 06/17. Customer also stated that this is a safety issue and she hopes that she does not get into an accident. Customer stated that she was advised that the repair is about $350.00 - $280.00 and she does not have any money. Customer stated that she just lend $90.00 to pay for the diagnosis. Writer advised that vehicle is out of the warranty by time and mileage and advised that $90.00 will be her co-pay and advised a follow up call no later than 06/17. Writer also advised that writer will try to expedite the part.
Writer will get warranty pricing, part & order number for the clock spring.
Writer received message from SM Karen Davis, SM wanted to know the decision in regards the goodwill decision, Karen also provided pricing for warranty on parts $115.23 and labor $56.62 requesting a call back.

Writer called dealer, phone number dialed 434-792-8853. Writer spoke with SM Karen and advised lines 92-94. Karen stated that correction on line 94, labor is $115.23 and parts $56.62. Karen also provided part number for the clock spring CBALM311AA and stated that the part arrived today 06/13. SM advised writer to call customer to set up the appointment, writer also advised SM that diagnosis fee of $90.00 will be customer co-pay and advised a follow up call no later than 06/17.
Writer called customer, phone number dialed [redacted]8. Writer left message advising lines 98 & 99, writer advised a follow up call Monday 06/16.
Writer called dealer, phone number dialed 434-792-8853. Writer spoke with Service Advisor Stephanie to verify if customer had made an appointment for the repair. SA stated that they are still waiting for the part, writer advised lines 98 & 99. SA stated that they are also waiting for the Seat Belt, writer asked for the part number and SA stated that she does not have it and advised writer to call tomorrow 06/17 to speak to the SM.
Writer called customer, phone number dialed [redacted]. Writer spoke with Mss. Warren and advised to disregard message from 06/13. Writer advised lines 107-109, writer advised that writer will get the part number to expiate it as soon as possible. Writer advised a follow up call no later than 06/18.
Writer called dealer, phone number dialed 434-792-8853. Writer left message for SM Karen requesting part number for the seat belt and order number at ext. 66051.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call, the reason for the dealer contact was to provide or request the following information: part number and order number for the seat belt.
Status update provided via email to the following email address: [redacted],
We are still working on to expedite the seat belt part, at this moment I don t have any updates for you. I will follow up with you no later than 6/24, if I get the part before then I will contact you. Thanks again for your patience and for being a part of Jeep.
End of Status Update
Writer called dealer, phone number dialed 434-792-8853. Writer spoke with Keith in parts department, Keith stated that the seat belt came this morning. Writer was transferred to SM voice s mail. Writer advised that seat belt had arrived this morning and advised that writer will call customer to have her set up an appointment for the repair.
Writer called customer, phone number dialed [redacted]8. Writer advised that seat belt and clock spring are in stock at the dealership. Writer advised to call and set up the appointment, customer stated that she will call first thing in the morning. Writer advised a follow up for 06/20.
Writer called dealer, phone number dialed 434-792-8853. Writer spoke with Service Advisor (SA) Stephanie. SA stated that they just received the seat belt because the previous one was the wrong part. SA stated that they need to open the box to make sure that is the right part. SA also stated that the clock spring was done and repaired on 06/19 and miles were 107880. SA advised writer a follow up call for 06/23.
Status update provided via email to the following email address: [redacted],
I reached out to your dealership to verified appointment for the repairs and was advised that they have fixed the clock spring yesterday but the seat belt was the wrong part. I was advised that they have received another part for the seat belt but they want to make sure that this is the right part before they can call you for an appointment. I apologized for this inconvenience and appreciated your patience I will follow up with your dealer on Monday 06/23 and with you on 06/25.
Thank you again, Claudia
End of Status Update
Writer called the dealership and spoke with Salesman Matt and was advised that the Service department was closed for the day.

Writer contacted SA Stephanie, SA informed writer that repairs are completed.
Writer contacted customer, customer informed writer that repairs are completed, and advised a follow up on repairs on 06/26/2014.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66210. The reason for the customer contact was to provide or request the following information: Repair follow up.
Writer contacted customer, customer informed writer that repairs are holding and that the case can be closed.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs. All of the customer s concerns as documented in the reason codes have been addressed with the customer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA5417	8L[redacted]	***Open Date***	06/06/2014	***Built Date***	01/02/2008	
Model Year	2008	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4			
In Service Dt	01/09/2008	***Mileage***	112,000	***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	45217	PEARL CHRYSLER JEEP DODGE			
Dealer Address	103 CORNING AVENUE				
Dealer City	PEOTONE	***Dealer State***	IL	***Dealer Zip***	60468

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BEECHER IL [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	air bag light is on.
Corporate - Survey By-Pass - Unable To Reach - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer calling regarding issue with vehicle. Customer stated the air bag light has come on and she researched and found information online regarding a recall that she feels applies to her vehicle. Customer stated she brought vehicle to DLR and was advised the recall didn t apply. Customer stated she doesn t understand why it wouldn t. Customer states she refuses to pay $700 for a repair that should be covered by the recall. Agent advised customer that it s unfortunate she has been experiencing an issue with her vehicle. Agent advised customer that unfortunately all recalls are VIN specific and based on build dates and sales codes. Agent advised customer that the recall doesn t apply to her vehicle. Agent advised customer if she were to pay for any repairs to keep all receipts and if there are any future recalls she would be able to file for reimbursement. Customer stated she feels she shouldn t have to pay for anything. Customer stated she knows this concern is not caused from wear and tear and it s a safety concern, because she son drives the vehicle.
**
Briefly summarize what the customer is expecting:
Customer calling regarding vehicle concern. Agent advised customer that Chrysler takes all complaints seriously; agent advised customer that she would document her concern. Customer stated she would like to speak with a supervisor. Agent advised customer that she had the same empowerment as a supervisor. Customer still requested a supervisor, agent advised to allow 24 business hours for a callback.
**
Customer doesn t meet our goodwill matrix.

Third owner, no service contract and 112,000 miles.
Customer has requested Supervisor callback
Preferred daytime number: [redacted]
Reason for request: To find out why recall doesn t apply to her vehicle.
CAIR assigned to: (Supervisor NIC JL1168)
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
SUPERVISOR CALL
Supervisor attempted to contact customer at [redacted], however there was no answer. Supervisor left a voice message stating we will try to reach out to her again tomorrow.
SUPERVISOR CALL
Supervisor attempted to contact customer at [redacted], however there was no answer.
SUPERVISOR CALL
Supervisor attempted to contact customer at [redacted], however there was no answer. Left message the decision remains unchanged.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA6D12	AL[redacted]	***Open Date***	06/06/2014	***Built Date***	09/21/2009	
Model Year	2010	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4			
In Service Dt	11/17/2009	***Mileage***	79,185	***Dealer Zone***	42	DETROIT	
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	60527	ED MARTIN CHRYSLER-DODGE-JEEP-RAM			
Dealer Address	2109 E 53RD ST				
Dealer City	ANDERSON	***Dealer State***	IN	***Dealer Zip***	46013

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

Product - Electrical - Unknown - Corrosion/Rusty - Default	Sway bar disconnect module

Called dealership 60527 to confirm details of diagnosis and spoke with or Service Manager Kevin.
What is the diagnosis? Connecter to sway bar disconnect module connect was full of water and is corrode, burnt out and melted. Sway bar was replaced in February 2014 and has the MOPAR Warranty however there is water damage to the component. SM went outside and measured the distance from the ground to the module and it is 19 inch to the bottom of the connector and 21 inch to top.
Is the concern a result of misuse/abuse/lack of maintenance? Due to water
Could the customer have caused/prevented concern? Due to water intrusion
Is the concern related to age and mileage? No
Is vehicle maintained? Yes, not at dealer
What is the general condition of the vehicle? Nice and clean
Have there been any previous related repairs? Yes
Have there been previous out-of-pocket repairs? Yes, deductibles after market third party service contract
*Has STAR been contacted? (If yes, obtain STAR case [redacted]
Would you be willing to provide assistance through MOPAR Warranty? If the repair is complete and the customer goes off roading then the concern will reappear.
Briefly summarize why the customer is contacting Chrysler: Customer states when he purchased the vehicle it needed a lot of repairs from the previous owner which he endured. Customer states he takes his vehicle off roading as it is Trail Rated. Customer states he needs repairs and is being declined due to water in the component. Customer states that he does water ford but never in deep waters and does not understand how he would need the same repair within three months.
Briefly summarize what the customer is expecting: Product complaint
Agent verified that the vehicle is Trail Rated and informed the customer that water fording is ideal less than 19 inches of water however vehicle speed is a factor as well. Customer states that he does not water ford in waters this deep.

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? Ed Martin Chrysler
Customer advised a call back will take place within one business day.
Preferred Morning/Midday call back number is: [redacted]
Preferred Afternoon/Evening call back number is: [redacted]
Customer email address for case updates: [redacted]
Reassigned to: 88F
* * * * CASE MANAGER TEAM - District V * * * * * * *
Srvc dealer: 60527, ED MARTIN CHRYSLER-DODGE-JEEP-RAM
Ownership: Current 2nd owner
Owned: 1
NEW: 0
USED: 1
Currently owns: 1
Service Contract: No
Out of Warranty
Time: 2 years.
Miles: 43000
CONTACT UPDATE - 1st Contact attempt, via email.
Status update provided via email to the following email address: [redacted]
Hello, my name is Veronica with Chrysler customer care and I have been assigned as your case manager. This email is confirmation that your case, [redacted], was successfully escalated to me. After I review the details of your case I will be calling you at your preferred number, 7[redacted] within the one business day as promised. My office hours are 9:00AM 5:30PM (Mountain Time). My contact information is 800-763-8422 EXT 66325. If your preferred telephone number mentioned above isn t correct, please reply with the correction.
End of Status Update
Agent attempted to contact customer, phone number dialed, 7[redacted]
However, customer was not available.
Left message for a return call at extension 66325. The reason for the customer contact was to provide or request the following information:
Agent contacted customer to discuss concerns.
CUSTOMER CONTACT- Customer informed CM that about 3 months ago. Customer bought Jeeep in December. The sway bar didn t work. Customer had Ed Martin to fix it. Customer wasn t told about any TIPM concerns that they were having. Customer was told that there was a file filed that said that the TIPM was an issue. Customer was never informd of this. Customer got rain customer took vheicle through puddle that collects water. The next morning the vehicle wouldn t start. Customer tried changing the ignition switch. Customer took vehicle to ed martins, The TIPM module was out. Customer was told that the water from the puddle is what caused this issue. Customer was told that the actuator was out again. Customer feels paying this much for a vehicle customer should be able to go through the puddle of water. Customer s question to Jeep is why is this rated as an off trail product. Customer s expectation would be to get this covered at no cost to him. Especially the part he had replace prevously. Customer is going to continue to work with Ed Martin. Customer works for another delaership and he trades vehicles to them.
Customer was given a dignosis of 2500 dollars to fix everything that went out.
CM informed customer that CM will follow up tomorrow or the next day. Customer explained that a lot of people are dealing with this issue and that he thinks this should ve been a recall. Customer is a Jeep guy and likes his Jeep, but wants it working.
Agent contacted dealership, phone number dialed, 765-642-4500. Agent contacted dealership to discusss customer s concerns. Agent spoke to SM (Gary) and was informed that there was work done for this guy on a sway bar. There was quite a bit of work. Customer came in a couple weeks ago with a no start issue. There was aftermarket wiring underneath the vehicle. The reason they cannot do anything due to the water damage. Customer is taking this thing out and ragging the vehicle. This vehicle

has been through water. There is nothing they can do to help customer with. Customer has hit someting on the right side of the vehicle. Cusyomer hasd pushed the sway bar back. Customer had the water up to the bumper. The clearances on what the limits are for this vehicle. Customer has ragged this think out.
Status update provided via email to the following email address: [redacted]
Hi this is Veronica with Jeep customer care. I wanted to follow up with you and let you know that I am still researching your concerns. I will follow up with you no later than Friday 6/13 to touch bases. If you need to speak to me before then, please don t hesitate to give me a call at 8007638422 ext 66325. Thanks for being part of Jeep.
End of Status Update
Agent attempted to contact customer, phone number [redacted]
Agent contacted customer to provide decline on assistance. Customer requested supervisor
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-06-13 @ 14:13
[redacted] called to speak with their Case Manager. He is looking for CM s e-mail address. Transferred the customer to CM VB254 at ext 66325.
CUSTOMER CONTACT- Customer contacted CM to inquire about email address. CM provided customer documentation link and informed customer that he can respond to this.
***** Customer Document Received *****
Supervisor call [redacted]
Writer received call from customer who is upset that Chrysler is not covering the repair of the actuator under warranty. Customer states that his vehicle is a factory trail rated Rubicon. Customer states that he was advised by AG1264 told 19'. Customer states that the vehicle has 35' tires and a lift modifications. Customer states that he wants to what the trail rated certificate means. Writer read to customer AC Answer ID 18125 . Customer asked about why the TIPM - should have been recalled. Writer explained the process for recalls. Customer asked for NHTSA s phone number to contact them in an email. Writer asked customer exactly what his requests were. Customer asked the following questions to be answered.
1. Why if the trail rated means that the vehicle is sealed how did water get to the actuator.
2. Customer wants to know what the warranty is for if not to cover items like this as the vehicle is trail rated.
Writer advised customer that writer and case manager needs to research this and he will be contacted by close of business on 06/16.
Status update provided via email to the following email address: [redacted]
Here is the phone number for NHTSA. We will contact you on 06/16 for information on the questions you want answered.
Toll-Free: (888) 327-4236
Thanks,
Annette
End of Status Update
Customer Document Reviewed.
Writer called dealership and spoke with Service Manager Kevin who states that the part is below radiatior, and the electrical connector has gotten water and corrorded. Kevin states that this part does have a weather head seal, but the part must have submerged in water, and not just splashed. Kevin states that the part does have a 12/12, but will be back in before 6 months for the same problem. Kevin states that the point of failure is outside influence, due to water getting into the part.
Writer called customer and advised customer that of information from SM Kevin. Writer advised customer that because the part is corroded, it is an outside influence, and is not covered under warranty. Customer asked for a supervisor. Writer transferred customer to LV162.
***Supervisor Call
Customer stated that he should not be liable for the repairs. Customer stated that he had driven through a parking lot that had standing water.

Customer stated that he has 35 wheels on the vehicle and the water should not have been an issue. Writer informed the customer that the concern is that the part is corroded and looks like it has been sitting in water for a while. Customer requested if the seal was bad. Writer informed the customer that the seal will fail if it is sitting in water. Writer informed the customer that the dealership is going to try and push the repair under warranty however there is no guarantee that it will go through due to the concerns. Writer informed the customer that if it doesn t go through that he will be required to pay for it. Writer informed the customer that as a one time goodwill gesture that he will be reimbursed for a portion of the repair. Customer requested who should have told him about the TIPM concern. Writer informed the customer that as far as case management there is not something apparent about the TIPM being replaced. Writer informed the customer that the previous CM might have dug a little further for the information. Writer informed the customer that at the dealership we do not have information on what occurred however the information would not be provided as Jeep is a united front to make our customer s happy. Customer requested when the dealership would know if the part was going to be covered. Writer informed the customer that additional contact with the dealership would need to occur. Writer informed the customer that his CM will call him back on 6/17 to provide any available information.
Agent attempted to contact customer, phone number dialed [redacted].
Agent informed customer that case needs further reveiw before CM can give customer an answer. CM informed customer that CM will follow up no later than tomorrow to discuss this further. 6/18
Agent attempted to contact customer, phone number dialed, [redacted]
Agent informed customer that CM wil follow up no later than tomorrow to touch bases on this 6/19
Agent contacted dealership, phone number dialed, 765-642-4500. Agent contacted dealership to get an udpate on case proceedings. Agent spoke to SM (Kevin) and was informed that a sway bar disconnect due to the vehicle being correded. SM doesn t have a problem helping the customer out. SM cannot say definitively if this is something that was left in water for a long amount of time or not. CM inquired about the seal being broke or defective. The seals seem to have been fine.
Agent contacted dealership, phone number dialed, 765-642-4500. Agent contacted dealership to discuss pricing and submitting an RA. Agent spoke to SM (Kevin) and was informed that customer MOPAR warranty. The dealership is going to cover this with customer s MOPAR warranty.
Agent attempted to contact customer, phone number dialed, [redacted]
Agent contacted customer to inform customer of the next steps. Customer thanked CM adamently. CM informed customer that the dealership has the ball rolling and that CM will follow up next week to touch bases on this. 6/27
Customer called and left a message requesting clerification.
Caller [redacted] requested to speak to Case manager.
He stated either VB254 or supervisor AS1371, before writer could transfer the call, he disconnected, VB254 will call him back.
Secondary phone: Customer declined to provide
Agent attempted to contact customer, phone number dialed [redacted]
Agent left message for customer requesting a call back.
Agent contacted dealership, phone number dialed, 765-642-4500. Agent spoke to Entegrated power module had to be put on when vehicle came on. Clock spring had to be replaced. This had nothing to do with customer s concenrs. SM (Kevin) informed that swaybar disconnect, and the wiring. The other concerns are not related so they are not covering it.
Agent attempted to contact customer, phone number dialed, 7[redacted]
Agent contacted customer to provide clerification to customer on what was covered and not covered. Agent spoke to customer and customer understood the information behind each part. The entegrated power module being the no start issue customer came in on. The air bag light due to the clock spring. CM informed customer that part has been ordered.
Agent contacted dealership, phone number dialed, 765-642-4500. Agent contacted dealership to discuss customer s concerns. Agent spoke to SM (Kevin) and was informed that the vehicle is done and a sway bar needs to

be replaced as well.
Customer needs to authorize the repairs for the sway bar. Air bag light was replaced as well.
Agent attempted to contact customer, phone number dialed [redacted]
Agent contacted customer to discuss customer s concerns. Customer is going to talk to bank and to pay for the funds. CM informed customer that CM will follow up no later than 7/3 to touch bases on this.
7/3
Agent contacted dealership, phone number dialed, 765-642-4500. Agent contacted dealership to confirm customer s repairs. Agent spoke to Randy and was informed that customer is done and gone.
Status update provided via email to the following email address:
[redacted]
Hi this is Veronica with Jeep customer care. I wanted to touch bases to confirm that you have your vehicle. I will call you in one week to discuss how vehicle is operating. If you have any comments, questions or concerns please don t hesitate to give me a call back directly at 8007638422 ext 66325. Thanks for being part of Jeep. Have a great day!
End of Status Update
7/10
Agent attempted to contact customer, phone number dialed [redacted]
Agent contacted customer to confirm repairs, discuss vehicle operation and case closure. Customer stated that the issues are pretty well resolved. There is an axle leak. Customer doesn t plan on going back to Ed Martin. Customer is going to find out what is going on with this axle. ECPS312N.
Customer would like a call back Tuesday 7/15
Status update provided via email to the following email address:
[redacted]
Hi this is Veronica with Jeep. I wanted to touch bases to see if you ve gone into the dealership yet. I want to give you the time you need to do so. I will go ahead and follow up with you no later than Friday 7/18 to discuss this further. If you have any comments, questions or concerns please don t hesitate to give me a call directly at 8007638422 ext 66325. Thanks for being a valued part of the Jeep family. Have a great day!
End of Status Update
Agent attempted to contact customer, phone number dialed, [redacted]
Agent contacted customer to discuss concerns. Customer stated that the shop that he is going to is busy until Monday and then they are going to get the vehicle looked at. Customer stated that he s got his warranty all worked out and such. Agent informed customer that CM will follow up no later than 7/22
Agent attempted to contact customer, phone number dialed, [redacted]
However, customer was not available.
Left message for a return call at extension 66325. The reason for the customer contact was to provide or request the following information:
Agent contacted customer to discuss the status of customer s repairs.
Status update provided via email to the following email address:
[redacted]u
Hi this is Veronica with Jeep. I wanted to touch baes and see how everything is going with your Jeep. I will give you a little more time to take care of things. I want to make sure everything is resolved before closing. If you need to speak to me for any reason or have comments, questions or concerns please don t hesitate to give me a call direcly at 8007638422 ext 66325. Thanks for being part of the Jeep family. Have a great day!
End of Status Update
7/30-8/1
8/1
Agent attempted to contact customer, phone number dialed, 7[redacted]
Agent contacted customer to confirm repairs and discuss case closure if all issues are resolved. Customer stated that axle seals will be replaced. This is another issue that needed to be fixed. Customer doesn t need CM to follow up. Customer would like case closed. Customer inquired about oil changes. CM agreed to provide oil changes. Agent offered customer ECPS312N. Customer accpeted this. Agent requested customer s

mileage 86071 and verified customer s address. 8/8
ECPS312N and MAP3N Contract created. Contract number [redacted]
Agent attempted to contact customer, phone number dialed, [redacted].
However, customer was not available.
Left message for a return call at extension 66325. The reason for the customer contact was to provide or request the following information:
Agent contacted customer to provide contract number and discuss case closure.
8/11
Status update provided via email to the following email address:
[redacted]
Hi this is Veronica with Jeep Customer Care. I wanted to provide you your contract numbers. [redacted] Contract created. Contract number is [redacted]. If you have any comments, questions or concerns please don t hesitate to give me a call at 877-IAMJEEP. Thanks for being a valued part of the Jeep family. Have a great day!
End of Status Update
Agent attempted to contact customer, phone number [redacted].
Agent contacted customer to provide contract numbers and discuss case closure. Agent provided contract numbers via email and customer stated that he is good to close at this time.
CLOSED LOOP UPDATE - no need for additional follow-up.
Mr. [redacted] called to check if the contract for oil changes was active, writer advised that it is and customer wanted to know how to redeem them. Writer advised that to take the vehicle to any Chrysler, dodge or jeep dealership. Writer also provided number for MVP 800-521-9922 and transferred so customer could get provisions by mail.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA3H19 A[redacted]		***Open Date***	06/10/2014	***Built Date***	04/29/2010	
Model Year	2010	***Body***	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	05/19/2010	***Mileage***	91,000	***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	68914	HALEY OF FARMVILLE INC			
Dealer Address	1906 S MAIN ST				
Dealer City	FARMVILLE	***Dealer State***	VA	***Dealer Zip***	23901

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

Corporate - Recall - Default - Default - Default	customer calling to find out about recalls

Briefly summarize why the customer is contacting Chrysler:Customer calling to find out if there are any recalls for the vehicle for the air bag. Customer stated that his air bag light is on and it turns on intermittently.Customer stated that the air bag light will come on and he will hear a chime and then it will go away.
Briefly summarize what the customer is expecting:to findout if there is a recall on his vehicle for the air bag light.
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	1J4GA3910	7L1[redacted]	***Open Date***	06/10/2014	***Built Date***	01/08/2007	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	02/28/2007	***Mileage***	107,000	***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	67280	SANDS CHRYSLER JEEP DODGE			
Dealer Address	501 N WEST END BLVD				
Dealer City	QUAKERTOWN	***Dealer State***	PA	***Dealer Zip***	18951

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	QUAKERTOWN PA [redacted]8	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light illuminated
Corporate - Corporate Warranty Extension Letter - Default - Inquiry - Default	X41 concern
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting: Customer contacted Chrysler seeking information regarding coverage for clockspring as air bag light in vehicle is currently illuminated.
Briefly summarize what the customer is expecting: Customer expecting extended warranty coverage information. Customer stated that the air bag light is currently illuminated in the vehicle, and believes that this Is due to the clockspring. Writer advised customer that extended warranty X41 for the clockspring was currently active on the vehicle. Writer contacted SANDS CHRYSLER JEEP DODGE #67280 and spoke with service. Writer informed service that the vehicle had warranty coverage, as the customer has an appointment scheduled for tomorrow. Writer also advised customer of open K130 recall. Writer advised customer that after diagnosis, if the repair was determined to be related to the warranty, repairs would be covered by Chrysler. Customer thanked writer for assistance, and writer provided customer with case number as reference.
Reassigned to 861, no diagnosis.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D19	AL[redacted]	***Open Date***	06/10/2014	***Built Date***	04/09/2010	
Model Year	2010	***Body***	JKJL72	JEEP WRANGLER SPORT 4X4			
In Service Dt	04/26/2010	***Mileage***	43,000	***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	45178	JIM RIEHL'S FRIENDLY CHRYSLER			
Dealer Address	1515 S. LAPEER ROAD				
Dealer City	LAPEER	***Dealer State***	MI	***Dealer Zip***	48446

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

Product - Steering - Steering Wheel / Column - Defective - Default	'violent' shaking of steering wheel/column
Corporate - CNA Change - Default - Default - Default	Agent updated COIN.
Product - Electrical - Lamps and Switches - Defective - Default	air bag light coming on and staying on
Product - Fuel System - Fuel Tank - Leaks - Default	gas overflow
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Agent updated COIN.
Briefly summarize why the customer is contacting Chrysler:Customer says air bag light on and gas overflowing from tank.
-
Customer also saying he was nearly in bad accident recently and vehicle almost drove into Lake Michigan. Customer says there was a violent shaking of steering wheel and column and vehicle was hard to control and he bumped up against a guard rail and this happened after hitting a bump. Customer calls it the death wobble.
-
Agent apologized and empathized for the issues and near accident and looked up AC 23391 and read Chrysler corporate statement. Agent also says vehicle needs to be taken to a dealer and diagnosed for issues and for the steering column issue it can be corrected with a change of tires or installation of a simple steering dampener.
-
Customer asking about cost assistance and rental. Agent advised after diagnosis but while vehicle is still at dealer to call Jeep CAC to look into cost assistance and if vehicle needs to be overnighted we can look into rental assistance as well.
-
Briefly summarize what the customer is expecting: Customer will make an appointment for diagnosis and possibly call Jeep CAC for cost assistance and possibly for rental assistance as well.
-
Reassigning to LB546 for no diagnosis.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2415	8L[redacted]	**Open Date**	06/16/2014	**Built Date**	05/30/2008	
Model Year	2008	**Body**	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	10/02/2008	**Mileage**	43,000	**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	43163	BAYSIDE CHRY-DODGE-JEEP			
Dealer Address	10535 AUTO MALL PKWY				
Dealer City	D'IBERVILLE	**Dealer State**	MS	**Dealer Zip**	39540

Owner	[redacted]	**Contact Type**	E-MAIL
Address	[redacted]	**Home Phone**	[redacted]
	OCEAN SPRINGS MS 3[redacted]	**Country**	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Agent updated customers new address
Corporate - Recall - Default - Default - Default	Customer is seeking recall information for air bag/clockspring
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer stated airbag light sensor is coming on

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Airbag Light / Clockspring
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Hello - I m a new Jeep owner of a used 2008 Wrangler. My Jeep airbag light
sensor has (2 days ago) suddenly started coming on and toggling off and
random times. Is this the clockspring? If so, was a manufacturer s letter
sent out to 2007-2008 owners for this issue? I m military and in the
middle of a move, so will be seeking service once I arrive in Colorado, but
needed more information prior to contacting a service department. Here is
my new address: [redacted], Pueblo West, CO, [redacted]
Thank you. -Brandon Wallis
*****END OF CUSTOMERS EMAIL*****
Dear [redacted] n:
Thank you for contacting the Jeep Customer Assistance Center regarding your 2008 Jeep Wrangler.
In response to your recent email, we regret the problems your vehicle has experienced and appreciate the time and effort you took to bring this matter to our attention.
With the many variables involved, we are unable to diagnose your vehicle s problem via email. We would strongly recommend that you contact your authorized Chrysler Group LLC dealership to arrange an appointment for the proper diagnosis.
Chrysler Group LLC dealerships have the factory training, equipment and

information available to them to diagnose and correct problems with Chrysler Group LLC vehicles.
A vehicle diagnosis will allow the service personnel to correct the issue if you choose to have the vehicle serviced at the dealership. There is a diagnostic fee associated with a diagnosis. We are unable to provide pricing on said diagnosis as we leave this at the dealerships discretion.
We apologize for the less than favorable response, but, 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.
In addition, a review of our records indicates that your 2008 jeep Wrangler does not currently require service for any recall campaigns regarding the airbag or clock spring. 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: 1J4FA24158L[redacted]) where appropriate.
We always recommend keeping all repair orders/receipts for any work you have completed so that if in the future a recall or extended warranty is placed on your vehicle for that issue you are able to submit for reimbursement.
Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Shae-Lyn
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6916	8L6[redacted]	***Open Date***	06/12/2014	***Built Date***	05/01/2008	
Model Year	2008	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	02/23/2009	***Mileage***	97,000	***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	45420	ROUTE 46 CHRYSLER JEEP DODGE			
Dealer Address	1655 ROUTE 46				
Dealer City	LITTLE FALLS	***Dealer State***	NJ	***Dealer Zip***	07424

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WALLINGTON NJ 0[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 states the airbag warning light is on

Briefly summarize why the customer is contacting Chrysler: Customer called states the airbag light has come on for the last 2 days, and he has seen online a recall for the previous year wranglers. Customer wasnted to know if the recall applied to his vehicle. Agent advised the recall he is seeing is to reprogram the computer module with new software. Agent also advised there is only 1 open recall J24. Customer states the Dlr advised at his last visit that he doesn t have this part, so it doesn t apply to him. Customer states he has an appointment with the Dlr for next wednesday as this was the soonest he could get it. Agent advised he has lifetime coverage on the X47 INLET CHECK VALVE, as well as the LPLW. Agent advised diagnosis would be the first step in determining the concern.
Briefly summarize what the customer is expecting:
Briefly summarize why the customer is contacting Chrysler: Customer states that the airbag indicator light is on and has been for the last few days. Customer states that he read online that there were extended warranties on some vehicle for this issue. Customer was inquiring if any of this would apply to his vehicle.
Briefly summarize what the customer is expecting: Extended warranty information
Agent advised customer that none of the extended warranties on his vehicle are for an airbag indicator. Agent advised customer go to the dealership for a diagnosis to see what the issue is. Customer inquired about cost assistance for covering the repairs, agent advised customer that without a diagnosis we cannot guarantee any form of cost assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2410	9L7[redacted]	***Open Date***	06/12/2014	***Built Date***	03/17/2009	
Model Year	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	06/26/2009	***Mileage***	16,339	***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	24097	TUTTLE-CLICK CHRYSLER JEEP DODGE			
Dealer Address	40 AUTO CENTER DRIVE				
Dealer City	IRVINE	***Dealer State***	CA	***Dealer Zip***	92618

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states his airbag light is flashing.

Briefly summarize why the customer is contacting Chrysler: Customer called in because his airbag light came on in his vehicle and he was told there was a recall on the vehicle for this issue.
Briefly summarize what the customer is expecting: Customer expecting to find out if there is a recall on the vehicle for this issue.
Agent advised customer that there are no open recalls on his vehicle for this issue.
Customer understood and thanked agent for the assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA6912	8L5[redacted]	***Open Date***	06/13/2014	***Built Date***	01/08/2008	
Model Year	2008	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	02/06/2008	***Mileage***	29,000	***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	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]
	PAHRUMP NV 8[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

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because he has the air bag light coming on. Customer stated he read online that his vehicle has a recall. Agent advised the customer that the air bag light recall only involves with Right Hand Drive (RHD) steering (sales code AHF) built to U.S market specifications (sales code YAA) from July 30, 2007 through October 08, 2011 (MDH 073013 through 100822). Agent advised the customer that he does not have the sales codes that are involved in the recall. Customer thanked the agent and disconnected the call.
Briefly summarize what the customer is expecting: Customer is expecting recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA5415	8L[redacted]	***Open Date***	06/13/2014	***Built Date***	11/13/2007	
Model Year	2008	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4			
In Service Dt	12/17/2007	***Mileage***	58,000	***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	45603	LARRY H MILLER CHRYSLER JEEP			
Dealer Address	7800 E 22ND STREET				
Dealer City	TUCSON	***Dealer State***	AZ	***Dealer Zip***	85710

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SEDONA AZ 8[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer feels clock spring is affecting air bag lamp to light up
Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	No coverage, customer does not meet matrix

Briefly summarize why the customer is contacting Chrysler: Customer contacted CAC stating that he is getting an illumination of his air bag lamp when he moves his steering wheel a specific way and believes this is in correlation of the clock spring. Customer is requesting cost assistance regarding this on his vehicle. Customer states that he is aware of other warranties on the vehicle and had no further questions.
Briefly summarize what the customer is expecting: Customer is expecting cost assistance.
Agent advised customer that there are no out lying coverages for this component on the vehicle and that we would not be able to make a commitment to this concern at this time. Agent advised customer that concerns would be well recorded on file which could potentially build up to a recall depending on consumer reports. Agent informed customer of the X32 warranty on the vehicle regarding inlet check valve and that there is still coverage for emissions under catalytic converter and PCM.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BB3H17	AL[redacted]	**Open Date**	06/16/2014	**Built Date**	12/01/2009	
Model Year	2010	**Body**	JKTM74	JEEP WRANGLER UNLIMITED SPORT 4X2			
In Service Dt	04/24/2010	**Mileage**	6,764	**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	45405	NORTHWEST DODGE			
Dealer Address	19616 NORTHWEST FWY				
Dealer City	HOUSTON	**Dealer State**	TX	**Dealer Zip**	77065

Owner	[redacted]	**Contact Type**	CHAT
Address	N/A	**Home Phone**	[redacted]
	N/A NA 0000000000	**Country**	UNITED STATES

Corporate - Chat - Information - Default - Default

Incident_Case_ID : [redacted]4
Email Address [redacted]
VIN : al1[redacted]7
AGENT:Hi, my name is Lori with Jeep Customer Care, How may I help you today?
CUST:Just a couple of things. We moved and so I need to make sure that Jeep has my new address. And then I know there were a couple of recalls on my Jeep that I need to get taken care of (something with the top having pinholes and then I know there is for sure one with the airbags). I just wanted to know if you could give me a list so that I can get everything taken care of this week. :)
AGENT:Sure.I see you provided the last 8 of your VIN as a[redacted]
What is the name and address the vehicle is registered to now?
CUST[redacted]
AGENT:so your last name is[redacted]?I do not have his first name on here at all.And I do have that address.
What is your phone number?
CUST[redacted]
Yes, last name is[redacted] and when we bought the Jeep my last name was[redacted]
AGENT:OK I have[redacted].So you are using[redacted] for your email now, no longer hotmail?
CUST:Yes.
AGENT:On your registration is it[redacted]
CUST:EEK! I don t know the answer to that. It s probably still[redacted]s.
I actually think that all the registration stuff says[redacted]
AGENT:OK there is recall L24 for SOFT TOP WEAR And recall L34 for REPROGRAM PCM - OXYGEN SENSOR MONITOR
CUST:Ok. Do I just call a local dealership and they will take care of everything?
AGENT:Yes you can call any Jeep dealership to get the recalls completed
CUST:Ok, perfect. I thought there was one on the airbag sensor as well.

That s actually what sparked my contacting you guys. The airbag light came on a couple of days ago and 'dings' A LOT and makes me crazy!
AGENT:no there is not on this VIN
CUST:Hmmmm...maybe the dealership will look at that for me too. Thank you.
AGENT:do you have an air bag light on?
CUST:Yes
AGENT:the dealership will have to diagnose the vehicle to see which air bag / air bag sensor is causing it to come on
CUST:OK
AGENT:How many miles are on the vehicle?
CUST:71,000 (ish)
AGENT:OK so definitely out of warranty
CUST:Yes :(
AGENT:If you are charged for any repairs, keep your receipts, if a recall is issued for that problem at any time in the future you can submit your receipt to be considered for reimbursement at that time
CUST:Awesome, thank you.
AGENT:Do you mind holding for a brief moment while I look into this for you?
CUST:I would really appreciate that!
AGENT:sorry I typed the wrong statement!! Is there anything else I can look into for you?
CUST:Hahaha! I think that s it. Thanks for your time

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2415	7L[redacted]	***Open Date***	06/16/2014	***Built Date***	03/16/2007	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	05/25/2007	***Mileage***	47,000	***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	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]
	SANDY HOOK CT [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Airbag light keeps coming on while driving

Briefly summarize why the customer is contacting Chrysler: customer states that his airbag light keeps coming on. Customer states that this happened last year but it turned on then turned off but then happened again a couple days later but then it stopped. Customer states that he took it to the dealership when this happened last year and the dealership tested it and there were no codes. Customer states that it is happening again, but more frequently. Customer states that he took his vehicle to an IRF and they tested it and it through off a code. Customer is aware of the X41 clockspring extended warranty and was inquiring if the code that he was given by the IRF was a code for this extended warranty.
Briefly summarize what the customer is expecting: Extended warranty information
Agent advised customer to take his vehicle to a local dealership to verify if the code that the IRF pulled off is in fact a code that the X41 clockspring extended warranty.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4BJWCG8	CL[redacted]	**Open Date**	06/16/2014	**Built Date**	09/02/2011	
Model Year	2012	**Body**	JKJS72	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	10/08/2011	**Mileage**	48,500	**Dealer Zone**	74	DENVER	
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	26880	LARRY H MILLER CHRYSLER DODGE			
Dealer Address	1800 W 104TH AVE				
Dealer City	DENVER	**Dealer State**	CO	**Dealer Zip**	80234

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customers air bag light comes on intermittently
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler: Customer calling because he wants to start a case file about the issue with his vehicle having the airbag light coming on intermittently. Customer nows he is out of warranty but still would like to get some cost assistance.
Briefly summarize what the customer is expecting: Customer expecting to get the issue witht he airbag fixed.
Agent advised: Agent informed customer that the issue wioth the vehicle will have to be diagnosed first before cost assistance can even be considered. Agent wamr transferred customer to Lynette in service at dlr 26880 to get an appointment booked for the repair. Agent informed customer that cost assistance can not be gurranteed but considered once the vehicle is diagnosed.
Reassigning for survey by-pass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5919	8L[redacted]	**Open Date**	06/16/2014	**Built Date**	09/07/2007	
Model Year	2008	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	12/20/2007	**Mileage**	90,000	**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	67686	JEEP CHRYSLER DODGE CITY			
Dealer Address	631 W PUTNAM AVE				
Dealer City	GREENWICH	**Dealer State**	CT	**Dealer Zip**	06830

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

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 stated that there was a problem with the air bag light that turned on. Customer stated that his son took it to the dealership and said it would cost them $600 for repair. Agent advised customer that there is not much we can do. Customer stated that he read online about the problems with the air bag light with other jeep wranglers. Agent advised customer that if he wants to get it repair, keep the receipt and if enough complains come in it might end up as a recall.
Briefly summarize what the customer is expecting: information on air bag light

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA6916	7L[redacted]	**Open Date**	06/17/2014	**Built Date**	03/22/2007	
Model Year	2007	**Body**	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	05/10/2007	**Mileage**	98,000	**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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

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**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	ARLINGTON HEIGHT IL 6[redacted]	**Country**	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	Customer seeking information on extended warranty
Corporate - CNA Change - Default - Default - Default	Updated information

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that he is having issues with his air bag light not turning off. Customer states that he saw online that there was a potential extended warranty.
Briefly summarize what the customer is expecting: Customer seeking extended warranty information.
Agent advised customer that there is an extended warranty for the Clockspring. Customer wanted to know if there would be a diagnostic charge. Agent advised customer that there might be, but again can not make any promises.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA6H18 AL[redacted]		**Open Date**	06/17/2014	**Built Date**	02/26/2010	
Model Year	2010	**Body**	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	05/12/2010	**Mileage**	44,381	**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	63566	BILLION MOTORS			
Dealer Address	3401 WEST 41ST STREET				
Dealer City	SIOUX FALLS	**Dealer State**	SD	**Dealer Zip**	57106

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	
	SIOUX FALLS SD [redacted]	**Country**	UNITED STATES

Product - Electrical - Occupant Classification System - Unknown - Default	Customer indicates their airbag trouble light comes on at random

Briefly summarize why the customer is contacting Chrysler: Customer indicates their airbag trouble light comes on at random. Customer requesting information on any recalls, extended warranties or service bulletins for this issue. Writer advised customer that the vehicle does not have any coverage for this issue. Writer advised customer that the vehicle should be diagnosed and repaired however it would be at their own cost.
Briefly summarize what the customer is expecting: Customer is expecting coverage of repair for the airbag light coming on at random

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA5917	9L7[redacted]	***Open Date***	06/17/2014	***Built Date***	08/17/2009	
Model Year	2009	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	11/11/2009	***Mileage***	93,000	***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	45195	TYSONS DODGE JEEP, INC.			
Dealer Address	8448 LEESBURG PIKE				
Dealer City	VIENNA	***Dealer State***	VA	***Dealer Zip***	22182

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

Corporate - Recall - Default - Default - Default	Customer seeking any recall information on vehicle

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Briefly summarize why the customer is contacting Chrysler: seeking recall information
Briefly summarize what the customer is expecting: recall information
The customer, Mr. [redacted]t advised writer that his air-bag light is illuminated in the vehicle, and he read on-line that there is a recall for this issue. Writer reviewed his vehicle information, and advised him of the only completed recall on his vehicle:
J31 TRANSMISSION FLUID TEMPERATURE WARNING WARRANTY 06/11/2010 08/19/2010 COMPLETE
Writer also advised the customer of the following:
X34 (X34) TRANS OIL COOLER LINES 84.0 months or 70000 MILES
And advised the customer that if he knows that he has previously repaired this component and was charged for these repairs, he would be eligible for reimbursement. Writer advised him that if he finds any invoices that he could contact us back, and any agent can provide him with our reimbursement information.
Writer also consulted with ACDoc#23574, for the M35 recall to further explain why his vehicle was not involved in this recall.
Writer also explained the time frame in which he would be required to have his lifetime power train inspection completed to ensure that this warranty coverage is maintained on his vehicle.
The customer thanked writer for the added information and assistance today.
CLOSED LOOP UPDATE - customer inquiry on recalls.
All of the customer s concerns as documented in the reason codes have been addressed with the customer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA3913	8L[redacted]	***Open Date***	06/17/2014	***Built Date***	10/11/2007	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	05/08/2008	***Mileage***	54,000	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

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

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

Product - Electrical - Unknown - Other - Default	air bag lights come on

Briefly summarize why the customer is contacting Chrysler: Customer called in because his air bag light is on and he was advised it was the clock spring that needed to be replaced so he wanted to know if there were any recalls associated with that. Agent advised customer that there have only ever been 2 recalls on this vehicle and both have been completed.
Briefly summarize what the customer is expecting: Customer wanted to know if there was a recall for the clockspring on his vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA5910	8L5[redacted]	***Open Date***	06/18/2014	***Built Date***	10/24/2007	
Model Year	2008	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	11/24/2007	***Mileage***	113,000	***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	26727	CROTON AUTO PARK			
Dealer Address	1 MUNICIPAL PLACE				
Dealer City	CROTON-ON-HUDSON	***Dealer State***	NY	***Dealer Zip***	10520

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

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	informed caller no recalls for air bag

Briefly summarize why the customer is contacting Chrysler: The customer called in for information on an air bag light being on in his vehicle. The caller is seeking information on recalls. Agent informed the caller that there are currently no recalls on his vehicle. The customer states that he brought the vehicle to the dealership and they told him the part and repair would be $500. Agent did apologize to the caller. Agent indicated that the repair would be for owner cost due to no recalls and the vehicle being far outside of any warranty peramiters.
Briefly summarize what the customer is expecting: Caller is seeking information on recalls for his vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3910	8L5[redacted]	**Open Date**	06/19/2014	**Built Date**	09/20/2007	
Model Year	2008	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	10/19/2007	**Mileage**	55,000	**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	60416	LEITH CHRYSLER JEEP			
Dealer Address	5500 CAPITAL BLVD				
Dealer City	RALEIGH	**Dealer State**	NC	**Dealer Zip**	27616

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

Corporate - Recall - Default - Default - Default	Customer called in regarding recall information

Briefly summarize why the customer is contacting Chrysler: Customer called in seeking recall information. Customer states that her air bag light is on. Customer states that she read about a clock spring recall regarding the clockspring. Customer states that the clockspring recall is similar to her vehicle issue.
Briefly summarize what the customer is expecting: Customer is expecting recall information.
Agent advised customer that there is no incomplete recalls on her vin.
Agent advised customer that the recalls that are issued to vehicle are vin specific.
Customer does not understand why the recall wouldn t be on her vehicle.
Agent advised customer that the issue with the air bag could be a different part then the clockspring.
Agent advised customer to seek a dealership to see what the air bag issue is.
Customer requested supervisor call back.
Customer has requested Supervisor callback
Preferred number: [redacted]2
Reason for request: Customer is confused as to why a recall wouldn t be issued to her vehicle if the vehicle issue is similar to the recall.
CAIR assigned to: KB805
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
****Supervisor*****
RO188 spoke with the customer about her air bag light and clockspring.
RO188 researched the extended warranty and recalls for this concern.
RO188 advised the customer that neither are affecting this vehicle. The customer was seeking cost assistance with this repair. RO[redacted]8 advised the customer that we would not be able to offer any assistance with the cost of repair.
Reassigned to KK666, please close CAIR.
Disregard line 31, writer accidentally closed CAIR.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8FA241X	8L5[redacted]	***Open Date***	06/20/2014	***Built Date***	02/01/2008	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	05/05/2008	***Mileage***	84,000	***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	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]
	PARAMUS NJ [redacted]	***Country***	UNITED STATES

Product - Electrical - Unknown - Other - Default	Air bag light on for 2 weeks
Corporate - Recall - Default - Default - Default	Seeking information on possible recall
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that his air bag light has been on for 2 weeks. Customer states that he contacted his dealership and was told that he would have to pay for a diagnostic which he did not want to do. Customer states that he contacted an IRF and was told it was the passenger side airbag. Customer stated he saw some recalls on his vehicle that he thinks might involve the air bag indicator.
Briefly summarize what the customer is expecting: Customer is seeking warranty information and recall information on the air bag light.
Agent updated COIN
Agent advised customer that there are currently no recalls involving the airbag light. Agent advised the customer that the airbag light is covered under the basic warranty which has expired on his vehicle by time and mileage. Agent advised customer that repairs would be done at his own cost. Customer inquired if he should have it repaired at an IRF, at a dealership or purchase a part on his own. Agent advised that he would have to make that decision but keep receipts for work he has done at the dealership and IRF.
Agent advised customer of recall J24 as per Answer ID 20844 and customer states that he does not have a mopar tow bar. Agent advised customer of warranty extension X32 as per Answer ID 24213. Customer advised agent that he sometimes has fuel spillage. Agent contacted the dealership 44740 CHRYSLER JEEP DODGE OF PARAMUS and spoke to the service department. Agent was unable to obtain a Service Advisor s name. Agent was advised by the service department that if the part was not the one covered under the warranty extension after diagnosis, the customer would have to pay for the diagnosis. Agent advised customer of the conversation. Customer stated he is not sure if he has this problem but if the fuel spillage becomes constant, he would do the diagnosis at that time. Agent advised

customer to call back at 1-800-992-1997 to confirm warranty extension X32 information at that time.
Reassign to PC739 for survey bypass

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2415	7L[redacted]	***Open Date***	06/21/2014	***Built Date***	05/30/2007	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	06/25/2007	***Mileage***	130,000	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	26556	TEMPLE CHRY-JEEP			
Dealer Address	520 NORTH GENERAL BRUCE DR				
Dealer City	TEMPLE	***Dealer State***	TX	***Dealer Zip***	76504

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	BOWIE TX 7[redacted]	***Country***	UNITED STATES

Product - Electrical - Unknown - Other - Default	airbag light is on
Corporate - Recall - Default - Default - Default	recall inquiry

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler regarding their vehicle. Customer stated that they just got the vehicle back from the dealership and is now seeing that the airbag light is on. Customer stated that they saw a recall for it and would like to check and see it is involved.
Briefly summarize what the customer is expecting: Customer is seeking recall information. Agent advised that the recalls on the vehicle have already been completed. Agent advised that there are no recalls for the vehicle related to their air bag light. Agent referred the customer back to their dealership to see what could be causing the airbag light to come on. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA3H12	BL[redacted]	***Open Date***	06/21/2014	***Built Date***	09/25/2010	
Model Year	2011	***Body***	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4 SPORT UTILITY			
In Service Dt	09/28/2010	***Mileage***	42,000	***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					

Dealer	X7730	VANGUARD CAR RENTAL, WARRANTY DEPT	.,		
Dealer Address	6929 N LAKEWOOD AVE.				
Dealer City	TULSA	***Dealer State***	OK	***Dealer Zip***	74117

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

Recall - L35: REPROGRAM PCM - OXYGEN SENSOR AND EGR MONITOR - Advise Owner/Incomplete Recall	Advised of incomplete recall
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	Updated with new owner information
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called states the airbag light came on shortly after the warranty expired and he brought it to the Dlr and was advised that the warranty had expired. Customer states this was just a day or 2 after, so it was either the 29th or 30th of September 2013. Customer states he has ignored it for a couple of months and has since done some research online. Customer states he seen that we placed an extended warranty on the 08 Wranglers clockspring and wanted to know if it affected him. Agent updated with the new owner information and advised this doesn t affect his vehicle. Customer states the Dlr s in HI are very expensive so he didn t have them diagnose or repair the issue. Agent advised we would need a diagnosis as he is seeking cost assistance with the repairs. Agent also advised of the open recall on the vehicle.
Briefly summarize what the customer is expecting: Customer seeking recall/extended warranty information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D18 AL[redacted]		***Open Date***	06/23/2014	***Built Date***	07/22/2010	
Model Year	2010	***Body***	JKJL72	JEEP WRANGLER SPORT 4X4			
In Service Dt	10/14/2010	***Mileage***	26,000	***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	62737	MOTORWORLD CHRYSLER INC			
Dealer Address	150 MOTOR WORLD DR				
Dealer City	WILKES-BARRE	***Dealer State***	PA	***Dealer Zip***	18703

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states air bag light is on.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states air bag light is illuminated. Customer seeking information on warranty coverage of air bag component. Agent informed customer that air bag is covered under basic warranty which has expired. Agent offered to transfer customer to DLR to schedule an appointment, customer refused.
Briefly summarize what the customer is expecting: To receive warranty information.
Reassigned to TL for Survey Bypass

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5916	8L6[redacted]	***Open Date***	06/24/2014	***Built Date***	03/19/2008	
Model Year	2008	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	06/13/2008	***Mileage***	100,000	***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	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***	
	SOUTH WEBER UT [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer inquired if air bag light was recalled
Corporate - Recall - Default - Default - Default	Customer inquiring about recalls

Briefly summarize why the customer is contacting Chrysler: Customer inquiring about recalls on vehicle. As well as their air bag light flashing is on.
Briefly summarize what the customer is expecting: Agent explained to customer that the recall was not on their vehicle. Agent offered to contact DLR to schedule an appointment to have the repair made. Customer declined.
* * * * 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	1C4BJWKG6	CL2[redacted]	***Open Date***	06/25/2014	***Built Date***	07/03/2012	
Model Year	2012	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	08/18/2012	***Mileage***	65,855	***Dealer Zone***	63	DALLAS	
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	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***	
	RATCLIFF AR 7[redacted]-	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	customer seeking if recall for clock spring on vheicle

Briefly summarize why the customer is contacting Chrysler: Customer states they were on NHTSA website. Customer states they were looking at the recalls. Customer states there is a recall on the clock spring. Customer states this recall should be on their vehicle. Customer states the air bag light is on and stays on. Customer states the horn doesn t work. Customer states the only time it will work is if its in a certain position. Customer states the never received anything on the recall.
Briefly summarize what the customer is expecting: Customer seeking to confirm the recall should be on the vehicle.
Agent advised customer recalls are VIN# specific. Agent advised customer looking into the recall information I do not see that there is any recalls on the vehicle.
Customer stated that is not right the recall should be on the vehicle. Customer states they are having the same issues as the recall. Customer states she will go to the NHTSA and make a complaint.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2413 9[redacted]		***Open Date***	06/25/2014	***Built Date***	03/27/2009	
Model Year	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	08/31/2009	***Mileage***	82,000	***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	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]
	OLYMPIA WA[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Air bag light comes on and off

Briefly summarize why the customer is contacting Chrysler: Customer states that his airbag light comes on and off and also sounds a chime. Customer states after researching online at NHTSA.gov he has located a recall for the clockspring.
Briefly summarize what the customer is expecting: Recall information Agent advised that the recall the customer is informing of is Recall M31 for the airbag system clockspring however this recall only applies to Right Hand Drive vehicles. Customer understands how his vehicle is not associated with this recall and will address his concerns further.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA241X	8L[redacted]	***Open Date***	06/26/2014	***Built Date***	05/05/2008	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	07/22/2008	***Mileage***	80,000	***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	45394	HENRY BROWN CHRYSLER JEEP DODGE			
Dealer Address	1990 N PINAL AVE				
Dealer City	CASA GRANDE	***Dealer State***	AZ	***Dealer Zip***	85222

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

Corporate - Recall - Default - Default - Default	recall on right handed vehicles for air bag

Briefly summarize why the customer is contacting Chrysler: Customer is calling to CAC because he has been having an issue where the air bag light flashes on and off, but recently it stays on all the time. Customer states he found a recall that may be related but is for right handed vehicles.
Briefly summarize what the customer is expecting: Customer wants to know what a right handed vehicle is and if the air bag light being on means that his air bags won t work.
Agent advised customer of recall J24. Customer states that his DLR advised he does not have that recall. Customer advised that right handed vehicle is one where the driver is on the right side. Agent advised customer that the recall does not apply to his vehicle. Customer understood. Agent advised customer that he would need to seek a diagnosis to know if his air bags will work with the light on. Customer required no further assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA6415	8L[redacted]	**Open Date**	06/27/2014	**Built Date**	01/23/2008	
Model Year	2008	**Body**	JKJS72	JEEP WRANGLER RUBICON 4X4			
In Service Dt	02/22/2008	**Mileage**	96,000	**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	60489	BAY RIDGE CHRYSLER DODGE JEEP RAM			
Dealer Address	8825 5TH AVE				
Dealer City	BROOKLYN	**Dealer State**	NY	**Dealer Zip**	11209

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

Corporate - Complaint Contact - Default - Default - Default	clockspring is defective
Corporate - Survey By-Pass - No Response - Default - Default	

Customer advised a call back is required and will take place
within one business day by COB their time
Preferred Morning/Midday call back number is [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? Bayridge
Chrysler
Reassigned to 88F
Customer contacted Chrysler to say that his vehicle requires a
clockspring and Chrysler has an extended warranty on the 2007 model year
but not the 2008. The dealership told customer to call and request
assistance for the repair. Customer is seeking goodwill as the internet
has people who have had the repair taken care of previously
Customers vehicle purchase history shows one used vehicle
* * * * * CASE MANAGER TEAM - District T * * * * * *
OOW:All expired except EXT Warranty X32 (unlimited time and miles), and
LEV II+ EMISSIONS (20 Months or 4,000 Miles Remaining)
MVP:None
Household:1 Used
Status update provided via email to the following email address:
[redacted]
Hello, my name is Michael and I have been assigned as your case manager.
This email is confirmation that your case [redacted], was successfully
escalated to me. After I review the details of your case I will be
calling you at your preferred number [redacted], in no later than 1-2
business days. My office hours are Monday through Friday: 10:30am 7pm
(Eastern Time). My contact information is 800.763.8422 EXT 66287. If
your preferred telephone number mentioned above isn t correct, please

reply with the correction.
End of Status Update
Status update provided via email to the following email address:
r[redacted]
Hello, my name is Marvel and I have been assigned as your Case Manager. This email is confirmation that your case, [redacted], was successfully escalated to me. After I review the details of your case I will be calling you at your preferred number, [redacted]40, within the one business day as promised. My office hours are 8:00AM-3:30PM (Mountain Time), Monday-Friday. My contact information is 800-763-8422 Ext. 66006. If your preferred telephone number mentioned above isn t correct, please reply with correct telephone number.
Thank you.
End of Status Update
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66006. The reason for the customer contact was to provide or request the following information: more of customer s concerns and expectations.
Writer received call from customer. He states that last week the airbag light came on and as he continues to drive, it would go off and then come on again and it does that continually. Customer went to IRF and was told it was the clockspring, but that customer should take vehicle to a dealer because it was a recall issue. Customer went to DLR. They also diagnosed it as a clockspring and said that the recall was on the 2007 vehicles and not on 2008. DLR stated they do not know why it is not on 2008 as the part # is the same and suggested customer contact Chrysler for that information and to see if Chrysler would assist. Writer advised that writer would research that and let customer know of the findings. Customer stated he is planning a trip this weekend and needs to know if vehicle is safe to drive. He would like writer to find out if vehicle would be safe to drive this weekend and e-mail him the answer.
Writer contacted SM David. He stated that he does not have RO on this customer. He stated he may have come in and had a conversation on the floor with one of the SA s but declined to have diagnosis which would cost $250.00. Then if clockspring needed replaced it would be an additional $500.00. He stated that the recall could have nothing to do with what customer is experiencing and that they won t know until diagnosis. SM also declined to verify whether vehicle is safe to be driven until diagnosis.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66006. The reason for the customer contact was to provide or request the following information: was not able to send email as customer reqested. Writer kept getting error message. Left message asking him if this is the DLR he went to or was it another DLR because this DLR had no record customer has been in there for diagnosis.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66006. The reason for the customer contact was to provide or request the following information: Needs to find out which dealer he went to for diagnosis as Bay Ridge does not have record of him being in there for diagnosis.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66006. The reason for the customer contact was to provide or request the following information: find out which dealer he went to for diagnosis as Bay Ridge does not have record of him being in there for diagnosis.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66006. The reason for the customer contact was to provide or request the following information: find out which dealer he went to for diagnosis as By Ridge does not have record of him being in there for diagnosis. Also find out if airbag light is still coming on.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA3H12	BL5[redacted]	***Open Date***	06/29/2014	***Built Date***	02/10/2011	
Model Year	2011	***Body***	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4 SPORT UTILITY			
In Service Dt	02/10/2011	***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	62536	RAY HARRIS CHRYSLER JEEP			
Dealer Address	6037 E BIG PLAY WAY				
Dealer City	MARION	***Dealer State***	IN	***Dealer Zip***	46952

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer has concerns with air bag lamp

Briefly summarize why the customer is contacting Chrysler: Customer states there worries regarding air bag lamp. Customer requested to know what fuse the air bag was under.
Briefly summarize what the customer is expecting: Customer is expecting technical assistance.
Agent advised that there is no coverage out lining concerns with the air bag at this time. Agent advised customer as per page 543 of owners manual that the air bag module is listed under cavity M16 that it is a 10 amp red. Agent advised customer that there is no coverage for this concern at this time and further assistance should be sought for a diagnostic.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA5H1X	AL156458	***Open Date***	06/30/2014	***Built Date***	02/05/2010	
Model Year	2010	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	03/05/2010	***Mileage***	46,112	***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	45578	LOVE FIELD CHRYSLER DODGE JEEP RAM			
Dealer Address	2800 W MOCKINGBIRD LN				
Dealer City	DALLAS	***Dealer State***	TX	***Dealer Zip***	75235

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	DALLAS TX [redacted] 1	***Country***	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	Customer seeking air bag coverage

Briefly summarize why the customer is contacting Chrysler: Customer called in stating he wanted to go over the coverage he had under his MVP service contract. Customer states that he has to have a repair done for his passenger airbag indicator light.
Briefly summarize what the customer is expecting: Customer is expecting to verify if he has coverage or not for a repair.
Agent advised customer is out of basic warranty but did transfer customer to MVP service contract representative Denise for assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA5912	9L7[redacted]	***Open Date***	06/30/2014	***Built Date***	02/16/2009	
Model Year	2009	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	04/16/2009	***Mileage***	55,000	***Dealer Zone***	70		
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	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

Corporate - Limited Lifetime Powertrain Warranty - Default - Default - Default	Inspection was completed
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Passenger air bag light on

Briefly summarize why the customer is contacting Chrysler: Customer states his airbag light is on the passenger side and asked if we would cover the cost. Agent noticed that the customer s WCC code is 800. Agent asked if he had his lifetime powertrain inspection completed and he said yes, May 19/14. Agent called the dealership and spoke with Jud and he said the vehicle required 2 repairs completed before they could do the inspection. He said the last time the vehicle was at the dealership was 5/19/14. Agent informed the customer that he needed to have these 2 repairs completed before they could do the inspection. Customer states this dealership kept his vehicle for 2 weeks to complete the repairs and his vehicle passed. Agent called the dealership again and they said sorry they made a mistake that yes they did repair the customer s vehicle and he did pass. Agent said the code has changed and they would not be able to submit the claim, Jud said he would speak with his AM and do the paperwork by end of day. Agent advised the customer I would keep his file open and follow the file to make sure of the change. Agent advised the customer I would send him a email when it is fixed. Agent then advised the customer he would need to have his vehicle diagnosis to see if we could assist. Customer does fit D-12-27.
Briefly summarize what the customer is expecting: Assistance with repair
Agent reviewed the file and customer doesn t fit dealer goodwill.
Dear[redacted],
Thank you for contacting the Jeep Customer Assistance Center.
I just wanted to follow up with you about your warranty.
The paperwork is now complete and the Lifetime Powertrain Warranty is back on your vehicle.
I also reviewed your file again regarding the reason you called in, the airbag light being on the passenger side of your vehicle. Unless it is related to the powertrain we will not be able to assist with the repair

since the basic warranty expired.
Thank you for taking the time to communicate with us. We re sorry we can t provide a more favorable reply on the air bag light repair.
Thank you again for your call. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Linda
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.
* *
Dealer Josh from PLANET CHRYSLER DODGE JEEP RAM #26768 wanting to know what information was given to the customer reqarding Air bag Light.
Customer was going to call in for assistance.
Agent advised dealer Josh that the customer was declined for goodwill assitance.
Linda, Thank you for following up on my warranty. I m a little disturbed by the fact that you havent even waited to hear what the cause of the airbag light is. How do you know its not covered by a TSB? Is Chrysler so unconcerned with customer safety that they try and get out spending a few hundred dollars as soon as possible? As you know, I ve had an incredibly bad experience with my local jeep dealer. I m beginning to think this attitude comes from a corporate level. I would urge you to reconsider your decision until we know what the problem actually is. thank you for your consideration, Mike
*****END OF CUSTOMER EMAIL*****
Dear [redacted]l,
Thank you for contacting the Jeep Customer Assistance Center.
Thank you for your recent email, although it does not contain any information that would cause a change in the previous decision. Your request must again be respectfully declined.
Any future communication related to this issue will be retained in corporate records.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Linda
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA3H18	AL[redacted]	***Open Date***	06/30/2014	***Built Date***	05/01/2010	
Model Year	2010	***Body***	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	06/10/2010	***Mileage***	30,000	***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	66183	DICK HUVAERE'S RICHMOND CHRYSLER		DODGE JEEP, INC.	
Dealer Address	67567 SOUTH MAIN STREET				
Dealer City	RICHMOND		***Dealer State***	MI	***Dealer Zip*** 48062

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag lamp has illuminated.
Corporate - Rental Vehicle - Default - Default - Default	Customer wants to know if there are any recalls on the airbag.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler:He states that about a week ago Airbag light just came on and he called a local dealership and was told there are no recalls on his vehicle related to the airbag but he states he did some research and found a recall on vehicles of the same year,make and model as his vehicle on the NHTSA website and would like to find out if this recall applies to his vehicle and if not,he wants to place a complaint.
Briefly summarize what the customer is expecting:To find out if there are any recalls on his vehicle for the airbag.
Agent advised the customer there are no incomplete recalls on his vehicle but advised him to have a diagnosis completed then call back if he requires further assistance.Agent advised the customer that his complaint has been documented.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3916	7L[redacted]	***Open Date***	07/01/2014	***Built Date***	11/22/2006	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	02/02/2007	***Mileage***	81,000	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

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***	
	TUCSON AZ 8[redacted]	***Country***	UNITED STATES

Corporate - Corporate Warranty Extension Letter - Default - Information Request - Default	clockspring extended warranty information requested

Briefly summarize why the customer is contacting Chrysler: Customer called stating he heard there was an extended warranty for the clockspring on this vehicle. Agent advised he does have the extended warranty and it is valid until February 2 2017. Customer asked if this is just for the clockspring or the air bag. Agent advised as per ac document 22875:Steering column clockspring may cause the airbag lamp to illuminate. Customer states the air bag light is not on but the clockspring is bad. He wants to know if that will be covered under the extended warranty. Agent advised him to contact the dealership in regards to this. Customer states he will contact them.
Briefly summarize what the customer is expecting: Extended warranty information

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA5915 8L[redacted]		**Open Date**	07/03/2014	**Built Date**	03/18/2008	
Model Year	2008	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	05/05/2008	**Mileage**	87,377	**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	26776	METRO CHRYSLER JEEP			
Dealer Address	1667 HARTFORD AVE				
Dealer City	JOHNSTON	**Dealer State**	RI	**Dealer Zip**	02919

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Replaced clockspring due to air bag light being on.

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Air Bag Warning Light Illuminating
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Hello- Can you please tell me how to seek reimbursement for a coilspring defect which caused my air bag warning light to illuminate ? It just cost me over $600 to get it replaced. The vehicle was never in an accident and there is no reason for this failure except for a design or manufacturing defect. i will alert NHTSA of the problem as well. They have already done an investigation on this . Thank you
*****END OF CUSTOMER EMAIL*****
Dear [redacted]y,
Thank you for contacting the Jeep Customer Assistance Center.
We regret to hear the concerns you have experienced with the air bag warning light on your vehicle. We fully appreciate your concern, particularly in view of the expense and inconvenience involved, however, we are unable to accommodate your request for out-of-warranty consideration. The vehicle has exceeded the time and mileage limitations of the warranties we offered on the vehicle at the time it was purchased. Although we are unable to provide a more favorable reply, we appreciate the opportunity to review your request.
Our records indicate that the following recall campaign(s) have not been performed by an authorized dealer:
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.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Eileen
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
Customer is 2nd owner, no purchase history, no prior repairs, no MVP, 87377 miles.
* * * * 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	1J4GA641X	9L[redacted]	***Open Date***	07/02/2014	***Built Date***	12/05/2008	
Model Year	2009	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	04/06/2009	***Mileage***	68,000	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

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 - Warranty Coverage - Default - Default - Default	MVP coverage for SC for a clock spring.
Product - Steering - Unknown - Misaligned - Default	Sway bar is not re-engaging.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is calling in regards to a concern with the sway bar not re-engaging. Customer also states that the airbag light is on.
Briefly summarize what the customer is expecting: Customer is seeking to have this concern resolved. Agent advised the Customer that the Agent reviewed the manual and the Customer should attempt to rock the vehicle as the sway bar may not be aligned properly as per page 293 of the owner s manual. Customer states that he has tried this and still no success. Agent advised the customer that at this point the Customer would need to bring the vehicle to the DLR. Customer understood. Agent offered to contact the DLR Customer declined and stated that he would contact the DLR himself.
Agent reasign to PC739 as no diagnosis.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA391X	7L[redacted]	***Open Date***	07/02/2014	***Built Date***	05/11/2007	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	06/15/2007	***Mileage***	164,000	***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	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]
	PHOENIX AZ[redacted]	***Country***	UNITED STATES

Corporate - Corporate Warranty Extension Letter - Default - Inquiry - Default	(X41) CLOCKSPRING

Briefly summarize why the customer is contacting Chrysler: Customer called in because she the airbag sensor light is coming on. Customer states that it is possible that it may be the clockspring.
Briefly summarize what the customer is expecting: Repair of the air bag
Agent advised that there was an (X41) CLOCKSPRING extended warranty on the vehicle.
Agent advised that the dealership can view this information
Customer may be out of the extended warranty period for the (X41) CLOCKSPRING
Dealership may be able to provide cost assistance under D-12-27 bulletin.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6916	8L[redacted]	***Open Date***	07/03/2014	***Built Date***	04/02/2008	
Model Year	2008	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	09/02/2008	***Mileage***	98,000	***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	60374	ZANETTI CHRYSLER JEEP DODGE			
Dealer Address	4007 BOSTON RD				
Dealer City	BRONX	***Dealer State***	NY	***Dealer Zip***	10466

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states he wants air bag repair cost assistance

Briefly summarize why the customer is contacting Chrysler: Customer states he wants to know if there is a recall on his vehicle relating to his air bags (X41). Agent informed the customer that recall does not apply to the vehicle. Customer wants cost assistance for his air bag light and believes the air bag is defective. Agent informed customer they were outside of cost assistance help by time and mileage.
Briefly summarize what the customer is expecting: Customer is expecting free of charge repairs of airbag repairs.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3914	7L[redacted]	***Open Date***	07/07/2014	***Built Date***	07/14/2006	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	03/08/2007	***Mileage***	73,000	***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***	([redacted]
	HARRISBURG PA[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light intermittent, checking for coverage.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Airbag Light on Dash
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Light comes on intermitently and for varying lengths of time. Forums suggest it may be a clockspring problem which could be covered by Jeep. Thought i d check. Thanks.
*****END OF CUSTOMER EMAIL*****
Dear [redacted],
Thank you for contacting the Jeep Customer Assistance Center.
We regret to hear of the concerns you are experiencing with your air bag light. Our records show your vehicle has an extended warranty X41 CLOCKSPRING this warranty is for 120 Months or 150,000 Miles which ever comes first. Your vehicle will require to be diagnosed at a Jeep dealership to determine if the repairs are under warranty. I have copied the the X41 information below.
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. You may complete the enclosed Customer Reimbursement Claim Form
and send your original receipts, invoices and/or repair order to the following address for
reimbursement, your claim will be acted upon within 60 days of receipt:
Chrysler Customer Assistance Center
P.O. Box 21-8007
Auburn Hills, MI 48321-8007
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Eileen
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
Reassigned to SJ372 for survey bypass, no diagnosis for possible X41 repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5911	8L[redacted]	***Open Date***	07/07/2014	***Built Date***	12/11/2007	
Model Year	2008	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	04/19/2008	***Mileage***	43,888	***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	68596	TOWN & COUNTRY JEEP CHRYSLER DODGE			
Dealer Address	3156 HEMPSTEAD TPKE				
Dealer City	LEVITTOWN	***Dealer State***	NY	***Dealer Zip***	11756

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

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	J24
Recall - J30: TRANSMISSION FLUID TEMPERATURE WARNING - Advise Owner/Incomplete Recall	J30
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	K13
Recall - L05: TRANSMISSION COOLER LINES - Advise Owner/Incomplete Recall	L05
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Caller contacting CAC seeking assistance with recall inquiry.
Agent advised caller of all recalls on vehicle.
Caller stated that there is a M31 and L37 that are supposed to be on his vehicle and his Airbag Light is on.
Agent advised caller those 2 recalls are for people with RHD (Right Hand Drive) vehicles only.
Caller also stating that his brakes are applying force always for no reason and is wasting his gas. Caller stated that he has appointment on Wednesday (07/16/14) to see what this is but he wants agent to see if he can find out if it is Master Cylinder or Brake Booster.
Agent inquired but could not figure this out and no DLR had earlier appointment time.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4BJWKG4 C[redacted]0		***Open Date***	07/07/2014	***Built Date***	03/05/2012	
Model Year	2012	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	03/14/2012	***Mileage***	67,000	***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	DGJ	5-SPEED AUTO W5A580 TRANSMISSION					

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***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BATAVIA NY[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer inquiry about possible recalls on the vehicle

Briefly summarize why the customer is contacting Chrysler: Customer wants to know if there are any recalls on the vehicle relating to horn function, and air bag light coming on. Agent advised the customer that there were no recalls on the vehicle. Customer asked if there was any recall history on the vehicle. Agent stated there is no recall history on the vehicle.
Briefly summarize what the customer is expecting: Customer wants to know if there is a recall on the vehicle relating to air bag light or horn.
Customer wants to know if there is any recall history on the vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA3H14	AL[redacted]	***Open Date***	07/07/2014	***Built Date***	09/21/2009	
Model Year	2010	***Body***	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	10/14/2009	***Mileage***	54,000	***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	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]
	TUCSON AZ [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Airbag Indicator Iluminated
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer states working with IRF for repair of the vehicle as advised the Airbag light has become activated.
was advised possible recall on the vehicle.
Briefly summarize what the customer is expecting:
Customer seeking information if there was any recalls on the vehicle.
Agent apologized there was no active recalls on the vehicle all of which have been completed.
Customer understand the information.
Agent advised of SC on the vehicle and it is recommended the customer work with a Chrysler dealer for repairs due to the SC otherwise the customer may be required to submit claim out of pocket for the repair.
Customer understands the information.
Reassigned to DF314 -- No Diagnosis

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3917	9L[redacted]	***Open Date***	07/12/2014	***Built Date***	04/17/2009	
Model Year	2009	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	07/18/2009	***Mileage***	85,000	***Dealer Zone***			
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					

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

Corporate - Recall - Default - Default - Default	Clock spring

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Failed Clock Spring
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
I recently started experiencing issues with my 2009 Jeep Wrangler Unlimited. The airbag light on the dash kept flashing and a chime was sounding. I brought it into Courtesy Jeep in Brandon, FL and they diagnosed the issue as a failed clock spring. I authorized the repair and they fixed it. The reason I am writing is to inquire as to why this is not a recalled item. From what I can gather it is an extremely common failure in these models. So much so, that there is a recall for the same part on that model year, but only for the RHD models. Why is that? Your response is kindly appreciated. Sincerely, Arthur Hilman
*****END OF CUSTOMER EMAIL*****
Dear [redacted]r,
Thank you for contacting the Jeep Customer Assistance Center.
I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to our attention.
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.
Your vehicle has not been determined to have any manufacturers defective parts placed on it. I advise that you keep all the original copies of you repair orders in the event that your vehicle is added to the recall in the future.
I regret that I cannot offer you a more favorable responce at this time.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
William
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3917	8L[redacted]	***Open Date***	07/08/2014	***Built Date***	08/10/2007	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	08/23/2007	***Mileage***	145,000	***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	44655	CANTWELL DODGE JEEP CHRYSLER			
Dealer Address	2151 N HWY 77				
Dealer City	KINGSVILLE	***Dealer State***	TX	***Dealer Zip***	78363

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

Product - Electrical - Lamps and Switches - Other - Default	air bag light/clockspring

Briefly summarize why the customer is contacting Chrysler:
Customer is having an issue with his airbag..
Customer states he believes there may be a clock spring issue
Briefly summarize what the customer is expecting: Customer seeking assistance with the issue.
-
2008/145000
Does the customer have prior history with current issue? no
Does the customer have prior repair history for current issue (warranty or customer pay) at a Chrysler dealership(s)?no
Is the customer the original owner of this vehicle?yes
Does customer have previous vehicle purchase history (new and used, household)? yes
Did the customer purchase a MVP Mechanical service contract (not simply oil changes)? no
-
* * * * 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 suggested brand website service coupons.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3917	8L[redacted]	***Open Date***	07/12/2014	***Built Date***	08/10/2007	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	08/23/2007	***Mileage***	141,000	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted] [redacted]	***Home Phone***	
	CORPUS CHRISTI TX 78404	***Country***	UNITED STATES

Corporate - Survey By-Pass - Duplicate CAIR - Default - Default	Concern addressed in CAIR: 25279770
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Inquiry

***** EMAIL BRIEF DESCRIPTION CONTENT *****
AIR BAG SAFETY
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
***** CUSTOMER EMAIL *****
I have an air bag safety light lit on the dash. A scan pointed to the 'clock spring' contact under the steering wheel. Friends told me that Jeep was making a policy adjustment to cover this safety issue. Will you help me with this problem? Thanks in advance, [redacted].
***** END CUSTOMER EMAIL *****
***** CAC EMAIL *****
Dear [redacted],
Thank you for contacting the Jeep Customer Assistance Center.
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.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Tyler
Customer Service Representative
Jeep Customer Assistance Center
***** END CAC EMAIL *****
Reassigned to JR1305 survey by-pass
Concern addressed in CAIR [redacted]
***** CUSTOMER EMAIL *****
My concerns have not been addressed, just dismissed. CHRYSLER S RECALL NUMBER IS L37 NHTSA CAMPAIGN ID Number: 11V528000 CHRYSLER IS RECALLING CERTAIN MODEL YEAR 2008-2012 RIGHT HAND DRIVE (RHD) JEEP WRANGLER VEHICLES MANUFACTURED FROM FEBRUARY 1, 2007, THROUGH OCTOBER 10, 2011. SOME VEHICLES MAY BE EQUIPPED WITH DRIVER S AIRBAG CLOCKSPRING ASSEMBLIES THAT COULD EXPERIENCE A COMPROMISED AIRBAG CIRCUIT RESULTING IN AN AIRBAG LAMP ILLUMINATION, WHICH INDICATES THAT THE AIRBAG MAY NOT DEPLOY. My LHD was made in 08/07. I will be contacting the NHTSA.
***** END CUSTOMER EMAIL *****

***** CAC EMAIL *****
Dear [redacted],
Thank you for the reply.
Unfortunately, as you are aware, recalls are VIN specific and are determined by where the vehicle was built, when it was built and even what series of parts were used in its production.
It appears that this recall has not been placed on your VIN. We apologize [redacted]
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Tyler
Customer Service Representative
Jeep Customer Assistance Center
***** END CAC EMAIL *****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D10	AL[redacted]	**Open Date**	07/08/2014	**Built Date**	04/23/2010	
Model Year	2010	**Body**	JKJL72	JEEP WRANGLER SPORT 4X4			
In Service Dt	05/27/2010	**Mileage**	70,000	**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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

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]
	SEYMOUR TN[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	ORC module needs replacing
Corporate - Warranty Coverage - Default - Default - Default	inquiring about SC coverage

Briefly summarize why the customer is contacting Chrysler: The customer had called in stating that the air bag light had come on in her vehicle. The customer stated that she had taken the vehicle to the dealership and it needs an ORC module. The customer stated the dealership had told her it was not covered under her SC. The customer stated she is upset because it is safety issue and it should be covered.
Briefly summarize what the customer is expecting: To have her vehicle repaired.
Agent had called over to SC and spoke with Bershetta and had asked her if the ORC module is covered under her service contract.
Bershetta had come back and stated that the ORC module is not covered under the service contract.
Agent had advised the customer of what was said. Agent had advised the customer there was nothing that can be done on this end to assist with the repair. Agent advised the customer if they take the vehicle to the dealership for regular maintenance maybe they will work with her.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5913	7L[redacted]	***Open Date***	07/08/2014	***Built Date***	06/14/2007	
Model Year	2007	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	07/14/2007	***Mileage***	75,000	***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	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***	
	ANACORTES WA [redacted]	***Country***	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Air bag sensor

Briefly summarize why the customer is contacting Chrysler:Customer states that while moving from Washington to Florida, his Airbag light came on. Agent advised on no recalls. Agent advised that to contact a DLR to see why the light came on. Agent provided Jim Peach Motors and Gulf Chrysler Dodge Jeep
Briefly summarize what the customer is expecting:Customer looking to see why the airbag is on

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3918	9L[redacted]	***Open Date***	07/09/2014	***Built Date***	10/02/2008	
Model Year	2009	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	10/29/2008	***Mileage***	70,064	***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	49903	M FRANICH CPD/AVIS			
Dealer Address	PO BOX 651				
Dealer City	PARSIPPANY	***Dealer State***	NJ	***Dealer Zip***	07054

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BAYFIELD CO 8[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light flashing
Corporate - Recall - Default - Default - Default	seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer called stating he has been having an issue with the air bag light flashing on and off. He states he has cleared the codes and it keeps coming on. Customer states he saw online there might be a recall. Agent advised there are no recalls. Agent advised there are no warranties on the vehicle either. Agent advised any repairs would be an out of pocket expense. Customer states he understands. Customer thanked the Agent and ended the call.
Briefly summarize what the customer is expecting: Recall information
Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler regarding recall information
Briefly summarize what the customer is expecting: Customer is seeking recall information
Agent advised customer that as previous agent as advised there are no recalls.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D14	AL1[redacted]	**Open Date**	07/09/2014	**Built Date**	03/23/2010	
Model Year	2010	**Body**	JKJL72	JEEP WRANGLER SPORT 4X4			
In Service Dt	04/29/2010	**Mileage**	122,292	**Dealer Zone**	35	WASHINGTON	
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	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**	[redacted]
	NARROWS VA[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light is flashing on and off
Recall - L34: REPROGRAM PCM - OXYGEN SENSOR MONITOR - Advise Owner/Incomplete Recall	
Recall - M22: TRANSMISSION SKID PLATE - Advise Owner/Incomplete Recall	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer called in stating that he has been having issues with the air bag light coming on. Customer stated that he has not been to a DLR yet but would like to work with 42241. Writer advised customer that he will need to take the vehicle in for a diagnosis.
Briefly summarize what the customer is expecting:
Assistance with getting the issue resolved.
****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: [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? 42241
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District 1 * * * * * *
Vehicle history: 1 new
OOW: yes
Service contract: no
Status update provided via email to the following email address:
[redacted]
Case #:[redacted]
VIN: 1J4AA2D14 AL[redacted]

2010 JEEP WRANGLER
Hello, my name is Roxana and I have been assigned as your case manager. This email is confirmation that your case, [redacted]1, was successfully escalated to me. After I review the details of your case I will be calling you at your preferred number, [redacted]0, within the one business day as promised. My office hours are 7:45 AM 4:15 PM (Mountain Time). My contact information is 800.763.8422 EXT 66127. If your preferred telephone number mentioned above isn t correct, please reply with the correction
End of Status Update
Writer contacted customer [redacted]. Customer stated he wants to have the vehicle repair and dealership advised to contact us to open a case.
Writer advised customer to take the vehicle to the dealership for diagnosis, writer advised there are 2 open recalls on the vehicle.
Customer stated he will schedule an appointment. Writer will follow up on Tuesday to see if there is an appointment scheduled.
Writer contacted dealership at 540-382-2981. Writer spoke with the Sa Ricky. SA stated there is not an appointment schedule for customer.
Writer contacted customer [redacted]. Writer spoke with customer.
Customer stated there is an appointment schedule for Friday at 8:00 AM.
Writer will follow up not later than Monday.
Writer contacted dealership at 540-382-2981. Writer spoke with SA Ricky.
SA stated the vehicle is not at the dealership.
Writer contacted Ramey Motors dealership at (304) 487-2151. SA stated the vehicle is not at the dealership.
Writer contacted customer [redacted]. Customer stated the vehicle is at the MOTOR MILE CHRYSLER JEEP dealership. Writer will follow up on Monday.
Writer contacted dealership at 540-382-2981. Writer is unable to reach SM.
Writer contacted dealership at 540-382-2981.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66127
The reason for the dealer contact was to provide or request the following information: Writer wants to have an update on diagnosis
Writer contacted dealership at 540-382-2981.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66127
The reason for the dealer contact was to provide or request the following information: Writer wants to have an update on diagnosis
Writer contacted customer [redacted]. Writer spoke with customer.
Customer stated the clock spring is defective and they will need to replace it. Customer stated there is an open recall on other Jeeps and is seeking for cost assistance. Customer stated the amount is $450.00.
Writer advised we cannot promise anything and we need to research for more information. Writer will follow up not later than 7/23.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66127
The reason for the dealer contact was to provide or request the following information: writer wants to have an update on diagnosis
SM Stacey left a voice mail to inform that the customer did not approve the repairs for the clock spring and customer picked up the vehicle.
Customer called into CAC and advised writer that he feels that the repairs should be covered with a recall. Writer advised that there isnt a recall for the clock spring and that we will have the case manager call him back as soon as possible with any updates she may have regarding assistance for repair.
Writer contacted dealership at 540-382-2981. Writer is unable to reach SM.
Writer contacted dealership at 540-382-2981.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66127
The reason for the dealer contact was to provide or request the following information: Writer wants to discuss a possible goodwill.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66127
The reason for the dealer contact was to provide or request the

following information: Writer wants to discuss a possible goodwill.
Writer contacted customer [redacted]0. Writer advised we are still working on the case. Writer will follow up not later than Friday.
Writer contacted dealership at 540-382-2981. Writer spoke with SA Ricky, SA stated the clock spring needs to be replaced, and SA stated the customer bought the vehicle at this dealership. Writer spoke with SM Bobby. Writer asked about goodwill, SM stated he can accept an RA. SM provided warranty price; parts $227.00, labor $37.00, total $264.00, co pay $150.00. Writer will contact customer. SM stated they have the parts available, is same day repair however customer will need to approve repairs and schedule an appointment.
Writer verified the vehicle has 121000 miles.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66127. The reason for the customer contact was to provide or request the following information: Writer wants to present the offer to customer of $150.00 co pay.
Writer received call from customer. Customer requested information on call from earlier in the day. Writer offered customer $150.00 co-pay. Writer advised CM will contact customer on 07/29/2014 to gather their decision. Customer thanked and disconnected the call.
Writer contacted customer[redacted]. Writer spoke with customer, customer stated he is accepting the offer; customer will contact dealership to schedule the appointment. Writer will follow up on 7/31.
As a one-time goodwill gesture, Chrysler is approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $227.00
Labor = $37.00
Total = $264.00
Co-pay = $150.00
########## DIRECT-TO-DEALER ##########
Customer Care is sending this case to because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.
##########
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66127. The reason for the customer contact was to provide or request the following information: writer wants to know if customer schedule an appointment.
Writer contacted dealership at 540-382-2981. Writer spoke with SA Ricky. SA stated there is not an appointment and the repairs have not been authorized by customer.
CUSTOMER CONTACT- Customer was informed that he needs to set up an appointment for repairs. Customer called in to inform CM that next Friday 8/8. Customer just wanted to make sure that his CM new that he has an appointment set.
Writer contacted customer [redacted]. Writer confirmed the appointment for 8/8. Writer will follow up not later than 8/11.
Writer contacted customer 5[redacted]0. Writer confirmed the appointment for 8/8. Writer will follow up not later than 8/11.
Writer contacted dealership at 540-382-2981. Writer spoke with SA Ricky. SA stated the vehicle is at the dealership for the repairs, repairs should be completed today.
REASSIGNED TO BC/DLR 35 42241 08/11/14 15:29 O[redacted]
Writer contacted dealership at 540-382-2981. Writer spoke with SA Stacey, SA stated the repairs were completed and customer picked up the vehicle. SA stated the vehicle had 122292 miles.
Was the customer in a rental? No If yes, how many days?
Did the customer have co-pay? Yes If yes, how much? $150.00
What is the RO #?[redacted]
Does the SM have the CAIR #? Yes if no, provide it.
Review and Confirm the DM Notes with the SM while on the phone.
Does the SM have everything needed from Customer Care to process the

claim? Yes
Writer contacted customer [redacted]. Writer spoke with customer.
Writer confirmed the repairs were completed and to customer satisfaction.
No other questions or concerns and with customer permission case will be close.
CLOSED LOOP UPDATE - customer contacted to confirm repairs.
All of the customer s concerns as documented in the reason codes have been addressed with the customer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6913	9L[redacted]	***Open Date***	07/12/2014	***Built Date***	07/02/2009	
Model Year	2009	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	08/09/2009	***Mileage***	36,500	***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	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]
	LEBEC CA[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking information on recalls on VIN.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states air bag light is on.
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Customer states check engine light is on.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states vehicle air bag light is on. Customer states check engine light is on. Customer requesting information on open recalls. Customer states service work was completed on horn and has been brought for inspection. Agent informed customer that there are no recalls on vehicle. Agent offered to transfer customer to schedule appointment for diagnosis, customer refused transfer.
Briefly summarize what the customer is expecting: To have vehicle repaired at no cost.

Reassigned to TL for survey bypass - no diagnosis.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2412	7L[redacted]	***Open Date***	07/14/2014	***Built Date***	05/05/2007	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	06/01/2007	***Mileage***	141,818	***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	68938	HUMBOLDT DODGE-CHRY-JEEP INC			
Dealer Address	3301 EAST END DRIVE				
Dealer City	HUMBOLDT	***Dealer State***	TN	***Dealer Zip***	38343

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ANAMOSA IA [redacted]3	***Country***	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	Customer inquiring what warranty he has
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer's air bag light is on

Briefly summarize why the customer is contacting Chrysler:
Customer called stating that he has an appointment as his DLR next Monday because his air bag light in on. Customer states that he read about an extended warranty on the clockspring for his vehicle s model. Customer wants to know if his vehicle is part of that recall.
Briefly summarize what the customer is expecting:
Agent informed the customer that he has an extended warranty on his clockspring. Agent informed the customer that if the DLR diagnoses the vehicle and determines that the clockspring is the issue with his vehicle, then the cost of the repair would be covered under warranty.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA3H10	AL[redacted]	**Open Date**	07/14/2014	**Built Date**	11/30/2009	
Model Year	2010	**Body**	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	04/07/2010	**Mileage**	29,577	**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**	([redacted]
	BROKEN ARROW OK 7[redacted]	**Country**	UNITED STATES

Corporate - Survey By-Pass - No Diagnosis - Default - Default	Possible goodwill
Product - Electrical - Unknown - Other - Default	air bag light
Product - Electrical - Horn - Intermittent or Inoperative - Default	horn did not work
Product - Fuel System - Unknown - Leaks - Default	oil leak

Briefly describe why the customer is calling: Customer is contacting Chrysler regarding: multiple issues she is having with her vehicle.
Briefly describe what the customer is expecting: Customer is expecting information.
Customer states that her vehicle is leaking oil and her air bag light is on. Customer also states that the other day her horn would not work.
Customer calling to have these complaints documented and states she is going to the DLR tomorrow.
Briefly summarize why the customer is contacting Chrysler:Customer states she called in last night and was told to take her vehicle into DLR today as her airbag light is on and flashing.
Customer states she called DLR this morning and is told they cannot get her into the DLR until Monday morning, customer feels this is a safety hazard and should get into the DLR right away.
Briefly summarize what the customer is expecting:Customer seeking to have her vehicle into DLR immediately.
Agent called DLR, spoke to SA Steve who advised agent the shop is booked solid, and getting her in Monday morning at 8 am is already squeezing in.
SA states coming in on a Monday is the best so they can keep it for a couple day to get to the root of the problem.
Agent explained to customer the Monday morning appointment is already squeezing her in.
Agent offered to contact South Point in Tulsa, approximately 5 miles from her location to inquire if they can get her in sooner.
Customer states that is inconvenient for her to drive to another DLR>
Agent again apologized and advised customer we are attempting to assist her, and the DLR cannot get her in before Monday morning.
Customer states she wants to speak to Cm who helped her before when she

had engine troubles.
Agent advised customer that case is long closed so she would not be able to speak to that CM.
Customer became upset demanding a manager.
Agent advised customer the supervisor will tell her the same information.
Customer continues to demand supervisor.
Agent advised customer a request will be put in a and a supervisor will contact her by end of business day tomorrow.
Customer has requested Supervisor callback
Preferred daytime [redacted]
CAIR assigned to: kb805
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within 24 hours.
Caller was wife Paula.
SUPERVISOR CALLBACK
CUSTOMER CONTACT - DIALED [redacted] - Writer called customer to follow up regarding the supervisor callback request. Writer left message explaining that we are unable to get a dealership to see her vehicle any sooner unless she is willing to see if the other dealership in her area has availability sooner than Monday. Writer apologized for customer s inconvenience.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA391X	7L2[redacted]	***Open Date***	07/15/2014	***Built Date***	07/05/2007	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	07/14/2007	***Mileage***	90,500	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	42295	BALD HILL DODGE CHRYSLER			
Dealer Address	1035 BALD HILL RD				
Dealer City	WARWICK	***Dealer State***	RI	***Dealer Zip***	02886

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

Corporate - Warranty Coverage - Default - Default - Default	advised of the clockspring extended warranty x41

Briefly summarize why the customer is contacting Chrysler:
Customer is calling and stating that they had there air bag light on and had there vehicle inspected and they were advised that they need a clockspring .Customer is stating that they are being advised that the cost for this repair would be $600 . Customer is wanting to see if chrysler could assist with this repair . Agent updated customers information and while researching warranty information agent had seen that customer has a extended warranty for X41 CLOCKSPRING 120 Months or 150,000 Miles 0 July 14, 2017 36 Months or 59,500 Miles . Agent advised customer of this extended warranty . Customer was very happy to hear that he has this coverage on his vehicle . Agent advised customer of the extended warranty code and advised the customer that if the dealership needs clarification of this coverage that they can contact chrysler .
Agent provided case number .
Briefly summarize what the customer is expecting:
Customer is expecting assistance .
Customer wanted to verify that they had the extended warranty and agent advised as per lines 8 and 9.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA3911	8L[redacted]	***Open Date***	07/15/2014	***Built Date***	02/28/2008	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	03/06/2008	***Mileage***	160,728	***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	42824	ROYAL GATE DODGE CHRYSLER, INC.			
Dealer Address	15502 MANCHESTER RD				
Dealer City	ELLISVILLE	***Dealer State***	MO	***Dealer Zip***	63011

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

Corporate - Recall - Default - Default - Default	Customer seeking information on recalls on VIN.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states air bag light is on.

Briefly summarize why the customer is contacting Chrysler: Customer states vehicle air bag light is on. Customer states vehicle is at ROYAL GATE CHRYSLER DODGE JEEP 42824Ù. Customer states they have found information on recall regarding clockspring. Customer states service has advised that vehicle is not part of recall involving clockspring.
Briefly summarize what the customer is expecting: To receive repair on air bag issue.

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	1C4BJWFG5	CL[redacted]	***Open Date***	07/15/2014	***Built Date***	08/01/2011	
Model Year	2012	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	08/22/2011	***Mileage***	38,650	***Dealer Zone***	74	DENVER	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	***Market***	U	US		
Color	PFD	SAHARA TAN CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION					

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]
	BROOMFIELD CO 8[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer's airbag light keeps coming on

Briefly summarize why the customer is contacting Chrysler:Customer called seeking cost assistance. customer stated the air bag light keeps coming on and off. Agent advised the customer i would go a head and take a look in to that. Agent phoned the dealer and dealer stated he had not been in the dealer since 2013. Dealer also stated they tried phone the customer a Fe Weeks back cause they got the parts in for the recall. customer failed to call back. customer stated to agent he was going to take his jeep to another dealer and he would phone back. Agent stated OK is their anything else i can help you with today customer stated no. Agent thanks for choosing jeep and have a great day.
Briefly summarize what the customer is expecting: information on cost assistance

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6910	8L[redacted]	***Open Date***	07/15/2014	***Built Date***	04/16/2008	
Model Year	2008	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	01/31/2009	***Mileage***	102,973	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	60528	YORK DODGE CHRYSLER JEEP RAM			
Dealer Address	500 PRESCOTT LAKES PKWY				
Dealer City	PRESCOTT	***Dealer State***	AZ	***Dealer Zip***	86301

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

Corporate - Complaint Contact - Default - Default - Default	Customer wanted to make a formal complaint
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light came on

Briefly summarize why the customer is contacting Chrysler:
-
Customer called in to say that her air bag light came on and it s defective and she was asking if Chrysler could cover the cost of this repair since it s a safety issue and parts like this should not fail and they should be covered on all vehicles. She said that there was a recall on the 2007 Jeep Wranglers and was asking why it s not on her.
-
Briefly summarize what the customer is expecting:
-
Customer was expecting to know if her air bag could be covered under warranty.
Agent advised customer that Chrysler would not be able to cover the cost of this repair since it s a basic component and she s too far out of warranty now. Agent also advised customer that recalls are VIN specific and not all vehicles will have the same recall on them.
She understood that part but just wanted Chrysler to cover the cost because she can t afford a 600.00 repair. She said she will call the last person she talked to that told her to call Jeep and we d be able to help her.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3919	7L[redacted]	***Open Date***	07/16/2014	***Built Date***	06/21/2007	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	07/25/2007	***Mileage***	64,000	***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	26576	CHERRY HILL JEEP			
Dealer Address	1803 WEST MARLTON PIKE				
Dealer City	CHERRY HILL	***Dealer State***	NJ	***Dealer Zip***	08002

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

Corporate - Recall - Default - Default - Default	Wants to see if he has a recall

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler because he was wondering if he had a recall.
Briefly summarize what the customer is expecting: To find out if his vehicle has a recall.
Customer contacted Chrysler to see if he has a recall in particular the L37. Customer states that his airbag light came on and belives it is the clockspring. Agent informed customer that 2008-2012 models of the Jeep Wrangler were involved in the recall and not the 2007. Agent informed customer of the recall that he does have. Agent advised customer to go to his local dealership to see why his airbag light came on.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GB3910	9L7[redacted]	**Open Date**	07/17/2014	**Built Date**	07/22/2008	
Model Year	2009	**Body**	JKTM74	JEEP WRANGLER UNLIMITED X 4X2 SPORT UTILITY			
In Service Dt	02/21/2009	**Mileage**	63,000	**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	44881	SOUTH POINT DODGE			
Dealer Address	5210 SOUTH I.H. 35				
Dealer City	AUSTIN	**Dealer State**	TX	**Dealer Zip**	78745

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	
	AUSTIN TX 7[redacted]	**Country**	UNITED STATES

Corporate - Survey By-Pass - No Diagnosis - Default - Default
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Writer received a call from customer. Customer states his air bag light comes on intermittently the last few days. Customer states that he did some research and found there was a recall for the clock spring on some Jeeps. Customer states he would like any assistance with repair. Writer advised customer to contact dealer for a diagnosis, customer states that he will call dealer 44881 to get an appointment for 7/18.
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 number
Customer email address for case updates: [redacted]
Who has possession of the vehicle? owner
Has the vehicle been diagnosed by a CDJ dealer? will bring it in 7/18
If a CDJ dealer has diagnosed, what is the dealer name or code?
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District U* * * * * *
Service Dealer: 44881
Owned: New 1/ Used 0
Out of Warranty:Expired (Time)
Service Contracts The vehicle has no active Service Contracts
Writer was contacted by the DLR the ASD Jerry from DLR 44881 who informed writer the customer called into the dealership and informed the ASD of the vehicle issue and the ASD informed the customer to bring the vehicle in and leave it there so the DLR can diagnose the issue. The ASD informed writer the customer stated he is going out of town and refused the diagnosis and stated he will bring the vehicle when he gets back
Writer contacted the customer MR [redacted] on [redacted]2. The customer getting air bag indicator light keeps coming on 2 days ago and it annoying, the customer have not taken it to the DLR but the dealership

was booked and he is trying to get into another DLR. Writer informed the customer on the dealers in his area and all the others are far from the customer. The customer informed writer if the vehicle can go in he will try to take it in but he has to leave on 07/30 writer informed the customer the DLR will be contacted and an appointment made for him. The customer requested writer to try to make the appointment for the 07/29. The customer expectation is to have the vehicle repaired.
Writer provided contact information for the customer to contact writer.
Writer contacted DLR 44881 on 512-443-9333. Writer spoke with Allan who informed writer the 07/29 is booked and the 07/30 the customer can bring the vehicle into the DLR, The SA informed writer the only history on the vehicle was for 2011 and the mileage at the time was 31,140 miles. Writer informed the SA will contact the customer and inform him of the appointment date.
Writer contacted the customer MR [redacted] on [redacted]2 to inform the customer of the appointment made for the vehicle to be taken in to the DLR. Writer spoke with the customer who informed writer he will not be able to bring the vehicle in on the 07/30 but that he contacted another dealership and they informed him it might just need an update. Writer informed the customer as long as the DLR is a certified Chrysler DLR he can have them look at the vehicle and do the repairs if needed. The customer stated he will bring the vehicle in maybe as early as 07/25. Writer informed the customer to bring in the vehicle and contact writer with the information so the case can be moved forward. The customer agreed.
Writer contacted the dealership for information on the customer vehicle. no response from the dealership writer will call back on friday.
Writer contacted the DLR 512-443-9333 to speak with the Service Manager (SM), however, SM not available. Writer left message for a return call at extension 66258. The reason for the dealer contact was to provide or request the following information: to get information if the vehicle is at the dealerhsip.
Writer will follow up on Wednesday 08/06
Writer attempted to contact dealer Service Manager (SM), however, SM not available. Writer left message for a return call at 800-763-8422 extension 66258. The reason for the dealer contact was to provide or request the following information: to get information on the customer vehicle
Writer contacted the customer [redacted] however, customer was not available.
Left message for a return call at extension 66258. The reason for the customer contact was to provide or request the following information: Get the status of the vehicle
Writer contacted the DLr on 08/12 and spoke with the SA Allan who informed writer the vehicle has not been at the dealership since 2011, and there are no open tickets for the customer
Writer contacted the customer [redacted] however; the customer was not able to bring the vehicle into the DLR and stated he will try to bring the vehicle in this month. Writer informed the customer that the case will not be open continuously without the vehicle being at the DLR. The customer agreed and permitted writer to close the case and when the vehicle is at the dealership he will contact writer back
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA5919	9L[redacted]	***Open Date***	07/17/2014	***Built Date***	10/15/2008	
Model Year	2009	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	11/21/2008	***Mileage***	174,000	***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	66262	SUBURBAN CHRYSLER JEEP DODGE			
Dealer Address	24315 HAGGERTY				
Dealer City	NOVI	***Dealer State***	MI	***Dealer Zip***	48375

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	MADISON HEIGHTS M[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light is flashing
Corporate - Recall - Default - Default - Default	inquiring about any recalls on vehicle

Briefly summarize why the customer is contacting Chrysler: The customer had called in stating that the air bag light had been flashing. The customer stated that he had read on the forum that there had been an issue with the clock spring. The customer was inquiring about any recalls on his vehicle.
Briefly summarize what the customer is expecting: Information on recalls.
Agent had advised the customer there are no current recalls on his vehicle. Agent had also advised the customer that Chrysler had put no extended warranty on his vehicle for this issue.
customer called and wanted to know what she can do do get ther vehicle covered for reapairs on the tire rod for her vehicle because it had went out on her and she said that it should have been covered when it was not.
Agent advised: the customer that agent called over to the contract center for more info on her contract and that the tire rods are not covered under that warrantee on the vehicle and that chrysler will not be able to help the customer with any repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3910	9L7[redacted]	***Open Date***	07/17/2014	***Built Date***	10/03/2008	
Model Year	2009	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	02/27/2009	***Mileage***	58,000	***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	65674	EAST HILLS CHRYSLER JEEP DODGE			
Dealer Address	2300 NORTHERN BLVD				
Dealer City	GREENVALE	***Dealer State***	NY	***Dealer Zip***	11548

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

Corporate - Recall - Default - Default - Default	wanted to know if the vehicle had recall J13.

Briefly summarize why the customer is contacting Chrysler: Customer called in because she is having an issue with the air bag light in the vehicle. Customer stated that she took the vehicle to an IRF and they had advised her there was a recall for the issue. Customer stated that she went online and found recall J13 on the vehicle. Customer stated that she called the dealership and they advised her there is no recall on the vehicle.
Agent advised customer that Chrysler recalls are very VIN specific. Agent advised customer that there is no J13 recall on the vehicle. Agent advised customer that the recall only applied to vehicle built from 02/10/2009 to 02/26/2009. Agent advised customer that her vehicle was built in 10/03/2008. Agent advised customer that at this time the repair would be out of pocket. Customer understood.
Briefly summarize what the customer is expecting: information about recall J13.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA6H13 B[redacted]	***Open Date***	07/17/2014	***Built Date***	03/14/2011		
Model Year	2011	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	05/04/2011	***Mileage***	35,400	***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	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	44036	TIM MARBURGER DODGE CHRYSLER JEEP			
Dealer Address	287 CONCORD PKWY N				
Dealer City	CONCORD	***Dealer State***	NC	***Dealer Zip***	28027

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

Corporate - Survey By-Pass - No Diagnosis - Default - Default	In warranty
Product - Electrical - Lamps and Switches - Other - Default	air bag light is on
Product - Steering - Unknown - Other - Default	power steering has codes

Briefly summarize why the customer is contacting Chrysler: Customer called in because their air bag light is on and they have codes associated with the power steering and they wanted to know if there were any recalls associated with these issues. Agent advised customer there were no incomplete recalls on the vehicle. Agent offered to contact the nearest dealership for the customer but he stated it was ok he knew where it was and could do it himself.
Briefly summarize what the customer is expecting: Customer wanted to know if there were any recalls associated with his air bag light or power steering.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5918	9L[redacted]	***Open Date***	07/22/2014	***Built Date***	04/01/2009	
Model Year	2009	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	04/30/2009	***Mileage***	83,000	***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	67183	ANDERSON CHRY-JEEP-DODGE			
Dealer Address	3920 N HIGHWAY 95				
Dealer City	LAKE HAVASU CITY	***Dealer State***	AZ	***Dealer Zip***	86404

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]5	***Home Phone***	
	PHOENIX 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

Briefly summarize why the customer is contacting Chrysler:
Customer states that the Air Bag Light is on.
Customer seeking Recall information.
Briefly summarize what the customer is expecting:
Customer seeking Recall information.
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 inquiring about recall J13.
Briefly summarize what the customer is expecting:
Customer states he found a recall on similar vehicles and wants to know why his vehicle is not covered if he is experiencing the same problem. Agent educated customer that the recall applies to vehicles that were manufactured on certain dates and the customers vehicle did not fall in between those dates. Agent advised customer to hold on to service reports and receipts should the recall extend. Customer not satisfied and states he will be writing a letter.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA3910 9[redacted]		**Open Date**	07/29/2014	**Built Date**	02/24/2009	
Model Year	2009	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	05/19/2009	**Mileage**	53,158	**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**	
	OYSTER BAY NY [redacted]	**Country**	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking recall to be placed on vehicle
Corporate - CNA Change - Default - Default - Default	Updated information

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Recall
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
I noticed that my air bag light was on so i brought it to the dealer.
they said there was something wrong with the spring and it had to be
replaced for $500. That is ridiculous since the airbag never was deployed
and the fact that i have seen this on the TV news as an issue with all
the Chrysler airbags i was wondering when you are starting the recall. i
am sure you know that driving around with no air bag is a death sentience
in today s driving. please get back to me ASAP as i would really not
enjoy going to my daughters funeral at this time as she is only 18 years
old. especially as it is a defect that you are aware of. [redacted]
*****END OF CUSTOMER EMAIL*****
VIN: 9L[redacted]6
Mileage: 53158
Servicing Dealer: westbury, ny
Title:
First Name [redacted]
Middle Initial:
Last Name [redacted]
Address 1: [redacted]
Address 2:
City: oyster bay
State: NY
Zip: [redacted]
Email: m[redacted]
Work Phone: [redacted]
Dear [redacted]:
Thank you for contacting the Jeep Customer Assistance Center.
Please accept our sincere apologize for the delayed response to your
email. Because of the public s current interest in Chrysler Group and
our Products, we are unable to responds as promptly as we would like.
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.

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 again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Melissa
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL******

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5914	7L[redacted]	***Open Date***	07/22/2014	***Built Date***	06/09/2007	
Model Year	2007	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	06/30/2007	***Mileage***	91,000	***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	43652	ORANGE PARK DODGE			
Dealer Address	7233 BLANDING BOULEVARD				
Dealer City	JACKSONVILLE	***Dealer State***	FL	***Dealer Zip***	32244

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light on
Corporate - Warranty Coverage - Default - Default - Default	X41 warranty information

Briefly summarize why the customer is contacting Chrysler: Customer called because he is having an issue with the Air Bag light being on. Customer read online that there was an Extended Warranty for the Clockspring and wanted to look into this.
Briefly summarize what the customer is expecting: Warranty coverage information.
Agent advised of all incomplete recalls on the vehicle, J24, J30, K13.
Agent informed of Extended warranty information. Agent provided DLR information for 43652 ORANGE PARK CHRYSLER JEEP DODGE and transferred to SA BobbyÙ to assist in setting up an appointment.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2411	8L[redacted]	***Open Date***	07/22/2014	***Built Date***	10/17/2007	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	10/18/2007	***Mileage***	65,000	***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	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]	***Home Phone***	[redacted]
	ROGERSVILLE MO [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	csutomer calling to see if recall is on his vehicle
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	customer stated that air bag light came on

Briefly summarize why the customer is contacting Chrysler:Customer calling to find out about the recall for the clockspring and see if there is a recall for them because he seen that some of them have a recall. Agent advised the customer that she did not see a recall or extended warranty for the clockspring on the vehicle. Agent did advise the customer of the extended warranty for the inlet check valve. While agent was checking on recalls or extended warranty so that she could advise the customer regarding which vehicles fall under the recall.
Briefly summarize what the customer is expecting:to find out if there is a recall or extended warranty on his vehicle for the clock spring.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3910	8L6[redacted]	***Open Date***	07/24/2014	***Built Date***	05/07/2008	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	05/26/2008	***Mileage***	87,000	***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	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 - Electrical - Unknown - Other - Default	clockspring
Corporate - Recall - Default - Default - Default	recall inquiry

Briefly summarize why the customer is contacting Chrysler: Customer was looking to see if there is any recall on this vehicle for the clock spring. Customer states the air bag light is on and chimes.
Briefly summarize what the customer is expecting: Advised the customer that there is no recall on this vehicle for the clock spring.
There was an extended warranty on certain 2007 vehicles for that issue but it was not placed on this vehicle.
Updated ownership information in COIN.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2417	8L[redacted]	***Open Date***	07/26/2014	***Built Date***	01/15/2008	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	02/20/2008	***Mileage***	47,000	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	45378	TOWN & COUNTRY DODGE CHRYSLER JEEP			
Dealer Address	1630 IRIS DR SW				
Dealer City	CONYERS	***Dealer State***	GA	***Dealer Zip***	30094

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

Corporate - Recall - Default - Default - Default	informed caller about recalls on vehicle
Corporate - Survey By-Pass - No Repair - Default - Default	

Briefly summarize why the customer is contacting Chrysler: The customer is calling in about recalls for her vehicle. The caller states that she has had an air bag light on for about a year and a half. The caller states she did not have the money to get this repaired. The caller states she saw on line about recall on an air bag. Agent explained to caller that recalls are vin specific. Agent explained to caller that this recall does not apply to her vehicle. Agent explained to caller that she would need to bring the vehicle to a dealership for diagnosis as there could be another reason for this. Agent explained to the caller that there is a recall below and also an extended warranty on her vehicle for the inlet check valve. The caller states that they do have gas splash back when trying to fill the tank. The caller will bring the vehicle to the dealership to have them diagnose the problem with the gas splash back as well.
X32 (X32) INLET CHECK VALVE 999.0 months or 999999 MILES
K13 INNER FENDER LINERS SAFETY 12/03/2010 INCOMPLETE
Extended Warranty Details
Extended Warranty Code Extended Warranty Description Coverage
X32 (X32) INLET CHECK VALVE 999.0 months or 999999 MILES
Briefly summarize what the customer is expecting: Customer calling in about recalls.
Agent is sending file up for survey bypass for diagnosis for gas splash back and recalls completion.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4HA6H15	AL[redacted]	**Open Date**	07/28/2014	**Built Date**	02/03/2010	
Model Year	2010	**Body**	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	03/26/2010	**Mileage**	65,012	**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	60039	TOWN AND COUNTRY AUTOPLEX C G INC			
Dealer Address	6250 EAST HIGHWAY 50				
Dealer City	SALIDA	**Dealer State**	CO	**Dealer Zip**	81201

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

Product - Electrical - Unknown - Other - Default	Clockspring concern
Recall - L24: SOFT TOP WEAR - Advise Owner/Incomplete Recall	

Caller contacting CAC seeking assistance with the Clockspring issue he continues to have. Caller stated that he has replaced this 2 times now and again his Air Bag light is illuminated so he believes it again is a Clockspring.
Agent advised caller that he will need a diagnosis for this concern so that we will be able to look into possible cost assistance.
Caller understood and is getting diagnosis and will callback after.
Agent advised caller that when he calls back, if the concern is the clockspring, we will escalate case to CM for business day callback as he fits Goodwill Escalation Matrix and under 100,000 miles.
Customer called back to indicate that it is the clockspring that has been diagnosed. Writer advised that his request for cost assistance will be to a case manager 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? Town and Country
Reassigned to 88F
Customer notes his permanent address is Rosamond CA but he is for the summer in Colorado.
Status update provided via email to the following email address:
[redacted]
Hello, my name is Megan and I have been assigned as your case manager. This email is confirmation that your case, 2[redacted], was successfully escalated to me to whom I am happy to have the pleasure of working to

find a solution for your 2010 Jeep Wrangler Unlimited. After I review the details of your case I will be calling you at your preferred number, [redacted] no later than Monday 8/4. My office hours are 11:30AM 8:00PM (Mountain Time). My contact information is 800.763.8422 EXT 66143. If your preferred telephone number mentioned above isn t correct or if you would prefer to be contacted through email, please reply with the correction so that I can contact you at the most convenient method of contact.
End of Status Update
Writer attempted to contact customer but the line was busy.
* * * * * CASE MANAGER TEAM - District N * * * * * *
OOW by 1 year and 27,000 miles
MVP: Expired - ESSENTIAL CARE - 1 YEAR / 2 OIL CHANGES
Household: 4 new 0 used
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66143
The reason for the dealer contact was to provide or request the following information: Writer contacted to discuss customer s request for assistance and to obtain information regarding the repair.
Begin Customer Message reviewed:
Please notify me of our case results. The dealer that did the diagnosis is holding the bill while I am waiting for information from you.
Thank you.
[redacted]
End of Reviewed Customer message
Writer contacted Customer; Number is no longer in service. Writer will have the CM follow up with the dealership and get a contact number for the customer 08/13/2014.
Customer was transferred to Writer; Writer advised that the CM is currently on the phone with the Dealership trying to get a update and will be giving the customer a call back as soon as she is available.
Customer called writer regarding writer s discussion with the SM on 8/8/14 that was not saved on file. Customer continued to state what was wrong with the clockspring when the call was disconnected.
Transferred customer over to CM MW893.
Writer contacted dealer and spoke with Service Manager Emule regarding customers request for cost assistance. Writer advised that we are currently waiting on warranty and retail pricing on the parts and labors of the repair. SM stated that that they will give writer a call back once they obtain the pricing. Writer provided SM with contact information and SM disconnected the call.
Writer contacted customer to advise that they will be contacted no later than Tuesday 8/19/14 since writer still needs to obtain pricing from the dealership in order to proceed with cost assistance. Customer understood and appreciated the update. Customer disconnected the call.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66143
The reason for the dealer contact was to provide or request the following information: Writer contacting to obtain warranty and labor pricing for customer s clock spring repair.
Status update provided via email to the following email address:
[redacted]m
Hi I have been assisting your Case Manager on your case and I just want to let you know that she will be following up with you some time on Friday about your case. If you have any questions you can contact us at 1-800-763-8422 Ext. 66143. Thanks for your time and patience.
End of Status Update
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66110. The reason for the dealer contact was to provide or request the following information: to get the warranty break down of parts and labor for a clock spring repair
Customer called to speak with MW893. Writer transferred call to x66110.
Writer contacted dealer and spoke with Service Manager Emule who apologized for the wait. SM stated that they had all the information regarding customer s clockspring pricing but advised that they lost it.

SM obtained customer s VIN, name, writer s contact information, and advised that they will obtain the pricing once again and call writer tomorrow. Writer thanked SM for their time and effort. SM thanked writer and disconnected the call.
Customer Contact Customer called in wondering when customer s repair will take place, if cost assistance will be provided or if they will have to do the repair themselves. Writer advised that the SM misplaced the information on pricing for writer but was advised that they will be contacted tomorrow with the information. Writer advised that until they receive the pricing, they can t provide cost assistance. Customer understood and appreciates the effort. Writer will contact customer tomorrow 8/27/14 with any information provided by SM. Customer understood and disconnected the call.
Writer contacted dealer and spoke with Service Manager Emule regarding customer s pricing. SM stated that due to the employee shortage on their end, they have obtained the information but since they are currently the only person available in the Service Department. SM stated that the person with the information that they discussed it with left for the day and they were unable to contact writer. SM stated that they will be contacting first thing tomorrow with the information to get the customer in as soon as possible. Writer thanked SM for their time and SM disconnected the call.
Writer contacted customer in order to provide an update regarding their pricing. Writer advised that they currently don t have the information in order to provide cost assistance. Writer asked when customer will be leaving the area to which customer answered that they are leaving on Saturday 9/6/14. Writer advised that they will continue to contact the SM in order to obtain pricing and once they do, then the customer will be contacted. Writer advised a follow up for no later than Tuesday 9/2/14. Writer also advised that should they not have an answer by next follow up, then the customer should go ahead and pay for the repair and we can discuss reimbursement. Customer understood and thanked writer for their efforts. Writer thanked customer and the call was disconnected.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66143 The reason for the dealer contact was to provide or request the following information: Writer contacting to obtain customer s clockspring repair cost.
Writer contacted customer in order to advise that writer was unable to receive the pricing for customer s repair. Customer understood and stated that since they will be leaving town so soon, then they will be putting the clock spring in themselves. Writer attempted to offer customer oil changes for the inconvenience but customer thanked writer and disconnected the call.
Writer called the customer at [redacted]0. This number has been disconnected.
Writer called the customer to offer EC624N Oil change service contract. Cusotmer accepted and gave the exact mailing address as 2638 28st W Rosamond CA 93560. Customer also gave the exact mileage on the vehicle as 65,012 miles. Writer will have the CM call the customer as soon as the SVC is processed.
EC624N Contract created. Contract number is [redacted]
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40639. The reason for the customer contact was to provide or request the following information: Writer contacting in order to inform customer that their oil changes were added to their case and if no response is made by Tuesday 9/16/14, then customer s case will be closing.
Additional line. Writer will also advise customer of open recall.
Customer called back asking to speak to the CM agent transferred the call to 40639 to leave a VM
Customer Contact: Customer called writer back in regards to the message left by writer. Writer informed customer of the open recall, which customer is aware of, and the oil changes for 24 oil changes over 6 years that were added to their case. Writer asked if customer went ahead and finished the clockspring repair. Customer stated that they did and

advised that the vehicle is running fine and stated that they are satisfied. Writer asked if it would be okay since the customer is satisfied with the outcome of the case to which customer agreed. Writer asked if customer is aware of Jeep Customer Care number and customer said that they are. Writer thanked customer for being a part of our Jeep family and wished customer a good weekend. Customer thanked writer and disconnected the call.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA241X	9L[redacted]	***Open Date***	07/28/2014	***Built Date***	03/31/2009	
Model Year	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	11/17/2009	***Mileage***	41,000	***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	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]
	NORTH BEND OR [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Air bag light on

Briefly summarize why the customer is contacting Chrysler: Customer states that his air bag light had come on and he had made an appointment for Wednesday to get that looked at. Customer states he would like to know if it under warranty or not.
Briefly summarize what the customer is expecting: Customer expecting to know if it is covered under warranty or not.
Agent advised customer that the air bag would be covered under basic warranty, but customer s basic warranty had expired.
Customer states is there anything else we can do.
Agent advised customer at this time because CAC has no diagnosis on the vehicle we would need a diagnosis to take the next step to see how we can assist the customer. Agent advised customer when customer gets a diagnosis to call back into CAC when at the dealership.
Briefly summarize why the customer is contacting Chrysler: Customer states that he was seeking potential assistance with the clock spring on his vehicle. Customer states that he would take care of the concern regardless and states that he would make a call back if the concern returns.
Briefly summarize what the customer is expecting: Customer is expecting cost assistance with clock spring.
Agent finds customer has purchase history, is the original owners, how ever there is no purchase of a service contract or signs of a repeat issue. Agent contacted dealer and spoke with SM Mark who states that the customer comes in for all maintenance and that he has never had a repeat problem. Dealer advised that they are not sure if the vehicle would be in the time parameters for d-12-27 and that they would look into this for the customer. Agent advised customer that at this time due to this not being a repeat problem on this vehicle that we would not be able to provide assistance at this time. Agent advised that consumer report about concerns would be filed and that unfortunately the case does not meet escalation parameters.

Jeep ? ? ?
Really good customer ? ?
Clock spring....
Called dealership 43281confirm details of diagnosis.
Asked for Ù. Spoke with Service SM Mark.
What is the diagnosis?. Clock spring due to mechanical failure
Is the concern a result of misuse/abuse/lack of maintenance? Mechanical failure of clock spring.
Could the customer have caused/prevented concern? No.
Is the concern related to age and mileage? No vehicle is only 41,000 miles.
Is vehicle maintained? Well maintained with maintence ? Changes oil every 3000 gets all repair work completed with dealer.
What is the general condition of the vehicle? Good shape.
Have there been any previous related repairs? No repeat issues.
Have there been previous out-of-pocket repairs? No repeat issues.
What is the estimated cost of the repair?
When could it be completed? Parts have been ordered.
Do you feel this customer should receive assistance? Dealer agrees cost assistance should be granted.
Has this customer been provided assistance previously? yes.
Would you be willing to provide assistance? Dealer states it would be reviewed to D-12-27 but would discuss this with customer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA3H12	AL2[redacted]	***Open Date***	07/28/2014	***Built Date***	07/06/2010	
Model Year	2010	***Body***	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	07/31/2010	***Mileage***	95,000	***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	67131	DUNHAM MOTOR SALES INC			
Dealer Address	1006 SOUTH WAYNE STREET				
Dealer City	ANGOLA	***Dealer State***	IN	***Dealer Zip***	46703

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

Product - Electrical - Power/Engine Control Module - Intermittent or Inoperative - Default	clockspring needs to be replaced

Caller: MRS [redacted]
Agent made no promises or commitments.
Briefly summarize why the customer is contacting Chrysler:
Customer called seeking recall / extended warranty information.
Customer has a problem with the air bag light coming on when temperatures are above 90F.
Customer was online and saw that there is an extended warranty for some MY s for the clockspring. Agent explained that this VIN does not have an ext warranty on the clockspring.
Agent suggested she can keep her invoices and if a recall is issued in the future, she can submit her invoices for reimbursement consideration.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2413	9L[redacted]	***Open Date***	07/29/2014	***Built Date***	08/15/2008	
Model Year	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	05/25/2009	***Mileage***	62,667	***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	68737	CHAPMAN CHRYSLER JEEP LLC			
Dealer Address	930 AUTO SHOW DR				
Dealer City	HENDERSON	***Dealer State***	NV	***Dealer Zip***	89014

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	customer is having issues with his air bag light on

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler stating that the vehicle was in an accident, customer s wife hit a deer and damaged the hood and the front left fender. Customer states that the air bag did not deploy. Customer states that the insurance company paid for the vehicle to be repaired. Customer states that after the vehicle was repaired he is having issues with the air bag light on and the customer feels that it has to do with the accident. Customer states that the dealership advised the insurance company that the insurance is not due to the accident so now the insurance company will not pay for the repair and the dealership wants to charge the customer around $400 for the repair. Briefly summarize what the customer is expecting: Customer is seeking if we would be able to help the customer. Agent advised the customer that in situations where a customer is in an accident and the air bags do not deploy than we send the case to a special investigation department. However, the vehicle has been repaired by the insurance company. Agent advised the customer that we cannot look into the matter unless the insurance company contacts us seeking further information. Agent provided the customer with the case number. Customer states that he will speck with the dealership and his insurance company. Customer had originally contacted seeking if there was a recall on the vehicle. Agent advised the customer that there are two pervious recalls on the vehicle.
Customer states he called in on Tuesday regarding a recall. Customer states he was provided the case number. Customer states he is on the road and doesn t have the case number. Customer states they were advised that they can have their insurance company call to look into the matter further. Customer states he wants his insurance company to call Chrysler. Customer seeking the case number to provide to the insurance company so they can contact Chrysler.
Agent provided customer with case number.

Greg ShockÙ from the insurance company is calling inquiring if this is a common problem with the clockspring that is seen in a lot of vehicles from Chrysler because that s what he was told by someone at the DLR. Agent informed GregÙ that not that agent is aware of, and there are no recalls on the vehicle. GregÙ said he does not feel that this is loss related and the customer is on their own.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6412	7L[redacted]	**Open Date**	07/30/2014	**Built Date**	03/09/2007	
Model Year	2007	**Body**	JKJS72	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	06/30/2007	**Mileage**	106,000	**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	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**	
	CAPE CORAL FL[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	airbag light is on
Product - Fuel System - Fuel Tank - Leaks - Default	gas spits out
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	

Writer received call from customer. Customer states that he had been on the Jeep website and saw some recalls for his vehicle. Customer also states that he is having an issue when filling up his gas tank, customer states the gas spills out. Writer advised customer of the X32 warranty on his vehicle. Customer also states that his airbag light is on, writer advised customer of the X41 warranty on his vehicle. Customer wanted to know if there would be any fees from the dealer so writer placed customer on hold to contact dealer.
Customer calls seeking recall information. Advised the customer of incomplete recalls, 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.
Writer is contacting dealer 66732 to speak to SM Tim. SM explained to writer that if it is anything that is not covered or confirmed to fall under the recalls or the extended warranty then the customer will be charged a diagnosis fee.
Writer went back to customer and provided the customer with the information from the SM. Customer thanked writer. Writer advised that case would be placed on hold and if customer had and concerns when he goes to the dealer he can call us back.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D11	AL[redacted]	***Open Date***	07/30/2014	***Built Date***	05/08/2010	
Model Year	2010	***Body***	JKJL72	JEEP WRANGLER SPORT 4X4			
In Service Dt	06/18/2010	***Mileage***	53,614	***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	45358	STEVENS CREEK CHRYSLER JEEP DODGE			
Dealer Address	4100 STEVENS CREEK BLVD				
Dealer City	SAN JOSE	***Dealer State***	CA	***Dealer Zip***	95129

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	PARIS TX 7[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:
Briefly summarize what the customer is expecting:Customer called in stating that he had purchased this vehicle at a Mercedes Bends dealership and is now having issues with his air bag light coming on. Customer states that he had brought the vehicle to a Chrysler dealership were they had ran a code and found out it has a certified used warranty. Writer states that he was told it was a B1B02 driver air bag squid one air bag open. Customer heard that there was a recall on the airbags and wanted to know if the repair would be covered. Writer informed customer that he does not have any service contracts open on this vehicle under his name and as well there are no air bag recalls on his vehicle. Customer wants to know if Chrysler will cover the cost for the air bag issue as customer states it is not his fault that the vehicle is having this issue as well as that he has low mileage. Writer informed customer that unfortunately there was nothing that we could do for customer as he is a third owner and has no service contracts. Customer was not happy with this. Writer was able to transfer customer over to MVP Tiffany who was willing to assist customer with his questions on service contracts.
* * * * 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.
* *

The customer had called back in to request cost assistance because the air bag light is flashing.
Agent had done more research and again advised the customer there was nothing Chrysler can do to assist with the cost of the repair of his vehicle.
Customer called because he wanted to make a complaint against James Hodge Motor Company, customer stated he brought his vehicle there along with the diagnosis he had got on the vehicle for the airbag light being on. Customer stated they refused to honor or even look at the diagnosis that

was already done and instead said he would have to pay for a new diagnosis to be done on the vehicle. Customer stated this the same dealer that previously sold a vehicle that he was in the process of doing paperwork for.
Customer called back to request cost assistance and agent advised customer we could not assist with this repair.
JULY 30/14 - Customer states he bought his JEEP SPORT back in February and now the airbag light is coming on.
The vehicle has 53,000 miles on it.
The customer took his vehicle to an IRF and they ran the tests, then told him to take it to a Chrysler dealership; because of low mileage they might help him out. Then customer states he took his vehicle back to the Chrysler Dealership JAMES HODGE 68433 and then he had a problem because they wanted to run their own diagnostics and charge him again.
Customer falls within dealer goodwill D-12-27. Agent spoke to her TL BR379. Given permission to rescind the NO GOODWILL since Dealer Goodwill was not even considered.
Customer also stated that he spoke to someone in Accounting at JAMES HODGE who said to take the vehicle back to the place where he got it. Something about a warranty that the girl didn t cancel so he can t use it.
The repair problem is the Clock spring in the airbag component, which SM Rusty says is BASIC. The customer has POWERTRAIN but not BASIC WARRANTY.
SA Robert says there is a $95 diagnostic fee.
Because neither SA Robert nor SM Rusty have ever seen the customer or the vehicle, it was discussed with the dealer about how best to proceed and it was decided that the customer would take in the vehicle for diagnosis and then the customer would call us to call the dealer to look at the cost assistance again.
To owner agent - this case is approved to be sent to your TL for No Diagnosis and the SM Rusty has agreed to look at Dealer D-12-27 after his Service Department looks at the vehicle.. When customer calls back, re-call the Dealer to do the T2 Dealer Funnel.
Also correct dealership to 68433 JAMES HODGE, telephone number 903-785-8447. Could not correct on PRIMARY CAIR SCREEN due to technical difficulties on JULY 30/14. JP1738

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BZ3H17	BL[redacted]	***Open Date***	08/01/2014	***Built Date***	03/11/2011	
Model Year	2011	***Body***	JKUM74	JEEP WRANGLER UNLIMITED SPORT (RHD) SPORT UTILITY			
In Service Dt	08/01/2011	***Mileage***	34,393	***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	44445	GALENA CHRYSLER			
Dealer Address	937 GALENA SQUARE DRIVE				
Dealer City	GALENA	***Dealer State***	IL	***Dealer Zip***	61036

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	SMITHS STATION AL 3[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light is on
Recall - L35: REPROGRAM PCM - OXYGEN SENSOR AND EGR MONITOR - Other	Customer inquiring about open recalls
Recall - M31: AIRBAG SYSTEM CLOCKSPRING - Other	Customer inquiring about open recalls

Briefly summarize why the customer is contacting Chrysler: Customer inquiring about open recalls as their air bag light came on. Agent advised customer of the L35 and M31 recalls. Agent advised customer that these recalls can be completed at any Chrysler dealership.
Briefly summarize what the customer is expecting: Customer seeking recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8FA2416 8L[redacted]	**Open Date**	08/05/2014	**Built Date**	03/04/2008		
Model Year	2008	**Body**	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	07/03/2008	**Mileage**	100,000	**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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	62452	COSTY'S CHRYSLER JEEP			
Dealer Address	RD 1 ROUTE 15				
Dealer City	MANSFIELD	**Dealer State**	PA	**Dealer Zip**	16933

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

Corporate - Recall - Default - Default - Default	Customer seeking M31 recall for her vehicle

Briefly summarize why the customer is contacting Chrysler: Customer called in stating she wanted to check on the recall on her vehicle.
Briefly summarize what the customer is expecting: Customer is expecting to complete M31 recall on vehicle.
Customer states her clockspring needs to be replaced and that she has an engine light on and that her airbag light is on.
Agent advised customer that the M31 recall does not apply to their vehicle. Agent did advise of J24 recall.
Customer states the recall should be applied to her vehicle. Agent advised recalls are VIN number specific and it did not apply but that she should take the vehicle to a dealer.
Customer hung up on agent.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA6918	9L[redacted]	***Open Date***	08/05/2014	***Built Date***	02/06/2009	
Model Year	2009	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	03/16/2009	***Mileage***	100,000	***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	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]
	MIAMI LAKES FL 3[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states air bag light flashing on and off

Briefly summarize why the customer is contacting Chrysler: Customer states she thinks there is a recall on her vehicle regarding the air bag. Agent advised the customer there are no active recalls on her vehicle. Customer asked if I could bring up information on a code presented in the vehicle. Agent advised the customer to contact the dealership for a diagnostic. Customer required no further assistance.
Briefly summarize what the customer is expecting: Customer states she wants to know if there is a recall on her vehicle. Customer requires assistance with the diagnosis of the vehicle.

Customer Assistance Inquiry [redacted] [redacted]

[redacted]	[redacted]		**Open Date**	08/05/2014	**Built Date**	05/22/2008	
Model Year	2008	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	10/30/2008	**Mileage**	100,067	**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	66940	PAMBY CHRYSLER JEEP DODGE			
Dealer Address	665 DANBURY RD				
Dealer City	RIDGEFIELD	**Dealer State**	CT	**Dealer Zip**	06877

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	RIDGEFIELD CT 0[redacted]	**Country**	UNITED STATES

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

Escalation Override approved by SW722 DLR loyal and brand loyal. Looking to buy a new Ram
Briefly summarize why the customer is contacting Chrysler: Customer states the clock spring needs to be replaced in his vehicle and is asking for some kind of cost assistance. Customer states he has been loyal to his dealership he states he has all his service completed there as well. Customer has owned 3 Chrysler vehicles and is looking at purchasing a Ram Truck in the near future. Customer states he loves the Chrysler products. Agent contacted dealership 66940 spoke to Warranty Manager Steve to request some kind of cost assistance for the customer and was informed they cannot assist due to the vehicle being over 100,000mi.
Briefly summarize what the customer is expecting: Customer is requesting cost assistance for repairing the clock spring.
-
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? PAMBY CHRYSLER JEEP DODGE #66940
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District 74N * * * * * *
OOW (Which): The vehicle is out of warranty.
MVP (Active or expired): No
Ownership history: 2 new 1 used.
Status update provided via email to the following email address: austindrukker@gmail.com
Hello, my name is Gus and I have been assigned as your case manager. This email is confirmation that your case, 25424264, was successfully

escalated to me. After I review the details of your case I will be calling you at your preferred [redacted]6, within the one business day as promised. My office hours are 6:00AM 400PM (Mountain Time). My contact information is 800.763.8422 EXT 66122 If your preferred telephone number mentioned above isn t correct, please reply with the correction.
End of Status Update
Writer called[redacted]
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66122. The reason for the customer contact was to provide or request the following information: Ask customer what dealer diagnosed the vehicle.
Customer left a message stating dealer #66940 diagnosed the vehicle.
Writer called dealer. SM John states the clock spring was diagnosed is 02/26/14 and customer declined the repair. On 06/06/14 customer complained about the air bag light but customer declined the diagnoses. Last time the vehicle was at the dealer the vehicle had 100067 miles. The dealer is not aware of any other issues.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66122. The reason for the customer contact was to provide or request the following information: Need to advise customer Chrysler is not willing to assist with the repair.
Customer called. Customer states the same as above. Writer advised customer Chrysler is not willing to assist with the repair. Customer states he will listen to the vehicle ding and will not pay the $450.00.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA6919	8L5[redacted]	***Open Date***	08/06/2014	***Built Date***	11/21/2007	
Model Year	2008	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	02/01/2008	***Mileage***	57,000	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	68695	PARK DODGE-CHRY-JEEP			
Dealer Address	22231 THREE NOTCH RD				
Dealer City	LEXINGTON PARK	***Dealer State***	MD	***Dealer Zip***	20653

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

Recall - K13: INNER FENDER LINERS - Information Request	Customer calling for information regarding recalls.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Customer states airbag light comes on and dings frequently. Started night of 08/05/2014
Agent looked into vehicle further and found 2 recalls (J24 and K13)
Agent contacted dealer and spoke with SA: Ron and transferred customer to dealer.
Agent ended call.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA5915	9L[redacted]	***Open Date***	08/06/2014	***Built Date***	02/09/2009	
Model Year	2009	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	04/25/2009	***Mileage***	47,000	***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	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***	
	LELAND NC [redacted]	***Country***	UNITED STATES

Corporate - NHTSA - Inquiry - Default - Default	M31 Airbag Clockspring / 2008-2012 (JK) Jeep Wrangler-RHD

Caller: MR [redacted]
Agent made no promises or commitments.
Briefly summarize why the customer is contacting Chrysler:
Customer called seeking recall information.
Customer s air bag light came on, and he hears a crackling noise inside the steering column.
Customer went online and saw recall M31 and wanted to know if it applied to his vehicle.
Agent pulled up recall M31 in AC and it is for the RHD vehicles only.
Customer has not had his vehicle diagnosed yet.
Customer will bring it to his local dealership once he checks his schedule to see when he can bring it in.
Customer is the second owner, does not own any other vehicles, no MVP, no history of the concern

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA391X	7L[redacted]	**Open Date**	08/07/2014	**Built Date**	04/05/2007	
Model Year	2007	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	06/06/2007	**Mileage**	95,000	**Dealer Zone**	51	CHICAGO	
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	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**	
	REDONDO BEACH CA 9[redacted]	**Country**	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	Customer seeking information on warranty

Briefly summarize why the customer is contacting Chrysler: Customer called in stating he is having some troubles as his signal light is coming on, and the air bag light, as well as a tone that keeps going off. Customer states he did research his problem a little bit and found it could be the clock spring. Customer states he wants to know if he has any type of recall or warranty for it. Agent advised customer he does have the X32 INLET CHECK VALVE warranty on his vehicle. Customer stated he would go to the DLR right away.
Briefly summarize what the customer is expecting: Customer was expecting to get information as to what is on his vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BZ3H1X	BL[redacted]	***Open Date***	08/08/2014	***Built Date***	04/14/2011	
Model Year	2011	***Body***	JKUM74	JEEP WRANGLER UNLIMITED SPORT (RHD) SPORT UTILITY			
In Service Dt	10/14/2011	***Mileage***	89,000	***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	67081	CHANDLER MOTOR COMPANY			
Dealer Address	2201 EAST UNIVERSITY AVE				
Dealer City	OXFORD	***Dealer State***	MS	***Dealer Zip***	38655

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ENID MS 3[redacted]	***Country***	UNITED STATES

Recall - M31: AIRBAG SYSTEM CLOCKSPRING - Information Request	AIRBAG SYSTEM CLOCKSPRING
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customers air bag light is flashing on and off and dinging noise will not stop.
Customer wants to know how to turn noise off.
Briefly summarize what the customer is expecting: Customer wants the air bag light to stop flashing, dinging noise to stop.
Agent explained to customer of recall M31 AIRBAG SYSTEM CLOCKSPRING, states this has been completed on vehicle. Agent explained to customer this is a safety issue and here at Chrysler are not able to turn off noise. Agent explained to customer to take vehicle to Dealership to have looked at. Customer will not go to a dealership and sit for hours, useless, will find wire and disconnect. Customer disconnected from agent.
No diagnosis
Reassigned DF314

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6413 9[redacted]		***Open Date***	08/09/2014	***Built Date***	11/18/2008	
Model Year	2009	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	02/07/2009	***Mileage***	75,000	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	26808	FRANKLIN CHRYSLER DODGE JEEP RAM			
Dealer Address	1124 MURFREESBORO RD				
Dealer City	FRANKLIN	***Dealer State***	TN	***Dealer Zip***	37064

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

Corporate - Recall - Default - Default - Default	no recall
Product - Electrical - Lamps and Switches - Defective - Default	warning light air bag. due to broken spring

Briefly summarize why the customer is contacting Chrysler:
2009 jeep wrangler with air bag light on and warning sound, customer checking if a recall would apply to her model. Customer has it at dlr with a clock spring error. At the cost 500 dollars. Agent checked all warranties and recalls past and present, none found for present. Customer will attempt to work with dlr to reduce cost.
Briefly summarize what the customer is expecting:recall

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5914	7L[redacted]	***Open Date***	08/10/2014	***Built Date***	04/23/2007	
Model Year	2007	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	05/25/2007	***Mileage***	58,000	***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	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***	
	GLENVIEW IL [redacted]	***Country***	UNITED STATES

Corporate - Corporate Warranty Extension Letter - Default - Information Request - Default	Customer is inquiring about the clock spring warranty
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer is stating the air bag light is on
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is calling for assistance with air bag light. customer stating his air bag light is on and he read online there has been an extended warranty add to these vehicle. Agent advised customer the extended warranty does apply to his vehicle. Agent advised customer to contact the dealership to set an appointment.
Briefly summarize what the customer is expecting: Customer is seeking information about extended warranty.
Reassigned to PG725- No diagnosis.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA5412	9L7[redacted]	***Open Date***	08/12/2014	***Built Date***	09/17/2008	
Model Year	2009	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	02/21/2009	***Mileage***	15,000	***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	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68242	STAR CHRYSLER JEEP DODGE			
Dealer Address	211-10 JAMAICA AVENUE				
Dealer City	QUEENS VILLAGE	***Dealer State***	NY	***Dealer Zip***	11428

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

Corporate - Recall - Default - Default - Default	Customer seeking information on his vehicle

Briefly summarize why the customer is contacting Chrysler: Customer seeking information regarding information on his vehicle.
Briefly summarize what the customer is expecting:Customer seeking information on his vehicle regarding an issue he was having with the air bag light. Customer stated he has not yet had a proper diagnosis done on the vehicle he just needed to know if that issue was on his vehicle as a recall at all.
Agent advised customer to continue working with dealership to determine the problem with a proper diagnosis.
Agent also informed customer that all recalls that applied to his vehicle had already been completed.
Customer understood
Customer called back regarding the same issue noted above.
Customer states he is having issues with the airbag light coming on. He states he was told there is no recall on his vehicle. He states he took the vehicle to a local mechanic who told him that he would need to open the air bag up and see what is going on.
Agent advised customer that recalls are vin specific.
Agent provided customer with a local Chrysler DLR contact information for Atlantic Chrysler and transferred customer to a SA for more information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA391X	8L[redacted]	***Open Date***	08/13/2014	***Built Date***	02/01/2008	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	03/14/2008	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	60518	STEWART CHRYSLER DODGE JEEP RAM			
Dealer Address	800 SERRAMONTE BLVD				
Dealer City	COLMA	***Dealer State***	CA	***Dealer Zip***	94014

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

Corporate - Recall - Default - Default - Default	Customer seeking recall information

Briefly summarize why the customer is contacting Chrysler:
Customer states issue with brake light and air bag light coming on in the vehicle.
Briefly summarize what the customer is expecting:
Customer seeking more information.
Agent changed vehicle into customer name.
Agent advised there were no open recalls on the vehicle.
Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA5415	8L[redacted]	***Open Date***	08/14/2014	***Built Date***	02/20/2008	
Model Year	2008	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4			
In Service Dt	04/09/2008	***Mileage***	50,500	***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	45614	VICKSBURG CHRYSLER DODGE JEEP RAM			
Dealer Address	13475 PORTAGE RD				
Dealer City	VICKSBURG	***Dealer State***	MI	***Dealer Zip***	49097

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	THREE RIVERS M[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	Air bag recall
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Tow bar

Briefly summarize why the customer is contacting Chrysler: Customer s air bag did not deploy when he hit a pole.
Briefly summarize what the customer is expecting: Recall information, information about airbag.
The writer did verify that if the air bag is on the air bag will not deploy.
The writer did verify that there is not air bag recall.
The writer advised that the customer is required to maintain the vehicle. If the air bag is on it need to be maintenance. The customer is referring to forums and the information sourced from them.
The writer advised the SA Mike offered to review TSB technical service bulletins on this issue for the customer. The writer warm transferred the customer to make an appointment for the J24 recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA3H10 AL[redacted]		**Open Date**	08/15/2014	**Built Date**	07/22/2010	
Model Year	2010	**Body**	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	08/04/2010	**Mileage**	94,500	**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	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**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	COLORADO SPRINGS CO[redacted]	**Country**	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	air bag light comes on and goes off

Briefly summarize why the customer is contacting Chrysler: Agent advised customer she looked at their VIN in the system, and did not see any recalls listed. Agent also advised customer that recalls are VIN-specific, and impacted owners will be notified via U.S. mail if they are involved in a recall. Agent confirmed customer s contact information and ensured it is correct. Agent asked customer if there was a current issue that they are experiencing that we can help them with. Customer stated he is having a problem with the air bag light coming on and off. Agent checked into his Warranty - his Basic has expired. Agent offered to help customer set up an appointment at the Dealership THE FARICY BOYS; customer declined the offer.
Briefly summarize what the customer is expecting: help with a repair to his vehicle
Reassign to TL for Survey Bypass - no diagnosis
This does not warrant a by pass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D15	AL[redacted]	***Open Date***	08/16/2014	***Built Date***	09/18/2009	
Model Year	2010	***Body***	JKJL72	JEEP WRANGLER SPORT 4X4			
In Service Dt	10/11/2009	***Mileage***	50,000	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

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***	
	WEST RICHLAND WA [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default

Briefly summarize why the customer is contacting Chrysler:
Customer called in wanting to know if there are any recalls currently active on their vehicle.
Briefly summarize what the customer is expecting:
Customer wanted to know if there are any recalls currently active on their vehicle, stating that their airbag light keeps coming on. Agent looked up customer s vehicle information and confirmed that there are currently no recalls (active or completed) on their vehicle, and advised them that they could go on their brand website under the owner section and enter their VIN to determine if there are recalls on their vehicle. Customer understood, but stated that he was dissatisfied with the lack of a recall pertaining to a known issue with his vehicle.

Customer Assistance Inquiry Record (CAIR)# *25488958*

VIN	1J4GA3911	9L725329	***Open Date***	08/18/2014	***Built Date***	10/01/2008	
Model Year	2009	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	10/15/2008	***Mileage***	82,000	***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	45292	MOSS BROS. CHRYSLER JEEP DODGE			
Dealer Address	27810 EUCALYPTUS AVE				
Dealer City	MORENO VALLEY	***Dealer State***	CA	***Dealer Zip***	92555

Owner	BOURASSA , LEE M	***Contact Type***	TELEPHONE
Address	23560 SWEET CLOVER CIR	***Home Phone***	
	MORENO VALLEY CA 92557-3977	***Country***	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	airbag light coming on and going off intermittently
Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	cost assistance declined
Corporate - Recall - Default - Default - Default	information request

Briefly summarize why the customer is contacting Chrysler: Customer is experiencing problems with his
Agent advised customer she looked at their VIN in the system, and did not see any recalls listed. Agent also advised customer that recalls are VIN-specific, and impacted owners will be notified via U.S. mail if they are involved in a recall. Agent confirmed customer s contact information and ensured it is correct. Agent asked customer if there was a current issue that they are experiencing that we can help them with. Customer advised that their airbag light is coming on and going off intermittently. Customer saw something online and was advised by writer to hold on to any receipts for the repair in case a Recall should come on to his VIN. Writer offered to set up an appointment for the customer; customer declined.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Briefly summarize what the customer is expecting: to get his repair covered under extended warranty, recall or cost assistance

Customer Assistance Inquiry Record (CAIR)# *25489648*

VIN	1J4FA2410	7L176345	***Open Date***	08/18/2014	***Built Date***	03/06/2007	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	06/04/2007	***Mileage***	6,500	***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	26723	DOUGLAS JEEP INC			
Dealer Address	2382 SOUTH TAMIAMI TRAIL				
Dealer City	VENICE	***Dealer State***	FL	***Dealer Zip***	34293

Owner	GUINDI , ASHRAF	***Contact Type***	TELEPHONE
Address	11214 VILLAGE GREEN AVE	***Home Phone***	
	SEMINOLE FL 33772-2912	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states air bag light concern.
Dealer - Service/Body Shop - Personnel - Discourteous/ Rude - Service Management	Customer states service advisor was rude.

Customer states previous owner advised customer that that the airbag light is on and covered under an extended warranty. Customer states they were advised that they could bring vehicle to any Jeep DLR and it would be fixed for free. Customer states SA told customer that it is not under warranty. Airbag light is on. Customer states DLR advised that vehicle has to be diagnosed before warranty work is completed. Customer states they were charged $110 for diagnosis. Customer states DLR stated that Jeep would pay for air bag concern excepting a $129 charge out of pocket for scanning the vehicle. Customer states SA Tim Racco was rude in dealing with customer. Customer states they did not request DLR to scan vehicle.
-
Agent contacted SM Travis at DOUGLAS JEEP CHRYSLER DODGE 26723Ù. Agent notified SM Travis of customer s concern. SM Travis states that four flashes were available and has been charged for those. SAS ABS and CCM and charged $110. Service Writer would not charge. SA Travis states they will discuss customer s concern with the business owner. Agent advised SM Travis of discourteous treatment from SA Tim Racco.
-
Customer states they did not want the updates and only wanted to resolve the air bag light concern. Agent informed customer that complaint will be sent as a letter to the business owner. Agent provided customer with case number.
-
Customer was advised that their concern is being forwarded for review.
Confirmed customer s contact information.
Preferred method of contact: E-mail

Preferred contact number: [redacted]
Preferred email address: [redacted]
Customer s concerns were reviewed with: SM Travis
Servicing Dealer: DOUGLAS JEEP CHRYSLER DODGE 26723Ù
Spoke with: SM Travis
(SM Travis) states that: See lines
Assigned CAIR to 86L
omit line 32.
(SM Travis) states that: See lines 13-18.
**** Dealer Notification Sent ****
*****Reassigned to JC2331 for next step*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3919	9L7[redacted]	***Open Date***	08/19/2014	***Built Date***	03/04/2009	
Model Year	2009	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	03/26/2009	***Mileage***	55,535	***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	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***	
	ALBUQUERQUE NM [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	.

Customer seeking if recall for airbag light on vehicle, agent advised is not.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3911	9L[redacted]	***Open Date***	08/19/2014	***Built Date***	03/20/2009	
Model Year	2009	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	07/23/2009	***Mileage***	23,093	***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	24173	HANNAH CHRYSLER JEEP			
Dealer Address	3517 NE AUTO MALL DR				
Dealer City	VANCOUVER	***Dealer State***	WA	***Dealer Zip***	98662

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MOUNT AUKUM CA [redacted]2	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer requesting information on L37 recall

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler with regards to the L37 recall. Customer believed that vehicle was qualified for this recall. Customer experienced air-bag light intermittence issues.
Briefly summarize what the customer is expecting: Customer is expecting information on this recall.
Agent advised that the customer does not apply to this recall because it is specific to the RHD vehicles. Agent advised that customer get this taken care of and to keep all finanical information for if LHD vehicles begin to have a recall, customer has information that could lead to a reimbursement.
Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3911	8L[redacted]	***Open Date***	08/20/2014	***Built Date***	02/27/2008	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	03/14/2008	***Mileage***	146,000	***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	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]
	GAINESVILLE GA [redacted]	***Country***	UNITED STATES

Recall - K13: INNER FENDER LINERS - Information Request	Advised customer of K13 incomplete
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Airbag light is on
Recall - J24: MOPAR TOW BAR - Information Request	Customer seeking recall information
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states 2008 wrangler four doors and the airbag light is coming on and was wondering if there are any recalls on the vehicle or if there was anything that we could do.
Briefly summarize what the customer is expecting:Customer seeking information.
Agent advised customer that there are two incomplete recalls on the vehicle and to go to the dealer to have the recalls completed.
Agent advised customer with the airbag light the customer should go to the dealer and have the dealer diagnose the customer issue and have it repaired at the customers cost.
Agent called customer back and to tell the customer that the agent informed the customer of the wrong recall.
Customer states that he read on the internet about it being a clock spring and that the customer in the past has gotten case numbers.
Agent advised customer that agent can provide the customer with the case number but there is not warranty left on the vehicle except the federal emissions warranty for 19 months or 67,684 miles and the customer also has the X32 INLET CHECK VALVE and this warranty is unlimited.
Reassign survey by pass to LB546

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA541X	7L1[redacted]	**Open Date**	08/20/2014	**Built Date**	04/21/2007	
Model Year	2007	**Body**	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	09/26/2007	**Mileage**	71,000	**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	68837	WISEMAN AUTO LLC			
Dealer Address	205 E MAIN ST				
Dealer City	ROBINSON	**Dealer State**	IL	**Dealer Zip**	62454

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

Corporate - Dealer Information - Default - Default - Default	DLR inquiry
Corporate - Corporate Warranty Extension Letter - Default - Inquiry - Default	X41 Airbag Clockspring Assembly
Product - Electrical - Lamps and Switches - Other - Default	air bag light - clock spring is needed
Corporate - CNA Change - Default - Default - Default	updated owner information

Briefly summarize why the customer is contacting Chrysler:
Customer called stating she purchased this vehicle in April 2014.
Customer states that the air bag light came on and on August 1st, 2014 she took her vehicle to Silverthorne and IRF for an oil change and had them look at the air bag light and they advised her that she would need to take her vehicle to a Chrysler DLR for that part.
Customer states she took her vehicle the same day to DLR-68837 (Wiseman Auto LLC which is also Robinson Ford) and they told her it was a clock spring and printed her out an estimate for over $500. Customer states she is now calling because she read online about an extended warranty on this part.
Agent advised customer that the X41 - Airbag Clockspring Assembly extended warranty is on her vehicle. Agent advised customer that this warranty has been extended to 10 years or 150,000 miles (whichever occurs first) under the Basic
Limited Warranty. Agent advised customer that the original ISD is 09/26/2007 and ten years would be 09/26/2017.
Agent contacted DLR-68837 and spoke to SM: Kip twice for him to find the quote and he confirmed that the part needed is the Clockspring and would be covered under the X41 warranty.
Agent advised customer that she would need to confirm with DLR that she would like to make and appointment and to order the part for her.
Customer states that she is not wanting to go back to this DLR now and would like to go to another DLR, if possible.
Agent contacted DLR 45253 (Sullivan Chrysler) at (812) 268-4321 and spoke to SM: Leena advising her of the issue. She states they would like to have their own diagnosis and then they can order the part for the

customer.
Agent advised customer of this and transferred her to make an appointment with Leena at DLR-45253.
Briefly summarize what the customer is expecting:
Customer is expecting to have the Clockspring replaced and covered under extended warranty X41.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4BJWKG2	CL[redacted]	***Open Date***	08/20/2014	***Built Date***	06/23/2012	
Model Year	2012	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	07/17/2012	***Mileage***	71,000	***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	44338	BRUCKERT & DALEY INC			
Dealer Address	400 WEST MAIN STREET				
Dealer City	CARLINVILLE	***Dealer State***	IL	***Dealer Zip***	62626

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

Corporate - Warranty Coverage - Default - Default - Default	Customer has damaged seat cover
Corporate - Recall - Default - Default - Default	customer called regarding possible recall

Call was disconnected while transfer.
Please reassign to next agent that you receive.
Customer called to enquire about airbag related recall. States that airbag light is coming on, and with a warning sound.
Customer wants to know if warranty coverage is available on seat cover re-tearing.
Agent explained no recall on the vehicle, but that issue will be documented for any future concerns.
Agent transferred case to warranty t L1 CAC.
Customer indicated satisfaction with process.
Briefly summarize why the customer is contacting Chrysler: Customer called for cost assistance on repairing his seat cover for the second time, the DLR could not help due to mileage.
Briefly summarize what the customer is expecting: Customer is expecting cost assistance for seat repair.
Agent advised pending diagnosis more information would be available for assistance.
Agent offered to call DLR for appointment, Customer stated they would take care of that themselves.
Customer calling back, took vehicle to Dealership, was told driver seat upholstery is tearing again in the exact same spot, for the second time and the air bag light is dinging, requires the clock spring to be replaced. Customer is seeking assistance with repairs.
Agent called dealership, spoke to SM Chuck, exactly the same issue and spot with seat tearing, first time Jan/10/2014, and the clock spring does need replaced and was told by customer there should be a recall for this.
Agent discussed issue with SM, customer to bring vehicle back to Dealership, take digital imaging pictures and send into Chrysler as SM feels there is something in the seat frame causing seat upholstery to

tear. Agent advised customer to take vehicle back to Dealership, take pictures and see what Chrysler states for repair. Agent explained to customer to call back once advised results from DI.
Agent provided customer case [redacted]
Briefly summarize why the customer is contacting Chrysler: Customer called back wanting to know an update on this case number, Agent called dealership and spoke to Chuck, Chuck stated that he will send in the digital images today, Agent advised customer the information and customer will wait for the decision to be made
Customer called back for status on file.
Agent advised that the service department has gone home for the day. Agent tried to see if we could pull up information on our system however system updating and was unable to retrieve the DI.
While trying to gather informationi customer disconnected the call.
Agent contacted customer back and advised him to contact the dealership on Monday for further information
Customer stated that he had the vehicle diagnosed and needs a clocks spring and stated it will cost him 500.00 for the repair and wanted to know why the recall was not on his vehicle.
Customer called regarding the seat cover repair and wanted to know if Chrysler is going to approve the repair.
Agent contacted dealership and spoke to the service manager chuck who stated he was unable to pull up the information. Agent spoke to Pam who brought up the digital imaging and stated that the the right side is torn on the back seat frame and is sticking through the material and this is the 2nd time this has happened within a 3 months period. Pam stated that the DI shows that customer is out of warranty and it was denied.
Agent advised customer because it was out of warranty that Chrysler denied it for being out of warranty only. Pam advised to send this to Case Manager to see if they can help customer as this has happened within 3 months.
Agent advised customer that 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: 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?:
BRUCKERT & DALEY INC 44338
Reassigned to 88F
* * * * * * CASE MANAGER TEAM - District P * * * * * * *
Ownership: Original owner
NEW: 2
USED: 0
Service Contract: No
Out of Warranty
Basic: 40,000 oow still in by time.
Powertrain: still in for powertrain.
CONTACT UPDATE - 1st Contact attempt, phone number [redacted]
Agent contacted customer to discuss concerns. Customer stated that there are 2 things. Customer stated that the seat ripped and was replaced in February. Customer stated that the bottom ripped out. Customer stated that there were pictures taken. Customer stated that the back is ripping too. Customer doesn t understand this. Clock spring that controls the air bag has gone out. Customer was informed that there are some issues with this. Customer stated that the leather seats aren t even an options. Customer stated that he would like assistance with these things. Customer stated that his expectations would be some cost assistance. CM informed customer that CM will look into this and contact customer no later than Wednesday-Thursday.
Agent contacted dealership, phone number dialed, 217-854-4711. Agent contacted dealership to discuss cvustomer s concerns. Agent spoke to SM (Chuck) who informed CM that 74219. SM stated that this must be something with the frame. They need to resubmit the notes on D.I. Customer already had the clock spring replaced.

Agent attempted to contact customer, phone number dialed, [redacted].
However, customer was not available.
Left message for a return call at extension 40700. The reason for the
customer contact was to provide or request the following information:
Agent contacted customer to inform customer of the next steps.
######### 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 repeat seat concern
Action requested: digitial imaging.
Please update this CAIR with resolution.
##
REASSIGNED TO BC/DLR 51 44338 09/18/14 16:37 R[redacted]
CM discussed having customer pay $100.00 co pay for the repairs.
CM informed customer of a follow up for Tuesday-Wednesday next week.
Agent contacted dealership, phone number dialed, 217-854-4711. Agent
contacted dealership to discsuss next steps. Agent spoke to SM (Chuck)
and was informed that pricing is $436.90 parts + $100.00 labor =
$536.90. We are doing this with $100.00 co pay. CM informed SM that CM
will inform customer. CM was informed that parts need to be ordered and
last time this part was ordered it took at long time. CM offered to
expidite the part. SM took CM s contact information and informed CM that
he would call if expiditing is neccessary.
Agent attempted to contact customer, phone number dialed [redacted]
Agent contacted customer to inform customer of our next steps. CM
informed customer of the information on the next steps. CM informed
customer that CM will follow up accordingly to provide updates.
As a one-time goodwill gesture, Chrysler is approving this out of
warranty repair. According to the dealer, the warranty costs of the
repair are as follows:
Parts = $436.90
Labor = $100.00
Total = $536.90
Co-pay = $100.00
############ DIRECT-TO-DEALER ##############
Customer Care is sending this case to because an out-of-warranty
goodwill decision has been made. Remember ALL pre-authorization
requirements for Digital Imaging and the Powertrain Service Center still
apply. When submitting for pre-authorizations include this case number.
When repairs are completed, submit your claim as you would normally and
update this case and return it to Customer Care.
##
Agent contacted dealership, phone number dialed, 217-854-4711. Agent
contacted dealership to inquire about the status of the part. Agent spoke
to SM (Chuck) and was informed that he will take care of everything. SM
informed CM that they are still waiting on parts. CM thanked SM for the
udpate.
Agent attempted to contact customer, phone number dialed, [redacted]
However, customer was not available.
Left message for a return call at extension 40700. The reason for the
customer contact was to provide or request the following information:
Agent contacted customer to discuss next steps.
10/6
Cm is to follow up 10/6 to touch bases with all parties.
DEALER - reported all parties for Service or parts is gone home for the
day. CM will follow up on 10/7/14.
Agent attempted to contact customer, however, customer was not available.
unable to leavae message line went dead - for extension 40700. The
reason for the
customer contact was to provide or request the following information:
follow up on status of parts and CM will follow up on 10/7/14.
Writer contacted Service Advisor to get part information. The SA did not
have this information and said to call tomorrow morning, 10/8/14, to
speak with the parts department. SA adivsed writer that the parts

department was gone for the day and they wouldn t be back in until tomorrow.
Agent attempted to contact customer, however, customer was not available. The reason for the customer contact was to provide or request the following information:
Inform customer that writer was unable to get ahold of the DLR and CM would get ahold of the DLR and customer tomorrow 10/8/14.
Agent contacted dealership, phone number dialed, 217-854-4711. Agent contacted dealership to inquire about the status of the part. Agent was informed that part came in the other day. Customer has not been contacted yet.
Agent attempted to contact customer, phone number dialed, [redacted].
Agent contacted customer to inform customer of the part status and discuss next steps. CM informed customer that the part has arrived and that it is time to schedule an appointment. Customer stated that he is going to get oil changed at the same time. CM informed customer that CM will follow up next week to touch bases with all parties. 10/15-16
CM is to follow up this week.
Agent attempted to contact customer, phone number [redacted]9. However, customer was not available.
Left message for a return call at extension 40700. The reason for the customer contact was to provide or request the following information:
Agent contacted customer to discuss status of concerns and next steps.
Monday-Wednesday 10/20-22
Writer contacted service at 44338, who stated that the customer came in yesterday to have repairs completed and is back in possession of vehicle.
Agent attempted to contact customer, however, customer was not available.
Left message for a return call at extension 40700. The reason for the customer contact was to advise that the vehicle was to confirm that repairs have resolved customer s issues and if there are further questions/concerns writer may be able to address.
Agent attempted to contact customer, phone number dialed, 2[redacted]. However, customer was not available.
Left message for a return call at extension 40700. The reason for the customer contact was to provide or request the following information:
Agent contacted customer to confirm repairs and discuss any remaining concerns.
Agent attempted to contact customer, phone number [redacted]
However, customer was not available.
Left message for a return call at extension 40700. The reason for the customer contact was to provide or request the following information:
Agent contacted customer to confirm repairs and discuss case closure if there are no remaining concerns.
Agent attempted to contact customer, phone number dialed, [redacted]9. However, customer was not available.
Left message for a return call at extension 40700. The reason for the customer contact was to provide or request the following information:
Agent contacted customer to confirm repairs and discuss case closure if there are no any remaining concerns. CM informed customer that we will assume concerns are resolved and will be closing case at this time.
Agent attempted to contact customer, phone number dialed, [redacted]
Agent contacted customer to confirm repairs and discuss any remaining concerns. Customer states that this has been resolved to his satisfaction. Customer is comfortable closing case as of now.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3916	8L[redacted]	***Open Date***	08/20/2014	***Built Date***	01/17/2008	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	04/23/2008	***Mileage***	47,000	***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	45475	UFTRING CHRYSLER, DODGE, JEEP,			
Dealer Address	140 RADIO CITY DR				
Dealer City	NORTH PEKIN	***Dealer State***	IL	***Dealer Zip***	61554

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

Corporate - Recall - Default - Default - Default	seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer called in wondering if his jeep had any recalls related to the air bag light issue he is having , agent advised he does not have any recalls on the vehicle and advised to go to the dealership for inspection, Agent called dlr to book appointment SM was happy to assist , agent transferred customer to DLR
The customer states he believes he needs the clock spring replaced. He has not had a diagnosis yet. The customer would like to know if we can provide cost assistance. The agent advised the vehicle must be diagnosed before we can look into that, and we cannot make any guarantees. The customer states he has read online that a lot of vehicles have this issue and there have been recalls for this. The agent advised there are no recalls at this time but if there ever are any recalls on this vehicle the customer will be notified and may be able to get reimbursed. The customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA5414	8L[redacted]	***Open Date***	08/21/2014	***Built Date***	12/18/2007	
Model Year	2008	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4			
In Service Dt	12/31/2007	***Mileage***	45,000	***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	23349	BOB ROHRMAN JEEP EAGLE			
Dealer Address	701 SAGAMORE PKWY S				
Dealer City	LAFAYETTE	***Dealer State***	IN	***Dealer Zip***	47905

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

Product - Electrical - Unknown - Other - Default	air bag light is flashing

Briefly summarize why the customer is contacting Chrysler: Customer called in because he is having the same issue with air bag light flashing as other vehicles that do have the clockspring recall on them. Agent advised customer that there is no recall for that or extended warranty on the vehicle for this issue. Agent advised customer they will document that the customer is having an issue with the air bag light flashing on their vehicle as well.
Briefly summarize what the customer is expecting: Customer wanted his issue with the air bag light flashing documented.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6412	9L[redacted]	***Open Date***	08/25/2014	***Built Date***	10/13/2008	
Model Year	2009	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	03/15/2009	***Mileage***	72,000	***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	52979	HUNTER DODGE CHRYSLER JEEP			
Dealer Address	1130 AUTO MALL DR				
Dealer City	LANCASTER	***Dealer State***	CA	***Dealer Zip***	93534

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	INYOKERN CA 9[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light flashes when turning

Briefly summarize why the customer is contacting Chrysler: Customer called stating he is getting the air bag light on constantly. He states it flashes when he turns. Customer wants to know what he can do. Agent advised him to go to his dealership and have it diagnosed. He states after they have it diagnosed they can look into the clockspring issue. Agent advised he does not have the clockspring recall or an extended warranty. Customer states he heard Chrysler extended the warranty for safety issues. Agent advised again he has no recalls or extended warranties. Agent advised any repairs would be at customer cost. Customer thanked the Agent and ended the call.
Briefly summarize what the customer is expecting: Vehicle information

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6914	7L[redacted]	***Open Date***	08/25/2014	***Built Date***	03/16/2007	
Model Year	2007	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	04/12/2007	***Mileage***	62,000	***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	45350	URBAN CHRYSLER JEEP DODGE			
Dealer Address	81 AUTO CENTER DR				
Dealer City	FOOTHILL RANCH	***Dealer State***	CA	***Dealer Zip***	92610

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

Corporate - Recall - Default - Default - Default	Customer seeking information about recall

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler with suspicion of having a recall that involves the clockspring. Customer states that the airbag light won t go off and is worried that if get into an accident, the airbag will fail.
Briefly summarize what the customer is expecting: Customer is looking for recall information.
Agent advised that there wasn t a recall on the vehicle however, customer meets the inside of the x41 warranty and if proved through diagnosis that the clockspring is the issue, it will be at no charge.
Customer understood.
Agent offered to give number/get a hold of local dealer.
Customer declined.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3912	8L6[redacted]	***Open Date***	08/26/2014	***Built Date***	05/29/2008	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	06/14/2008	***Mileage***	46,000	***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	68803	POWER CHRYSLER JEEP			
Dealer Address	6460 E MCDOWELL ROAD				
Dealer City	SCOTTSDALE	***Dealer State***	AZ	***Dealer Zip***	85257

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

Corporate - Warranty Coverage - Default - Default - Default	Customer seeking the x41 warranty extension

****SUPERVISOR CONTACT****
Customer states that for the last year or so the airbag light has been coming on. Customer did research and it is clear that there has been a known issue for clock spring.
Customer is requesting assistance. Supervisor stated that in reviewing the customer was advised last year to take it in for diagnosis and he did not and the warranty expired in 2011; we will not be offering assistance.
Customer sts that he should wait till it is extended. Supervisor advised that if it is extended he would be eligible for reimbursement at that time.
Briefly summarize why the customer is contacting Chrysler: Customer states that he has his airbag light diagnosed at an IRF and they states that it was the clock spring and wants to know if his vehicle is covered under the extended warranty for the clockspring.
Briefly summarize what the customer is expecting: Customer seeking warranty information.
Agent advised customer the X41 extended warranty applies to 2007 Jeeps and does apply to his vehicle because it is a 2008.
Customer states that he wants Chrysler to do something because this is a known problem on the internet and he wants cost assistance.
Agent advised customer that at this time Chrysler is unable to help the customer and Agent advised customer to go to a Jeep dealer to have the diagnosed and repaired and to keep the receipts and if it ever becomes an extended warranty the customer will be able to get reimbursed
Customer states that he wants to talk to someone higher up because he wants to added to the extended warranty or have cost assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA641X	9L7[redacted]	***Open Date***	08/27/2014	***Built Date***	08/07/2008	
Model Year	2009	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	06/19/2009	***Mileage***	53,000	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

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

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

Briefly summarize why the customer is contacting Chrysler: Customer called in stating the air bag light keeps flashing on and off and he read online that if he calls in and makes a case and the diagnosis indicates that it has to do with the clock spring that it would be covered.
Customer stated he called the DLR and they told him that if he is out of his basic warranty than it would not be covered. Agent informed customer that it would only be covered under warranty. Agent informed customer that there are no extended warranty s or recalls on the vehicle for the clock spring.
Briefly summarize what the customer is expecting: Customer seeking if the clock spring would be covered

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA641X	8L[redacted]	***Open Date***	08/28/2014	***Built Date***	10/17/2007	
Model Year	2008	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4			
In Service Dt	12/04/2007	***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	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]
	KINGSBURG CA [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	inquiry on clock spring recall

Briefly summarize why the customer is contacting Chrysler: Customer stated he was viewing the website and came across a recall for the clockspring and wanted to get the recall completed for his vehicle. Customer stated that the air bag warning light came on in his vehicle about 2 weeks ago. Customer also stated that the speaker is not working on the row bar on both sides however this was happening over a year ago. Customer stated that he had Jim Manning dealership run the VIN to see if there was a recall for the clockspring and they advised customer that there is no recall.
Briefly summarize what the customer is expecting: Customer is seeking information if there is a recall on his vehicle pertaining to the air bag light coming on. Customer wanted a second opinion.
Agent advised customer that there are no recalls on his vehicle at this time and that he would have to have the vehicle diagnoses. Agent further advised customer that all the warranty has expired except for the inlet check valve extended warranty for the vehicle. Customer stated he wanted to know ahead of time if it would be covered for this issue.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GB5914	7L[redacted]	***Open Date***	08/28/2014	***Built Date***	10/20/2006	
Model Year	2007	***Body***	JKTP74	JEEP WRANGLER UNLIMITED SAHARA 4X2 SPORT UTILITY			
In Service Dt	04/17/2007	***Mileage***	126,000	***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	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***	
	PHOENIX AZ[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer inquiring if vehicle has recall

Briefly summarize why the customer is contacting Chrysler: Customer seeking recall information.
Briefly summarize what the customer is expecting: Customer inquiring if vehicle has recall. Customer states he is having trouble with his horn and air bag light keeps illuminating. Customer states he has not taken to dealer for diagnostic.
Agent advised Customer that there are no recalls on vehicle and advised customer to take to dealership. Agent offered to contact dealership on their behalf but customer declined.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA5918	8L[redacted]	***Open Date***	08/29/2014	***Built Date***	10/10/2007	
Model Year	2008	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	12/15/2007	***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	60014	WESTWOOD CHRYSLER JEEP			
Dealer Address	20 KINDERKAMACK				
Dealer City	WESTWOOD	***Dealer State***	NJ	***Dealer Zip***	07675

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

Corporate - Recall - Default - Default - Default	clock spring recall

Briefly summarize why the customer is contacting Chrysler: customer called in about the clock spring recall
Briefly summarize what the customer is expecting: customer called in stated that they have the clock spring recall on their vehicle. Customer stated that they read up about this recall online. Agent advised the customer that the reacall that the customer stated, is not on his vehicle. Customer stated that he is a little worried about the clock spring recall as he has the air bag light on his vehicle. Agent advised the customer that their shouldnt be anything to worry about the the clock spring recall as he doesnt have it on his vehicle. Agent advised the customer of the open recall J24. Agent called over to the DLR to find out more information for the customer about the J24. SA stated that if the customer doesnt have the tow bar in the first place than he doesnt need the recall completed. Agent advised the customer that if he doesnt have the tow bar in the front than not to worry as its not part of the recall. Customer understood

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA5916	8L[redacted]	***Open Date***	08/29/2014	***Built Date***	09/20/2007	
Model Year	2008	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	10/01/2007	***Mileage***	83,000	***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	60327	PELLEGRINO CHRYSLER JEEP			
Dealer Address	241 GLASSBORO RD				
Dealer City	WOODBURY HEIGHTS	***Dealer State***	NJ	***Dealer Zip***	08097

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

Corporate - Recall - Default - Default - Default	Customer calling about possible M31 recall on vehicle
Recall - J24: MOPAR TOW BAR - Information Request	Customer informed about recall

Briefly summarize why the customer is contacting Chrysler:
Customer is contacting Chrysler about the M31 recall possibly on the vehicle
Briefly summarize what the customer is expecting:
Customer is expecting accurate information about the vehicle and the M31 recall.
Agent informed customer that the M31 recall is for right handed drive (RHD) vehicles only as per Answer ID: 23863.
Customer states the vehicle is having an issue with the airbag light coming on intermitantly.
Customer states they had experienced an issue with the navigation system and electrical issues intermitantly aswell.
Agent informed customer of the J24 recall.
Customer states the vehicle does not have a Mopar Tow Bar equipped.
Agent informed customer that we could contact a DLR for a recall inspection and mention electrical issues.
Agent looked into vehicle warranty information
Agent informed customer that the vehicle is out of warranty but it does have the X32 EXT on VIN
Agent informed customer of the X32 as per Answer ID 24213.
Customer states they are experiencing symptoms of the X32 EXT.
Agent called DLR # 60327 and spoke with SA Mike.
Agent informed SA about issues the customer is experiencing with the vehicle.
Agent informed SA about the open recall on the VIN.
Agent transferred customer over to the DLR.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2411	7L[redacted]	***Open Date***	08/29/2014	***Built Date***	01/19/2007	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	01/22/2007	***Mileage***	83,000	***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	60312	BRENNAN DODGE, LLC			
Dealer Address	1371 N SERVICE RD E				
Dealer City	RUSTON	***Dealer State***	LA	***Dealer Zip***	71270

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

Corporate - Recall - Default - Default - Default	Customer is looking for recall information
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because the air bag light is on in the vehicle. Customer is wondering if there is any recalls on the vehicle. Agent advised customer that there is only one recall on the vehicle and that is for the Mopar tow bar and that was issued in 2009. Agent advised customer that there are no recalls on the vehicle for air bags. Agent advised customer to bring the vehicle in to be diagnosed and to contact us back with the diagnostic to see if there was anything Chrysler can do. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2416	8L[redacted]	***Open Date***	08/29/2014	***Built Date***	06/29/2008	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	11/08/2008	***Mileage***	65,741	***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	60590	AUTONATION CHRYSLER DODGE JEEP			
Dealer Address	21027 NORTH FWY # IH-45				
Dealer City	SPRING	***Dealer State***	TX	***Dealer Zip***	77388

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SPRING TX 7[redacted]	***Country***	UNITED STATES

Corporate - Corporate Warranty Extension Letter - Default - Information Request - Default	Customer was is experiencing issues related to the X47 warranty
Corporate - Recall - Default - Default - Default	Customer was unaware of the J24, and K13 recall
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customers airbag light is flashing

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler: Customer called in seeking information on any recalls on her vehicle. Customer states that her air bag light is blinking. Customer stated she thought she had a recall on a clock spring.
Briefly summarize what the customer is expecting: Customer is expecting information on any recalls on the vehicle.
Agent advised customer that she had 2 recalls on the VIN. Agent advised customer of the J24, and the K13 recall. Agent also asked the customer if she was experiencing issues with the fuel tank. Customer stated that her fuel tank was spilling out when she filled it. Agent then informed the customer of the X47 warranty. Agent asked if they could call DLR 60590 on behalf of the customer, customer accepted. Agent spoke with PA Louis who informed agent that the K13 was in stock, but the J24 would need to be ordered and there would need to be an inspection done to determine if the X47 was the cause of the fuel tank spilling out. Agent attempted to speak with a SA 4 times with no success. Agent asked cashier for a SA to contact the customer to set up an appointment. Cashier took customers information and stated they would call the customer.
Customer: [redacted] calling to speak with CM; AR1657. Writer transferred customer to Jeep Brand line
Customer is calling in about her recalls.
Agent again verified what recalls she had and explained that recalls are

vin specific and that her vehicle was not included in the recall for the airbags.
Agent called the dealership but received there answering machine and customer said that she would call back later.
Agent gave her the number and also verified that they are also open on Saturday as she wants the appointment to be on Saturday due to her new job.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA691X	8L[redacted]	***Open Date***	08/29/2014	***Built Date***	05/07/2008	
Model Year	2008	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	01/02/2009	***Mileage***	40,000	***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	23867	ANCIRA MOTOR COMPANY			
Dealer Address	10807 IH 10 W				
Dealer City	SAN ANTONIO	***Dealer State***	TX	***Dealer Zip***	78230

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	CEDAR POINT NC [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer's airbag light turns on after certain speeds.

Briefly summarize why the customer is contacting Chrysler:
Customer s vehicle has a problem where the airbag light turns on after certain speeds are reached.
Briefly summarize what the customer is expecting:
Customer read online that there are recalls regarding that issue and his model of vehicle.
Customer wanted to know whether his vehicle had a recall of not.
Agent advised customer that there are currently no known recalls for his vehicle that are incomplete and that if one does come up customer will be notified and if the vehicle is already repaired the customer can mail in the information and receipt for the purchase and after a period of time he can look at getting the part s payments reimbursed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GB3919	9L[redacted]	***Open Date***	08/29/2014	***Built Date***	02/06/2009	
Model Year	2009	***Body***	JKTM74	JEEP WRANGLER UNLIMITED X 4X2 SPORT UTILITY			
In Service Dt	03/14/2009	***Mileage***	120,300	***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	60539	AVENTURA CHRYSLER JEEP DODGE RAM			
Dealer Address	2198 NE 163RD ST				
Dealer City	NORTH MIAMI BEACH	***Dealer State***	FL	***Dealer Zip***	33162

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

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

Briefly summarize why the customer is contacting Chrysler: The customer called because the red air bag light keeps on coming on and off. The customer is concerned about the family and the customer uses alcohol based make up that would catch fire if sparked. The writer advised that he would look to see if there was any air bag light recalls or extended warranties. The writer updated the phone number and then advised that there was no related recalls or extended warranties that involved the air bag. The writer then advised that a technician at the DLR would be much better at addressing this issue. The writer called over to the DLR AVENTURA CHRYSLER JEEP DODGE RAM and then provided the customer s information and the service representative took over the call to help book the appointment.
Briefly summarize what the customer is expecting: Customer is expecting to make an appointment to get the issue addressed at the DLR AVENTURA CHRYSLER JEEP DODGE RAM 60539.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5919	7L[redacted]	***Open Date***	08/29/2014	***Built Date***	06/20/2007	
Model Year	2007	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	07/14/2007	***Mileage***	790,000	***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	45590	WOODHOUSE CHRYSLER DODGE JEEP RAM			
Dealer Address	2101 E SIXTH ST				
Dealer City	SIOUX CITY	***Dealer State***	IA	***Dealer Zip***	51101

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SIOUX CITY IA[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer called about air bag malfunction.

Briefly summarize why the customer is contacting Chrysler:Customer called about his Airbag warning light coming on and the bell also, Customer believed that he fell under the L37 recall. Agent verified all the customers information and updated with new phone number. Agent advised that recall L37 - Safety Recall - MY 2008-2012 (JK) Jeep Wrangler, and that this vehicle is a 2007 so it did not apply, agent advised that customer needed to have vehicle diagnosed in the local dealer Woodhouse Chrysler Dodge Jeep Ram of Sioux City 2101 E. Sixth St. Sioux City, IA 51101 (712) 277-3221 , and could later summit for reimbursement if recall included this VIN. Agent offered to call dealer for customer to set up appointment however customer was driving and declined to have agent call at this time.
Briefly summarize what the customer is expecting:Customer called to have information on Recall L37.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA5411	8L[redacted]	***Open Date***	08/30/2014	***Built Date***	08/18/2007	
Model Year	2008	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4			
In Service Dt	08/27/2007	***Mileage***	76,500	***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	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***	
	NOBLESVILLE IN 4[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer inquiring about M31 recall

Briefly summarize why the customer is contacting Chrysler: Customer inquired about the M31 recall because her air bag light is on and was advised the clockspring needs to be replaced. Customer found the M31 recall online.
Briefly summarize what the customer is expecting: recall coverage.
Writer advised customer that recall is only applicable to vehicles with a RHD system.
Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GB3919	9L7[redacted]	***Open Date***	09/02/2014	***Built Date***	02/06/2009	
Model Year	2009	***Body***	JKTM74	JEEP WRANGLER UNLIMITED X 4X2 SPORT UTILITY			
In Service Dt	03/14/2009	***Mileage***	120,000	***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	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***	
	NORTH MIAMI FL [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	customer seeking information on recall

Briefly summarize why the customer is contacting Chrysler:Customer s brother states the air bag light keeps going on and off on the vehicle.
Briefly summarize what the customer is expecting:Customer seeking information regarding recalls involving the clock spring.
Agent advised Customer that there currently were no recalls on the vehicle and that all recalls are VIN specific.
Agent advised Customer to take their vehicle to the DLR and have a diagnostic done.
Agent advised Customer to hold onto all his receipts and documentation and that if this VIN gets included in any recalls in the future, they could submit for possible reimbursement.
Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2411	8L[redacted]	***Open Date***	09/02/2014	***Built Date***	05/29/2008	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	11/04/2008	***Mileage***	194,000	***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	68368	BENCHMARK CHRYSLER JEEP DODGE			
Dealer Address	1313 GRANTS MILL WAY				
Dealer City	BIRMINGHAM	***Dealer State***	AL	***Dealer Zip***	35210

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

Dealer - Service/Body Shop - Transaction - Other - Default	did not advise customer parts not available
Recall - M31: AIRBAG SYSTEM CLOCKSPRING - Information Request	inquiring about recall

Briefly summarize why the customer is contacting Chrysler: The customer had called in stating that the air bag light had been on in her vehicle for about two years. The customer had called the dealership last week to make an appointment to have the M31 recall completed on her vehicle. The customer stated that she had taken the vehicle to the dealership this morning to have that recall completed and she was told that the parts are not available. The customer had called in because the dealership did not order that part for her vehicle when an appointment was made to have the recall completed.
Briefly summarize what the customer is expecting: To make a complaint. Agent had advised the customer the M31 recall is on her vehicle and it had not been completed. Agent had advised the customer to call back in if the dealership does not complete that recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6910	8L[redacted]	***Open Date***	09/02/2014	***Built Date***	04/16/2008	
Model Year	2008	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	01/31/2009	***Mileage***	102,973	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	60528	YORK DODGE CHRYSLER JEEP RAM			
Dealer Address	500 PRESCOTT LAKES PKWY				
Dealer City	PRESCOTT	***Dealer State***	AZ	***Dealer Zip***	86301

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	CHINO VALLEY AZ 8[redacted]	***Country***	UNITED STATES

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

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler seeking assistance with repair.
Briefly summarize what the customer is expecting: Customer expecting Chrysler to assist with repair.
Customer states that she is seeking assistance with repair to vehicle.
Customer states that her air bag light has been on since July and she has not driven the vehicle.
Writer advised customer that vehicle would have to be diagnosed before any thought could be given to cost assistance.
Writer contacted DLR and spoke to Mikaela who advised she could arrange an appointment with the customer.
Writer transferred customer.
Writer did provide customer with file number once she had vehicle diagnosed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4HJWFG4	CL1[redacted]	***Open Date***	09/03/2014	***Built Date***	09/10/2011	
Model Year	2012	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	09/15/2011	***Mileage***	76,500	***Dealer Zone***	42	DETROIT	
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	45196	AL DEEBY DODGE CLARKSTON, INC.			
Dealer Address	8700 DIXIE HIGHWAY				
Dealer City	CLARKSTON	***Dealer State***	MI	***Dealer Zip***	48348

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

Product - Electrical - Lamps and Switches - Other - Default	keeps illuminating airbag and other lights

Briefly summarize why the customer is contacting Chrysler: Customer called in having issues with his airbag light, Customer states they keep coming on and the dealership wants to charge him for the repair since his warranties expired, Customer is original owner and is very customer loyal owning a lot of Chrysler vehicles, Customer wants cost assistance, Agent advised he will send his case to a higher department to better assist him.
Has an authorized dealer diagnosed the vehicle? No
If a CDJR dealer has diagnosed, what is the dealer name and code? 45196
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 V * * * * * *
OOW by 40,500 Miles
MVP: LOF24, EC24N both expired.
Household: 6 New 1 Used
Writer contacted dealership spoke with Service Advisor Bill. SA informed writer that customer s last visit to the dealership was in June for Recall n28 mileage at (71,215). SA informed writer that customer has not contacted dealership in regards of the airbag light.
[redacted] - number has been disconnected.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66228. The reason for the customer contact was to provide or request the following information: First contact. Writer will follow up Friday 9/12/14.
Customer contacted writer. Customer informed writer that air bag light comes on and stays on. Writer informed customer that customer would need to get vehicle diagnosed and see if repairs are need. If repairs are

needed writer informed customer that writer will look into assisting.
Writer advised customer to set up appointment for diagnosis and writer will follow up Tuesday 9/16/14 to see if appointment was set and gather information from the dealer.
([redacted])- number has been disconnected.
Writer contacted dealership spoke with Service Manager Kevin. SM informed writer that customer has been in there since 6/23/14 for oil change and recall.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40701. The reason for the customer contact was to provide or request the following information: To advised customer to get vehicle diagnosed. Writer will follow up Wednesday 9/24/14.
[redacted]Number has been disconnected
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40701. The reason for the customer contact was to provide or request the following information: To advised customer to get vehicle diagnosed. Writer will follow up Tuesday 9/30/14.
Writer contacted customer. Customer informed writer that vehicle was taken to dealership and had repairs done. Customer stated that light has not come back on. Customer inquired if writer can gather information form the dealership to see what they did to the vehicle. Writer advised customer that writer will contacted dealership see what they did to the vehicle and follow up on Thursday 10/02/14.
Writer contacted dealership spoke with Service Advisor Kevin. SA informed writer that when vehicle was being look at battery died and that made codes restart. SA stated that customer stated that he would drive vehicle to see if light came back on. SA stated that customer hasn t been to the dealership since.
Writer contacted customer informed customer of lines 58-62. Customer agreed and stated that light hasn t come back on. Customer agreed to close out case and if any issue occur in the future customer will give us a call.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs. All of the customer s concerns as documented in the reason codes have been addressed with the customer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA6D14	AL[redacted]	***Open Date***	09/03/2014	***Built Date***	08/26/2009	
Model Year	2010	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4			
In Service Dt	11/24/2009	***Mileage***	43,000	***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	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]
	PALO CEDRO CA 9[redacted]	***Country***	UNITED STATES

Referral - Service Contracts - Default - Default - Default	Customer inquiry if air bag light covered
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states airbag light on

Briefly summarize why the customer is contacting Chrysler: Customer is requesting information on if his vehicle would be covered under his service contract for airbag light. Agent advised the customer of the service contract department number and transferred him.
Briefly summarize what the customer is expecting: Customer is requesting assistance with service contract coverage.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3913	7L[redacted]	***Open Date***	09/03/2014	***Built Date***	04/24/2007	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	07/05/2007	***Mileage***	67,000	***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	23388	VILLAGE CHRY PLYM JEEP EAGLE			
Dealer Address	31200 WOODWARD AVE				
Dealer City	ROYAL OAK	***Dealer State***	MI	***Dealer Zip***	48073

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	Airbag light is on
Product - Fuel System - Fuel Tank - Other - Default	Gasoline spills back when filling the tank
Product - Drivability - Unknown - Other - Default	Vehicle wobbles if going over 50 mph
Product - Drivability - Unknown - No Start - Default	vehicle will not start

Customer states she is having several issues with her vehicle. Customer states the vehicle will not start and she needs to jiggle the key for the vehicle to start. Customer states the vehicle wobbles if going over 50 mph. Customer states the airbag light has been on for 2 and a half years. Customer states gasoline spills back when filling the tank. Customer states she has not been to a Certified Chrysler dealership. Customer states she works with an IRF. Agent advised the customer her concerns would be documented.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3912	9L[redacted]	**Open Date**	09/04/2014	**Built Date**	04/03/2009	
Model Year	2009	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	09/14/2009	**Mileage**	56,374	**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	60581	LARRY H MILLER CHRYSLER JEEP			
Dealer Address	13165 N AUTOSHOW AVE				
Dealer City	SURPRISE	**Dealer State**	AZ	**Dealer Zip**	85388

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	
	PHOENIX AZ 8[redacted]	**Country**	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking related recall issue
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states air bag light is on

Briefly summarize why the customer is contacting Chrysler: Customer states that his air bag light has been on for the past 2 months and he brought it into the Larry H Miller dealer and they told him the clockspring in his steering wheel went bad and he wants Chrysler to cover the repair as a defective item.
Briefly summarize what the customer is expecting: Customer is expecting to have repair covered by Chrysler.
Agent transferred customer to Jeep CAC.
Customer seeking cost assistance with this repair. Customer states that he feels his vehicle should have been part of the recall. Agent explained to the customer that recalls are based on the VIN of the vehicle. Agent attempted to contact the dealer 3 times, got voicemail each time. Agent advised customer that his concern would be reviewed further and a case manager would contact him back within 1-2 business days for further 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]
Who has possession of the vehicle? Dealer
Has the vehicle been diagnosed by a CDJ dealer? LARRY H MILLER CHRYSLER JEEP
If a CDJ dealer has diagnosed, what is the dealer name or code?LARRY H MILLER CHRYSLER JEEP
Reassigned to 88F
Writer spoke to customer who advised vehicle is at LHM in Surprize, AZ. and states that DLR had diagnosed and advised that his Steering column Clockspring is defective. Customer lives in Phoenix, but prefers to use

the DLR in Surprize. Custome is out of Basic Warranty, but in DLR 2 - 24. Writer will do research and make appointment for customer at DLR in Surprize.
Service Manger Seph, (SM) who stated He has been working with this customer for a bit and considers Him a good customer with a fairly good loyalty. SM states that he feels that good will for this customer is warrented. SM advised he would call back 9/12 with warranty pricing for parts and labor for clock-spring repair.
Received voice mail from SM at DLR 60581 with Parts and labor costs for potential goodwill for customers clockspring repair. PART $226.80 Labor $ 47.47 Total $295.92 Called to confirm if these costs include the diagnosis fee and if there is a rental involved. Will follow up with DLR on 9/15 and Customer as information develops.
Writer spoke with Customer and as indicated and suggested by Service Manager Seph, Writer offered good will assistance to customer in the form of a $100 customer participation in this repair with Chrysler picking up the remainder. Customer was very happy and advised writer he would contact the DLR to make appointment to commence with repair as well as some schedule maintenance that is due on vehicle. Writer advised he would follow up with DLR and customer next week no later than 9/17.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40634 The reason for the dealer contact was to provide or request the following information: Update on repair.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40634. The reason for the customer contact was to provide or request the following information: update on repair / pick-up.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40634 The reason for the dealer contact was to provide or request the following information:CUSTOMER PICK-UP?
As a one-time goodwill gesture, Chrysler is approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:
Parts =$226.80
Labor =$ 47.47
Total =$295.92
Co-pay = $100.00
########## DIRECT-TO-DEALER ##############
Customer Care is sending this case to because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.
##################################
CLOSED LOOP UPDATE - customer contacted today to confirm repairs. All of the customer s concerns as documented in the reason codes have been addressed with the customer.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs. All of the customer s concerns as documented in the reason codes have been addressed with the customer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3919	9L[redacted]	***Open Date***	09/04/2014	***Built Date***	04/06/2009	
Model Year	2009	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	05/25/2009	***Mileage***	50,000	***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	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***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CEDAR CITY UT[redacted]	***Country***	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Airbag light replaced
Corporate - Recall - Default - Default - Default	Customer inquiring recall on VIN

Customer called in stating she had to replace the airbag light and stated she seen online there was a recall online for the airbag clock spring. Customer was seeking to find out any recalls on VIN. Agent advised customer that there are no incomplete recalls on vin. Agent transferred customer to CAC for more assistance.

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

VIN	1J4GA3910 7[redacted]	***Open Date***	09/08/2014	***Built Date***	02/17/2007		
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	02/24/2007	***Mileage***	87,954	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

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***	
	DENVER CO 8[redacted]	***Country***	UNITED STATES

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

Customer is calling because she knows there are recalls on the 2008 Jeeps for the airbag s and the lights coming on. Customer knows her vehicle is not in range but is hoping to get cost assistance for repairs as her vehicle is having the same problems as the recall.
Agent informed customer that she does not have the recall and due to age/mileage of vehicle we can not provide cost assistance at this time.
Customer understood and thanked agent for trying.
Call ended.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3911	8L5[redacted]	***Open Date***	09/08/2014	***Built Date***	01/12/2008	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	12/05/2008	***Mileage***	69,600	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

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***	TELEPHONE
Address	[redacted]	***Home Phone***	
	HENDERSON NV 8[redacted]	***Country***	UNITED STATES

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

Briefly summarize why the customer is contacting Chrysler: Customer contacted us and stated that someone at Chapman Chrysler looked at the vehicle last Tuesday and said he had an air bag light on to call us.
Agent contacted the service department at Chapman Chrysler (68737) who stated that they have no record of anyone doing a diagnosis on this vehicle. Agent advised customer that there is no record of a diagnosis on this vehicle for an air bag light. Customer wanted to know if it would be covered under his service contract and agent advised customer that they would have to contact the service contract provider to find that out.
Briefly summarize what the customer is expecting: Customer wanted to know if his air bag light issue would be covered

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2416	8L[redacted]	***Open Date***	09/11/2014	***Built Date***	08/21/2007	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	09/19/2007	***Mileage***	79,000	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	23170	BROWN'S JEEP CHRYSLER DODGE			
Dealer Address	483 ROUTE 112				
Dealer City	PATCHOGUE	***Dealer State***	NY	***Dealer Zip***	11772

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SHIRLEY NY 1[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 contacted Chrysler because his airbag light is always on, and he thinks it may be a recall.
Briefly summarize what the customer is expecting: Customer would like to know if there are any recalls on his vehicle.
Agent informed Customer that at this time there are no recalls, and if there are any recalls announced at a later date he will recieve a letter in the mail regarding it.
transferred over to CAC representative
Owner s husband [redacted]t calling in.
Customer stated his air bag light was coming on periodically and is now on steadily and he saw a recall online and would like to know if he has the recall on his vehicle. Customer stated the recall he saw online was for a 2008 Wrangler built between 02/01/07-10/10/2011 and the recall number is 95263 and the campaign number is m31.
Writer advised per AC 23863 that this recall applies only vehicle that are equipped with right hand drive steering wheel. Customer stated he was unsure what that means. Writer advised the steering wheel in most American vehicles is on the left side of the vehicle and in right hand drive vehicles the steering wheel is on the other side of the car like with most European vehicles. Writer advised as his vehicle is not a right hand drive vehicle this why his vehicle was not included in the recall.
Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3910	9L7[redacted]	***Open Date***	09/11/2014	***Built Date***	02/06/2009	
Model Year	2009	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	06/22/2009	***Mileage***	102,000	***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	60515	HEMET CHRYSLER DODGE JEEP RAM			
Dealer Address	240 CARRIAGE CIR				
Dealer City	HEMET	***Dealer State***	CA	***Dealer Zip***	92545

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]D	***Home Phone***	[redacted]
	HEMET CA [redacted]0	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	clock spring needs replacement

Briefly summarize why the customer is contacting Chrysler: Customer stated that his air bag light is on and needs the clock spring . Customer stated that there is a recall L37 but dealer refuses to acknowledge it. Writer advised the customer that the recall L37 in for Right Hand Drive vehicles only. Customer is requesting assistance with the repairs. Writer informed the customer that Chrysler will not be able to assist with the repairs at this time but his complaint will be noted and if something dose come up in the future then he will be notified.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2414	9L7[redacted]	***Open Date***	09/12/2014	***Built Date***	04/16/2009	
Model Year	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	06/08/2009	***Mileage***	5,901	***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	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

Corporate - Recall - Default - Default - Default	customer seeking recall information

Briefly summarize why the customer is contacting Chrysler:customer called seeking information on recall regarding air bags, due to the fact that the airbag light was on.
Agent told customer that there was no recall on customers vin# and that the vehicle should be brought to the dealer for diagnostics
Customer states that it is at the dealership.
Briefly summarize what the customer is expecting:

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA391X	8L[redacted]	***Open Date***	09/12/2014	***Built Date***	10/20/2007	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	02/29/2008	***Mileage***	117,000	***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	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***	
	CLEVELAND TN[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air Bag Light On / Clockspring Issue
Corporate - Recall - Default - Default - Default	Recall Inquiry

Briefly summarize why the customer is contacting Chrysler: Customer is calling because there is an intermittent issue with the Air Bag light coming on and the clockspring. Customer had read that there was recall related to this issue.
Briefly summarize what the customer is expecting: Recall information
Agent explained to customer that recalls are very VIN specific and informed customer that there are no incomplete recalls on this vehicle. Agent informed customer to keep all repair receipts in the case that their vehicle was found to be affected by a recall in the future and we could look into reimbursement for any previous expenses.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA2D11	AL[redacted]	***Open Date***	09/15/2014	***Built Date***	04/06/2010	
Model Year	2010	***Body***	JKJL72	JEEP WRANGLER SPORT 4X4			
In Service Dt	04/17/2010	***Mileage***	45,000	***Dealer Zone***	63	DALLAS	
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	67879	WOLFCHASE CHRYSLER DODGE JEEP			
Dealer Address	8170 U S HIGHWAY 64				
Dealer City	BARTLETT	***Dealer State***	TN	***Dealer Zip***	38133

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Clockspring was repaired.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Ongoing knocking noise was not resolved while under warranty.
Product - Steering - Steering Wheel / Column - Other - Default	Steering had knocking sound.

Briefly summarize why the customer is contacting Chrysler: Customer states she had work done at the DLR and she received a satisfaction survey online and was not able to do so and now it is closed.
Briefly summarize what the customer is expecting: to document her information.
Customer states she had an issue with her clockspring and had been into the DLR while it was still under warranty for the same concern and now they have discovered the issue.
Customer states one time her horn would not go off and the horn would periodically go off while driving.
Customer states she went back to the DLR and she had the fused pulled and the fuse replaced.
Customer ([redacted]) states she then left the vehicle at the DLR as she was going on a trip and could not leave with airbag light was on.
Customer states the knocking noise in the steering column went away after the clockspring was replaced. Customer states the DLR did not do enough research and the issue was unresolved while under warranty and now she had to pay $500.00 to have the vehicle repaired.
Customer states the vehicle was last in 3 weeks at the DLR.
Customer states she also had replaced the rear brakes which her bill was then over $1000.00.
Writer spoke to SA David at DLR 67879. SA David states the part was replaced for an airbag light and could not say 100 % that it was or was not part of the knocking noise she was having as it did not come in for the knocking noise at the time of the last repair for the clockspring but was in for an airbag light. SA states the clockspring could potentially cause a noise or knocking sound in the steering column.

Writer advised customer her concern would be documented and in the event there is any recall or extended warranty related to her concern she could seek reimbursement review at that time.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4HJWEG1	CL[redacted]	***Open Date***	09/15/2014	***Built Date***	09/21/2011	
Model Year	2012	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	10/18/2011	***Mileage***	45,000	***Dealer Zone***	74	DENVER	
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	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***	
	DENVER CO [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer wants to know if there is a recall related to the airbag light

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because he states his airbag light is on. Customer wants to know if there is a recall related to this issue.
Briefly summarize what the customer is expecting: Customer is expecting accurate recall information.
Agent advised: Agent advised the customer that there are no recalls on his vehicle that will apply to the air bag light. Customer asked what if he was in an accident. Agent stated that it would then be sent to special investigations. Customer disconnected.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5919	7L[redacted]	***Open Date***	09/15/2014	***Built Date***	02/28/2007	
Model Year	2007	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	04/06/2007	***Mileage***	80,000	***Dealer Zone***	05	MILITARY	
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	19991	OMSC - RTE DE LA GLANE107			
Dealer Address	1752 VILLARS-SUR-GLANE				
Dealer City	SWITZERLAND	***Dealer State***	EX	***Dealer Zip***	48231

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

Corporate - Recall - Default - Default - Default	Customer calling in regards to an issue that may be recall related

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler in regards to an issue they are having and whether or not the issue is recall related.
Briefly summarize what the customer is expecting: Customer is expecting information as to whether the issue is recall related.
Agent informed the customer of the open J24 recall on their vehicle, customer is not certain if they have the affected part. Customer states that their engine, gas, and airbag lights keep coming on. Agent checked the recalls and extended warranties on the vehicle and found that the most likely issue is the X41 extended warranty, warranty is still current.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6912	8L5[redacted]	***Open Date***	09/16/2014	***Built Date***	01/07/2008	
Model Year	2008	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	01/14/2008	***Mileage***	127,000	***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	52516	BROWN MOTORS INC			
Dealer Address	1922 HARBOR-PETOSKEY RD				
Dealer City	PETOSKEY	***Dealer State***	MI	***Dealer Zip***	49770

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

Corporate - Recall - Default - Default - Default	Customer does not qualify for the M31 recall
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Customer was unaware of this recall

Briefly summarize why the customer is contacting Chrysler: Customer called in seeking information on any recalls related to the VIN.
Customer stated that his air bag light keeps flashing and chiming.
Customer referenced recall number M31.
Customer seeks information on if the M31 recall also applies to left hand steering.
Briefly summarize what the customer is expecting: Customer is expecting to have a recall on his vehicle.
Agent advised customer of the incomplete recall J24.
Customer stated he did not have a MOPAR towing bar.
Agent then advised customer that the M31 recall only applies to right handed steering vehicles.
Agent advised customer to keep all receipts and repair orders and if the recall is expanded he could submit for reimbursement.
Customer asked to file a complaint.
Customer wishes to state that his vehicle is also affected by this recall and feels that his issues should be covered under recall.
No further assistance was needed and the call was ended.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5913 9[redacted]		***Open Date***	09/17/2014	***Built Date***	08/06/2008	
Model Year	2009	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	01/08/2009	***Mileage***	45,687	***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	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

Corporate - Recall - Default - Default - Default	Customer Inquiring about Recalls

Briefly summarize why the customer is contacting Chrysler: Customer called stating that their airbag light was on and was wondering if this could have been caused by a recall. Customer mentioned the L37 and M31 recalls.
Briefly summarize what the customer is expecting: Customer seeking recall information.
Agent advised customer that the L37 and M31 recalls only pertained to right hand drive vehicles and that they had no current incomplete recalls on their vehicle.
Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2417	7L2[redacted]	***Open Date***	09/24/2014	***Built Date***	05/04/2007	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	06/07/2007	***Mileage***	107,000	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Owner	[redacted]	***Contact Type***	E-MAIL
Address	3[redacted]	***Home Phone***	[redacted]9
	FORT BRAGG NC[redacted]	***Country***	UNITED STATES

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	advised
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	advised
Corporate - Warranty Coverage - Default - Default - Default	inquiring about extended warranty

***** EMAIL BRIEF DESCRIPTION CONTENT *****
clockspring issue
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
***** CUSTOMER EMAIL *****
I have just recently started experiencing an issue with my clockspring triggering my air bag light to come on. i have been reserching the issue and have seen that there is an extended warranty on it. i was just currious
if this extended warranty is true. and if i would be able to have it fixed
at my local dealership. i am the 2nd owner of the vehicle.
***** END CUSTOMER EMAIL *****
***** CAC EMAIL *****
Dea[redacted]
Thank you for contacting the Jeep Customer Assistance Center.
We are sorry to learn of the issues you are experiencing with your vehicle.
We do show you do have a extended for your clockspring, which is 120.0 months or 150000 miles. You would be able to contact a jeep dealership and have this repaired at no charge to you.
Our records indicate that the following recall campaign(s) have not been performed by an authorized dealer:
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.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this

email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Victoria
Customer Service Representative
Jeep Customer Assistance Center
***** END CAC EMAIL *****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2418 8[redacted]		***Open Date***	09/19/2014	***Built Date***	01/18/2008	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	03/07/2008	***Mileage***	68,689	***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***	([redacted]
	NORMAN OK [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 is calling in today regarding issues with the air bag light being on. Customer would like to know if there are any coverage s or recalls on this issue.
Briefly summarize what the customer is expecting: Customer is expecting recall and warranty information. Agent advised customer that there are no warrantees or recalls that would cover this concern. Customer has no other inquiries.
Briefly summarize why the customer is contacting Chrysler: Customer called in very upset. Customer states that the NHTSA website says that it is 2008 vehicles, and that it would be covered. Customer states the DLR wants to charge her $600 for the repairs. Agent did advise customer, that recall and extended warranties are VIN specific. Customer states that it does not say that on the website. Customer got more upset with agent. Customer states that this is a known issue, and wants this repaired by Chrysler.
Briefly summarize what the customer is expecting: customer is expecting to speak with someone about this 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]
Who has possession of the vehicle? DLR
Has the vehicle been diagnosed by a CDJ dealer? yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 26824
Reassigned to 88F
*Customer states that this is the same issue as the extended warranty and would like case to get reviewed.
Customer called inquiring about callback from lines 20-21 of the narrative. Customer requested agent document her request for callback.
Briefly summarize why the customer is contacting Chrysler:
Customer inquiring recall information, states she has the M31 airbag

clockspring recall. Writer states that Right Hand Drive (RHD) steering (sales code AHF) built to U.S market specifications (sales code YAA) from July 30, 2007 through October 08, 2011. Writer stated that because her vehicle is experiencing the same problem a case will be made for Jeep to review it however it is possible the sales codes do not match, we can not offer cost assistance for her problem.
Briefly summarize what the customer is expecting:
Customer is expecting the M31 to apply to her vehicle.
Customer is calling in to speak to her CM as she was promised a 24 hour call back and she never received one.
Agent has called 800-763-8422 ext 40692 and received Tanai VM.
Transferred the customer over to leave a message.
Customer called stating she has not heard from a CM and would like to speak with one.
Agent contacted CM Team and transferred to next available representative Kalyee and transferred customer for further assistance.
PAMELA EMRICH called to speak with CM TI95 . Writer transferred customer to CM CD716, as CM is not currently available.
* * * * * CASE MANAGER TEAM - District U * * * * * *
Writer took call for Mrs. Emrich Mrs. Emrich stated that the vehicle has been diagnosed by dealer Bob Moore Jeep Chrysler Dodge 7420 NW Expressway Oklahoma City, OK 73132
(877) 885-3579. Customer stated that she is expecting repairs done because it was a recall for this vehicle and she was advised that her vehicle is still within the time frame. Writer advised that we will need to call dealer to get more information and advised a follow up call, customer asked to be on hold while writer call the dealership. Writer placed customer on hold and called dealer Bob Moore Jeep Chrysler Dodge (877) 885-3579. Writer spoke with Service Advisor (SA) Erin and stated that customer was in on 9/27/14 and miles were 68689, SA also stated that customer s concern was air bag light on, writer advised that customer is looking for assistance and SA took message for Service Manager (SM) Brant Campbell requesting a call back. Writer advised customer that SM not available and that we will follow up with customer on 10/09.
Original Owner, Yes
Within PWT
History
1 New
0 Used
Service Contract, Expired RHTW5N, AAP5N, HHM575N & EC36N
Writer updated dealer s information.
Writer called dealer phone number dialed 405-720-4000. Writer was not able to leave message for SM, writer was advised by operator that SM has left for the day.
Customer calls to speak with their Case Manager.
Transferred the customer to at CD716 at 800-763-8422 ext. 40532
Status update provided via email to the following email address:
[redacted]
Hello, this is London with Jeep customer care. I just wanted to let you know that your case manager is reviewing your case and is working with the dealership to gather information at this time. You will be contacted by your case manager absolutely no later than 10/15.
Thank you and have an excellent day.
End of Status Update
Caller [redacted] requesting to speak with Case Manager.
Now she changed her mind just wanted TI59 and CD716 extensions, writer gave extensions she thanked writer and stated she would wait until the 10-15-14 for callback with information from the dealer.
Secondary phone: Customer declined to provide
Writer contacted SA Matt, SA informed writer that the Clockspring had an Interal failure, that was not caused by the customer. SA also informed writer that the customer does not come in for any maintenance or service, and that the dealership would not be interested in any assistance for goodwill.
[redacted] Called requesting to speak to CM TI59 was not available at this time. Writer warm transferred customer to CM TA355 for further

handling.
Customer called to get more information on her case. Customer advised writer that she would like to know if Chrysler can help her with repair cost. Writer put customer on hold to call dealership to gather more information. Writer contacted Service Advisor Mat, who advised writer of the warranty pricing for the repair of the clockspring as Part $226.80, 2 hours of Labor $88.35 per hour, Total= $ 403.50+ Tax with a $150.00 co-pay. Writer offer customer co-pay of $150.00, Customer advised writer that they will think about it and that they would call CM with a decision. Customer was advised that CM will contact customer back no later than 10/21/2014.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40695. The reason for the customer contact was to provide or request the following information: Informed customer that if a decision is not made on the offer, the case will be closed on 10/22/2014.
Customer called to talk to their CM CH1164. Writer warm transfered the call to CM CH1164 for further handling
Customer contacted writer, customer informed writer that he is not happy with the decision. Writer informed the customer that the case will be closing on 10/22/2014 if the customer does not agree to the offer. Customer used profanity. Writer informed customer to keep the call professional. Customer continued to use profanity. Writer ended call.
MR. [redacted] called, requesting his Case Manager. Transferred customer to CM JG1965 at ext 40592 as CM TI59 was unavailable.
Customer called in to contest the good will decision. Writer stated that the decision is the best we can offer. Customer stated that by offering the good will we are admitting to a faulty part in our vehicles. Writer stated that we admitted to no such thing and that we are offering this as a one time good will gesture to help him out. Writer asked the customer if he will accept or decline the offer and the customer stated that we would be contacted by his attorney.
[redacted] called to speak with CM TV152. CM was not currently available. customer asked to speak with someone that is available. writer transferred call to CM TH763.
Writer received call from customer. Customer stated they are accepting the Goodwill offer. Writer confirmed customer will cover $150.00 of the repairs. Customer stated yes. Customer stated she will speak with DLR to authorize repairs and disconnected the call.
Writer contacted dealer at 405-720-4000 spoke with Service Manager Brent. Writer advised SM of situation. SM stated $150.00 co-pay is acceptable. SM advised writer to email him confirmation of the details. SM inquired if customer is responsible for diagnosis fee. Writer advised yes, the co-pay cost is on top of the diagnosis fee. SM understood. Writer advised a CM will follow up 10/27 to follow up on repairs status.
SM provided email: bcampbell@bobmoore.com.
As a one-time goodwill gesture, Chrysler is approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $226.80
Labor = $176.70
Total = $403.50
Co-pay = $150.00
########## DIRECT-TO-DEALER ##############
Customer Care is sending this case to because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.
##################################
REASSIGNED TO BC/DLR 63 26492 10/22/14 10:37 R [redacted] 1
Writer contacted dealer at 405-720-4000. Spoke to Service Advisor Aaron. SA stated that there is not an appointment set for repairs. Writer thanked SA and will advise the customer to set up the appointment.
Writer contacted customer at [redacted] 9. Customer advised writer that

there is an appointment set for 10/28 at 10 A.M. for repairs to be completed. Writer advised of a follow up with the customer for 10/29.
Vehicle is at the dealership - BOB MOORE DODGE CHRYSLER JEEP, (26492)
Update triggered by S38047M
Writer contacted dealer at 405-720-4000. Writer spoke to Service Advisor Aaron. SA advised writer that the vehicle was at the dealership on 10/28 and left the same day. Writer thanked SA and will follow up with the customer.
Writer contacted customer at [redacted]. Customer advised writer that the repairs are completed. Customer stated it is fine to close the case and disconnected the line.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2413	9L[redacted]	***Open Date***	09/20/2014	***Built Date***	08/04/2009	
Model Year	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	08/15/2009	***Mileage***	90,000	***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	68665	FRANKLIN SUSSEX AUTO MALL INC			
Dealer Address	ROUTE 23				
Dealer City	SUSSEX	***Dealer State***	NJ	***Dealer Zip***	07461

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

Product - Electrical - Unknown - Other - Default	Air Bag Light Illuminated

Briefly summarize why the customer is contacting Chrysler: Customer is calling for information on Recall because the air bag light illuminated.
Briefly summarize what the customer is expecting: 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 offered to call DLR for a diagnosis, Customer declined stating she could not afford it.
Customer called in stating that she was looking into some research and found that there was a recall for this issue. Agent stated that there are no recalls on file. Customer stated that she would like to know if any cost assistance could be provided. Agent advised customer that Chrysler requires a diagnosis of the issue to see what the repairs are but advised of age and mileage. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA541X	8L[redacted]	**Open Date**	09/22/2014	**Built Date**	12/12/2007	
Model Year	2008	**Body**	JKJP72	JEEP WRANGLER SAHARA 4X4			
In Service Dt	06/27/2008	**Mileage**	105,000	**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	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]
	SENECA MO [redacted]	**Country**	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer inquiring if recall on vehicle

Briefly summarize why the customer is contacting Chrysler: Customer called because his airbag light is on and he was wondering if there was a recall on vehicle
Briefly summarize what the customer is expecting:Customer seeking information
Agent advised customer that there was not an incomplete recall on vehicle

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D1X	AL[redacted]	**Open Date**	09/22/2014	**Built Date**	04/05/2010	
Model Year	2010	**Body**	JKJL72	JEEP WRANGLER SPORT 4X4			
In Service Dt	07/26/2010	**Mileage**	55,900	**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	43853	NEMER CHRYSLER-DODGE			
Dealer Address	728 QUAKER RD				
Dealer City	QUEENSBURY	**Dealer State**	NY	**Dealer Zip**	12804

Owner	[redacted]J	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	NEWCOMB NY[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 states that the air bag lamp will turn on and off
Product - Electrical - Horn - Intermittent or Inoperative - Default	Customer states that the horn will stop working if used multiple times
Product - Transmission / Transaxle - Unknown - Hard Shifting - Default	Customer states that the vehicle sometimes has a jump during take off

Briefly summarize why the customer is contacting Chrysler:
The customer states that the air bag light will turn on and off and sometimes the horn will stop working if used multiple times. The customer states that every once in awhile it feels like the transmission jumps when going to take off. The customer states that he found multiple recalls online relating to these issues,
Briefly summarize what the customer is expecting:
The customer would like to know if the recalls are on his vehicle. Agent advised the customer that there are no incomplete recalls on the vehicle Agent suggested that the customer have the vehicle diagnosed by a Chrysler DLR. Agent advised the customer to contact Chrysler for possible cost assistance after the vehicle is diagnosed. Agent advised the customer that cost assistance is not guaranteed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA6D16	AL[redacted]	**Open Date**	09/29/2014	**Built Date**	06/25/2010	
Model Year	2010	**Body**	JKJS72	JEEP WRANGLER RUBICON 4X4			
In Service Dt	07/22/2010	**Mileage**	25,610	**Dealer Zone**	71	LOS ANGELES	
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	52979	HUNTER DODGE CHRYSLER JEEP			
Dealer Address	1130 AUTO MALL DR				
Dealer City	LANCASTER	**Dealer State**	CA	**Dealer Zip**	93534

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

Product - Electrical - Radio/Spkrs/Clock/Antenna - Other - Default	Customer seeking reimbursement on clockspring.

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Reimbursed for clock spring defect
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
To: Chrysler Group LLC Ref: 1. 2010 Rubicon Jeep, 1J4BA6D16AL2[redacted]
H.W. Hunter Inc. RO No. 6[redacted], $474.30 My Rubicon Jeep (ref. 1) with 25.6K miles had the edges of the airbag extruding from the steering column (see pics). This caused the airbag red warning light to come on, disabled the cruise control and set off the horn. This is a known problem, defect and safety risk that must be corrected by Chrysler. Chrysler has issued recalls for this known defect but limited to a small number of vehicles. Chrysler must do the right thing and step up to fix this potential safety issue before someone gets hurt. This is my third Jeep supplied by Chrysler and will be my last Chrysler product if this issue is not resolved amicably. I want to be reimbursed for this repair (ref. 2).[redacted]
*****END OF CUSTOMER EMAIL*****
Dear[redacted]
Thank you for contacting the Jeep Customer Assistance Center.
We fully appreciate the time and effort you have taken to make us aware of your concerns. Your concerns, particularly in view of the inconvenience involved in this issue, are understandable and I appreciate the time and effort you took to bring this matter to my attention.
We have reviewed your concern in regards to reimbursement consideration; however, we are unable to accommodate your request at this time due to our records indicating that your vehicle does not currently require service for any recall campaigns.
We recommend that you keep all of your receipts and documents related to these repairs if your vehicle is involved in a future recall campaign, you will be notified promptly by U.S. mail and can submit for reimbursement at that time. 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 taking the time to communicate with us. We re sorry we cannot provide a more favorable reply.
Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Ashley
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GB3912	8L[redacted]	***Open Date***	09/25/2014	***Built Date***	03/12/2008	
Model Year	2008	***Body***	JKTM74	JEEP WRANGLER UNLIMITED X 4X2			
In Service Dt	05/24/2008	***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	60266	HILTON HEAD CHRYSLER JEEP DODGE			
Dealer Address	265 DRIVERS WAY				
Dealer City	HARDEEVILLE	***Dealer State***	SC	***Dealer Zip***	29927

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	BLUFFTON SC 2[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	recall read online

Briefly summarize why the customer is contacting Chrysler: Customer states they have read online about a recall M31 and asked if the recall pertained to their vehicle. Customer states their air bag light has came on.
Briefly summarize what the customer is expecting: Customer seeking recall information.
Agent advised customer that the recall did not pertain their vehicle because the vehicle the recall M31 pertains to is for right hand drive vehicles and their vehicle is a left hand drive vehicle and this is why it does not pertain to them.
Agent advised customer to bring their vehicle in for a diagnosis.
Customer understood.
SA Summer called in from the dealership to report that her technician diagnosed the vehicle and determined that the fault was with the clockspring. SA Summer wanted to know if we would be contributing cost assistance for the repair, as the customer was quite insistent that the issue is the M31 recall. Agent informed SA Summer that the customer was out of warranty and did not have the M31 recall on their vehicle, so Chrylser could not provide assistance at this time. SA Summer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D10	BL5[redacted]	***Open Date***	09/25/2014	***Built Date***	02/11/2011	
Model Year	2011	***Body***	JKJL72	JEEP WRANGLER SPORT 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	02/11/2011	***Mileage***	76,000	***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	68924	SAITTA TRUDEAU CHRY-JEEP-DODGE			
Dealer Address	1541 E WAHKIAKUM AVE				
Dealer City	PAHRUMP	***Dealer State***	NV	***Dealer Zip***	89048

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

Corporate - Recall - Default - Default - Default	Customer seeking to be covered under M31 recall

Briefly summarize why the customer is contacting Chrysler: The customer is calling to find out why her vehicle is not covered under the M31 recall. The customer states she understands the recall is only for right hand drive and hers is a left hand drive. She states she s been having the exact issues with the air bag light though. She states that is has been confirmed with the dealership as a faulty clock spring and the dealership determined she is not under the recall and wants her to pay out of pocket. The customer does not think this is right. She states that they have been putting on dust covers for this and she found out her vehicle was the last made without the dust cover. She states she works at an oil field and lives in CA. Agent informed her that the recall is not on her VIN but if it is the future she can apply for reimbursement. Agent provided the mailing address in the event that this happens. Customer thanked the agent.
Briefly summarize what the customer is expecting: The customer is expecting to be covered under the M31 recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3911	8L[redacted]	**Open Date**	09/25/2014	**Built Date**	05/08/2008	
Model Year	2008	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	01/17/2009	**Mileage**	120,000	**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	23053	MANSFIELD JEEP CHRYSLER			
Dealer Address	91 CHAUNCY ST, ROUTE 106				
Dealer City	MANSFIELD	**Dealer State**	MA	**Dealer Zip**	02048

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

Corporate - Recall - Default - Default - Default	Customer is calling about the M31

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler stating that their airbag light came on and there is flashing and beeping going on and are wondering if it is the M31 recall.
Briefly summarize what the customer is expecting: Customer is expecting to be informed on whether their vehicle is involved with this recall.
Agent informed customer that the recall does not apply to their vehicle and that we can transfer over to CAC for furthur assistance, customer accepted.
Agent calls agent SB1490 goes to tranfer but customer hung up.
Agent received call from CT918 with customer on the line with concern regarding air bag light.
Before agent could transfer call the customer disconnected.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6915 8[redacted]		***Open Date***	09/26/2014	***Built Date***	11/16/2007	
Model Year	2008	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	11/21/2007	***Mileage***	92,000	***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	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]
	SYCAMORE IL[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	possible clock spring issue

Briefly summarize why the customer is contacting Chrysler: customer was coming back from holidays, air bag light came on, keeps dinging, stopped at a Chrysler Dealership, was not able to diagnose or look at vehicle for a few hours. Customer drove home, was looking to see if clock spring has a recall or extended warranty.
Briefly summarize what the customer is expecting: Customer wants to know if there is any recall or extended warranty to cover the clock spring.
Agent informed customer there is no recall on clock spring, recalls are VIN related, time and where manufactured. Agent informed customer no extended warranty for clock spring and all warranty on vehicle has expired, still has the LPLW on Power Train, clock spring is not covered under this warranty. Agent advised customer to take vehicle to dealership to have diagnosed to see what is causing air bag light to come on.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3918	8L[redacted]	**Open Date**	10/05/2014	**Built Date**	12/19/2007	
Model Year	2008	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	06/08/2008	**Mileage**	77,300	**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]
	COLERAIN OH[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light is flickering on and off.
Corporate - Recall - Default - Default - Default	Request for recall information.

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Complications
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
To whom it wan concern. I have been having issues with a 'clock spring/screw' not sure which one it is for 4 years. In the last 6 months it has become a constant issue when driving. I was told by the person watching it that there is a recall on it, however when I talked to the dealer they stated that my jeep does not fall under the recall. Can someone please tell me if there is an actual recall because until the light started flickering on and off I was told to keep an eye on it, that the random turn signal is not a problem. But now I have the airbag light going on and off. I have been quotes of $360-$700 to replace this. But this has been on going for 4 years. I have a child that I planned to pass this down to, but worry about safety issues? Please help me. I have a 2008 4 door jeep wrangler unlimited.
*****END OF CUSTOMER EMAIL*****
Dear T[redacted],
Thank you for contacting the Jeep Customer Assistance Center in regards to your 2008 Jeep Wrangler.
I regret to learn of the clock spring/screw concern you have experienced with your vehicle and appreciate the time you have taken to contact us with your request for information.
A review of our records indicates that your vehicle does not currently require service for any recall campaigns that pertain to a clock spring.
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.

However, our records indicate that the following recall campaign has 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.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Jennifer
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4BJWKG7	CL2[redacted]	***Open Date***	09/30/2014	***Built Date***	04/30/2012	
Model Year	2012	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	05/16/2012	***Mileage***	89,190	***Dealer Zone***	51	CHICAGO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PFM	GECKO PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION					

Dealer	53891	RALEIGH JOHNSON MTR CO INC			
Dealer Address	EAST 13TH STREET				
Dealer City	BELLE PLAINE	***Dealer State***	IA	***Dealer Zip***	52208

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

Service Contract - New Contract Coverage - Maximum Coverage - Component Coverage - Default	ELECTRIC4 TRANS 4 ENGINE4
Product - Engine - Unknown - Other - Default	loses RPM's/hesitates
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	no diagnosis
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	warning lamp on

Customer states vehicle has had problems since the head was serviced within the first 6 months.
Customer states the vehicle loses RPM s last time dealer replace a wiring harnesss. Customer states vehicle is hesitating, airbag light on, & engine lamp on. Customer states she called the dealer and she will be taking the vehicle in on 10/1/14 or 10/2/14.
Escalation Override approved by JK671. Repeat concern.
Agent informed customer that a current diagnosis is required.
Customer called to say the vehicle was in shop today for diagnosis
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Diagnosis
Briefly summarize why the customer is contacting Chrysler: Customer stated she was advised to call back once the vehicle was at the DLR and reference this case. Agent advised customer (as per line 7) we will escalate this case to a CM for further review for the ongoing issue.
Agent confirmed customer s information and advised customer they will receive a call back in 1-2 business days from a CM.
Briefly summarize what the customer is expecting: customer seeking assistance with her ongoing issue.

REQUEST FOR SPECIAL HANDLING
NIC of TL consulted: JK671
Reason for special handling request: Customer has repeat issue that has not been resolved.
Current location of the vehicle: DLR: 53891
Date of last repair attempt: Currently ongoing, vehicle at DLR now.

Customer s preferred method of contact: Phone.
Customer phone number: [redacted]
Dealer code (if applicable): 53891
Assigned case to 88F for Special Handling
* * * * * CASE MANAGER TEAM - District P* * * * * *
OOW by miles and time is May 16, 2015
In Warranty Power train 31 Months or 12,000 Miles
MVP none
1 New 2 Used
Status update provided via email to the following email address:
[redacted]
Hello, my name is Shaunna, and I have been assigned as your case manager. This email is confirmation that your case, [redacted]7 , was successfully escalated to me. After I review the details of your case, I will be calling you at your preferred number [redacted], within the one business day as promised. My office hours are 7:30 am 4:00 (Mountain Time). My contact information is 800-763-8422 Ext. 40678. If your preferred telephone number mentioned above isn t correct, please reply with the correction. You are a very valued customer to us and I would like to thank you for the opportunity to assist with your situation.
End of Status Update
CONTACT UPDATE - Customer was contacted today at see lines 38-47.
Customer was provided with agent s extension: 40678.
CUSTOMER -reported repeated issues with harness repairs and head issues since 3/2013 and is concern with future issues linked to the same repairs. Customer s expectations are to find point of failure and not have repeated repairs and assist with some type of extended warranty. CM will follow up with dealer on status of repair and part back order.
DEALER - SA Michael reported parts will be in tomorrow and repairs should be completed by end of day. SA reported repairs are related to CM center coil #5 - electrical, and dealer would take care of repairs costs, because it has been an issue before.
Miles verified at 89,190.
DEALER - SM reported SA and tech gone and did not know status and would call CM back on 10/8/14. SM reported sending documents over 4 times and would like to have the requester confirm they have gotten them.
NOTE lines 60-62 entered in error.
CUSTOMER - CM reported CAC does not assist with discount or costs assistance for warranty contracts, but if customer purchased one CM would add oil, and 2 other SC. CM reviewed the various types and customer will think about it. Customer reported part is in Chicago on the dock and CM will follow up with dealer on 10/8/14
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40678
The reason for the dealer contact was to provide or request the following information: status of part and ETA.
DEALER SA Mike reported repairs will be done late tonight or early tomorrow, and CM will follow up with customer to report information.
CUSTOMER - CM reported information on status of repairs, and customer already had update for dealer. Customer reviewed offer of SC if warranty extension is purchased and CM reviewed options. CM will follow up with customer by 10/14/14 to ensure issues resolved with repairs and see if warranty was purchased so SC can be added.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40678. The reason for the customer contact was to provide or request the following information: Follow up on status of repairs and adding SC if warranty was purchased. Next follow up is by 10/14/14.
CUSTOMER[redacted]
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40678. The reason for the customer contact was to provide or request the following information: Follow up on status of repairs and adding SC if warranty was purchased, and next follow up is by 10/17/14.
CUSTOMER - left voice message and reported dealer would not work on a warranty, and reported vehicle is running good, but still won t know

until time as passed. Issues is the past did not appear until weeks or days from date of repair, so time will tell. If CM wanted a call back to call later in afternoon.
CUSTOMER - reported not being able to get warranty plan, and is following up with dealership on extended warranty for 536 Extended. CM offered SC for component coverage for ELECTRIC4 and one other SC. Customer wants to think about offer and call CM after work hours. Customer reported miles at 89,731, CM will follow up by 10/21/14.
DEALER - SA Mike reported repairs completed on esim and customer waited for repairs to be done.
CUSTOMER [redacted]2 Agent attempted to contact customer, however, customer was not available.
Left message for a return call at extension 40678. The reason for the customer contact was to provide or request the following information:
Follow up on repairs and provide additional information on component SC.
Next follow up is by 10/22/14
CUSTOMER[redacted]
Agent attempted to contact customer, however, customer was not available.
Left message for a return call at extension 40678. The reason for the customer contact was to provide or request the following information:
Follow up on repairs and provide additional information on component SC.
Next follow up is by 10/24/14.
Status update provided via email to the following email address:
[redacted]
I am so sorry; we are playing phone tag, so I will provide a general list of service contracts for coverage. Electrical or Suspension/steering/brakes or Engine, Transmission/transaxle or air conditioning/heating or drivetrain, or engine/cooling/fuel. The component coverage has a zero deductible and unlimited miles, but I have add before vehicle is at 100,000. I will follow up with you on 10/27/14, late in the day, unless you give me a call at 800-763-8422 ext.40678. You are a very valued customer to us and I would like to thank you for the opportunity to assist with your situation.
End of Status Update
CUSTOMER [redacted]
Agent attempted to contact customer, however, customer was not available.
Left message for a return call at extension 40678. The reason for the customer contact was to provide or request the following information:
Follow up on SC offer and review option on 10/27/14.
CUSTOMER [redacted]
Agent attempted to contact customer, however, customer was not available.
Left message for a return call at extension XXXXX. The reason for the customer contact was to provide or request the following information:
Follow up on SC offer and review option on 10/29/14.
CUSTOMER reported SC of ELECTRIC 4 and TRANS4 and if possible ENGINE4,but was not sure how many SC components can be added without some research.
CM will follow up with customer once number of SC is identified.
CM verified 89,190 miles and address.
CUSTOMER
Agent attempted to contact customer, however, customer was not available.
Left message for a return call at extension 40678. The reason for the customer contact was to provide or request the following information:
Have submitted all 3 SC and will follow up once they are added.
ELECTRIC4, ENGINE4 and TRANS4 Contract created. Contract number is [redacted]
CUSTOMER [redacted] - reported all issues resolved and expectations met and was comfortable to close case. CM provided Brand number and SC information and documents outlining benefits will follow in the mail within 30 days. Customer appreciative of CM helping to resolve issues and build confidence in vehicle again.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3916 8[redacted]		***Open Date***	09/30/2014	***Built Date***	07/26/2007	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	08/18/2007	***Mileage***	100,400	***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	26808	FRANKLIN CHRYSLER DODGE JEEP RAM			
Dealer Address	1124 MURFREESBORO RD				
Dealer City	FRANKLIN	***Dealer State***	TN	***Dealer Zip***	37064

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	FAIRVIEW TN 3[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag comes on intermittently.

Briefly summarize why the customer is contacting Chrysler: Customer states that her air bag light, brake light ad seat belt light comes on randomly and the dealership has found that they have to replace the dynamic sensor and clock spring. Customer states that she found online that this is a recall issue on other vehicles and is seeking assistance.
Briefly summarize what the customer is expecting: Customer is seeking cost assistance for repair.
DEALER CONTACT: Franklin Chrysler Dodge Jeep Ram (26808) at 615-794-5000. Writer spoke with Mike (Service Advisor). Writer was advised that the customer does need to have the dynamic sensor ($368.09) and clock spring ($468.68) replaced and this would not be covered under her LPLW warranty.
* * * * 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	1J4AA2D12	BL[redacted]	**Open Date**	09/30/2014	**Built Date**	02/10/2011	
Model Year	2011	**Body**	JKJL72	JEEP WRANGLER SPORT 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	03/16/2011	**Mileage**	25,529	**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	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**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	NANTICOKE PA 1[redacted]	**Country**	UNITED STATES

Recall - L35: REPROGRAM PCM - OXYGEN SENSOR AND EGR MONITOR - Advise Owner/Incomplete Recall	REPROGRAM PCM - OXYGEN SENSOR AND EGR MONITOR
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light on
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler: Customer states that he took his vehicle to his independent because the air bag light came on and his mechanic diagnosed the vehicle and there is a code for the clock spring. Agent informed customer of open recall and that the clock spring recall was not on his vehicle. Agent explained to customer that Chrysler can not assist with the cost of repair vehicle is not at a Chrysler dealership, agent explained that Chrysler insists that the diagnosis must be done at a Chrysler dealership for any consideration. Customer stated that if it ever becomes a recall could he be reimbursed. Agent informed customer if it ever becomes a recall on his vehicle and he keeps his receipts can request reimbursement. Agent provided customer with Cai[redacted] and stated if he decides to go to a Chrysler dealership can call back with diagnosis.
Briefly summarize what the customer is expecting: Customer seeking to see if there is a recall on his vehicle for the clock spring.
SURVEY BY-PASS
NO DIAGNOSIS
REASSIGN TO: SG893
Next Agent if customer calls back and vehicle is at a Chrysler dealership please call to see if they would offer customer assistance under Warranty Bulletin D-12-27.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA6H16 A[redacted]1		***Open Date***	10/01/2014	***Built Date***	06/24/2010	
Model Year	2010	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	09/30/2010	***Mileage***	61,000	***Dealer Zone***	63	DALLAS	
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	45573	RICHARDSON CHRYSLER JEEP DODGE RAM			
Dealer Address	1321 N CENTRAL EXPY				
Dealer City	RICHARDSON	***Dealer State***	TX	***Dealer Zip***	75080

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

Corporate - Recall - Default - Default - Default	airbag

Customer calling about recall, that he read up online. Customer stated that the airbag light keeps turning on and off. Customer stated that he read up online about a recall regarding the airbag lights and would like to know if it applyed to his Jeep. Agent advised the customer that the recall he is talking about isnt on his Jeep. Agent advised the customer that it would be covered under the basic warrenty but it had expired by time. Agent offered to call over to the dlr to assist in making the appointment, but customer stated that he will be able to do it latter online. Agent advised the customer that any cost that comes with the repair would be a out of pocket repair for the customer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D11	AL[redacted]	***Open Date***	10/01/2014	***Built Date***	02/02/2010	
Model Year	2010	***Body***	JKJL72	JEEP WRANGLER SPORT 4X4			
In Service Dt	06/08/2010	***Mileage***	59,795	***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	64869	DARCARS CHRYSLER JEEP DODGE OF		SILVER SPRING	
Dealer Address	12511 PROSPERITY DR				
Dealer City	SILVER SPRING	***Dealer State***	MD	***Dealer Zip***	20904

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

Corporate - Recall - Default - Default - Default	Customer is calling about the M31 recall.
Product - Electrical - Lamps and Switches - Other - Default	Customer is calling about their airbag light.

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler stating that their airbag light is on and will not turn off and they heard from a friend that it could be the M31 airbag light clockspring recall and was wondering if it was.
Briefly summarize what the customer is expecting: Customer is expecting to be informed whether or not their vehicle falls under the M31 recall. Agent informed customer that their vehicle does not because it is not a right hand drive vehicle. Customer understands.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA6D11	AL1[redacted]	***Open Date***	10/01/2014	***Built Date***	05/14/2010	
Model Year	2010	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4			
In Service Dt	07/24/2010	***Mileage***	39,577	***Dealer Zone***	74	DENVER	
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	60163	FREMONT MOTOR ROCK SPRINGS, INC			
Dealer Address	1900 FOOTHILL BLVD				
Dealer City	ROCK SPRINGS	***Dealer State***	WY	***Dealer Zip***	82902

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air Bag light on while driving
Corporate - Recall - Default - Default - Default	Airbag recall inquiry

Briefly summarize why the customer is contacting Chrysler:
The customer is contacting Chrysler about issues with their airbag light
Briefly summarize what the customer is expecting:
The customer is expecting accurate information about the vehicle
The customer sates the air bag light comes on and stays illuminated.
The customer read about a possible recall relating to this issue
The agent informed the customer that the issue is not recall related
The agent informed the customer that the vehicel is also out of basic warranty, and as such the repairs and diagnostics relating to the repair would be at the customer s cost
The agent advised the customer to bring the vehicle into the DLR to have the issue diagnosed and repaird.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA5413	8L[redacted]	***Open Date***	10/09/2014	***Built Date***	05/22/2008	
Model Year	2008	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4			
In Service Dt	06/23/2008	***Mileage***	78,456	***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***	
	HAYS KS 6[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light randomly coming on
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Air Bag Light
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Two days ago, my Air Bag Light has been turning off and on randomly while driving. I am pretty sure it is the Clockspring, especially since other Jeeps owners have reported this same issue. Can I start a case number to fix this issue?
*****END OF CUSTOMER EMAIL*****
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center.
I am truly sorry that you experienced an issue with your air bag light coming on in your vehicle and appreciate the time and effort you took to bring this matter to our attention. I would be happy to look into your concerns further however in order to do that, I would need some more information from you. If you could please respond to this email and advise on if you have gone into an authorized dealership within the past 30 days to have a diagnosis completed. If so, please provide the dealership name and location. Once we have this information, we will be better able to address your concerns.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Sarah
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
Dear [redacted],
This is a follow up email in regards to case number [redacted]. We are just following up as we have not received the requested information to assist you further. If you could please respond to this email and advise on if you have gone into an authorized dealership within the past 30 days to have a diagnosis completed. If so, please provide the dealership name and location. Once we have this information, we will be better able to address your concerns.
Thank you again for your email. Should you require additional

assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Sarah
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
I am waiting to get my jeep into the mechanics this week to get the problem in legitimate paperwork for you. Thanks and sorry for the delayed response.
*****END OF CUSTOMER EMAIL*****
Dear [redacted]
Thank you for providing us with that information. At this time the best thing that we can recommend is to bring your vehicle into an authorized dealership to have a diagnosis completed for the on going concerns. Once the diagnosis is completed, if you still require further assistance, please contact us once the vehicle is at the dealership and we would be able to look into your concerns more from there.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Sarah
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
Reassigned to PC739 for survey by pass - no diagnosis for unresolved concerns

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA5919	8L[redacted]	***Open Date***	10/02/2014	***Built Date***	06/30/2008	
Model Year	2008	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	08/30/2008	***Mileage***	136,296	***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***	[redacted]
	WEST GROVE PA [redacted]	***Country***	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	customer seeking information on clock spring

Briefly summarize why the customer is contacting Chrysler: customer called in as he is having a clock spring problem that deals with his air bag light. Customer states that he heard it was only for the right hand drive vehicles, agent did advise customer that it was true, that it is only for right hand drive. Customer states that he is having that same issue. Agent advised customer that it would have been covered under his basic warranty. Customer thought it was under his powertrain. Customer then asked agent if we would be able to assist at all with the repair, as he believes it is a Chrysler issue. Agent advised customer, that his case can be sent up for review, but no promises.
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]
Who has possession of the vehicle? DLR
Has the vehicle been diagnosed by a CDJ dealer? yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 43232
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District Q * * * * * *
OOW: 99,000 miles on basic
MVP: No
Household: 2
Status update provided via email to the following email address:
[redacted]
Hello, my name is Jeff, and I have been assigned as your case manager. This email is confirmation that your case, [redacted] was successfully escalated to me. After I review the details of your case I will be calling you at your preferred number [redacted], within the one business day as promised. My office hours are 10:00AM 6:30 PM (Mountain Time). My contact information is 800.763.8422 EXT 40730. If your preferred telephone number mentioned above isn t correct, please

reply with the correction.
End of Status Update
Writer contacted dealership and spoke to Service Manager Jim and was informed that when the vehicle was there they did test on the air bags and clock spring. The clock spring was determined to be bad states the SM. SM provided updated mileage of 135,300 and stated that the customer is loyal to dealership. Writer will follow up with customer.
Writer contacted customer to gather expectations. Customer informed writer that if Chrysler will assist with the repair of the clock spring the he will go back to dealership to have the repair completed. Writer will follow up with customer on 10/8/14 to inform about possible assistance.
Agent attempted to contact dealer Service Manager Jim, however, SM not available. Left message for a return call at extension 40730
The reason for the dealer contact was to provide or request the following information: To check on parts and labor to have clock spring replaced.
Writer contacted Service Manager Jim to check on pricing for the clock spring. SM informed writer that labor was $51.50 for parts $261.86 for labor and total of $313.36. Writer will follow up with customer to inform of pricing.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40730. The reason for the customer contact was to provide or request the following information: To inform of pricing for clock spring.
Writer received voice mail from customer returning writers call.
Writer contacted customer to inform customer of lines 50-53. Customer stated he will return writers call after he consults his wife regarding the repairs. Writer will follow up with customer on 10/10/14 to check on status of case.
Writer contacted customer to check on the status of the repairs. Customer wanted to know if Chrysler would be able to assist on the repairs. Writer informed customer that he would check and see what options are available and contact customer back on 10/14/14.
Agent attempted to contact dealer Service Manager Jim, however, SM not available. Left message for a return call at extension 40730
The reason for the dealer contact was to provide or request the following information: Check on status of possible RA
SM Jim calls to speak with their Case Manager. Transferred the customer to JV1058 at ext. 40730.
Service Manager Jim returned writers call. SM stated they would accept a RA for the repairs. Writer will follow up with customer to have customer take the vehicle in for repairs.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40730. The reason for the customer contact was to provide or request the following information: To informed customer that Chrysler will assist with the repairs and advise of co-pay of 75.00 if customer wants to proceed with the repairs.
Customer contacted writer to inform that he will call back to let writer know when the vehicle will go to dealership for repairs and accepted goodwill offer.
Writer recieved call from customer requesting a call back.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40730. The reason for the customer contact was to provide or request the following information: To have customer call dealership to set up appointment for repairs.
Customer contacted writer to inform of repair date of 10/15/14. Writer will follow up with customer on 10/17/14 to check on status of repairs.
Vehicle is at the dealership - JEFF D AMBROSIO CHRYSLER JEEP (43232)
Update triggered by S08683M
As a one-time goodwill gesture, Chrysler is approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $261.86
Labor = $51.50
Total = 313.36

Co-pay = 75.00
########## DIRECT-TO-DEALER ##############
Customer Care is sending this case to because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.
##################################
REASSIGNED TO BC/DLR 35 43232 10/15/14 12:46 C[redacted]
Writer contacted Service Advisor Pete due the service manager not available. SA informed writer that the repairs have been completed and updated mileage of 136,296. Writer will follow up with customer to provide service update and check on repairs.
Writer contacted customer to check on the status of the repairs. Customer stated that the repairs are completed. Customer gave writer permission to close the case.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA5412	7L[redacted]	***Open Date***	10/02/2014	***Built Date***	12/09/2006	
Model Year	2007	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	01/11/2007	***Mileage***	95,000	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	60386	POAGE CHRYSLER DODGE JEEP, INC			
Dealer Address	900 CLINIC RD				
Dealer City	HANNIBAL	***Dealer State***	MO	***Dealer Zip***	63401

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

Corporate - Warranty Coverage - Default - Default - Default	X41
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 is requesting recall information. Customer states vehicles air bag light is on and dinging.
Briefly summarize what the customer is expecting:Customer is expecting recall information.
Agent advised Customer of incomplete recalls and extended warranty on clockspring. Agent offered to contact Dealership. Customer declined.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5915	7L[redacted]	**Open Date**	10/02/2014	**Built Date**	11/09/2006	
Model Year	2007	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	11/22/2006	**Mileage**	114,222	**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	45420	ROUTE 46 CHRYSLER JEEP DODGE			
Dealer Address	1655 ROUTE 46				
Dealer City	LITTLE FALLS	**Dealer State**	NJ	**Dealer Zip**	07424

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

Service Contract - New Contract Coverage - Motoring Assistance - Roadside Assistance - Flat Tire	MAP3
Product - Drivability - Unknown - Poor Idle Quality - Default	PTV hose
Product - Transmission / Transaxle - Unknown - Leaks - Default	boot
Product - Brakes - Unknown - Other - Unknown	e brake
Corporate - Recall - Default - Default - Default	
Product - Brakes - Parking Brake Assy - Defective - Default	
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	
Product - Electrical - Power/Engine Control Module - Intermittent or Inoperative - Default	
Product - Engine - Intake/Exh Manifolds/Turbo - Defective - Default	
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	

Briefly summarize why the customer is contacting Chrysler: Customer stated this is the third time that vehicle has shut of while driving.
Customer stated she will not be driving this vehicle until a solution is figured out.
Briefly summarize what the customer is expecting: solution as to why vehicle randomly shuts off
Customer stated her vehilce is not drivable, customer wants this investagted.
Reassing to 88f
Briefly summarize why the customer is contacting Chrysler: Customer called in stating she would like to know why her case manager had not called her back yet.
Briefly summarize what the customer is expecting: Customer seeking information
Agent advised customer if she did not receive a call back by 8 pm tonight then to give Chrysler a call back tomorrow.
Briefly summarize why the customer is contacting Chrysler: Customer is calling to see when a case manager will be calling. Customer states that vehicle has randomly turned off while driving on both highway and residential streets. Customer states that when vehicle will randomly turn off her air bag light will turn on. Customer states that someone

from Jeep informed her that she should not drive her Jeep.
Briefly summarize what the customer is expecting: Customer seeks a phone call at [redacted]
Agent advised that someone would be in contact with her today.
Agent advised customer to write down what she had experienced so that when case manager called, they would be able to provide all pertinent information
KH647 - Please contact the dealer
Supervisor called customer and updated name on file to Kimberly.
Customer states they have an appointment on Thursday to have the vehicle checked out. Customer states they will not drive it and will have the vehicle towed in. Customer states the last stall the engine light came on. Supervisor apologized for the problems and advised customer we could not assist with cost assistance. Customer may contact back after dropping vehicle off.
[redacted] called to know about why her case is close. writer stated that this case was in a different department. writer transferred the call to 877-426-5337.
Customer took the vehicle to the DLR on Oct 9 and got the vehicle back Oct 14. Customer said that they replaced the PCM and the vehicle was okay now. Customer said today the vehicle shut off again while driving. Customer said she has paid for a part that didn t correct the problem. Customer called the DLR and they said to bring the vehicle back. Customer said this is her only vehicle. Customer is angry that this issue has not been 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 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 - was a PCM but this didn t resolve the issue
If a CDJ dealer has diagnosed, what is the dealer name or code? 45420 - ROUTE 46 CHRYSLER JEEP DODGE
Reassigned to 88F
********** Case Management - District T **********
OOW: 4 years & 73,472 miles
MVP: ESSENTIAL CARE - 2 YEARS / 4 OIL CHANGES
Household: 1 New
****

The writer called the customer and she stated the vehicle was delivered 10/14 (no loaner) and another part (for emergency brake) is on back order. The customer stated there is an ongoing issue regarding the vehicle losing power while drriving. The customer stated John (SA) was their contact. The customer stated the problem is the powertrain module, which was replaced, and the problem was not resolved. The customer wants assistance to get the problem resolved because she paid over $1000 and the issue has continued. The customer is concerned for her son driving the vehicle. The writer stated there will be more research done and there will be a follow up on 10/23/14.
The writer called the SA (John) and the SA stated the vehicle was towed to the dealer. The diagnosis was a cylinder misfire but the cause was a bad PCM (point of failure). The dealer replaced the PCM and the vehile operated fine when it left the dealership. The SA stated a back ordered part for the emergency brake was in but has not heard from the customer since. After the repair the engine light came on again. The customer rented a vehicle to drive out of state because the customer does not feel confident in traveling with the vehicle. The writer will follow up on 10/28. The writer did not promise anything but will look to see if/how CAC can assist.
****

Status update provided via email to the following email address: [redacted]
Hello, I am contacting you on behalf of your case manager, Bo. If you have any questions, or if you would like to speak with Bo, please contact

1-800-763-8422 extension 40521 or respond to this e-mail.
End of Status Update
The writer spoke with SA (Joe) and the SA stated the vehicle was dropped off 11/4 and no diagnosis was made.
*** INCOMPLETE RECALL: J24 MOPAR TOW BAR **********
The writer called and spoke with John (SA) and the SA stated the vehicle was not there.
The writer called and spoke with the customer and she stated ********the vehicle is with her son******* the information given by SA (Joe) on lines #90 and 91 is inaccurate. The customer stated the dealer is waiting on a backordered emergency brake cable.
The writer called and spoke with Enam in parts and he stated the part is 52060204AL and the order number is #D1014 and there was no ETA for the part.
[redacted] called, requesting her Case Manager. Transferred customer to CM BP501 at ext 40521.
The customer called and asked about the backordered part. The customer stated when her son picked up the vehicle after the repair (10/16) the entire boot was disengaged and the customer alleges that a SA suggested this was due to the customer s son s fault. The customer s son stated due to the work by the service techs the boot was not put back in place and screws were missing when the emergency brake was removed.
The writer called and spoke with the SA (John) and he stated the part is at the dealer and the customer needs to get the vehicle back to the dealership and the Sa will look to be sure the vehicle does not misfire.
The writer called back to ask if a rental is needed and the SA (John) stated he will have the customer come in Monday 11/17 to repair the vehicle and he will need one day to get it done.
Ms [redacted] called to speak with CM BP501; Writer warm transferred customer to CM BP501.
Writer verified phone numbers: Landline:9[redacted] and Cell: [redacted] Writer verified CM also.
The customer called in and stated the SA (John) will take the vehicle in on 11/14 but there are no loaners. The writer offered up to $40 a day for 5 days for a Chrysler product and the writer will follow up 11/19.
MR [redacted] called to speak with their Case Manager. CM was not available. Customer disconnected the call while writer was searching for a case manager.
Writer updates customer address.
Customer calls to speak with their Case Manager.
Transferred the customer to BP501 at ext 40521 VM per customer request.
Customer declined to provide a second phone number.
Customer stating that she has been to the dealership and they do not treat her the way she expects them to and wants her CM to contact them and also call her back.
The writer called and spoke with the SM (Scott) and the SM stated the vehicle was dropped off and the customer was given a loaner therefore NO RENTAL WAS INVOLVED. The SM stated the customer was coplaining about the last time the vehicle was at the dealership.
The writer called the DLR and spoke with Lizette (Receptionist) and she stated the RO[redacted]2 notes the vehicle was in 11/14 and out 11/15 for a check engine light and parking brake cables that were installed.
**********THE UPDATED MILES 112,710**********
The writer attempted to contact customer, however, customer was not available. The writer left message to follow up with the customer regqarding the vehicle issues.
The writer attempted again to contact customer, however, customer was not available. The writer left message to follow up with the customer reqarding the vehicle.
[redacted] called requesting to speak to CM BP501 was not available at this time. Writer informed a call back would be requested due to the issue is not fixed per the customer statement.
The writer attempted to contact customer, however, customer was not available. The writer left message to follow up with the customer regarding the vehicle issues.
The customer called and left a message stating the vehicle is having

similar issues, the engine light is stays on and stated the SM (Scott) was horrible to the customer.
********** customer: 201-953-4177 **********
The writer attempted to contact customer, however, customer was not available. The writer left message to follow up with the customer regarding the vehicle issues.
The vehicle issues have returned.
[redacted] called to speak with Case Manager BP501. Writer verified customer contact information to be current as stated in the case. Writer advised customer that CM BP501 is not currently available but will call customer back when available. Writer was advised CM BP501 should be available in about 30 minutes.
The writer called and spoke with the SM (Scott) stated the customer complained the dealership putting the fender on backwards and that the customer does not want to return to the dealership.
The writer called and left a message regarding the customer s vehicle issues and if the customer wants to find another dealership.
Customer is calling in because she has been trying to get a hold of her case manager and was not able to as the line kept dropping.
Agent called over to the case manager and was able to get a hold of the case manager and transferred the customer over to him.
The customer called the stated the lighting bolt alert comes on and the vehicle loses power then 5 seconds later there is a power surge and the vehicle lurches forward. The customer states it happens after the vehicle idles for 40 seconds. The writer will follow up on Tuesday 12/16 to get the SM and [redacted] (the son) go on a test drive together to resolve the issue.
THURSDAY IS THE CUSTOMER S (Mrs. Metzler) DAY OFF
The writer called and spoke with SA (David) and the SA stated the vehicle was in 12/15 then transferred the call to John (SA) who is handling the customer s case stated the vehicle was not there and no appointment was made.

The writer called the customer and LEFT A MESSAGE reminding the customer about the test drive with the dealership.
The writer called the customer again and LEFT A MESSAGE reminding the customer
to get the vehicle test driven.

The customer called in and stated she was waiting for the dealership to call. The writer suggested the customer call the dealership now that her son is in town to drive with a technician to experience (how the vehicle loses power then 5 seconds later a power surge and the vehicle lurches forward after the vehicle idles for 40 seconds.
The writer attempted to contact customer, however, customer was not available but the writer could not leave a message because the mailbox was full.
RECALLS :
--- K13 INNER FENDER LINERS
--- J24 MOPAR TOW BAR
>>>>>>>>>>>>>>>>>>> 2[redacted]
The writer attempted to contact customer, however, the writer could not leave a message because the mailbox was full.
Vehicle is at the dealership - ROUTE 46 CHRYSLER JEEP DODGE (45420)
Update triggered by S88151E
Caller [redacted] R requesting to speak with Case Manager.
Writer gave information for recall J24 MOPAR TOW BAR SAFETY 11/19/2009 INCOMPLETE
transferred to nic BP501 voice mail
The customer left a message stating the customer is at the dealership (presently:9:48am EST) and the SA is John. The customer s message stated the e-brake overcharge and present issue, a boot will be replaced,losing power will be addressed, the engine lights with the codes will be worked on also and the customer has a LOANER.
---
home [redacted]

The customer called and left messages stating the following:
The customer called again and stated the sheduled test drive was not a test drive, the vehicle had to remain at the dealer, the dealership provided a loaner and the son [redacted]h) had to write the information the dealership needed to respond to. The customer stated the SA (Danny) stated a boot for the brake was replaced at no charge instead of replacing missing srews (done at the dealership at last visit - SEE LINES 107 to 109). The customer also informed the writer that the SA stated A HOSE WAS THE PROBLEM (not a catalytic converter the customer paid to resolve the issue). The e-brake was done a third time at no charge but the dealership stated the brake shoes are wearing and the repair is $518. The customer cannot believe how she is treated.

The customer also stated there was a recordered message (the customer has the recording) stating an ordered part with tax totlaed $249 and when the husband went to pay the bil was charged $500

The writer will speak with the SM about the overcharge and why was there no test drive
---
The writer called to speak with the SM (Scott), however, the SM was not available. The writer left message to follow up with the SM regarding the vehicle issues.
****** Incomplete recall : J24 MOPAR TOW BAR
The writer called to speak with the SM (Scott). The writer asked about the over charge and why there was no test drive with the customer s son. The SM was unfamiliar with the case (RO#[redacted]) and transferred the call to Danny (SA) and the SA stated he was covering for the SA John who had a medical emargency. John (SA) will be back on 1/2/15.
The writer attempted to contact customer, however, customer was not available. The writer left message to follow up with the customer regarding the vehicle issues and will call the customer after speaking with the SA Friday (1/2/15).
The writer called the SA (John) and the SA stated the brake cable needed 3 cables after a redesign ([redacted] The SA stated the recall is not an issue for the vehicle. The SA stated the parking brake lever was replaced ($494.76) and that thedealership is covering the rental (VEHICLE IS AT DLR).
****** MILES IN 112710*******
The driveabiluty issue with the vehicle based on the codes that appeared
THE POINT OF FAILURE : PTV Hose (diveability)
After the diagnosis was done the PTV hose was ordered and the ETA is 1/2/15 and the repair should be done the latest 1/3. also in the diagnosis it was discovered the parking brake show and hardware is necessary. The SA stated the customer was upset at hearing the cost of the new repair ($518) and the SA was there to explain. The SA stated the rental is covered and the writer is offering a COPAY and waiting for the SA to send the warranty pricing for the repair.
********** SA/JOHN 917-696-6966 **********
The SA (John) called to give the warranty pricing on the rotors and pads that need to be replaced. The mileage update is
*****114,217 miles *****
The SA stated the POINT OF FAILURE : RUSTED ROTORS
----------Warranty Pricing----------
rotors and pads cost : $319.40
labor total : $81.23 ---------- TOTAL : $400.23

The writer attempted to contact customer, however, customer was not available. The writer left message to follow regarding the vehicle diagnosis.
FOLLOW UP with the PTV Hose ETA and offer a $50 copay.
Customer [redacted] calling to speak with CM: BP501 CM is not available. Customer would like a call back.
The customer is concerned the vehicle power the fix will not stop the vehicle from losing power.

The customer wants to know that the replaced hose will stop the vehicle from losing power.

BEFORE 1PM CALL : [redacted]
AFTER 2PM CALL [redacted] WRK *1

The writer called and left a message forJohn (SA) regarding the PTV hose and if that is the fix for the vehicle losing power and requested a call back
---------- $50.00 copay ----------
The service writer (Maria) stated the PTV hose was ordered 1/2 and has arrived. The call was then transferred and the writer spoke with the SA (John) and the vehicle repair will be completed today (1/5) and the brakes and rotor pads and the PTV hose will be replaced under warranty pricing for a one time good will offering. The writer stated the confirmation [redacted] to get the repair done.
The writer called and informed the customer the repair will be done 1/6 and the writer will follow up with the customer on 1/8 after the repair.
CUSTOMER : Left message that after the repair the engine light came back on again, the vehicle loses power and the customer had to turn the vehicle off then turned it on again to get the vehicle going again. The message also stated the PTV hose and the PCM did not resolve the issue.
CUSTOMER : LEFT MESSAGE 1/7/14
DEALER : the CM called 3 DIFFERENT TIMES and left messages for the SA (John) to return a call. 1/7/15.
CUSTOMER : [redacted]77 Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40521. The reason for the customer contact was to follow up on date of appointment to bring vehicle in for repairs and the next follow up is by 1/9/2015 unless customer calls in with appointment date.
CUSTOMER CALLED IN : Customer reported the vehicle is back at the dealer and has a loaner. The customer stated Doug (mechanic foreman) heard the change in the engine during the idle and saw the hose collapsing and not feeding the air flow causing the loss of power. The customer stated there was no test drive after. Customer stated 20 minutes after leaving the dealer the loss of power happened at a stop light and the customer called John (SA) to inform the vehicle is not repaired. The customer fears the loss of power on highway and the SA asked that the customer bring the vehicle back to the dealer. The customer brought the vehicle in today (1/8/15). The CM will follow up on the diagnosis by 1/9/15.
IF CONTACTING THE CUSTOMER ON WORK PHONE
call [redacted] hit option*1 work hours 10-6PM
everyday except Wednesday - Thursday/OFF
DEALER : 973-774-1000 CM spoke with the SA (John) and SA stated there is no diagnosis or STAR case open.
######### 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 previous repairs did not resolve transmission/power loss issues.
Action requested: OPEN STAR CASE and determine POINT OF FAILURE to permenantly resolve transmission concerns.
Please update this CAIR with resolution.
##################################
REASSIGNED TO BC/DLR 32 45420 01/09/15 15:15 R [redacted]
CUSTOMER : [redacted] Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40521. The reason for the customer contact was to provide an update on the customer s vehicle.
DEALER : 973-774-1000 CM called and spoke with SA (John) and the SA stated the foreman has not had a chance to get the vehicle in the bay and will have a diagnosis Tuesday (1/13).
CUSTOMER [redacted] Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension

40521. The reason for the customer contact was to update the customer
that the diagnosis should be completed by 1/13/15.
CUSTOMER : [redacted] WRK *1 The CM updated the customer that a
diagnosis will be completed 1/13 and the customer requested when the work
is done for the foreman test drive with the customer s son[redacted]) before
the vehicle is driven away. The CM stated the customer s request will be
mentioned to the SA.
DEALER : The CM spoke with Danny (SA) and the SA stated the
---Point of Failure: Wiring Connector. The SA stated a Manifold
Assistance Pressure sensor will be replaced and the vehicle will
be ready for pick up tomorrow 1/14/15.
CUSTOMER : [redacted] WRK *1 : The CM called and updated the customer
CUSTOMER : The customer was updated on the
--- point of failure (wiring Connector) and the vehicle can
be picked up sometime 1/14/15. The customer wants the
dealer to test drive with the customer s son before the
customer drives away from the dealership.
DEALER : The CM spoke with Nilly (service receptionist) to write and
leave a message for John (SA) to have a technician to do a quick test
drive with the customer s son before the customer drives awy from the
dealership because the vehicle is to be ready for pick-up 1/14/15.
DEALER :: 973-774-1000 :: CM spoke with Nilly (reception) to leave a
written message for John (SA) to arrange a test drive with the customer s
son before the customer leaves the dealership.
CHECK AFTER REPAIR REGARDING POWER LOSS.
*Contact Date:01/14/2015
DCX goodwill repair is documented on Repair Order[redacted]
CAIR RETURNED FROM DEALER ON 1/14/2015 AT 01:05:818 R[redacted]
CUSTOMER : LEFT A MESSAGE stating there was a test drive and
the vehicle is operating fine. The customer also stated the
POINT OF FAILURE : hair-line crack and the readings were fine.
DEALER :: 973-774-1000 :: CM spoke with Nilly (reception)
and Nilly stated the RO#[redacted] and the mileage was
****** 114,222 ******
CUSTOMER :: [redacted] WRK *1 :: CM called customer and customer
stated the SM (Robert) did not allow a test drive as the SM heard the
vehicle and told the customer the SM would drive the vehicle home to
check and respond to the customer later in the evening today (1/14).
Customer stated she really liked the SM and his approach to service. The
CM agreed and stated there will be a follow up call Friday (1/16) to
check on the repair and to close case.
INCOMPLETE RECALL : J24 MOPAR TOW BAR
DEALER :: 973-774-1000 :: CM attempted to contact dealer Service Manager
(SM), however,
SM not available. Left message for a return call at extension 40521. The
reason for the dealer contact was the Cm wanted to follow up with SM
(Robert) regarding SM s drive of the vehicle and customer was pleased
with SM s handling the vehicle issue and felt differently (in a good way)
about the dealership.
CUSTOMER :: [redacted] WRK *1 :: CM called customer and customer stated
she did not hesar from the SM and feels the vehicle s issue is being
addressed and the Cm agreed. CM will check back with the SM and update
customer later today (1/16) or Monday (1/19).
DEALER :: 973-774-1000 :: CM spoke with Maria (reception) and she
transferred the call to John (SA) and the SA stated the disagnosis is not
complete but the point of failure may be a throttle body. The writer will
follow up with the SA then the customer on Monday (1/19).
CUSTOMER : [redacted]7 :: CM called customer but the
mailbox was full and could not leave a message.
CUSTOMER :: [redacted] WRK *1 :: CM called to update the
customer stating the diagnosis is incomplete and will follow up
with customer on 1/19. Customer may call dealer 1/17/2015.
DEALER :: 973-774-1000 :: CM spoke with Robert (SM) and the SM stated
there is a throttle response code that keeps popping up. CM shared that
the customer was pleased with the way SM is handling customer s vehicle.
SM stated disagnosis is still incomplete and may be done by Wednesday

(1/21).
CUSTOMER : [redacted] :: CM attempted to contact customer, however, customer was not available and could not leave a message to update the customer about the diagnosis is incomplete and will follow up with customer on 1/22. The mailbox is full and CM could not leave a message. CM will call again Tuesday 1/20.
DEALER :: 973-774-1000 :: CM called and spoke with Nilly (reception) and she stated customer s vehicle is still being diagnosed. CM will follow up with dealer and customer 1/21.
DEALER :: 973-774-1000 :: CM called attempted to contact dealer Service Manager Robert (SM), however, SM not available. Left message for a return call at extension 40521. The reason for the dealer contact was to request an update on vehicle diagnosis.
DEALER :: 973-774-1000 :: CM attempted to contact John (SA), however, SA not available. Left message for a return call at extension 40521. The reason for the dealer contact was to request an update on the customer s vehicle diagnosis.
CUSTOMER [redacted] WRK *1 : The CM called and customer stated SA (John) called customer and reported the intake manifold was removed and found a hose leaning on manifold. SA and SM think the problem is solved and SM will drive vehicle home to test. CM stated there will be a follow up 1/22 with dealer and customer.
DEALER :: 973-774-1000 :: CM spoke with SA (Robert) stated the vehicle was delivered today (1/22) and the Point of Failure was an intake manifold. The RO# [redacted] and the miles out 114222.
CUSTOMER :: [redacted] CM called and the customer is pleased that the repair is doing good. CM will follow up on 1/27 and if all is good then case will close.
CM wants to offer MAP
CUSTOMER [redacted] :: CM attempted to contact customer, however, customer was not available and customer s voicemail box is full.
INCOMPLETE RECALL : J24 MOPAR TOW BAR <<<<
CUSTOMER : [redacted] 8 WRK *1 : CM attempted to contact customer, however, customer was not available. Left message for a return call at extension 40521. The reason for the
customer contact was to check on the repair and offer MAP3 SC.
CUSTOMER CALLED IN : 1/28/15 - 12:27pm :: Left message vehicle needed a charge first morning after repair and probably due to sitting in cold weather and engine light is off. Customer stated her son is happy with vehicle.
CUSTOMER [redacted] :: CM called and the customer was satisfied with dealership and how customer was taken care of by the SA. Customer stated vehicle battery had a slow start up, which may be due to sitting in the cold. Customer stated the engine light did not come back on. Customer will call the dealer and bring the battery there to be checked. CM offered MAP3 to customer and was accepted. CM stated if there are no firther concerns then the case will close after MAP# is added to the VIN and customer agreed. Follow up is 2/3.
MAP3N Contract created. Contract number is [redacted]
CUSTOMER [redacted] WRK *1 :: CM informed customer s MAP is added to the VIN and the 800 # for the emergency concierge and the case is closing. CM was honored to work with customer. Customer was pleased with CAC and the dealership and the call was closed.
****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
CLOSED LOOP UPDATE - no need for additional follow-up.
DEALER -
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40678
The reason for the dealer contact was to provide or request the following information: Reporting being assign to help SM review and help address billing issues on Goodwill or dealership workmanship issues to assist customer.

DEALER - SA reported SM is out plowing and has been outside most of day.
SM requested a call back tomorrow, or he will call CM back, per SA rep.
DEALER - SA reported SM is still outside moving vehicles and plowing because of the snow storm. CM provided rep with CM contact information and informed rep this was concerning unreimbursed services/clarification for this customer.
DEALER - SM Robert
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40678
The reason for the dealer contact was to provide or request the following information: follow up on helping to resolve reimbursment for compeleted repairs done under an RA/goodwill.
DEALER - SM Robert - called and left message on CM voice mail.
DEALER - SM Robert- 7L133621[redacted]
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40678The reason for the dealer contact was to provide or request the following information: The reason for the dealer contact was to provide or request the following information: Follow up with research on reimbursement RA for repairs.
DEALER 973-774-1000 SM Rob,
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40678
The reason for the dealer contact was to provide or request the following information:Follow up with research on reimbursement RA for repairs. Will try again later today, and again on Monday 3/9/15, if CM and SM do not connect.
DEALER 973-774-1000 SM Rob,
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40678
The reason for the dealer contact was to provide or request the following information: inquire about which repair SM need to be paid for.
DEALER - Warranty Manager Dave reported 3 repairs were rejected for this claim, and Writer is trying to identify and correct the issue for the dealership. #1 PCV repair.
parts $11.92 and labor $20.31 for a total of $32.23, with 5 days rental at $20.00 per day $100. #2 repair for rotors is $306.56 parts, $81.24 total $387.80, #3 is parts #146.24, labor $192.92, total $339.16. Writer is added 5 days rental for $100 and RA for 759.19.
As a one-time goodwill gesture, Chrysler is approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $464.72
Labor = $294.47
Total = $759.19
Co-pay = 0
########## DIRECT-TO-DEALER ##########
Customer Care is sending this case to because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.
##########
Writer reported to Warranty manager of updating case and adding RA for rental and repairs and dealership can rebill.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA5412	8L[redacted]	***Open Date***	10/11/2014	***Built Date***	12/18/2007	
Model Year	2008	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4			
In Service Dt	06/18/2008	***Mileage***	67,000	***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	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***	E-MAIL
Address	[redacted]	***Home Phone***	
	WILMINGTON MA[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Airbag light comes on and dings
Corporate - Recall - Default - Default - Default	Customer seeking recall information
Corporate - Survey By-Pass - Duplicate CAIR - Default - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
airbag squibb
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
my light goes on and off, dinging all the time. Code B1 B02. I heard there
may be a recall on this. 2008 Wrangler
*****END OF CUSTOMERS EMAIL*****
Dear[redacted]
Thank you for contacting the Jeep Customer Assistance Center.
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.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Shae-Lyn
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
Agent reassigned case to EB460 for survey by-pass due to duplicate concern, see Cair #[redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA5919	7L2[redacted]	***Open Date***	10/03/2014	***Built Date***	06/20/2007	
Model Year	2007	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	08/15/2007	***Mileage***	52,000	***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	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]
	MIDLOTHIAN VA [redacted]	***Country***	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	Customer inquiring about extended warranty
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states airbag light on
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer called in stating that his airbag light keeps coming on.
Customer states that he wanted to know if there was a recall on the airbag or clocksprings.
Briefly summarize what the customer is expecting:
Customer seeking recall information.
Writer advised customer that there are no recalls on his vehicle for an airbag issue, but there is an extended warranty for the clockspring.
Writer advised remaining time on extended warranty X41 as August 15, 2017 or 150,000 miles.
Customer understood.
Writer contacted DLR 23295 and spoke with SA Steven.
SA Steven stated if the issue falls under the X41, there is no diagnosis fee.
Writer transferred customer to SA Steven.
Sending for survey bypass as per AC 23094 - current issue potentially covered under extended warranty

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4HJWCG0	CL[redacted]	***Open Date***	10/04/2014	***Built Date***	08/30/2011	
Model Year	2012	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	09/13/2011	***Mileage***	20,000	***Dealer Zone***	70		
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	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]
	JANESVILLE CA[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	air bag light would go on, makes a bing sound

Briefly summarize why the customer is contacting Chrysler:Air bag light would go on and the vehicle makes a Bing sound
Briefly summarize what the customer is expecting:for writer to look up if the recall is issued on the vehicle
writer informed customer that no recalls are on the vehicle
writer advised customer to get the vehicle diagnosed
Writer called dealership 2 times, both times were busy
customer stated they will call later

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D11	BL[redacted]	***Open Date***	10/04/2014	***Built Date***	09/28/2010	
Model Year	2011	***Body***	JKJL72	JEEP WRANGLER SPORT 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	12/26/2011	***Mileage***	49,000	***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	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]
	SAN DIEGO CA[redacted]	***Country***	UNITED STATES

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

Briefly summarize why the customer is contacting Chrysler:
Driving a Jeep Wrangler 2011, customer s airbag light is blinking.
Agent checked and there are no open recalls 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.
Briefly summarize what the customer is expecting:
Recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA5D11	AL1[redacted]	***Open Date***	10/06/2014	***Built Date***	06/07/2010	
Model Year	2010	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4			
In Service Dt	06/23/2010	***Mileage***	40,044	***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	66709	AKINS DODGE JEEP CHRYSLER			
Dealer Address	220 WEST MAY STREET				
Dealer City	WINDER	***Dealer State***	GA	***Dealer Zip***	30680

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	6[redacted]	***Home Phone***	[redacted]
	BLOOMINGDALE GA[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light is on
Corporate - Recall - Default - Default - Default	Seeking possible recall information

Briefly summarize why the customer is contacting Chrysler: Customer stated that his air bag light is on and he saw a recall on the internet and wondered if this could be for his vehicle.
Briefly summarize what the customer is expecting: Recall information
Agent advised customer that there are no recalls associated with his VIN.
Agent advised customer that recalls are VIN specific.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D16	AL[redacted]	***Open Date***	10/07/2014	***Built Date***	06/09/2010	
Model Year	2010	***Body***	JKJL72	JEEP WRANGLER SPORT 4X4			
In Service Dt	06/25/2010	***Mileage***	73,000	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	68738	CARL GREGORY CHRYSLER JEEP DODGE	OF JOHNSON CITY LLC
Dealer Address	3700 BRISTOL HWY		
Dealer City	JOHNSON CITY	***Dealer State*** TN	***Dealer Zip*** 37601

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

Corporate - Recall - Default - Default - Default	custoemr seeking recall on vehicle, air bag light coming on

Briefly summarize why the customer is contacting Chrysler: Customer spoke with Dealership, no recall on vehicle for air bag issue. Customer calling Chrysler to see if correct and what is Chrysler going to do.
Briefly summarize what the customer is expecting: Customer seeking recall on vehicle pertaining to air bag light coming on.
Agent informed customer all manufacture warranty has expired except the Power Train warranty. Agent apologized; there is no recall on vehicle pertaining to air bag light coming on. Agent explained to customer recalls or extended warranties are VIN related, time and mileage.
Customer was not pleased

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2416 7[redacted]	***Open Date***	10/07/2014	***Built Date***	03/02/2007		
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	03/24/2007	***Mileage***	150,000	***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	60134	REEDMAN TOLL AUTO WORLD			
Dealer Address	1700 E LINCOLN HWY				
Dealer City	LANGHORNE	***Dealer State***	PA	***Dealer Zip***	19047

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

Corporate - Recall - Default - Default - Default	customer seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer seeking recall information. Customer states that he is having issues with the clock spring in the vehicle and it is setting off the air bag light and the traction control light. Customer states that he has spoke to the dealer and was advised that there is no recall on the vehicle. Customer states that he found a service bulliten online that references this issue. Agent apologized to customer and advised that there is currently no open recalls on the vehicle and there has not been any previous that had to do with the clock spring. Agent advised customer to take the vehicle for a diagnosis to determine the issue
Briefly summarize what the customer is expecting: Recall information

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA3H15	BL[redacted]	***Open Date***	10/07/2014	***Built Date***	03/17/2011	
Model Year	2011	***Body***	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4 SPORT UTILITY			
In Service Dt	04/07/2011	***Mileage***	38,000	***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	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]AMIN	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LEAGUE CITY TX[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	customer seeking information on any outstanding recalls

Briefly summarize why the customer is contacting Chrysler: Customer is contacting chrysler to see if there are any incomplete recalls on the vehicle. Customer states that the air bag light keeps flashing on control system. Customer wanted to know if that was related to any kind of recalls on the vehicle.
Briefly summarize what the customer is expecting: Customer is expecting to find out if there are any incomplete recalls on her vehicle.
Agent advised customer that there are no incomplete recalls on the vehicle at this time, but if any recalls comeout in the future they will notify the customer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA3H13	BL[redacted]	***Open Date***	10/08/2014	***Built Date***	09/22/2010	
Model Year	2011	***Body***	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4 SPORT UTILITY			
In Service Dt	10/16/2010	***Mileage***	65,000	***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	60099	WESTPOINTE CHRYSLER JEEP DODGE			
Dealer Address	11001 W RENO AVE				
Dealer City	YUKON	***Dealer State***	OK	***Dealer Zip***	73099

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

Corporate - Recall - Default - Default - Default	Customer inquiring recalls on vin
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states airbag light turns on and off

Briefly summarize why the customer is contacting Chrysler:
Customer called in seeking if there was any incomplete recalls on VIN. Customer stated his clockspring quit working. Customer states his airbag light turns on and off. Customer stated he seen a recall online and wanted to know if it was issued to his vehicle because he went into the dealership and got a diagnosis completed but the dealership never told him about the recall.
Briefly summarize what the customer is expecting: Customer expecting to find recall regarding his issue on vin.
Agent advised customer there is only one recall on VIN and it was already completed. Agent advised customer the M31 recall is not issued to his vehicle because that recall is only issued to wranglers with a right hand drive and build by U.S market specifications. Agent advised customer his vehicle is a left handed drive. Agent advised customer at this time there are no recalls on his vin related to his vehicle at this time. Agent advised customer to keep all receipts and repair orders if he gets the repair done and if there is ever a recall issued to his vehicle regarding that issue he could submit for reimbursement.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2418	8L[redacted]	***Open Date***	10/18/2014	***Built Date***	08/11/2007	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	11/15/2007	***Mileage***	160,000	***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***	
	OCCIDENTAL CA[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	customer expecting experience to be recall
Product - Electrical - Lamps and Switches - Other - Default	issue with airbag lights coming on and off

***** EMAIL BRIEF DESCRIPTION CONTENT *****
2008 Jeep Wrangler Airbag Warning Defect
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
My 2008 Jeep Wrangler X recently started exhibiting false airbag warnings.
The dash light flashes on intermittently, sometimes turning off quickly and
sometimes staying on for some time; when the light is on it also chimes sporadically. Researching the problem online, I find that many many many 2008 Jeep Wrangler owners are experiencing this same problem. Apparently it
was covered by a recall for 2007 Wranglers and for 2008 Wranglers with a right-hand drive; the 2008 LHD Wrangler ought to be covered under the same
recall. This is a serious safety issue. It is extremely troubling that Jeep
has not taken action.
*****END OF CUSTOMERS EMAIL*****
Dear [redacted],
Thank you for contacting the Jeep Customer Assistance Center.
I am sorry that you keep experiencing that airbag light coming on intermittently.
I do apologize [redacted]y but there is no recall on your vehicle for that airbag light, but save all receipts if you get that issue fixed as recall could always be called in the future for this issue.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Jody
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA5914	9L[redacted]	***Open Date***	10/10/2014	***Built Date***	03/27/2009	
Model Year	2009	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	04/30/2009	***Mileage***	75,000	***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	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]
	LLOYD HARBOR NY [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer is having issues with air bag light and was wondering if there was a recall on her vehicle
Briefly summarize what the customer is expecting:Customer seeking recall information
Agent advised customer that there were no incomplete recalls on vehicle

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA5914	9L[redacted]	***Open Date***	10/10/2014	***Built Date***	03/27/2009	
Model Year	2009	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	04/30/2009	***Mileage***	74,000	***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	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]
	LLOYD HARBOR NY [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 called because she believed that there was a recall on her vehicle. Agent confirmed all information and updated her phone and email address. Customer advised she is having issues with the air bag light and though maybe this was under recall.
Briefly summarize what the customer is expecting: Customer called to ask about recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5915	8L[redacted]	***Open Date***	10/11/2014	***Built Date***	06/04/2008	
Model Year	2008	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	08/31/2009	***Mileage***	80,000	***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	44618	BURDICK DODGE CHRYSLER JEEP			
Dealer Address	5885 E CIRCLE DR				
Dealer City	CICERO	***Dealer State***	NY	***Dealer Zip***	13039

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

Corporate - Recall - Default - Default - Default	M31 inquiry

Customer contacted in advising that he has replaced the clock spring in one of his Wranglers for the airbag. Customer states that there is a recall for this concern but his vehicle was not included. Customer states that he is not paying out of pocket for his second Wrangler to get repaired when he feels it is a known concern. Customer states that he has been to his local CDJR dealership and they advised that they would not cover the repair as the recall does not pertain to his vehicle. Customer states that his airbag light is illuminated.
Customer is seeking cost assistance.
Agent advised the customer that his vehicle is not included because it is for select 2008-2012 Jeep Wrangler s that are RHD (Right Hand Drive). Agent advised the customer that his vehicle is left hand drive which is why he is not included. Agent advised the customer that she would look into his information further for cost assistance consideration. Agent placed the customer on hold. Line got disconnected before agent returned to the line.
-
Second Owner
Three Jeep s (3 Used)
No MVP service contract
Outside of warranty (3/36)

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2419	8L5[redacted]	***Open Date***	10/11/2014	***Built Date***	03/03/2008	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	05/01/2008	***Mileage***	80,000	***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	44618	BURDICK DODGE CHRYSLER JEEP			
Dealer Address	5885 E CIRCLE DR				
Dealer City	CICERO	***Dealer State***	NY	***Dealer Zip***	13039

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

Corporate - Recall - Default - Default - Default	M31 recall assistance

Customer contacted in advising that he has replaced the clock spring in one of his Wranglers for the airbag. Customer states that there is a recall for this concern but his vehicle was not included. Customer states that he is not paying out of pocket for his second Wrangler to get repaired when he feels it is a known concern. Customer states that he has been to his local CDJR dealership and they advised that they would not cover the repair as the recall does not pertain to his vehicle. Customer states that his airbag light is illuminated.
Customer is seeking cost assistance.
Agent advised the customer that his vehicle is not included because it is for select 2008-2012 Jeep Wrangler s that are RHD (Right Hand Drive). Agent advised the customer that his vehicle is left hand drive which is why he is not included. Agent advised the customer that she would look into his information further for cost assistance consideration. Agent placed the customer on hold. Line got disconnected before agent returned to the line.
-
Fourth Owner
Brand Loyalty (3 used)
No MVP service contract
Out-of-warranty (3/36)

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ391X	9L7[redacted]	***Open Date***	10/13/2014	***Built Date***	10/06/2008	
Model Year	2009	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	04/08/2009	***Mileage***	168,000	***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	61820	BOB PFORTE MTRS INC			
Dealer Address	4214 WEST LAFAYETTE ST				
Dealer City	MARIANNA	***Dealer State***	FL	***Dealer Zip***	32446

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

Recall - M31: AIRBAG SYSTEM CLOCKSPRING - Reoccurance or Related Problem	air bag light is on again, same issue as recall
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler:Customer s airbag light is on again. Customer feels that this is same issue as the M31 recall and that repair was done 5/31/13. Agent advised that the recall work is warrantied for 10 years. Customer has called the dealership this morning to inquire about the recall and was advised that that recall work had been done therefore it no longer applied. Agent contacted dealership, Bob Pforte and spoke with SA Sherry. Agent advised SA that there was a 10 year warranty on recall work, she was unaware. Agent connected Customer with Dealership to make arrangements for diagnosis.
Briefly summarize what the customer is expecting:Customer seeking help with recurring air bag light issue.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5919 7[redacted]	**Open Date**	10/14/2014	**Built Date**	12/09/2006		
Model Year	2007	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	12/28/2006	**Mileage**	90,000	**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	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**	CHAT
Address	[redacted]N	**Home Phone**	[redacted]
	PORT REPUBLIC VA [redacted]2	**Country**	UNITED STATES

Corporate - Corporate Warranty Extension Letter - Default - Inquiry - Default	X41) CLOCKSPRING, air bag issue, light coming on
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customers air bag light keeps coming on and than will turn off. Customer wants to know if there is a recall pertaining to this issue.
Briefly summarize what the customer is expecting: customer seeking recall for issue with air bag light coming on and off.
Customer provided customer with X41) CLOCKSPRING, as per Answer ID 22875, vehicle will need to be diagnosed to see if this extended warranty will repair issue. Agent provided customer with closest dealership to contact might have to pay for diagnostic, if issue is pertaining to (X41) CLOCKSPRING repair will be covered.
No diagnosis
Reassigned DF314

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D19	BL[redacted]	***Open Date***	10/14/2014	***Built Date***	09/25/2010	
Model Year	2011	***Body***	JKJL72	JEEP WRANGLER SPORT 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	01/15/2011	***Mileage***	44,561	***Dealer Zone***	74	DENVER	
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	45290	OLATHE DODGE			
Dealer Address	15500 W 117TH ST				
Dealer City	OLATHE	***Dealer State***	KS	***Dealer Zip***	66062

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

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:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler: customer is calling is about the air bag light. Customer stated that the see a current recall on his Jeep. Customer stated that there is a problem on the 07 Jeeps and that hey got recalled and doesn t know why his isn t under the recall. Agent advised the customer that recalls are base on where the car was built and when it was built. Customer stated that he will just by the part him self.
Briefly summarize what the customer is expecting: customer looking for recall information

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA6912	8L[redacted]	***Open Date***	10/14/2014	***Built Date***	07/02/2008	
Model Year	2008	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	11/05/2008	***Mileage***	71,000	***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***	
	SANTA ROSA CA [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light has come on.
Corporate - Survey By-Pass - Duplicate CAIR - Default - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
2008 Jeep Airbag
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
I hae not received a response from my 10/6 inquiry. Due to the safety hazard of this airbag problem, I m having the airbag repaired today. My mechanic stated the airbag would not deploy in case of an accident with this problem. I m disappointed in the timely response and the expense of a product that states in the owner s manual it does not need servicing. This is my third Jeep (2002, 2004, 2008) but once again I m pretty disappointed in the delay of an item that could result in a dangerous situation in case of an accident
*****END OF CUSTOMER EMAIL*****
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center in regards to your 2008 Jeep Wrangler.
I regret to learn of your dissatisfaction with the length of time it has taken for us to respond to your concerns as well as costs you have encountered with your vehicle and appreciate the time you have taken to contact us.
Our records show that you have contacted us by email 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.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Jennifer
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL*****
Duplicate CAIR 25747882, reassigned to JB1662 for survey by-pass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5915	8L[redacted]	***Open Date***	10/14/2014	***Built Date***	10/11/2007	
Model Year	2008	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	10/26/2007	***Mileage***	80,000	***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	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***	[redacted]
	PATERSON NJ [redacted]	***Country***	UNITED STATES

Recall - J24: MOPAR TOW BAR - Information Request	Customer seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer called to see if there were any current recalls on vehicle. Customer is experiencing issues with the airbag light
Briefly summarize what the customer is expecting:Customer seeking recall information
Agent advised customer that the only incomplete recall on his vehicle was th J24 Mopar tow bar

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2413	8L[redacted]	***Open Date***	10/16/2014	***Built Date***	04/15/2008	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	12/29/2008	***Mileage***	130,000	***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	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***	
	BATCHELOR LA [redacted]	***Country***	UNITED STATES

Recall - M31: AIRBAG SYSTEM CLOCKSPRING - Information Request	Customer wants recall completed

Briefly summarize why the customer is contacting Chrysler: Customer wants to have the vehicle repaired. Writer stated that the recall has not been completed. Writer advised customer to take the vehicle to the DLR.
Briefly summarize what the customer is expecting: Customer wants to have the air bag light turned off.
Customer calls seeking recall information. Advised the customer of incomplete recall M31 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	7L1[redacted]	***Open Date***	10/17/2014	***Built Date***	12/21/2006	
Model Year	2007	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	02/05/2007	***Mileage***	66,588	***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	67243	GOLLING CHRYSLER JEEP DODGE, INC.			
Dealer Address	2405 S TELEGRAPH RD				
Dealer City	BLOOMFIELD HILLS	***Dealer State***	MI	***Dealer Zip***	48302

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

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states airbag light turns on and off intermittent
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Informed Customer of incomplete recall for Mopar Tow Bar
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	Informed Customer of incomplete recall for inner fender liners

Briefly summarize why the customer is contacting Chrysler:
Customer contacting Jeep CAC stating that he is having an issue with his vehicle and would like a case number. Customer states that when he was driving he would notice that his airbag light would turn on and off intermittently. Customer states that he would like to know if he has an extended warranty for this issue. Customer states that he looked up online and saw that there was an extended warranty out for 2007 Jeep Wranglers and is calling to verify if it is true or not. Customer requested that Agent call over to DLR 67243 to make an appointment to have vehicle looked at.
Agent looked into Customer s warranty and found that Customer has an extended warranty for X41 CLOCKSPRING X47 INLET CHECK VALVE
Briefly summarize what the customer is expecting:
Customer expecting to know if there are any extended warranties on his vehicle.
Agent advised that Customer has extended warranties X47 and X41. Agent advised that while X47 is an unlimited/unlimited warranty, X41 only has 28 Months or 83,412 Miles left on it. Agent advised Customer that he has 2 incomplete recalls on his vehicle the J24 recall and the K13 recall. Agent advised Customer that Agent could call over to DLR to schedule Customer an appointment with DLR to get recalls completed and to get the airbag light looked at. Agent provided Customer with Case number as per Customer s request
Agent called over to DLR 67243 and spoke with Service worker Kam who requested that Agent bring Customer on the line to make arrangements

about the appointment.
Agent transferred Customer on the line with Kam.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2412	8L[redacted]	**Open Date**	10/18/2014	**Built Date**	09/18/2007	
Model Year	2008	**Body**	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	05/03/2008	**Mileage**	59,400	**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	26789	MARINO CHRYSLER JEEP DODGE			
Dealer Address	5133 W IRVING PARK RD				
Dealer City	CHICAGO	**Dealer State**	IL	**Dealer Zip**	60641

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

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Open circuit.
Corporate - Rental Vehicle - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer seeking cost assistance.
Briefly summarize what the customer is expecting: Cost assistance.
Customer states there is an open circuit on their airbag system and they cannot afford the repairs. Customer seeking cost assistance for repairs. Attempted to contact DLR but was unable to reach. Consulted SR1159, advised case would be escalated for review. No guarantees were made.
Reason for Dealer Contact: Gather details of diagnosis, find out if customer is DLR loyal, etc.
Dealer Code: 26789
Dealer Personnel Required: SA/SM
Customer s Preferred Method of Contact: Phone
Customer Phone Number: [redacted]
Customer Email address: NA
Reason for assigning to Resolution Team: Unable to contact DLR.
Assigned to 88F
* * * * * CASE MANAGER TEAM - District P * * * * * *
In warranty for the powertrain
MVP: ESSENTIAL CARE - 2 YEARS / 4 OIL CHANGES
Household: 1 New
Writer contacted customer at [redacted] Customer stated that the air bag light appeared on the vehicle on 10-17-14. Customer stated that she cannot afford the repairs. Customer stated that she has issues after issues with the vehicle and is seeking cost assistance. Writer stated that writer will be in contact with the DLR on 10-21-14 for further research. Customer understood. Writer will follow up on 10-21-14.
Writer attempted to contact dealer Service Manager, however, SM not available. Left message for a return call at extension 40696
The reason for the dealer contact was to provide or request the following information: Writer wanted to get further information on the

diagnosis. Writer advised a call back.
Writer contacted DLR at 773-481-9000. SM Ron informed writer that the vehicle was last into the DLR on 9-22-14 for a check engine light, no start issue, water pump, and a leak. SM stated that the vehicle has not got a diagnosis for the Air Bag. Writer understood
Writer attempted to contact customer, however, customer was not available.
Left message for a return call at extension 40696. The reason for the customer contact was to provide or request the following information: Writer advised the customer to take the vehicle into the DLR for a diagnosis. Writer will follow up on 10-22-14.
Writer contacted customer [redacted] Customer stated that the vehicle was diagnosed at DLR- 26789. Customer stated that SA Chris was the one who diagnosed the vehicle. Writer understood and stated further research will be done.
Writer contacted DLR at 773-481-9000. Receptionist informed writer that SA Chris is not available. SA Ken informed writer that they show no records of the vehicle being diagnosed for the air bag concern. SA stated that SA Chris will be in office on 10-23-14 after 1:00 Central Time. Writer understood.
Writer contacted customer [redacted]6. Writer informed customer of lines 46-50. Customer understood. Writer stated that writer will follow up on 10-23-14. Customer understood and thanked writer.
Writer contacted DLR at 773-481-9000. SA Chris informed writer that they ran a test and seen that the vehicle was in need of a clock spring but needs a diagnosis completed to be for sure. Writer understood and inquired if the DLR rolls the diagnosis fee into repairs. SA stated that the will not charge the customer for a diagnosis fee if writer is going to assist. Writer understood.
Writer contacted customer at [redacted]. Writer informed customer of lines 54-59. Writer advised the customer to schedule an appointment for a diagnosis. Customer stated that she is going to contact the DLR and schedule an appointment. Writer understood.
Writer contacted DLR at 773-481-9000. SA Chris informed writer that the customer will bring the vehicle into the DLR no later than 10-24-14. Writer understood.
Vehicle is at the dealership - MARINO CHRYSLER JEEP DODGE (26789)
Update triggered by S64361K
Writer contacted DLR at 773-481-9000. SA Chris informed writer that the technician has not diagnosed the vehicle at this time. SA advised writer to contact SA around 2:30 P.M. Writer understood.
As a one-time goodwill gesture, Chrysler is approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $302.57
Labor = $61.75
Total = $364.32
Co-pay = $0.00
########## DIRECT-TO-DEALER ##############
Customer Care is sending this case to because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.
##################################
REASSIGNED TO BC/DLR 51 26789 10/24/14 16:13 O[redacted]
Writer contacted DLR at 773-481-9000. SA Chris informed writer that the vehicle was diagnosed. Chris stated that the vehicle had an internal short circuit in the clock spring. Chris stated that they have the part in stock and could have repairs completed today. Chris inquired if writer can put a repair authorization for the rental. Writer agreed and will follow up on 10-28-14.
Writer attempted to contact customer, however, customer was not available.
Left message for a return call at extension 40696. The reason for the

customer contact was to provide or request the following information:
Writer informed customer that the DLR has started the repairs. Writer will follow up on 10-28-14.
Was the customer in a rental? 1 Day
Did the customer have a co-pay? No
What is the RO #?
Does the SM have the CAIR #? Yes
Review and Confirm the DM Notes with the SM while on the phone.
Does the SM have everything needed from Customer Care to process the claim? Yes
Writer contacted DLR at 773-481-9000. SA Teresa informed writer that repairs were completed on 10-24-14. Writer understood. Writer provided information for line 100-106 to WA.
Writer contacted customer at [redacted]. Customer stated that repairs are holding and thanked writer. Customer stated that she is very pleased with writer and for calling her when promised. Writer advised the customer to drive the vehicle for a few days. Writer will follow up on 10-30-14.
Writer left message for a return call at extension 40696. The reason for the
customer contact was to provide or request the following information:
Writer wanted to see how repairs are holding. Writer informed the customer that the case will be closing and provided the Jeep contact number.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs. All of the customer s concerns as documented in the reason codes have been addressed with the customer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA6H11	BL[redacted]	***Open Date***	10/19/2014	***Built Date***	01/19/2011	
Model Year	2011	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	04/18/2011	***Mileage***	55,966	***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	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***	
	LANSING MI [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer called to inquire about clockspring

Briefly summarize why the customer is contacting Chrysler:Customer called to inquire about recall
Briefly summarize what the customer is expecting:Customer called to inquire about a clockspring recall
Agent advised that there are no recalls on VIN
Agent advised that if one does come up, customer will be notified by mail
Customer stated that the airbag light comes one when turning the vehicle

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3914	8L[redacted]	**Open Date**	10/20/2014	**Built Date**	07/07/2008	
Model Year	2008	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	12/30/2008	**Mileage**	104,000	**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	26769	HALL CHRYSLER JEEP			
Dealer Address	3152 VIRGINIA BEACH BLVD				
Dealer City	VIRGINIA BEACH	**Dealer State**	VA	**Dealer Zip**	23452

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

Product - Electrical - Lamps and Switches - Other - Default	AIR BAG LIGHT ON

Briefly summarize why the customer is contacting Chrysler: Customer called because they believed that there was a recall on their vehicle.
Agent confirmed all information and updated the phone and email address.
Customer advised that thier air bag light was on and wanted to ask if they were under recall.
Agent offered to transfer customer to local dealer, customer declined.
Briefly summarize what the customer is expecting: Customer called to ask about recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3917	8L[redacted]	***Open Date***	10/20/2014	***Built Date***	04/07/2008	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	08/29/2008	***Mileage***	93,000	***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	43508	CARSON DODGE-CHRYSLER INC			
Dealer Address	3059 SOUTH CARSON STREET				
Dealer City	CARSON CITY	***Dealer State***	NV	***Dealer Zip***	89701

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	airbag sensor light keeps coming on

Briefly summarize why the customer is contacting Chrysler:
-
Customer is calling to find out if there is a recall on his airbag and what warranty he has.
-
Briefly summarize what the customer is expecting:
-
Customer is expecting to know if he has a recall on his vehicle for his airbag and what warranty would cover that.
Agent advised customer that there are no recalls on his vehicle and he s all out of warranty except his MVP. Agent advised customer that he can call them tomorrow to inquire about if the air bag would be covered under that or not.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA6H10	AL1[redacted]	**Open Date**	10/26/2014	**Built Date**	08/18/2009	
Model Year	2010	**Body**	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	01/28/2010	**Mileage**	33,000	**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	45497	SOUTHERN DODGE CHRYSLER JEEP RAM			
Dealer Address	2747 N MILITARY HWY				
Dealer City	NORFOLK	**Dealer State**	VA	**Dealer Zip**	23518

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer seeks assistance resolving condition.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Air Bag
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
My air bag light is on for no reason. The dealer told me I have to pay over $500. to have it fixed. Why should I have to pay for this when it should not be on in the first place?? I Love my Jeep but I am not feeling safe with this light on. Can this be fixed by the dealer with no (or little) cost to me?
*****END OF CUSTOMER EMAIL*****
CONTACT UPDATE: Outside Dealer operating hours.
Dea[redacted]
Thank you for contacting the Jeep Customer Assistance Center in regards to your 2010 Jeep Wrangler.
I am sorry to learn of the concerns raised regarding your vehicle s airbag warning light. I understand how this difficulty may cause concern and I do appreciate the time taken to bring this matter to my attention.
Due to the nature of your concern, your file has been escalated for further review. We feel this referral action will provide the best resource for your concerns. An agent will attempt to contact you within one business day at the phone number provided in your email ([redacted]). If you wish to be reached at an alternative number, please respond so we may update your file appropriately.
Thanks again for your email, Jane. We look forward to further addressing this matter further with you.
Sincerely,
Jeff
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****

(D-12-27 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 7[redacted]
Customer email address for case updates: J[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? 45497
Reassigned to 88F
* * CASE MANAGER TEAM - District Q* *
Customer s Email: [redacted]
Is this the Original Owner? Yes
Has # NEW CDJR? 1
Has # USED CDJR? 1
Cancelled Service Contract: 0
Active Service Contract: WA770N
Expired Service Contract: 0
Writer contacted dealer 45497 at 757-855-2277. Service manager: Shaun. Service advisor: Nick. Writer asked if the customer has been to the dealer regarding the concerns with the air bag light illuminated. Nick states the last visit from the customer was 6/2014.
CUSTOMER EMAIL RESPONSE
You can reach me anytime on my [redacted] Thank You Jane Hart
*****END OF CUSTOMER EMAIL RESPONSE*****
CAC EMAIL RESPONSE
Dea[redacted]
Thank you for your response.
I have updated your file to reflect the information provided. It will be directed to your Case Manager for their attention and review.
Sincerely,
Jeff
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
Writer contacted customer at 7[redacted] Left message for contact back, customer needs to get a current diagnosis.
Writer contacted customer a[redacted] Left message for contact back.
Writer contacted customer at[redacted]. The customer states that she is going to take the vehicle over to the dealer because she needs her oil changed. Writer advised the customer to make an appointment for the air bag light being illuminated so the tech has the time allotted to find the root of the problem that is causing the light to be on. The customer understands and will contact the dealer and then let writer know what date she will go in for diagnosis.
Customer contacted writer and left VM stating that she can not get to the dealer for a little longer.
Writer contacted dealer 45497 at 757 855 2277. Service manager: Shaun. Service advisor: Ken states there is no open ticket and no appointment made at this time.
Status update provided via email to the following email address:
[redacted]
This is Kathi with Jeep Customer Care. I have been waiting for you to make an appointment for a diagnosis for the check air bag light illuminated on your Jeep. Your case is being closed at this time as no appointment has been made. You can still take your vehicle to a dealer and a new case will be opened when you do that. You can contact Jeep at 877 426 5337 and reference this case number [redacted]
Thank you for being a part of our Jeep family.
Kathi
End of Status Update
CLOSED LOOP UPDATE - no need for additional follow-up.
Customer called back in response to the email from KM853. Customer reports that, she is waiting for the diagnosis of her air bag concern in that she is needing to wait to have money available to pay for the

diagnostic fee. Customer states that she wants Jeep Care to know this in that she still wants Jeep Care s assistance when she brings the vehicle for diagnosis. Writer informed customer that this would be noted on her vehicle file.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA5H13	AL[redacted]	***Open Date***	10/21/2014	***Built Date***	02/16/2010	
Model Year	2010	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	03/08/2010	***Mileage***	71,000	***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	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]
	BENTONVILLE AR [redacted]6	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Advised no recalls

Tina Sanders Cair Customer
Briefly summarize why the customer is contacting Chrysler:
Customer called to see if there is an open recall for the airbag light on the vehicle. She stated that the airbag light is on constantly and had it to the dlr and a clock spring that needs replacing. Agent stated there are no open recalls and no past recalls that pertain to the airbag light.
Briefly summarize what the customer is expecting:
Recall information pertain to the airbag, no recall on vehicle.
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	1J4FA2413	7L[redacted]	***Open Date***	10/21/2014	***Built Date***	06/04/2007	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	06/15/2007	***Mileage***	11,000	***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	26195	TOWN & COUNTRY CHRYSLER DODGE JEEP	INC		
Dealer Address	2200 SOUTH WALNUT STREET				
Dealer City	BLOOMINGTON	***Dealer State***	IN	***Dealer Zip***	47401

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MOUNTAIN TOWN IN 4[redacted]	***Country***	UNITED STATES

Product - Electrical - Horn - Defective - Default	customer states horn isn't working and air bag light on
Corporate - Recall - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer stated he heard about a recall on the internet. Csutomer inquiring if recall was on his vehicle
Briefly summarize what the customer is expecting: Customer seeking recall information.
Agent advised that recall does not affect his vehicle. Agent advised no open recalls at this time.
Agent advised customer to take vehicle to dealership if having issues.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3914	7L[redacted]	***Open Date***	10/21/2014	***Built Date***	03/07/2007	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	04/05/2007	***Mileage***	77,500	***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	24221	POLLARD FRIENDLY MOTOR CO			
Dealer Address	2360 30TH ST				
Dealer City	BOULDER	***Dealer State***	CO	***Dealer Zip***	80301

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

Corporate - Warranty Coverage - Default - Default - Default	Customer called for X41 extended warranty information.
Product - Electrical - Lamps and Switches - Other - Default	Customer states his air bag light comes on and it chimes when starting.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer is contacting Chrysler stating his air bag light is illuminated and is looking to confirm he has X41 extended warranty as he believes it is the clock spring.
Briefly summarize what the customer is expecting:
Customer is expecting X41 information.
Agent informed customer of X41 extended warranty information as per Answer ID 22875. Agent offered to contact DLR and customer declined as he wished to speak to them himself.
Reassign to TL Survey-bypass. Reason: Undiagnosed within warranty.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA5412	8L[redacted]1	***Open Date***	10/22/2014	***Built Date***	07/07/2008	
Model Year	2008	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4			
In Service Dt	07/15/2009	***Mileage***	75,000	***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	26835	EVANS ARENA CHRYSLER DODGE JEEP			
Dealer Address	924 SHILOH SPRINGS ROAD				
Dealer City	DAYTON	***Dealer State***	OH	***Dealer Zip***	45415

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	DAYTON OH [redacted]2	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	airbag light remains on
Corporate - Recall - Default - Default - Default	seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer called in to see if there was a recall on his vehicle regarding the airbag light since it is staying on. Agent advised that there are no active recalls but if there becomes a recall about the airbag he will receive an official letter in the mail.
Briefly summarize what the customer is expecting: Customer is expecting recall information related to the airbag

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3915	8L[redacted]	***Open Date***	10/23/2014	***Built Date***	10/15/2007	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	04/02/2008	***Mileage***	68,000	***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	45385	OLD COLONY DODGE			
Dealer Address	77 WEST ST				
Dealer City	MANSFIELD	***Dealer State***	MA	***Dealer Zip***	02048

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

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	keeps coming on
Corporate - Recall - Default - Default - Default	possible open recall inquiry

Briefly summarize why the customer is contacting Chrysler: Customer called inquiring about any possible open recalls on their vehicle. Customer states their airbag light has been coming on, and were wondering if they had an airbag related recall. Agent informed customer that they had no open recalls, and that they should contact their dealer to have their airbag sensor diagnosed. Customer understood.
Briefly summarize what the customer is expecting: Possible open recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4HJWEG4	CL[redacted]	**Open Date**	10/23/2014	**Built Date**	01/28/2012	
Model Year	2012	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	05/02/2012	**Mileage**	100,000	**Dealer Zone**	63	DALLAS	
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	23867	ANCIRA MOTOR COMPANY			
Dealer Address	10807 IH 10 W				
Dealer City	SAN ANTONIO	**Dealer State**	TX	**Dealer Zip**	78230

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	CORPUS CHRISTI TX [redacted]	**Country**	UNITED STATES

Recall - N28: TRANSMISSION OIL COOLER TUBE - Information Request	Customer seeking recall information
Product - Unknown - Unknown - Accident - Single Vehicle Rollover	Customer stated vehicle was rolled over 3x & airbags did not deploy
Dealer - By-Pass - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Failed to Deploy - Both Air Bags	
Product - Unknown - Unknown - Accident - Default	

Agent reassigned to NIC BD840.
Briefly summarize why the customer is contacting Chrysler: Customer was warm transferred from Jeep Recall department. Agent CC1188 explained the customer called in seeking airbag recall information because her vehicle was in an accident and rolled 3 times and the airbags did not deploy. Customer stated to agent she did recall seeing the airbag light turn on briefly a few days before the accident. Agent advised the customer that due to the nature of this inquiry, you will gather the necessary information and forward to the proper group for handling. Agent advised customer it is a 2-3 business day call back from this group.
Briefly summarize what the customer is expecting: Customers vehicle was in an accident and the airbag did not deploy.

The AnswerCONNECT article that was referenced to provide the answer to the customer was # 18819
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1. Who is calling and what is their contact information?
Preferred: [redacted]
2. What happened? On August 3rd the vehicle was in an accident and rolled over 3x and the airbags did not deploy.
3. What is the current location of the vehicle? BG wreckers yard - 2917 Agnes St, CORPUS CHRISTI, 78405
Customer called in seeking an update on the case. Agent advised that it was escalated to the appropriate department and that contact would be

made within the next few days. Customer will reach out to CAC if the case manager has not reached out to her as per the timeframe referenced in line 10
****

11.04.14
Vehicle Location:
BG Wreckers Service
2917 Agnes St, CORPUS CHRISTI, 78405
(361) 883-2677
AIRBAG 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, TGK
CAIR NUMBER [redacted] REQUEST EAA INSPECTION 11-04-2014 07:58
CAIR NUMBER [redacted] E-MAIL SENT TO EAA 11-04-2014 07:58
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 11/14/14 AT 11:44:32 [redacted]
****

**

11.18.14
WRANGLER.JSS Letter
Wrangler not equipped with a rollover capable airbag system.
POSTMARK DATE: 111814; DATE RECEIVED: 111814
WRANGLER.JSS Letter mailed this date.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D12	AL[redacted]	***Open Date***	10/24/2014	***Built Date***	04/01/2010	
Model Year	2010	***Body***	JKJL72	JEEP WRANGLER SPORT 4X4			
In Service Dt	04/19/2010	***Mileage***	37,000	***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	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]
	NORTH ATTLEBORO MA [redacted]3	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default

Customer stating saying shes having problems with the airbag light saying the airbag light goes on every 30 second. customer seeking information if she get air bag replace can she get reimbursed agent explain to customer cause she do not have a recall on her vehicle she will have to submit document to see will she quaify for reimbursment. agent also explain to customer if a recall comes out she will be inform by mail.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BZ3H15	BL5[redacted]	***Open Date***	10/24/2014	***Built Date***	01/19/2011	
Model Year	2011	***Body***	JKUM74	JEEP WRANGLER UNLIMITED SPORT (RHD) SPORT UTILITY			
In Service Dt	04/30/2011	***Mileage***	109,000	***Dealer Zone***	63	DALLAS	
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	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68491	JOHNSONS OF ENID INC			
Dealer Address	4405 WEST OWEN K GARRIOTT				
Dealer City	ENID	***Dealer State***	OK	***Dealer Zip***	73703

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

Recall - M31: AIRBAG SYSTEM CLOCKSPRING - Reoccurance or Related Problem	possible recurrance
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states airbag light is on and has been looking online and found the M31 recall may apply and wants to know what he should do now as he uses the vehicle each day for his work.
Briefly summarize what the customer is expecting: Customer seeking information.
DLR(68491) SA Travis states that diagnosis may take 1-3 hours and Customer would likely be able to have vehicle back until parts were available to repair.
Agent advised Customer that M31 recall was completed in 07/13. Agent advised Customer that he would need to have the vehicle diagnosed to see if the issue was the same or something else was the cause. If it is determined to be a failing of the original recall parts then parts and labor would be covered under the recall but anything else would mean Customer pay as his vehicle is out of basic warranty by time and miles.
Customer understood. Customer updated with information from SA Travis.
Call warm transferred to SA Travis to schedule appointment for diagnosis.
Assigned to TL for survey bypass no diagnosis.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA5416 7L[redacted]	**Open Date**	10/24/2014	**Built Date**	06/29/2007		
Model Year	2007	**Body**	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	09/15/2007	**Mileage**	127,000	**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	26341	MILTON RUBEN CHRYSLER JEEP			
Dealer Address	3518 WASHINGTON ROAD				
Dealer City	AUGUSTA	**Dealer State**	GA	**Dealer Zip**	30907

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	DALLAS TX [redacted]8	**Country**	UNITED STATES

Corporate - Corporate Warranty Extension Letter - Default - Information Request - Default	Customer is calling about an issue involving the vehicle's clockspring

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler in regards to an issue they are having with the vehicle s clockspring and it potentially being a recall.
Briefly summarize what the customer is expecting: Customer is expecting to know if their issue is covered under recall.
Customer states that they vehicle s clockspring is experiencing issues, as an IRF stated that the clockspring is causing an issue with the vehicle s cruise control and is causing the airbag light to illuminate.
The customer s IRF stated that they could not do the repair as there is a recall open on the issue, customer was calling to confirm. Agent informed the customer that while it is not a recall, it is an extended warranty on the vehicle, extended warranty X41, for the clockspring. Agent also informed the customer that they have an open recall, recall J24, which the customer stated that they do not have a tow bar for the vehicle.
Agent also brought up the X32 for the fuel inlet check valve, customer states that they had already had the issue taken care of. Customer also brought up the lifetime powertrain warranty that was the main reason the customer purchased the vehicle, agent stated it likely was removed as it states that they are not the original owner. Customer states that the vehicle was in their mother s name, but they did not pay or even drive the vehicle, just the customer. Agent asked a supervisor if we would be able to reinstate the warranty, supervisor stated that if they could send documentation showing that they signed or co-signed for the vehicle originally, that we should be able to reinstate the warranty. Agent supplied the fax number for the customer to send in documentation.
Agent waiting on documentation.
Agent is waiting for documentation.
Customer contacted CAC about callbacks she has missed. Agent advised customer we are currently awaiting documents. Agent advised customer to contact CAC for a documentation request to email the information. Agent

provided customer with the case number. Customer will be contacting CAC once she has access to the documentation. Agent advised customer if the DRL diagnosis the issue as the X41 extended warranty the customer would not be charged for the diagnosis fee
Please contact customer and determine when / if they are submitting documents. See TL if you have questions.
Agent contacted customer, who states that they have not made progress on getting their documentation, although they are going to their mother s around Thanksgiving, so they will attempt to get the information then.
Agent advised the customer that we will be closing the case until the information arrives, and will reopen if within 30 days or begin a new case using the pertinent information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA3H10 BL[redacted]	***Open Date***	10/24/2014	***Built Date***	11/09/2010	
Model Year	2011	***Body***	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4 SPORT UTILITY		
In Service Dt	12/27/2010	***Mileage***	45,600	***Dealer Zone***	71	LOS ANGELES
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	68682	LARRY GREEN CJD, INC.			
Dealer Address	390 S BROADWAY				
Dealer City	BLYTHE	***Dealer State***	CA	***Dealer Zip***	92225

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	TUCSON AZ 8[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking recall information on air bags.

Briefly summarize why the customer is contacting Chrysler: Customer seeking information on possible air bag related recall on vehicle. Customer states the light is coming on and chimes are sounding. Agent searched and then advised customer that there are currently no incomplete recalls on the vehicle. There is no further information available at this time on a pending recall, and agent advised if this vehicle were to be included in a future recall, they would receive a notice in the mail. Agent verified customer s mailing address, and also advised if they wanted to have the issue repaired now, to use genuine Mopar parts and have the repairs completed correctly, at a dealership if possible. Then retain the receipts to be submitted, in the event a recall notice is received, and reimbursement address information would be included in the letter.
Briefly summarize what the customer is expecting: Customer is expecting to get air bag issue repaired, and may not wait for possible recall notification.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3911	7L[redacted]	***Open Date***	10/30/2014	***Built Date***	07/11/2007	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	07/21/2007	***Mileage***	0	***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	26005	CHRIS AUFFENBERG JEEP			
Dealer Address	5840 HWY 100				
Dealer City	WASHINGTON	***Dealer State***	MO	***Dealer Zip***	63090

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

Corporate - Warranty Coverage - Default - Default - Default	Advised of X41 / X32
Referral - Other - Default - Default - Default	Service
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Undiagnosed

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Air bag system light
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
***** CUSTOMER EMAIL *****
I have a 07 Jeep Wrangler with around 84,000 miles on it. Today when I headed home from work this light kept coming on for like 5 to 10 seconds then going off. Done this about50 times in 25 miles. And it dings every time it comes on. I heard that Chrysler extended the warranty on this issue to 150,000 miles. Is this correct. Thanks Donald Parkhill
***** END CUSTOMER EMAIL *****
***** CAC EMAIL *****
Dea[redacted]
Thank you for contacting the Jeep Customer Assistance Center.
There is an extended warranty on your clockspring for 10 years, or 150,000 miles, which ever occurs first. We would suggest having the vehicle diagnosed at an authorized Chrysler Group dealership.
The extended warranty on the vehicle is known as:
(X41) CLOCKSPRING
You also have:
(X32) INLET CHECK VALVE (Unlimited years, unlimited miles)
This addresses an issue with the fuel tank when filling with fuel. Instead of automatically shutting off the pump, it will spill fuel.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Tyler
Customer Service Representative

Jeep Customer Assistance Center
***** END CAC EMAIL ******

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2413	9L[redacted]	***Open Date***	10/27/2014	***Built Date***	03/09/2009	
Model Year	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	03/25/2009	***Mileage***	63,500	***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	68669	TOWNE CHRYSLER DODGE JEEP, INC.			
Dealer Address	5130 CAMP RD				
Dealer City	HAMBURG	***Dealer State***	NY	***Dealer Zip***	14075

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	(716) 807-5861
	BUFFALO NY [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	clockspring

Briefly summarize why the customer is contacting Chrysler:
Customer called in stating that he has an issue with his airbag light coming on. Customer states that he had the vehicle diagnosed and it was the clockspring. Customer states that he was advised to see if there was a recall on his vehicle.
Briefly summarize what the customer is expecting:
Customer seeking recall information.
Writer advised customer that there are no recalls on his vehicle.
Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA3H17	AL[redacted]	***Open Date***	10/28/2014	***Built Date***	07/22/2010	
Model Year	2010	***Body***	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	08/31/2010	***Mileage***	87,000	***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	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***	[redacted]
	CONIFER CO[redacted]	***Country***	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	L37 airbag light
Corporate - Recall - Default - Default - Default	M22 inquiry
Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	clocksprings

Briefly summarize why the customer is contacting Chrysler: Customer read about recalls online that she feels should be applied to her vehicle but she did not receive notice for. Customer states having issues with her cruise control and airbag light coming on. Customer states that she should have these issues addressed free of cost.
Briefly summarize what the customer is expecting: Repairs to be completed on her vehicle under recall
Agent advised customer recalls are not on vehicle and to refer to DLR for diagnosis. Agent advised customer that IF DLR determines the repairs are deemed recall issues it would be addressed further at that time.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5910	7L1[redacted]	***Open Date***	10/28/2014	***Built Date***	02/05/2007	
Model Year	2007	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	03/08/2007	***Mileage***	97,000	***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	60416	LEITH CHRYSLER JEEP			
Dealer Address	5500 CAPITAL BLVD				
Dealer City	RALEIGH	***Dealer State***	NC	***Dealer Zip***	27616

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

Corporate - Corporate Warranty Extension Letter - Default - Other - Default	(X41) CLOCKSPRING

Briefly summarize why the customer is contacting Chrysler:
Customer inquiring recall information, states his airbag light has been on and he is also experiencing starting issues. Writer stated there is the (X41) CLOCKSPRING regarding an airbag issue however there is nothing related to a starting issue (cost will be out of pocket). Customer stated he has an appointment to complete the (X41) CLOCKSPRING and will not need further assistance.
Briefly summarize what the customer is expecting:
Customer is expecting to complete the (X41) CLOCKSPRING and pay out of pocket for his starting issue.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3916	9L[redacted]	***Open Date***	10/29/2014	***Built Date***	04/27/2009	
Model Year	2009	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	04/30/2009	***Mileage***	60,000	***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	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***	
	GRAND JUNCTION CO [redacted]	***Country***	UNITED STATES

Corporate - Product Information - Default - Default - Default	Clock spring recall information

Briefly summarize why the customer is contacting Chrysler:Customer called to state he is having issues with his clock spring and his airbag light is on. Customer inquired why there wasn t a recall on his vehicle and is very frustrated that DLR is going to charge him for diagnosis and repair.
Briefly summarize what the customer is expecting: To voice his frustration and information about recall.
Agent advised that recalls are VIN specific and his vehicle does not fall under recall inquiry. Agent advised customer if he has repair done to keep receipts for possible reimbursement if recall does get expanded to include his vehicle. Customer stated he is very frustrated but understood and thanked agent.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GB3911	8L6[redacted]	***Open Date***	10/29/2014	***Built Date***	07/07/2008	
Model Year	2008	***Body***	JKTM74	JEEP WRANGLER UNLIMITED X 4X2			
In Service Dt	12/28/2008	***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	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]
	MARGATE FL [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	airbag
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:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler: Customer is calling about their Jeep. Customer wanted to know about the air bag recall. Customer stated that her air bag light on her Jeep has been on. Customer stated that they looked up any recalls and they didn t find one about the airbags. Agent advise the customer thast she needs to bring it to a Jeep dlr to have it looked at. Agent offered to call the dlr and the customer stated that they will contact them on their time
Briefly summarize what the customer is expecting: customer looking for recall information

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2418	8L[redacted]	***Open Date***	10/29/2014	***Built Date***	10/04/2007	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	11/07/2007	***Mileage***	126,000	***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	49961	MARTY FRANICH CPD/HERTZ			
Dealer Address	14501 HERTZ QUAIL SPRINGS ROAD				
Dealer City	OKLAHOMA CITY	***Dealer State***	OK	***Dealer Zip***	73134

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ANAHEIM CA 9[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking information on the M31

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler in regards to the M35 recall. Customer stated that their airbag light comes on. Customer stated that they took it to a private dealership and a Chrysler certified dealership, both with the same codes of 'failed clockspring'.
Briefly summarize what the customer is expecting: Customer is expecting information on this recall.
Agent advised that this recall only applies to the sale codes RHD.
Customer understood but feels unsafe driving vehicle.
Customer stated she had her vehicle checked out at an IRF and a Jeep DLR. Customer stated both determined it was a failed clock spring. Customer stated because this is a safety concern related to airbags she feels Jeep should offer cost assistance. Agent contacted DLR: 24100 who did not have records of the diagnosis but did confirm clock spring would be covered under basic warranty. Customer stated the DLR did not officially diagnose and charge her they lifted the vehicle up and did a quick inspection.
Agent advised customer this repair, if it is the clock spring, would be covered under basic warranty 3 years or 36,000miles. Agent advised customer she is 4 years and 90,000miles beyond that. Agent advised we can not offer cost assistance at this time. Agent advised customer if she does go ahead with the repair so save any receipts and proof of payment in case it becomes a recall or extended warranty in the future.
* * * * 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	1J4AA2D10	BL[redacted]	***Open Date***	10/30/2014	***Built Date***	02/11/2011	
Model Year	2011	***Body***	JKJL72	JEEP WRANGLER SPORT 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	02/11/2011	***Mileage***	76,000	***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	61667	COLE CHRYSLER DODGE			
Dealer Address	3550 BROAD STREET				
Dealer City	SAN LUIS OBISPO	***Dealer State***	CA	***Dealer Zip***	93401

Owner	[redacted]	***Contact Type***	LETTER
Address	[redacted]	***Home Phone***	[redacted]
	PASO ROBLES CA[redacted]	***Country***	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	Clockspring

POSTMARK DATE: 102214; DATE RECEIVED: 102814

[redacted]

Writer notes that the customer has submitted their repair invoice reflecting their repairs to the clockspring on their 2011 Jeep Wrangler.
Writer also notes that the customer has also provided us with documents to show the NHTSA investigation into the recalls: M31 & L37

Writer notes that as per ACDoc#23863, the following information shows:
-M31 - This recall applies only to the above vehicles equipped with Right Hand Drive (RHD) steering (sales code AHF) built to U.S market specifications (sales code YAA) from July 30, 2007 through October 08, 2011.
The clockspring assembly must be replaced on all involved vehicles. On 2008 through 2010 models a steering wheel back cover must also be installed.
This Safety Recall ONLY covers the airbag clockspring. All other components of the airbag assembly are covered per the terms of the original manufacturer s warranty.

As per ACDoc#22734, the following information applies:
-L37 - 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.

Writer notes the following vehicle information;

-1 used vehicle
-3rd owner
-no MVP
-mileage at the time of the repairs: 75,079
-WCC of 536
-used their dealership.

Due to the fact that the customer is currently showing as the third owner, writer cannot offer any OOW cost assistance to them.

Writer contacted the customer at [redacted]3 at 1:35pm and spoke with Ms. Boucher in regards to her reimbursement claim. Writer advised her that her documents have been fully reviewed and writer apologized for the issues that she experienced with her vehicle and inquired if the vehicle was running better and she stated that it was, however, she still needed the dust shield. She stated that the dust shield cannot be obtained for her vehicle, and writer advised her that she might have to seek out an after market part.
Writer apologized to her for the fact that writer is unable to provide her with reimbursement for the repairs completed for the fact that the recall is not on her vehicle, and she is currently showing as the 3rd owner. Writer apologized for the fact and stated that Jeep unfortunately does note that previous owners treat the vehicles and we cannot attest to how they treat them, so thus the lack of assistance. The customer went on about how Jeep is just avoiding assisting the regular Jeep owners, and feels that they are negating their responsibility in fulfilling their reimbursement with her request. Writer again apologized and stated that unfortunately writer has to relay bad news to our customer s and this is one of these times. She ultimately thanked writer for the follow up call, and we disconnected.
* * * * 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 declined cost assistance.
All of the customer s concerns as documented in the reason codes have been addressed with the customer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA591X	7L1[redacted]	***Open Date***	10/30/2014	***Built Date***	12/21/2006	
Model Year	2007	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	01/22/2007	***Mileage***	40,000	***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	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]
	SPOKANE VALLEY WA[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer called to see if any recalls on vehicle.

Briefly summarize why the customer is contacting Chrysler: Customer called to see if any recalls on vehicle. Customer states that his air bag light is on.
Briefly summarize what the customer is expecting: Customer seeking information only.
Agent advised customer that there are no recalls on vehicle and suggested customer take vehicle to dealer for diagnosis.
Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8FA241X	8L[redacted]	***Open Date***	11/04/2014	***Built Date***	05/10/2007	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	05/25/2007	***Mileage***	65,000	***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	44339	PATTERSON DODGE CHRYSLER JEEP			
Dealer Address	2900 JACKSBORO HWY				
Dealer City	WICHITA FALLS	***Dealer State***	TX	***Dealer Zip***	76302

Owner	[redacted]	***Contact Type***	E-MAIL
Address	[redacted]	***Home Phone***	
	WICHITA FALLS TX[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 states the air bag indicator is on intermittently.

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Air bag indicator
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
My air bag light has been going off all week- it chimes about every minute. Is there a recall- What do I need to do to fix this?
*****END OF CUSTOMER EMAIL*****
Dear[redacted]:
Thank you for contacting the Jeep Customer Assistance Center.
I do apologize for the inconvenience. I can imagine how frustrating this must be for you. Chrysler is dedicated to producing a quality product and we are saddened to hear of the issues you have had with your vehicle. Products are not put out onto the market with specific faults in mind and we cannot foresee when a vehicle may require specific maintenance or service outside of the warranty. Any component can be subject to fail, and often times, failure is an isolated incident that is not indicative of a part design problem.
Chrysler routinely analyses failed parts to develop product improvements in response to data received from dealers and the warranty system. No evidence currently exists to suggest a quality problem with the air bag indicator on the 2008 Jeep wranlger at this time. A review of our records indicates that your Jeep 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.
Unfortunately, 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 technical assistance they may contact our

Technical Operations Resource Group (STAR) or contact their regional Business Center.
I have updated your file to reflect the information provided in your response. Going forward, if any recall or extended warranty is placed on your vehicle at a future date for this issue and you have paid to have the part replaced or repaired, we can look into possible reimbursement at that time.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Myranda
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5912	8L5[redacted]	***Open Date***	10/31/2014	***Built Date***	09/13/2007	
Model Year	2008	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	09/27/2007	***Mileage***	76,041	***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	68646	MYRTLE BEACH CHRY-JEEP INC			
Dealer Address	785 JASON BLVD				
Dealer City	MYRTLE BEACH	***Dealer State***	SC	***Dealer Zip***	29577

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	MYRTLE BEACH SC [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Clockspring
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	

Briefly summarize why the customer is contacting Chrysler:Customer seeking cost assistance. Customer states that the clockspring is faulty and he believes that it should be a part of the recall. Agent explained how recalls are placed on VIN s. Customer understood. Customer states that he read online that Chrysler is providing a co-pay with customer s with this exact issue. Agent advised customer that his request would be reviewed further and that he would receive a call back with a determination. Agent advised customer that there is no guarantees
Briefly summarize what the customer is expecting: Cost assistance
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Who has possession of the vehicle? dealer
Has the vehicle been diagnosed by a CDJ dealer? MYRTLE BEACH CHRY-
If a CDJ dealer has diagnosed, what is the dealer name or code?
Reassigned to 88F
Vehicle is at the dealership - MYRTLE BEACH CHRY-JEEP INC (68646)
Update triggered by S00658N
* * * * * CASE MANAGER TEAM - District M * * * * * *
OOW: Yes. 36,000 miles, 4 years
MVP: None
Household: 5 New, 0 Used
Writer was unable to reach dealership.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40772
The reason for the dealer contact was to provide or request the following information: Unable to reach or leave voice mail.
Agent attempted to contact dealer Service Manager (SM), however,

SM not available. Left message for a return call at extension 40772
The reason for the dealer contact was to provide or request the following information: unable to reach service manager. Will call back at a later time.
Status update provided via email to the following email address:
[redacted]
My name is Morgan and I have been assigned as your case manager. Here is some information that will be useful for you to have:
Your case number: [redacted]3
Chrysler Case Management telephone number: 800-763-8422
My direct extension: 40772
My work hours 8:00 AM - 4:30 PM Mountain time
End of Status Update
CONTACT UPDATE - Customer was contacted today at 2:30
Customer was provided with agent s extension: 40772.
Writer contacted customer. Customer stated that the vehicle s airbag light turns on everytime it is put into drive or the steering wheel is turned. Also, the vehicle starts to chime everytime the steering wheel is turned or the vehicle starts to move. Customer stated that the dealership advised him to wait for a diagnosis until Chrysler got ahold of him and let him know if we could help. Customer stated that he would like the clockspring replaced and any help from Chrysler would be helpful. Writer will contact dealer for more information on the vehicle and see if we can get the vehicle in for diagnosis.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40772
The reason for the dealer contact was to provide or request the following information: Information on Mr. [redacted] Vehicle.
Writer contacted the dealership. Writer talked to Service Manager Scott. SM stated that the customer has not addressed this issue with the dealership. Writer informed the SM that writer would call customer and see if he wants to set up an appointment for the issue to be looked at and diagnosed. Writer will call the customer and see if the customer can take the vehicle in for diagnosis.
Writer contacted the customer. Writer let the customer know that we need a diagnosis on the vehicle to be able to assist. Customer stated that he will call Jeep today and make an appointment for 11/5 or 11/6. Writer will call the customer on 11/6 to confirm if the appointment has been set.
Begin Customer Message reviewed:
Hi Morgan-
To follow up with our conversation, I just scheduled my diagnostic for Friday at 9am.
End of Reviewed Customer message
Vehicle is at the dealership - MYRTLE BEACH CHRY-JEEP INC (68646)
Update triggered by S00658N
Writer contacted dealership diagnosis is complete, customer needs a new clock-spring. writer left message with customer for follow-up no later than 11/10/14
Customer contacted writer at ext. 40620. Customer advised that he was in possession at this time and he was advised by the dealership that they were waiting on CAC to contact them to gather the next steps with the case. Customer stated that it was his understanding that the dealership had to discuss how the repair costs would be handled, with the Case Manager. Writer advised of a call-back no later than 11/11.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. The reason for the dealer contact was to provide or request the
following information: See if he would accept an RA. Writer was advised to call back in an hour when SM gets back from lunch.
Writer contacted dealer. Writer talked to Service Manager Scott. SM stated that he does not know the warranty pricing on anything yet and if writer calls back in about an hour he will have the prices ready.
Writer contacted dealer. Writer talked to Service Manager Scott. SM stated that they do not have the exact warranty pricing yet and if writer calls back tomorrow SM will have pricing.

Writer contacted dealership. Writer talked to Parts Manager Jack.
As a one-time goodwill gesture, Chrysler is approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $226
Labor = $45.27
Total = $272.27
Co-pay = $100
########## DIRECT-TO-DEALER ##########
Customer Care is sending this case to because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.
##########
Writer contacted customer. Writer offered the customer repairs with a $100 co-pay. Customer accepted the offer and stated the he will get the vehicle in for the repairs.
Vehicle is at the dealership - MYRTLE BEACH CHRY-JEEP INC (68646)
Update triggered by S36257H
Vehicle is at the dealership - MYRTLE BEACH CHRY-JEEP INC (68646)
Update triggered by S36257H
Writer contacted Service Manager Scott. SM stated that the vehicle is fixed and that the customer is coming to pick the vehicle up 11/19.
Was the customer in a rental? No
If yes, how many days?
Did the customer have a co-pay? Yes If yes, how much? $100
What is the RO #[redacted]
Does the SM have the CAIR #? Yes
Review and Confirm the DM Notes with the SM while on the phone.
Does the SM have everything needed from Customer Care to process the claim? Yes
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40772. The reason for the customer contact was to provide or request the following information:
See if the vehicle is picked up and see how repairs went.
Writer contacted customer. Customer stated that the vehicles repairs are good and he is very happy with the service. Writer let customer know that the case would be closed.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs. All of the customer s concerns as documented in the reason codes have been addressed with the customer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3918	8L[redacted]	***Open Date***	10/31/2014	***Built Date***	10/27/2007	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	01/06/2008	***Mileage***	114,645	***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	67809	GRESHAM CHRYSLER JEEP, INC.			
Dealer Address	1990 EAST POWELL BOULEVARD				
Dealer City	GRESHAM	***Dealer State***	OR	***Dealer Zip***	97080

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	PORTLAND OR 9[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking information on M31 and L37

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler in regards to the M31 and L37 recall. Customer stated that their airbag light is emitted.
Briefly summarize what the customer is expecting: Customer is expecting recall information.
Agent advised that these recalls only apply to RHD vehicles.
Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA6H11	BL[redacted]	***Open Date***	11/03/2014	***Built Date***	09/09/2010	
Model Year	2011	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	10/30/2010	***Mileage***	61,000	***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	68158	FREEDOM CHRYSLER-DODGE-JEEP			
Dealer Address	625 S SPRINGFIELD ST				
Dealer City	VIRDEN	***Dealer State***	IL	***Dealer Zip***	62690

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

Corporate - Recall - Default - Default - Default	Customer calling to check for recalls on their vehicle
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that the airbag light comes on intermittently

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler in regards to an issue that may be recall related.
Briefly summarize what the customer is expecting: Customer is expecting information in regards to any recalls that may be on their vehicle.
Customer states that the airbag light in the vehicle has been coming on every now and then, and that they have heard of recalls involving clocksprings on vehicles. Customer was checking if there was such a recall that may explain the issue. Agent informed the customer that there are no open recalls on the vehicle and no recalls involving the airbags or the clockspring. Agent suggested the customer have the vehicle brought to a dealership to have them take a look at the issue. Agent offered to get in contact with a dealership in their area, customer declined, stating they would do so themselves.
Customer asked if they may be able to get reimbursed should the issue become a recall, agent confirmed that they would be able to submit for reimbursement in that scenario.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2412	9L[redacted]	***Open Date***	11/04/2014	***Built Date***	07/31/2008	
Model Year	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	08/01/2008	***Mileage***	90,100	***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	60280	BENNY BOYD BASTROP CHRYSLER-		DODGE- JEEP	
Dealer Address	3400 HIGHWAY 71 EAST				
Dealer City	BASTROP	***Dealer State***	TX	***Dealer Zip***	78602

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

Corporate - Recall - Default - Default - Default	Customer called regarding recall on vehicle.

Briefly summarize why the customer is contacting Chrysler: Customer called recall on vehicle information. Customer states they had issues with the airbag lights flashing and was very concerned the airbags could deploy. Customer is staying at the trailer right now, so took vehicle to the closest dealer-60280, Benny Boyd Bastrop Chrysler Jeep Dodge in Cedar Creek, TX. Dealer states that it is the Airbag Clockspring that needs replaced and the vehicle should be ready to be picked up later today. Customer found out about this recall and wonders why her vehicle wasn t added in this recall, since this is exactly her issue.
Briefly summarize what the customer is expecting: Customer is expecting agent to provide them with recall on vehicle information.
Agent provided customer with information as per AC- Answer ID 23863.
Agent advised customer they would document everything and escalate their issue to case management. Agent provided customer with the case #.
Agent reassigned to 88F.
Briefly summarize why the customer is contacting Chrysler: DLR 60280 David called and stated he got a call from [redacted] stating that she talked with Chrysler this morning and said to the DLR that Chrysler would most likely pay for this repair as per answer connect ID 23863. DLR stated that he did not see anything on her VIN as far as recalls. DLR states that the M31 recall is for Right Hand Drive (RHD) only and the customers vehicle is a Left Hand Drive. Agent stated to DLR that I can t see it being covered as a recall but I will leave the case with a case manager in case agent has missed anything.
Briefly summarize what the customer is expecting: Customer (DLR) was just confirming that Chrysler is going to pay for this repair.
* * * * * CASE MANAGER TEAM - District U * * * * * *
OOW: Out of warranty by both time and mileage
MVP: None
Household: 0 New 1 Used
4th Owner of vehicle

Writer contacted dealer and spoke with SA Eric who stated the vehicle does have a 3rd party MVP on the vehicle but he does not know if they have been contacted to see if that will cover the repairs to the airbag. Writer thanked for the help and advised there is an appointment for the customer scheduled for today. Writer thanked and disconnected the call.
Writer contacted customer and was advised the vehicle is currently with 60280 BENNY BOYD BASTROP CHRYSLER. Customer stated the dealer contacted her today adn advised the vehicle is ready for pickup. Writer educated customer on recall information and specific sales codes on vehicle. Writer apologized. Customer requested any help with the repairs. Writer advised we can look into reimbursing for them. Writer advised customer of needed documents in order for us to look into the repairs. Writer thanked customer and disconnected the call.
Writer contacted SA David who stated the clockspring on the vehicle broke due to wear and tear on the vehicle. Writer was advised the Clock spring is a piece that holds the wires for the air bag. SA stated as the steering wheel turns the wires are pulled out and pushed in therefore causing the wires to wear out. Writer thanked for the information and disconnected the call.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-11-04 @ 13:27
[redacted] called to get information on different ways to send the documents. Customer gave [redacted]4 as the case number. Writer informed customer that; that case number did not work. Writer looked up the case with customer s phone number. Writer informed the customer that the correct case number is [redacted]5. Customer stated she referenced the wrong case in the fax sent earlier. Writer sent the customer an email to email address [redacted] with the link to send the documents to. Customer asked writer for the physical address to mail the documents to if the email does not work. Customer thanked the writer for their help and disconnected the call.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2014-11-04 @ 14:02
Customer called and requested another link because the first one didn t work.
Writer transferred customer to EXT 40527.
****** Below Customer Contacted for Documentation Request ******
wv62@chrysler.com on 2014-11-04 @ 17:02
***** Customer Document Received *****
customer contacted chrysler because she would like to speak to CM, agent transferred customer over to CM voicemail to leave a message.
[redacted] calling to verify she had gone through multiple attempts to send documents to CM CN328 for review, faxed and send through link but stated she was provided with incorrect case number. Customer wanted to verify documents did get received and that even though the wrong case number is on her cover [redacted] should be [redacted]5, her documents have been received and attached to correct case. Writer offered to reach CM for call but customer stated she just wanted to make sure of documents in system and there was no problem with wrong number on cover sheet. Writer advised customer notes would be put in system of her call and her concern.
Writer received voicemail from customer who reqeusted a call back from 11/04/2014.
Customer Document Reviewed.
Writer contacted customer and was advised the vehicle is out of warranty and this was caused by wear and tear on the vehicle. Writer apologized and advised we will not be reimbursing for the repairs. Writer offered customer MVP ECPS416N in return for some type of compensation for the repairs. Customer accepted the offer. Writer thanked and disconnected the call.
ECPS416N Contract created. Contract number is[redacted].
Writer contacted customer and advised MVP has been added to the vehicle. Writer thanked and advised case will be closed. Customer stated she is satisfied with the decision. Writer thanked and disconnected the call.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BZ3H11	BL[redacted]	***Open Date***	11/04/2014	***Built Date***	12/17/2010	
Model Year	2011	***Body***	JKUM74	JEEP WRANGLER UNLIMITED SPORT (RHD) SPORT UTILITY			
In Service Dt	12/27/2010	***Mileage***	80,000	***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	45155	NAPLETON'S SOUTH ORLANDO	CHRYSLER-JEEP-DODGE
Dealer Address	1460 E OSCEOLA PKWY		
Dealer City	KISSIMMEE	***Dealer State*** FL	***Dealer Zip*** 34744

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted] 5115	***Home Phone***	([redacted]
	WINTER GARDEN FL [redacted]	***Country***	UNITED STATES

Recall - M31: AIRBAG SYSTEM CLOCKSPRING - Other	dealer is going to contact customer about recall M31

Briefly summarize why the customer is contacting Chrysler:
Customer is calling and stating that he has a recall on his vehicle for M31 AIRBAG SYSTEM CLOCKSPRING . Customer is stating that he has been to the dealership a few times and wanting to get this recall completed but customer is stating that he keeps being advised by the dealership that he has to wait for the original notice . Customer is stating that his air bag light is on . Customer is stating that the dealership did a inspection and did nothing to his vehicle . Customer is wanting to know what is going on with this recall and dealership about this . Agent contacted the dealership and spoke with SM who took the customers vin number and stated that he will have the SA Henry contact the customer and have this looked into nad resolved . Agent advised the customer of this and he understood .
Briefly summarize what the customer is expecting:
Customer is expecting recall information .

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3919	8L[redacted]	***Open Date***	11/04/2014	***Built Date***	08/29/2007	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	09/14/2007	***Mileage***	60,952	***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	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***	
	LOUISVILLE KY [redacted]8	***Country***	UNITED STATES

Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	oow by time and mileage

Briefly summarize why the customer is contacting Chrysler: Customer called stating he has an air bag light on. He states he took it to the dealer and they told him they are not going to cover the clockspring. He states he has an extended warranty but it is not covered either. He states he went online and saw the 2007s were recalled for the clockspring and the 2008 right hand drive vehicles were recalled for the clockspring as well but his was not. He states he is looking for some assistance. Agent reviewed the file and advised at this time we cannot provide cost assistance. Customer asked if there is anyone else he can ask and mentioned he works for the Attorney General. Agent advised the decision will not change. Customer states he understands. He states he has always gotten a loaner car but not this time. He states he thought he had rental coverage under his extended warranty. Agent confirmed he does have rental coverage. Agent transferred him to Mimi at MVP for more assistance.
Briefly summarize what the customer is expecting: Cost assistance and rental information
* * * * 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	1J4FA2419	9L[redacted]	***Open Date***	11/04/2014	***Built Date***	08/01/2008	
Model Year	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	08/01/2008	***Mileage***	54,000	***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	43951	EXECUTIVE DODGE AND JEEP OF	WALLINGFORD		
Dealer Address	406 SOUTH ORCHARD STREET				
Dealer City	WALLINGFORD	***Dealer State***	CT	***Dealer Zip***	06492

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WILBRAHAM MA [redacted]9	***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 stated that the air bag light that came on. Customer stated that their friend at the IRF told them there may be a recall on it. Agent advised the customer that there is no recalls that apply to the air on the car. Agent offered to call the dlr and make appointment. Customer stated that they will have the IRF do it.
Briefly summarize what the customer is expecting: customer looking for recall information

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

VIN	1J4FA2411	8L[redacted]	**Open Date**	11/04/2014	**Built Date**	09/15/2007	
Model Year	2008	**Body**	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	12/21/2007	**Mileage**	70,599	**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	67657	SAM LEMAN CHRYSLER JEEP DODGE			
Dealer Address	1602 COMMERCE PKWY				
Dealer City	BLOOMINGTON	**Dealer State**	IL	**Dealer Zip**	61704

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	clockspring was the issue for airbag light

Briefly summarize why the customer is contacting Chrysler: Customer states the air bag light came on and off and they took the vehicle into the dealership and they diagnosed the clock spring was the cause and repaired it. Customer wants to know if there are any recalls or related issues with the airbag they should know about, and wants this experience documented. Agent informed customer there are no recalls at this time and if anything develops they will be notified, customer understood. Agent informed customer their concerns are noted for the records, and provided case number. Customer understood.
Briefly summarize what the customer is expecting: recall inquiry and concerns documented.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3914	8L6[redacted]	***Open Date***	11/05/2014	***Built Date***	05/28/2008	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	03/11/2009	***Mileage***	40,000	***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	60023	AIRPARK CHRYSLER JEEP			
Dealer Address	15656 N HAYDEN ROAD				
Dealer City	SCOTTSDALE	***Dealer State***	AZ	***Dealer Zip***	85260

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer stated the airbag light is on and he needs a clockspring repair
Corporate - Warranty Coverage - Default - Default - Default	Customer wants to know if his vehicle has the X41

Briefly summarize why the customer is contacting Chrysler: Customer called in stating he was experiencing an issue with his dashboard and a friend advised him it was likely the clock spring and there is an extended warranty for that. Customer stated he found an X41 letter online addressed to a different vehicle owner for a 2007 Wrangler. Agent advised customer there are two extended warranties on this vehicle, the X34 and the X47. Agent advised customer the X41 is strictly for the 2007 Wranglers. Customer understood, no further questions.
Briefly summarize what the customer is expecting: Customer seeking extended warranty information.

The AnswerCONNECT article that was referenced to provide the answer to the customer was # 22875

Customer contacted Chrylser again in regards to this issue.
Agent advised that the M31 only applies to the Right Hand Drive vehicles.
Agent advised that the EXT warranty only applies to the 2007 MyJeeps.
Agent advised to take the vehicle to the dealership for a diagnosis to see what is going on. Agent advised customer of other EXT warranties in reference to lines 5-8.
Customer understood and stated that they will be calling back again with more information.

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

VIN	1J4AA2D14	AL[redacted]	***Open Date***	11/06/2014	***Built Date***	10/21/2009	
Model Year	2010	***Body***	JKJL72	JEEP WRANGLER SPORT 4X4			
In Service Dt	11/28/2009	***Mileage***	130,000	***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	60291	DAVID CHRYSLER JEEP, LLC			
Dealer Address	6729 ESSINGTON AVE				
Dealer City	PHILADELPHIA	***Dealer State***	PA	***Dealer Zip***	19153

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

Corporate - Recall - Default - Default - Default	Customer's airbag light came on.

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler as his airbag light came on.
Customer asked about the Clockspring recall.
Agent advised customer that that Clockspring recall pertained to the 2007 Jeep Wrangler.
Customer asked if it was the same thing.
Agent advised customer to take his vehicle to a dealership to be diagnosed.
Agent offered to transfer customer to a dealer.
Customer declined and terminated the call.
Briefly summarize what the customer is expecting: Customer is expecting to get his vehicle repaired under the Clockspring recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2418	8L[redacted]	***Open Date***	11/10/2014	***Built Date***	09/14/2007	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	03/18/2008	***Mileage***	53,247	***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					

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

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Clockspring operating concern inquiry.
Corporate - NHTSA - Inquiry - Default - Default	Customer inquiring into NHTSA investigation documentation.
Corporate - Survey By-Pass - No Response / Unable To Reach - Default - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
clockspring
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
The airbag light of my 2008 Jeep Wrangler has been coming on intermittently
and after checking online it appears that it is most likely a problem with
the clockspring. I was also told through an online forum that there was a NHTSA statement regarding the clockspring issue with Jeep Wranglers from 2007 on and with less than 150,000 miles. I found the supporting documents online and it seems to indicate the my Wrangler was covered until
this notice. When I contact my local Jeep dealer they said that there are no recall notices that would effect my problem. I sent them a copy of the NHTSA notice but haven t even heard back from them again. Could you please
tell me what the status of the NHSTA notice on Jeep clocksprings is and if
my vehicle is covered. Thank you. Rev. David Neil
*****END OF CUSTOMER EMAIL*****
CAC EMAIL RESPONSE
Dear [redacted],
Thank you for contacting the Jeep Customer Assistance Center in regards to your 2008 Jeep Wrangler.
I am sorry to learn of the concerns raised regarding your vehicle s clockspring and I appreciate the time taken to bring this matter to my attention.
The notification you referenced from the National Highway Traffic Safety Administration (NHTSA) is not a recall notification nor an indication your vehicle is presently involved in a recall investigation.
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 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.
Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Should your dealer require technical assistance they may contact our Technical Operations Resource Group or contact their regional Business Center.
You can find a dealership by visiting our Jeep brand website at Jeep - http://www.jeep.com
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Jeff
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
Reassigned PC739 - Bypass - No Diagnosis (unresolved issue)

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA3H12	BL[redacted]	**Open Date**	11/10/2014	**Built Date**	03/17/2011	
Model Year	2011	**Body**	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4 SPORT UTILITY			
In Service Dt	09/16/2011	**Mileage**	61,000	**Dealer Zone**	51	CHICAGO	
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	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60428	BETTENHAUSEN CHRYSLER JEEP			
Dealer Address	15941 S 94TH AVE				
Dealer City	ORLAND PARK	**Dealer State**	IL	**Dealer Zip**	60462

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

Product - Electrical - Cruise Control - Defective - Default	Customer seeking issue resloved with cruise control
Corporate - Survey By-Pass - Duplicate CAIR - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
cruise control, air bag sensor
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
I have had my 2011 Wrangler in at least 7 times for the cruise control not being available, i had just about given up and now the air bag indicator light has started to intermittently flash on the dash, Iam wandering is this the same wiring issue that doesn t allow my cruise control to come on? On why i am at my wits end?,,,, the last comment from the dealer 'the system shows no sign of the crusie control not coming on' kind of let the cnnfidence in the dealer down.
*****END OF CUSTOMER RESPONSE*****
Dear [redacted],
Thank you for contacting the Jeep Customer Assistance Center.
Our records show that you have contacted us by telephone and we have directed you to the dealership for a diagnosis. Once you have the diagnosis we suggest you contact us back and we can look further into your case at that time. We have updated your file to reflect the latest information you provided in the email message.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Christine
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC RESPONSE*****

Reassign to EB460 for Survey bypass. Duplicate Cair [redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA3H12	BL[redacted]	**Open Date**	11/07/2014	**Built Date**	03/17/2011	
Model Year	2011	**Body**	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4 SPORT UTILITY			
In Service Dt	09/16/2011	**Mileage**	61,000	**Dealer Zone**	51	CHICAGO	
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	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	60428	BETTENHAUSEN CHRYSLER JEEP			
Dealer Address	15941 S 94TH AVE				
Dealer City	ORLAND PARK	**Dealer State**	IL	**Dealer Zip**	60462

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	MUNSTER IN [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 seeking assistance with the vehicle. Customer states he had multiple issues with the cruise control on the vehicle and had several repairs done in the past. Customer states that the air bag light is now on in the vehicle. Customer states that when he turns the steering wheel the light goes out. Customer is now seeking cost assistance. Agent advised customer that he would need to take the vehicle to a Chrysler dealer and have a diagnosis completed. Agent advised customer that once a diagnosis has been completed, he could contact back for cost assistance consideration.
Briefly summarize what the customer is expecting: Cost assistance

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA5410	8L[redacted]	***Open Date***	11/09/2014	***Built Date***	02/16/2008	
Model Year	2008	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4			
In Service Dt	03/29/2008	***Mileage***	52,123	***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	42762	BONNEVILLE & SON INC			
Dealer Address	625 HOOKSETT RD				
Dealer City	MANCHESTER	***Dealer State***	NH	***Dealer Zip***	03104

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

Corporate - Recall - Default - Default - Default	Customer calling for recall information

Briefly summarize why the customer is contacting Chrysler: Customer states that her air bag light has turned on and had it diagnosed by a mechanic.
Customer states that the mechanic informed her that it has to do with the Clock spring.
Customer states that she is wondering if the recall is on her vehicle.
Briefly summarize what the customer is expecting: Customer seeking recall information.
Agent advised customer that there are no incomplete recalls on her vehicle.
Agent referred to AC document 22734 to explain why she does not have the recall.
Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D13	AL[redacted]	***Open Date***	11/10/2014	***Built Date***	05/03/2010	
Model Year	2010	***Body***	JKJL72	JEEP WRANGLER SPORT 4X4			
In Service Dt	07/29/2010	***Mileage***	76,500	***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	26911	LAMESA CHRYSLER DODGE JEEP RAM			
Dealer Address	1611 LUBBOCK HWY				
Dealer City	LAMESA	***Dealer State***	TX	***Dealer Zip***	79331

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BIG SPRING TX 7[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customers airbag warning light is on

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that this vehicle is having some issues and wanted to know if there is a recall. Agent stated that there are no recalls on file for this issue and stated that recalls are VIN specific. Agent advised of recall K15. Agent stated that the customer can go to a Chrysler dealership to have the vehicle diagnosed but advised that this repair may be an out-of-pocket expense. Customer understood.
Briefly summarize what the customer is expecting: To have an airbag recall on file.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2416	7L[redacted]	***Open Date***	11/10/2014	***Built Date***	05/11/2007	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	07/12/2007	***Mileage***	51,826	***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	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***	
	DUNDALK MD [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Clock Spring replaced
Product - Electrical - Unknown - Other - Default	Customer states vehicle needs new electrical system
Product - Body / Trim / Paint Finish - Unknown - Water Damage, Mildew - Unknown	Window was resealed and still leaking
Product - Exhaust - Muffler - Other - Default	customer states bolts needed replaced under vehicle

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler stating she has been to the DLR 43026 9 times to have her vehicle repaired and diagnosed. Customer stated she had Clock spring replaced which fixed the ORC. Customer stated she had her leaky window resealed and after that it leaked again. Customer stated there is still condensation around window and it has not been fixed. Customer stated that when she sits at red lights her engine revs up. Customer stated this has happened 25 times or more and the DLR is unable to duplicate this concern. Customer stated DLR is supposed to replace the electrical system to fix some issues but according to her invoices this repair has not been completed. Customer stated there was a rattle under the vehicle and DLR advised her she needed a new muffler and bolts. Customer feels that this repair was not taken care of and feels unsafe driving off the lot.
Customer states she has had enough and needs to know what she should do now to get these concerns taken care of.
Briefly summarize what the customer is expecting: Customer is seeking help with resolving issues with her vehicle.
Writer called DLR 43026 and spoke with SM Ron. SM stated that they were unable to duplicate the engine revving issue. SM stated he has offered to go on drives with customer as well as go to her home to get this issue taken care of. SM stated he has been trying to keep the customer satisfied. SM confirmed clock spring repair, and leaky window concerns. SM stated they contacted STAR for the Air Bag concern that is why the

clock spring was replaced.
Writer consulted with TL LC779 and decided to send to case manager for customer to work with.
Writer went back and spoke with customer of DLR call. Customer stated she has been speaking with the boss of the DLR Joe. Writer advised customer she was sending case to a case manager and will receive a call within 1 business day regarding all of these concerns. Customer understood. Writer provided customer with case number and advised customer is she had further questions or concerns to reference this case.
Call ended
-
REQUEST FOR SPECIAL HANDLING
NIC of TL consulted: LC779
Reason for special handling request: The customer has had vehicle to DLR 43026 9 times for repairs. DLR has been unable to duplicate engine revving and leaking window.
Current location of the vehicle:
Date of last repair attempt:11/10/14
Customer s preferred method of contact:
Customer phone number (Morning) [redacted]
Customer phone number (Evening): [redacted]
Customer email address: [redacted]
Dealer code (if applicable): 43026
Dealer personnel involved (if applicable): SM Ron
Assigned case to 88F for Special Handling
* * * * * CASE MANAGER TEAM - District QÙ * * * * * *
Status update provided via email to the following email address:
[redacted]
Hello, my name is Edgar and I have been assigned as your case manager. This email is confirmation that your case [redacted] , was successfully escalated to me. After I review the details of your case I will be calling you at your preferred number, [redacted]. My office hours are 12:30PM 8:00PM (Mountain Time). My contact information is 800.763.8422 EXT 40553. If your preferred telephone number mentioned above isn t correct, please reply with the correction.
End of Status Update
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40553.
The reason for the dealer contact was to provide or request the following information: (to go over the case)
CUSTOMER CONTACT: Dialed # [redacted] reiterated concerns and added that the air bag light is on and the issue is also on the other window. Writer advised regarding lines 60-63. Customer provided (director at dealership) Joe s phone #410-925-3104.
DEALER CONTACT: Dialed #410-288-3100. Joe (director) at THOMPSON CHRYSLER stated the air bag light was addressed and it has not come back on. Joe stated the water specialist is going to check on the windows. Joe stated STAR was contacted for the revving concern and the pcv will be replaced due to being clogged. Joe stated the customer s aftermarket SC does not cover water leaks, the pcv = maintenance and the rental if repairs are not covered. Joe stated the dealership covered repairs, the rental before and now. Joe stated a message was left updating the customer.
Customer: [redacted] calling to speak with CM EM776 who was not in office yet this morning.Customer stated she had a message from dealer to pick her vehicle up now but did not want to do that until Chrysler was notified. Customer stated that she has only had this vehicle for 7 months and has been to the dealer 10th time. Writer contacted another CM and transferred call to ext 40654.
Updated customer phone information on main page.
Customer called for update on repair status. Writer advised customer of lines 68-75. Customer states she s been contacted by the SD, and advised they are finished with the repairs, and SD is currently in the process of test driving the vehicle. Writer advised customer that would make her information more update than the information we have. Customer states that she feels the dealer didn t take her concerns very serious the first 8 times the vehicle was taken in for some of the same concerns, and

states she is very frustrated that there is such a problem with the vehicle. Customer will wait for the next update from the dealer later today.
Customer s expectation: For vehicle to be repaired or replaced. Customer was advised the vehicle wouldn t qualify for replacement, because she is not the original owner.
DEALER CONTACT: Dialed #410-288-3100. SD Joe stated the pcv was replaced. SD stated the water leak on both the windows was repaired. SD stated the customer verified repair when the vehicle was picked up because it was raining. SD stated another 2 days of rental was provided to the customer because the vehicle was picked up today instead of Saturday when it was ready. SD stated the customer was not charged.
Agent attempted to contact customer, however, customer was not available. Writer left message stating I m calling because your dealer has told me your vehicle has been repaired and returned to you 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 2 more days to make sure everything is to your satisfaction and then I ll close your case.
VM - Customer requested not to have the case closed because now the rear is leaking.
Agent attempted to contact dealer Service Director (SD), however, SD not available. Left message for a return call at extension 40553.
DEALER CONTACT: Dialed #410-288-3100. SD Joe stated the customer was going to have the vehicle washed to verify repair. SD stated the customer has not called back. SD stated the dealership will no longer assist the customer with the cost of repairs/rental.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40553. The reason for the customer contact was to provide or request the following information: (verify repair)
CUSTOMER CONTACT: Dialed [redacted]. Customer stated its still leaking from the back. Customer stated it looks like the repair done on front affected the back. Customer stated the vehicle will be brought back in tomorrow.
Writer call dealer 43026 SD Joe (was out) and spoke with SM Ron. Per SM the customer did not bring the vehicle to dealer yesterday and per SM the vehicle is not at dealer now either.
Agent attempted to contact customer, however, customer was not available. Left message. The reason for the customer contact was to provide or request the following information: (lines 125-127)
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40553.
Agent attempted to contact dealer Service Manager (SM), however, SM not available.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40553.
DEALER CONTACT: Dialed #410-288-3100. SM Ron stated the customer has not scheduled an appointment.
CUSTOMER CONTACT: Dialed [redacted] Writer advised regarding lines 137-138. Customer stated an email was sent to the SD and SM and a response has not been received. Writer advised the dealership will be contacted. Customer requested an appointment on Monday at 7AM.
Agent attempted to contact dealer Service Manager (SM), however, SM not available.
Status update provided via email to the following email address:
[redacted]
I wanted to let you know I was not able to get ahold of the Service Director Joe to schedule the appointment. I will contact you and the dealership next week.
Edgar
Chrysler Case Management
End of Status Update
DEALER CONTACT: Dialed #410-288-3100. SD Joe stated the customer was contacted back and the vehicle was brought back in. SD stated the vehicle

is ready and the customer has been informed.
CUSTOMER CONTACT: Dialed [redacted]8. Writer advised regarding lines 154-156. Customer stated the vehicle was picked up but requested to be called back later this week to verify repair.
Agent attempted to contact customer, however, customer was not available. Writer left message stating I m calling because your dealer has told me your vehicle has been repaired and returned to you 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 until Monday to make sure everything is to your satisfaction and then I ll close your case.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3918 8[redacted]		**Open Date**	11/10/2014	**Built Date**	10/16/2007	
Model Year	2008	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	10/24/2007	**Mileage**	58,000	**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	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]
	BENNETT CO[redacted]	**Country**	UNITED STATES

Corporate - Limited Lifetime Powertrain Warranty - Default - Default - Default	customer seeking to have warranty reinstated
Corporate - Survey By-Pass - Field Call or Email - Default - Default	
Corporate - Survey By-Pass - Outbound Recall Follow Up - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states he is having an issue with the vehicle and the dealer. Customer states he is having an issue with the warranty. Customer states he can get any answer of the warranty is being covered. Customer states the dealer stated they are waiting on cooperate. Customer states he is now having an issue with the vehicle. Customer states he went in to have the life time warranty inspection completed. Customer states they didn't do the life time inspection. Customer states they did a multipoint inspection. Customer states has been dealing with the dealer. Customer states the vehicle has haven at the dealer the pas 3 months. Customer state he is not getting any information.
Briefly summarize what the customer is expecting: Customer seeking whats going on with the warranty.
Agent contacted dealer60420 303-341-4050 spoke with Robert. Robert states it was depending on the life time inspection. Robert states they customer never had the inspection completed. Robert states the customer states he was in the dealer to have the inspection completed but never had it done. Robert states the SA tat dealt with customer no longer works there. Robert states customer states he was in on 8/27/2012 -8/30/2012. Robert states customer left center vent replaced, air bag light and check engine light issues. Robert states customer state she has asked for the lifetime inspection to be completed. Robert states he has looked at the file but cant find anything about the inspection. Robert states the inspection was never dine. Robert states they have been going back and forth. Robert states the service writer that was originally dealing with the customer is not longer there. Robert states hes now working with the customer. Robert states that receipts were sent in.

Robert states that there was no labels or headings on the receipts.
Robert states they had to submit the receipts. Robert states they are working with a factory rep. Robert states every time customer calls they have no information. Robert states they are currently waiting for the factory rep to get back to them about warrant information.
Agent advised customer of the information from the dealer.
Customer states they had the post card with him when he wants in to the dealer. Customer states there Is no reason he should be waiting for the 3 months. Customer states he has no been getting information.
Agent advised customer that we would not be able to reinstate the lifetime warranty. Agent advised customer that at this time the customer would need to work with the dealer as we do not have information for the customer.
Customer states he will call the dealer again.
Briefly summarize why the customer is contacting Chrysler: Customer stated that his engine blew up, and was taken to the dealership. Customer stated that he was then told that his LPLW inspection was never competed and his warranty is now expired. Customer stated that he went to the dealership twice during the timeframe to have the LPLW inspection completed, and he was told that it was by the person who did it.
Briefly summarize what the customer is expecting: Customer would like his LPLW reinstated.
Agent advised the Customer that because of the age of his vehicle, and the fact that he never had the inspection completed, Chrysler will not authorize an LPLW inspection extension.
Customer called in stating that he is not sure what exactly is going on. Customer states that he was supposed to receive a phone call from a previous agent. Customer states that he was at the dealership during the inspection period.
Writer contacted DLR 60420 and spoke with SA Derek who confirmed the customer was at the dealership within 3 days of the LPLW inspection start date for the left cinder vent and an inspection. SA Derek stated it was a multipoint inspection that was completed. SA Derek stated that the customer was at the dealership on 8-27-12 and 8-30-12. SA Derek stated that the dealership should have performed the LPLW inspection but was the multipoint inspection.
Writer informed customer as per TL SW722 that the case will be reviewed which will never guarantee a reinstated LPLW.
Customer is contacting Customer Care seeking consideration for a LPLW inspection extension.
ISD: 10/24/2007
Current WCC: 803
Current mileage: 58,000
Is the customer outside the LPLW inspection window? Yes
Is the customer currently at the dealership? Yes
MANDATORYÙ If yes, is there a powertrain repair required?
Yes engine needs to be repaired
Was customer at dealership inside inspection window, for services other than oil change? Yes
If yes, for what services?
08-27-12 Left Cinder Vent
08-30-12 Horn Wiring
Does the customer have a brand purchase history? 1 new, 1 used
Were LPLW mailers received? Yes
Does customer have dealer loyalty Yes
Does the customer have a mechanical MVP service contract? Yes
Does the vehicle have low mileage (less than 60,000 miles)? Yes
What is the reason that the customer missed the inspection? Customer was told inspection was completed on 8-27-12
Any additional pertinent information: SA Derek at DLR 60420 stated that the inspection should have been done while the customer was at the dealership on 8-27-12 or 8-30-12.
Reviewed information above with SW722Ù.
Assigned CAIR to 86CÙ for review.
Please review prior CAIR#: 2[redacted]3 from BC where inspection/repairs were denied

Writer attempted to contact customer at 12:08 PM on 11-17-14.
Writer left VM stating that information is available for the customer and to contact us back.
Next Agent if customer calls back please advise LPLW will not be reinstated.
* * * * 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 contacted customer at 10:11 on 11-18-14 at [redacted]
Writer left VM stating information is available for the customer and to contact us back.
Customer has requested Supervisor callback
Preferred daytime number [redacted]
Preferred evening number [redacted]
Reason for request: Agent denied customer of reinstating LPLW. Customer very adamant on speaking to someone higher than agent
CAIR assigned to: LC779
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within one (1) business day
**********Supervisor call back**********
Called customer [redacted] Preferred daytime number: 3[redacted] and LVM advised another contact attempt will be made in 1-2 business days.
**********Supervisor call back**********
Called customer [redacted] Preferred daytime number[redacted] and LVM advised a final contact attempt will be made in 1-2 business days.
**********Supervisor call back**********
Called customer [redacted] Preferred daytime number: 3[redacted]2 and advised as per lines 92-93. LPLW inspection was denied by AM and customer care can not over ride that decision. Advised if customer has additional information that should be considered to arrange a meeting with SM and AM for review. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA541X	8L[redacted]	**Open Date**	11/12/2014	**Built Date**	12/20/2007	
Model Year	2008	**Body**	JKJP72	JEEP WRANGLER SAHARA 4X4			
In Service Dt	11/09/2008	**Mileage**	48,796	**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	65940	FRESNO CHRYSLER JEEP			
Dealer Address	4880 NORTH BLACKSTONE AVENUE				
Dealer City	FRESNO	**Dealer State**	CA	**Dealer Zip**	93726

Owner	[redacted]G	**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	intermittent air bag light
Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	

Caller: MR[redacted]
Agent made no promises or commitments.
Briefly summarize why the customer is contacting Chrysler:
Customer called in stating that his air bag light is on and if he turns the steering wheel the light goes out. Customer thinks it is the clockspring. Customer said he saw online that there is a recall on the 2008 Wranglers for the clockspring.
Agent researched and advised this recall is only on the RHD vehicles.
Customer has not taken it to the dealership as it only started happening yesterday.
Agent advised the customer that this vehicle is OOW by both time and mileage.
Agent called to the dealer to try to set up an appointment to have vehicle diagnosed and service department did not pick up. Customer also disconnected.
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 called back because he was disconnected.
Customer is looking to set up an appointment to have his vehicle diagnosed.
Agent called the dealership (65940) and spoke to Randy from the service department.
Agent transferred the customer over to have him set up the appointment.
Agent left the call.
Briefly summarize why the customer is contacting Chrysler: Customer contacted in stating he has been to the DLR for an official diagnosis and seeking cost assistance. Agent looked into file and advised customer that due to age and mileage, as well as repair and ownership history, we are

unable to provide cost assistance. Customer understood.
Briefly summarize what the customer is expecting: Cost assistance.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8FA5416	8L5[redacted]	**Open Date**	11/14/2014	**Built Date**	10/12/2007	
Model Year	2008	**Body**	JKJP72	JEEP WRANGLER SAHARA 4X4			
In Service Dt	11/16/2007	**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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	57076	ELMWOOD DODGE INC			
Dealer Address	625 TAUNTON AVE				
Dealer City	E PROVIDENCE	**Dealer State**	RI	**Dealer Zip**	02914

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

Recall - J24: MOPAR TOW BAR - Information Request	Customer seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer calling to state they would like to know of open recalls on their vehicle.
Briefly summarize what the customer is expecting: Customer seeking recall information
Agent advised customer of open recalls on their vehicle.
Customer states they will call the dealership to book an appointment when it s best convenient.
Briefly summarize why the customer is contacting: Customer stated he called about half an hour ago and was told the Airbag recall was on his vehicle. Customer stated he was put on hold for about 10 minutes and when the agent came back he was advised of the recall being on his vehicle. Customer stated he went to the Dealer and was told the Airbag recall is not on his vehicle. Customer stated the Airbag lights stay on and would like to know what he needs to do. Customer stated he s confused why he s being told by one Agent the Airbag recall is on his vehicle and then by the next one that it isn t.
Briefly summarize what the customer is expecting: Customer seeking if the recall is on his vehicle. Customer seeking why he was told by the previous Agent that the Airbag recall is on his vehicle.
Agent advised customer the Airbag recall is not on his vehicle.
Agent advised customer there are no notes on the file about being told the recall was on his vehicle.
Agent advised customer there is an airbag recall under investigation but its not been diagnosed for the stated he lives in.
Agent advised customer if the recall will be on his vehicle he will receive a recall notice.
Agent advised customer to have his recall completed at Elmwood Chrysler

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA5D10	AL[redacted]	***Open Date***	11/14/2014	***Built Date***	01/22/2010	
Model Year	2010	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4			
In Service Dt	01/30/2010	***Mileage***	50,000	***Dealer Zone***	42	DETROIT	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PAV	DK. CHARCOAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	26777	BOB ALLEN CHRYSLER-DODGE-JEEP OF		FRANKFORT, INC.	
Dealer Address	925 VERSAILLES RD				
Dealer City	FRANKFORT	***Dealer State***	KY	***Dealer Zip***	40601

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

Corporate - Recall - Default - Default - Default	Customer inquired if there was an airbag recall on his vehicle

Briefly summarize why the customer is contacting Chrysler:Customer contacted inquiring if there was an airbag recall on his vehicle as he had the air bag light on and was getting it repaired. Customer also inquired about cost assistance.
Briefly summarize what the customer is expecting: recall information and cost assistance.
Agent advised that there were no open recalls on customers vehicle. Agent also advised that due to the age of the vehicle cost assistance would not be available.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6414	8L[redacted]	**Open Date**	11/14/2014	**Built Date**	03/10/2008	
Model Year	2008	**Body**	JKJS72	JEEP WRANGLER RUBICON 4X4			
In Service Dt	03/29/2008	**Mileage**	100,000	**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	08397	DICK POE CHRYSLER JEEP			
Dealer Address	6501 MONTANA				
Dealer City	EL PASO	**Dealer State**	TX	**Dealer Zip**	79925

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	EL PASO TX [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 inquiring if there's an airbag recall on vehicle

Briefly summarize why the customer is contacting Chrysler: Customer states a few months ago their daughter was in an accident with this vehicle and the air bags never deployed.
Customer states that they currently have their vehicle at the dealer because the air bag light had come on and they found that there is a faulty clock sensor that is going to cost him $100 to fix. Customer is starting to think that may have had to do with the air bags not deploying and is inquiring if there is a recall for the air bags.
Agent advised the customer that there were no recalls or extended warranties on the vehicle pertaining to the air bags. Agent advised the customer with that being said they will have to pay for the repair.
Agent advised the customer of the x32 extended warranty on their vehicle.
Customer was not aware of it but states that they have the same symptoms.
Agent contacted DICK POE CHRYSLER JEEP 08397 and spoke to SA Danny.
Agent advised Danny that the customer was experiencing the same issues and asked that he would assist the customer addressing the issue.
Agent transferred the customer over to Danny further assistance.
Briefly summarize what the customer is expecting: Customer is inquiring if there s any airbag recalls on their vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA3H11	AL[redacted]	**Open Date**	11/17/2014	**Built Date**	09/24/2009	
Model Year	2010	**Body**	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	09/25/2009	**Mileage**	85,600	**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	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]
	BAUXITE AR 7[redacted]	**Country**	UNITED STATES

Corporate - Survey By-Pass - No Diagnosis - Default - Default	In powertrain warranty
Product - Transmission / Transaxle - Transfer Case - Other - Default	Issue with the transfer case

Briefly summarize why the customer is contacting Chrysler:
Customer is calling in as he is having an issue with the Transfer Case.
Caller stated that his Powertrain Warranty recently went out and is looking for assistance.
Customer said that he was going to tow the vehicle over to Landers.
Briefly summarize what the customer is expecting:
Caller is seeking assistance.
-
Agent called the DLR and spoke to SA Tony and he said the customer was last in 3/28/2014 for an electrical issue and some brake work.
Customer has 3 vehicles in the household.
SA Tony said that a diagnostic is $99.95
-
Agent advised the caller that before we can send this up to a CM for review the vehicle would need to be diagnosed and we cannot guarantee anything.
Agent warm transferred Hank on the line with SA Tony to set up an appointment for a diagnosis.
-
No Diagnosis.
Agent advised of the incomplete recall as well.
(M22) TRANSMISSION SKID PLATE SAFETY 07/11/2012 INCOMPLETE
The caller states the vehicle is at the dealership. The customer states they put the vehicle in for diagnosis. The customer was told that it is a four hour breakdown to diagnose the vehicle.
The factory warranty expired in September 25th of 2014. There is no diagnosis as of yet.
Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler seeking cost assistance on the repair of his vehicle.
Briefly summarize what the customer is expecting: Customer is expecting

assistance with the transmission repair.
Customer states that he has a diagnosis and the DLR has told him that the transmissionis completely gone and is not rebuildable. Customer states that the DLR sent him a video of the inspection of the transmission showing that it had blown apart. Customer states that the DLR told the customer that this is not a normal wear and tear issue.
Agent contacted DLR 26212 and spoke with Asst SM Ken who states that he cannot find any indication that this vehicle was purchased at this DLR.
ASM Ken states that this vehicle has only been to the DLR 3 times, first time 12/12/2014, at the body shop 03/07/2013, and in 03/28/2014 for an airbag light.
ASM states that he does not believe that his SM would approve goodwill for this vehicle as it is OOW by time and this is not a regular customer at the DLR.
****
Escalation Matrix Questions:
1. Does the customer have prior history with current issue? NO
2. Does the customer have prior repair history for current issue (warranty or customer pay) at a Chrysler dealership(s)? NO
3. Is the customer the original owner of this vehicle? NO
4. Does customer have previous vehicle purchase history (new and used, household)? 3 used
5. Did the customer purchase a MVP Mechanical service contract (not simply oil changes)? Must be a MVP contract, not an aftermarket NO
****
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *
Briefly summarize why the customer is contacting Chrysler: customer calling in regards to finding out further information as to his case.
Customer states he was not advised by previous agent he was being declind for his cost assistance.
Briefly summarize what the customer is expecting: cost assistance or more information as to his case.
Agent advised customer of lines 56-60.
Agent also advised customer writer would need to contact DLR to seek infomration as to if the issue could be recall related.
Agent called DLR 26212, spoke with SM Rich.
Rich stated the M22,J31 would not have caused the issues with the customers transmission but it does not look like normal wear and tear.
Agent advised customer of this and customer states he will not be buying another Chrysler product as no one is willing to help him and dicsonnected

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3916	8L5[redacted]	***Open Date***	11/19/2014	***Built Date***	08/30/2007	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	03/27/2009	***Mileage***	63,000	***Dealer Zone***			
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					

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

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

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Airbag light issue
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
My airbag light illuminates intermittently. I believe the issue may be a faulty clockspring. While my vehicle is a 2008 with 63K miles I do not believe the airbag system should malfunction. Before reporting to the NHTSA etc. I wanted to give Jeep a chance to fix it. Thank you. Kent
***** END CUSTOMER EMAIL *****
Dear [redacted],
Thank you for contacting the Jeep Customer Assistance Center.
We have received your email regarding your vehicle issues and concerns. We are sorry to learn you ve had such an experience, and can only imagine the frustration you are experiencing.
Unfortunately, we are unable to diagnose the situation you have outlined via email. There are too many variables involved and a detailed inspection of your vehicle is required for proper diagnosis. We recommend that you contact your authorized Chrysler Group dealership for an appointment for thorough testing, diagnosis and repair.
Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Should your dealer require factory assistance they may contact our Technical Operations Resource Group (STAR) or contact their regional Business Center.
Sometimes intermittent problems can be 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 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.
Once your vehicle has been to the Dealership for diagnosis and if the Dealership is still having difficulties diagnosing your concerns, you can contact us back and we can step in and provide technical assistance and work with the Dealer to diagnose your concerns and if need be send your case to our unresolved unable to duplicate concern department for further

handling and resolution.
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.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Melissa
Customer Service Representative
Jeep Customer Assistance Center
***** END CAC EMAIL *****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2413	8L5[redacted]	***Open Date***	11/19/2014	***Built Date***	11/16/2007	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	12/01/2007	***Mileage***	86,728	***Dealer Zone***			
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					

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

Corporate - Recall - Default - Default - Default	Clock spring recall inquiry

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Air bag lilght
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
In the last week my air bag alert light has started to go on and off for no
apparent reason. I have heard there is a recall on the clockspring and would like to get this problem resolved as quickly as possible with a local
dealer. Need to know how much I expect to pay out of pocket as well. You can contact me via email or by phone. Thank you.
*****END OF CAC EMAIL*****
Dear[redacted]
Thank you for contacting the Jeep Customer Assistance Center.
A review of our records indicates that your 2008 Jeep Wranger does not currently require service for any recall campaigns related to the clockspring.
The following Recalls are incomplete on the vehicle:
K13 INNER FENDER LINERS SAFETY
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.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Carol
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2417 8[redacted]		***Open Date***	11/17/2014	***Built Date***	05/08/2008	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	05/30/2008	***Mileage***	75,000	***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	60134	REEDMAN TOLL AUTO WORLD			
Dealer Address	1700 E LINCOLN HWY				
Dealer City	LANGHORNE	***Dealer State***	PA	***Dealer Zip***	19047

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

Corporate - Recall - Default - Default - Default	Airbag Light

Customer stated that his airbag light has been turning on and off and that he thinks that there s a recall on it. Agent explained that customer doesn t have a recall on the airbag. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2413	9L[redacted]	***Open Date***	11/19/2014	***Built Date***	04/07/2009	
Model Year	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	09/17/2009	***Mileage***	8,695	***Dealer Zone***	05	MILITARY	
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	19991	OMSC - RTE DE LA GLANE107			
Dealer Address	1752 VILLARS-SUR-GLANE				
Dealer City	SWITZERLAND	***Dealer State***	EX	***Dealer Zip***	48231

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

Corporate - Recall - Default - Default - Default	Recall information

Briefly summarize why the customer is contacting Chrysler: Customer states he purchased his vehicle last year and has recently been having issues with his air bag light coming on intermittently. He states he took it to an IRF and there seems to be an issue with the clock spring. IRF told him there may be a recall for that and to contact us before he would do the repair.
Briefly summarize what the customer is expecting: Customer is seeking recall information.
Agent advised customer that there is not any current recalls on his vehicle at this time and that if there are any in the future he would be notified by mail. Agent looked into any of the recalls for the clock spring and advised customer that the recall was for the right hand drive steering. Customer understood, thanked agent and ended call.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4GJWAG0	CL[redacted]	**Open Date**	11/19/2014	**Built Date**	05/30/2012	
Model Year	2012	**Body**	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	08/03/2012	**Mileage**	36,230	**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	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**	[redacted]
	FOREST HILLS NY[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	customer seeking assistance
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Writer verified the customer s information to be correct
******
Briefly summarize why the customer is contacting Chrysler: Customer s husband Mike purchased a used 2012 Jeep and it has 36230 miles. Customer s husband stated the air bag light is on. Customer s husband stated he called dealership and it was advised he would have to pay a diagnostic fee and the repair as he is out of warranty.
Briefly summarize what the customer is expecting: Customer seeking assistance
Writer will call
Bayside Chrysler Dodge Jeep Ram Visit dealer website 21219 Northern Blvd
Bayside, NY 11361
(718) 229-8700
Writer was not able to speak with the SM as the customer does fall with in the D-12-27 goodwill parameters
Writer will located information in Answer Connect ID: 24109
******
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 - voice mail
Preferred Afternoon/Evening call back number is 3[redacted] - cell - voice mail
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?
Reassigned to 88F
********** Case Management - District T **********

OOW: 230 miles
MVP: None
Household: 0 new, 2 used
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40735
The reason for the dealer contact was to provide or request the following information: First DLR call.
CONTACT UPDATE - Customer was contacted today at 11:35 AM.
Customer was provided with agent s extension: 40735.
Agent attempted to contact customer at number [redacted], however, customer was not available.
Left message for a return call at extension 40735. The reason for the customer contact was to provide or request the following information: First customer call
Status update provided via email to the following email address: [redacted]
Hello, my name is Zach, and I have been assigned as your case manager. This email is confirmation that your case [redacted] was successfully escalated to me. After I review the details of your case I will be calling you at your preferred number, [redacted]8, within the one business day as promised. My office hours are 6:00AM 2:30 PM (Mountain Time). My contact information is 800-763-8422 EXT 40735. If your preferred telephone number mentioned above isn t correct, please reply with the correction.
End of Status Update
Customer contacted writer to return VM from 11/20. Writer stated that that they have their airbag light on, but they haven t taken the vehicle into a DLR for a diagnosis, they only had called the DLR. Writer informed customer that he would need to get a diagnosis from a DLR before considerations into finanical assistance are made on Chrysler s part.
Writer will follow up on 11/28 to verify that diagnostic was made.
Writer contacted DLR at number 718-229-8700 and spoke to SA Ray. SA Ray stated the customer has never come into a DLR.
Writer attempted to contact customer at number [redacted]8 but was unable to do so, or leave a message. Reason for call: To determine if a diagnosis had been made yet.
Writer contacted SM from DLR who stated the customer has not come in for diagnosis or scheduled an appointment.
Writer contacted customer at number [redacted] Customer stated that they had an appointment sceduled for 12/16 at the DLR for their concern.
Writer will follow up with customer on 12/12 to touch base.
Writer contacted customer at numbe[redacted]. Customer stated that they were bringing the vehicle in on 12/16, and had no pressing concerns.
Writer will follow up on 12/17 to verify with customer how the diagnosis.
Writer contacted DLR and spoke to SM. SM advised that the customer had not come in for a diagnosis.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D18	AL[redacted]	***Open Date***	11/21/2014	***Built Date***	07/07/2010	
Model Year	2010	***Body***	JKJL72	JEEP WRANGLER SPORT 4X4			
In Service Dt	11/26/2010	***Mileage***	53,000	***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	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***	
	HARBOR CITY CA [redacted]	***Country***	UNITED STATES

Product - Electrical - Unknown - Other - Default	Air Bag Light Illuminated.

Briefly summarize why the customer is contacting Chrysler: Customer called for cost assistance with illuminated warning light. Customer states the air bag light comes on intermittently.
Briefly summarize what the customer is expecting: Customer is expecting vehicle repair at no cost.
Agent advised vehicle need to be diagnosed before we can review information for cost assistance.
Agent offered to call DLR to schedule an appointment, Customer declined.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA5912	8L[redacted]	***Open Date***	11/24/2014	***Built Date***	10/03/2007	
Model Year	2008	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	11/10/2007	***Mileage***	50,000	***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	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]
	LONGVIEW WA[redacted]	***Country***	UNITED STATES

Product - Unknown - Unknown - Poor Ride - Default	Customer has been having mulitple issues for a year

Briefly summarize why the customer is contacting Chrysler:
-
Customer is calling because she has been having issues with her vehicle now for a year because her air bag light came on and she brought it in to the dealer last Oct for them to look at it and she was told it was her catalytic converter and then she brought it to another dealer at Mccord s Dodge just 2 months ago and they thought maybe it was the clock spring. She said they weren t able to duplicate the problem.
-
Briefly summarize what the customer is expecting:
-
Customer is expecting to know what she should do about the issues on her vehicle.
Agent called Mccord s Dodge and talked to SA Richard and he said she didn t mention anything about a clock spring. Agent asked since it was 2 months ago that they looked at her vehicle if they could diagnose it again and SA Richard said he would be more than willing to. Agent transferred customer over to book in appointment.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2411	8L[redacted]	***Open Date***	11/24/2014	***Built Date***	03/05/2008	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	04/14/2008	***Mileage***	60,000	***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	68023	NELSON AUTO GROUP INC			
Dealer Address	15777 WATKINS ROAD				
Dealer City	MARYSVILLE	***Dealer State***	OH	***Dealer Zip***	43040

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

Corporate - Recall - Default - Default - Default	Customer called to see what recalls on vehicle.

Briefly summarize why the customer is contacting Chrysler: Customer called to see if there are any recalls on his vehicle. Customer states his air bag light comes on and flickers and he thought perhaps it was a recall issue.
Briefly summarize what the customer is expecting: Customer seeking information only.
Agent advised customer that there are no current recalls on the vehicle.
Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2413	9L[redacted]	***Open Date***	11/25/2014	***Built Date***	07/29/2009	
Model Year	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	10/31/2009	***Mileage***	70,000	***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	26809	ROUTE 18 CHRYSLER JEEP DODGE RAM			
Dealer Address	400 ROUTE 18				
Dealer City	EAST BRUNSWICK	***Dealer State***	NJ	***Dealer Zip***	08816

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

Product - Electrical - Lamps and Switches - Other - Default	air bag light is on

Briefly summarize why the customer is contacting Chrysler: Customer stated the air bag light has come on in his vehicle and he took it to a dealership and they informed him he would need to get the air bag clock spring needs to be replaced. Customer stated he is wondering if this was covered under a recall or is it covered under his service contracts.
Agent advised he does not have a recall and if one does come out he would receive a letter in the mail about it. Agent transferred customer to service contracts to find out what it his covers.
Briefly summarize what the customer is expecting: information about air bag sensor

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA3H1X	AL1[redacted]	***Open Date***	11/25/2014	***Built Date***	03/16/2010	
Model Year	2010	***Body***	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	05/28/2010	***Mileage***	70,682	***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	26536	PREMIER CHRY-JEEP			
Dealer Address	5011 AUTO CENTER BLVD				
Dealer City	BREMERTON	***Dealer State***	WA	***Dealer Zip***	98312

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

Recall - L34: REPROGRAM PCM - OXYGEN SENSOR MONITOR - Advise Owner/Incomplete Recall	Agent informed customer that she had an incomplete recall.
Corporate - Recall - Default - Default - Default	Customer seems adament she had a airbag recall - awaiting diagnosis.

Briefly summarize why the customer is contacting Chrysler: Customer stated they were experiencing issues with the airbag light flashing and dinging. Customer stated DLR told them it could be a recall and refused to work on the vehicle until she called Chrysler. Agent advised customer that there was no recall for her airbags but she did have an incomplete recall for her PCM to be reprogrammed. Agent also suggested that customer tell them that Chrysler needs a diagnosis for her airbag light and that she get that done when she gets the recall M22 completed. Agent suggested she call back once she has had a diagnosis done. Customer understood. Agent thinks if the airbag light isn t part of the recall, she could apply for cost assistance under DLR goodwill.
Briefly summarize what the customer is expecting: Customer was expecting information on a possible airbag recall.
Reassigned to MR1123 for Survey-By Pass.
The dealership Service Advisor called in and states that the customer has not been in the dealership since January 23 0f 2014.
The dealership states that the customer has only been in the dealership once and that was to have the recall done on the vehicle. There is not history or previous repair or concern with the issue. Charlie states the customer called the dealership and told them that Chrysler is going to pay for the repair.
Steve states the customer has only been to the dealership once for one oil change. Steve states the customer has had a diagnosis for this but called him and told him Chrysler said the repair would not cost her anything. Agent explained there is no information in the note to reflect this. Agent provided information on file to Steve. Agent informed Steve the customer was told she could bring the vehicle in for recall and the other customer could be checked at that time. Agent informed Steve the

customer would have to pay for the diagnosis. Agent informed Steve the customer was told she could call back once diagnosis was done for possible cost assistance.
Customer is contacting Chrysler regarding the same issue. Customer states she has not had the vehicle diagnosed yet. Agent advised customer that before Chrysler can look into this for her, the vehicle would need to be diagnosed. Customer would like to know if she can take the vehicle to another dealership. Agent advised customer that she can bring the vehicle else where as long as it s a Chrysler dealership. Customer would like to know why it needs to be a Chrysler dealership. Agent advised customer that if she is getting a recall completed, it would need to be a Chrysler dealership. Agent than realized she does not have a recall on her vehicle for the airbag. Customer states that it is a known problem though. Agent began advising customer that recalls are very VIN specific and they also depend on the build date when customer disconnected the call.
Customer, [redacted] called back again.
Customer stated vehicle is currently at an IRF for concern with air bag light coming on and off.
Customer stated IRF claims concerns is due to clockspring , and customer s vehicle concern is exactly the same concern as recall M22 and her vehicle is not included due to that facts is not a postal vehicle.
--
Agent advised customer that agent reviewed concerns and recall, and there vehicle is not included in recall due that fact that this recall only applies to vehicle equipped with certain steering.
Agent advised customer the recall has already been fully investigate by chrysler alongside with NHTSA and finding have not changed thus far.
Agent advised customer that will not be covered by that recall at this time.
--
Customer had requested to speak with supervisor or corporate.
Agent advised supervisor is unavailable to take call and agent does not have phone number for corporate.
Agent advised customer that whoever she discuss this matter with, the findings with remain same and vehicle will not be included in recall at this time.
Customer still wishes supervisor contact.
Agent advised that a call back will need to take place .
--
Customer has requested Supervisor callback
Preferred daytime number[redacted]
Preferred evening number:3[redacted]
Reason for request: customer s feel vehicle should be repaired under recall M22
CAIR assigned to: (JS1881)
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within one (1) business day
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Diagnosis
Customer called in stating she was just speaking to Makayla when her phone died. Apologized for the inconvenience, asked customer to start again with agent now. Customer began to speak when phone was disconnected. Attempted to contact back, no response.
**********New Agent**********
Customer called back requesting to speak to supervisor.
Agent looked into case and advised customer to bring vehicle into Chrysler dealership and have vehicle diagnosed.
Agent advised customer[redacted]) that if the vehicle is very close and the diagnosis is the same as the recall part, cost assistance may be available but diagnosis from dealership will be needed.
Customer understood and will have diagnosis done on vehicle and will call back.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Diagnosis
Briefly summarize why the customer is contacting Chrysler: customer called back in stating that she had her vehicle diagnosed. Customer

states that the DLR said it was part of the recall for the clock spring. Customer states she is on her way to the DLR now to pick up the vehicle and pay for the diagnostic. Customer wanted to know if we were still helping with the coast of it. Agent advised customer that agent would send case up for review. Customer was also upset that she never received a supervisor call like she was told.
Briefly summarize what the customer is expecting: To know if we are still going to help with the coast, as it is part of that 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 [redacted]
Who has possession of the vehicle? DLR
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 26536
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District O * * * * * *
OOW: 32,000 miles
MVP: None
HOUSEHOLD: 0 New 2 Used (still owns)
Status update provided via email to the following email address:
[redacted]
Hello, my name is Charlie, and I have been assigned as your case manager. This email is confirmation that your case [redacted], was successfully escalated to me. After I review the details of your case I will be calling you at your preferred number, 360-692-8709 or 360-990-6416, within the one business day as promised. My office hours are 8:30 AM 5:00 PM (Mountain Time). My contact information is 1-800-763-8422 EXT 40526. If your preferred telephone number mentioned above isn t correct, please reply with the correction.
End of Status Update
CM contacted the SM Jeter and retrieved the following information:
Current mileage at last service? 68,344
Loyalty toward DLR? No Jan 2013 first and only visit since visit on 11-29-14
What exactly customer is looking for from Chrysler?
Is it drivable? Yes
Are parts available? Yes
Who has vehicle? Customer.
Is issue customer caused? Possible bad part.
CM will contact the customer to see what the customer would like the next steps to be. CM did consult internal resources and there is no recall for the airbags at this time for this particular VIN.
CM contacted the customer and gathered information from the customer. CM explained that as of right now there is no recall for the Airbag for the customer s vehicle. CM did say since this is a saftey concern CM will look into cost assistance for the customer. CM will gather warranty pricing infomation from the SM Jeter and then get the customer to schedule an appointment for the replacement of the clock spring. CM will follow up with the customer on 12-3.
MF[redacted] called to speak with CM . With customer s permission, writer transferred customer to CM s voice mail, as CM is not currently available.
Customer [redacted] called to speak to CM CW751 and as Writer was trying to locate CM, call was disconnected accidentally. Writer left message in team chat for CM CW751 to return call to customer. Customer stated number was [redacted]
Customer called to talk to their CM CW751. CW751 was not available. Customer is asking for a call back at some point today. Best contact # [redacted] called, requesting her Case Manager. Transferred customer to CM CW751 at ext 40526.
Customer was transferred to the CM by TV152. Customer was quoted by her mechanic total of $357.00 parts and labor. CM did inform the customer that we would only be able to reimburse the cost of the part as long as it is a Mopar part. CM will contact the dealership to see what the cost

of the repairs might be from the dealership for an RA.
Customer stated to the CM that if there is no new info to email the customer if there is an update CM will call.
CM attempted to contact dealer Service Manager (SM), however, SM not available. CM left message for a return call at extension 40526. The reason for the dealer contact was to provide or request the following information: To obtain warranty pricing on the vehicle. CM will contact the customer via email and contact them once information is obtained.
Status update provided via email to the following email address: [redacted]
This is your case manager Charlie. I did leave a message with the Service Manager and should have information by 12-4. I will contact you when I speak with the Service Manager and my internal resources as well. Thank you for your continued patience in this matter and being part of the Jeep family, have a great day!
End of Status Update
Customer calls to speak with their Case Manager.
Transferred the customer to CW751 at ext 40526 VM per customer request.
EMAIL: [redacted]
CM attempted to contact dealer Service Manager (SM)Jeter, however, SM not available. CM left message for a return call at extension 40526. The reason for the dealer contact was to provide or request the following information: To inquire about warranty pricing on the vehicle and if the dealership will assist with an RA for the customer. CM will wait for the SM to contact back and reach the customer now via email per customer request on VM.
Status update provided via email to the following email address: [redacted]
This is your case manager Charlie. I have yet to be in contact with the Service Manager Jeter at the dealership but should hear back from him shortly since he was in a meeting. When I do hear back from him I will contact you with the information. Thank you for your continued patience in this matter and being part of the Jeep family, have a great day!
End of Status Update
[redacted] called to speak with Case Manager CW751. Writer verified customer contact information to be current as stated in the case. With customer s permission, writer placed customer on a brief hold. Writer informed customer that CM CW751 was not available. Customer stated she wanted to speak with another CM. With customer s permission, writer placed customer on another brief hold. Writer warm transferred customer to CM ME726.
Writer spoke to the customer who stated that she is scared to drive the vehicle and is requesting that this get solved and wants to know the pricing for the repair at the dealership. Customer also requested a rental as it is taking so long.
CM contacted the dealership and spoke to SM Jeter and the RA is set up for the customer. CM will submit the claim.
As a one-time goodwill gesture, Chrysler is approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $270.00
Labor = $48.00
Total = $ 318.00
Co-pay = $ 80.00
########## DIRECT-TO-DEALER ##########
Customer Care is sending this case to because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.
##########
REASSIGNED TO BC/DLR 70 26536 12/05/14 19:24 R[redacted]
CM contacted the customer and they are ok with the co-pay and will contact the dealership for appointment. CM will follow up with the cusotmer on 12-11.

Briefly summarize why the customer is contacting Chrysler: Customer called in because she brought her jeep to the DLR to have the air bag clock spring fixed.
Customer stated she was only suppose to pay an $80 co pay for the repair and was also given free oil changes.
Customer stated that she had to pay for another babysitter and doesn t think she should have to pay for this anymore.
Customer is not happy that she got to the DLR and they would not look at her vehicle because they could not pull up the co-pay in the system.
Agent called over to the DLR and they stated that they have no notes in the system about a co-pay in the system.
Agent advised the customer that she would get a call back from her CM Monday.
Briefly summarize what the customer is expecting: Customer is expecting to have a CM call her back on Monday.
12-8 reviewed file. Left message for SM. psh _
[redacted] calls to speak with their Case Manager. Writer verified customer contact information to be current as stated in the case. With customer s permission writer placed customer on brief hold. While the customer was on hold the call was dropped.
[redacted] calls to speak with their Case Manager.
Writer was not able to find an available CM customer then asked for a supervisor. Writer was not able to find an available supervisor customer requested a supervisor call her back. Writer advised that a supervisor can call customer back.
REASSIGNED TO BC/DLR 70 26536 12/08/14 13:34 R[redacted]
CM contacted the dealership and the customer did not have the vehicle taken care of since the case was never assigned to the dealership like the CM thought. CM takes full responsability for mistake. All information is with SM Jeter at the dealership now and the CM will contact the cusotmer at this time.
MRS[redacted] called to speak with CM . As per CM s permission, writer advised customer that CM is not currently available but will call customer back when available.
CM contacted the customer and apologized for the error that was made by the CM. CM then went on to say that the SM and the CM spoke on 12/05/2014 7:22:55 PM and the RA was set up with the customer having an $80.00 co pay. Customer states that the SM stated since there was no notes attached that they would not honor the co-pay of the customer. Customer states that the SM did not want to be charged for the bill. CM had DM notes added to the case on 12/05/2014 claim authorization was made. Customer has to pay for a baby sitter and come back out again for the repairs that could have been completed on 12-6-14. CM will contact the customer on 12-10 when the customer states can come back in. Customer further more wants to have the $80.00 co pay waived for the inconvenience not having this issue resolved on 12-6-14.
12-9 spoke to SM and we feel that an $80 co-pay is fair for the situation. psh
CM attempted to contact customer, however, customer was not available. CM left message for a return call at extension 40526. The reason for the customer contact was to provide or request the following information: To inform the customer that the $80.00 co-pay will still be in affect and that the CM will offer a 4 year oil package instead of the 3 year deal. Follow up with the customer is scheduled for 12-12.
Mrs. [redacted]u called requesting to speak to her CM CW751, customer stated that her CM was supposed call her yesterday. Writer advised that CM left a message for her today, customer stated that she has not received a call back from him and that she will on her cell phone with the next 45 minutes and she is expecting a call back.
CM contacted the customer back and the customer does not want the $80.00 co-pay since they went in on 12-6 and the SM that the SM spoke to stated he had no idea of. CM didn t send the case D2D to the dealerhip like they thought they had. The customer stated that the SM was there on 12-6. CM will look to internal resorces to see what can be done for the customer.
CM offered the customer free oil changes and that offer was declined.
CM contacted the customer and they are wanting the $80.00 waived period.

Customer knows that the CM has taken full responsibility since the reassign to the dealer did not take place. However customer is upset because the dealership and SM stated that they did not want to be stuck with the bill and that they never spoke to the CM about the RA. CM stated that since the dealerships internal resourses have approved the $80.00 co-pay the CM will have to contact them to explain the situation to see if they can waive the co pay the CM can not override the decision.
See lines 208-222 for D2D.
Customer calls to speak with their Case Manager.
Transferred the customer to CW751 at ext 40526 VM per customer request.
Caller Mrs [redacted] requesting to speak with Case Manager.
Writer added 2nd phone [redacted]
Casae manager not available, nic HW208
40729 took the call.
Agent received a call from customer. Customer stated that he was supposed to get a call on 12/15/14 and she hasn t heard from her Case Manager. Customer stated that her CM was supposed to see if the copay can be waived because the CM neglected to send over the RA to the DLR and the customer paid for a babysitter so she could get the repair done. Customer stated that she wants the $35.00 that she paid the babysitter to be taken off her copay. Customer stated she doesn t feel like she should have to pay because the repair is associated to a recall on vehicles similar to hers. Agent advised that there is no recall attached to the VIN so the customer is responsible to participate in the repair. Customer stated that she wants her CM to contact her today or she wants to speak with a supervisor. Customer provided her office number 360-692-8709 and requested that CM call that number first and if she is not available to call her cell phone. Agent advised she will notate the case so her CM is aware.
CM contacted the customer, the CM is waiting for PSH2 to reply to the CM email. Customer states that they can get the vehicle in on 12-19 or sooner. Customer is wanting the $80.00 co pay to be waived but if it can t she will want to be reinbursed for the issue. CM will contact the customer about email and the CM might have to contact PSH2 as well to see what can be done for the customer.
MR [redacted] called to speak with their Case Manager. CM was not available. Customer requested a callback asap.
CM attempted to contact PSH2 to see if we can waive the $80.00 co pay for the customer to get the issue resolved. CM will contact the dealership to re set up the RA with a $0.00 co-pay per AS1371.
CM attempted to contact dealer Service Manager (SM), however, SM not available. CM left message for a return call at extension 40526. The reason for the dealer contact was to provide or request the following information: CM is looking to contact SM to have the $80.00 co pay waived for the customer for the issues of the clockspring in the vehicle. CM will await SM phone call.
CM also emailed the SM as well to inquire on this matter as well.
CM contacted the dealership and spoke to SM Jeter and he will waive the $80.00 fee. CM will send the case back to the dealership with the information then contact the customer.
As a one-time goodwill gesture, Chrysler is approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $270.00
Labor = $48.00
Total = $ 318.00
Co-pay = $0.00
########## DIRECT-TO-DEALER ##########
Customer Care is sending this case to because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.
##################################
REASSIGNED TO BC/DLR 70 26536 12/18/14 19:30 R [redacted]

12-19 Area Manager is OK with reducint co-pay to zero. psh _
DLR SM Jeter is calling in because the customer was supposed to pay $80 co-pay and now the customer is stating that the co-pay was taken away and was covered.
Agent advised the SM of lines 343-359 where it stated that the co-pay was taken away.
CM contacted the customer and the vehicle was dropped off this morning and the repairs have started. CM will follow up with the dealership and customer on 1-2.
CM contacted the customer but they were in a meeting. Customer stated that she would contact the CM back. CM will follow up with the customer on 1-12 and if no response CM will close the case at that time.
Mrs. Glemzu called requesting to speak with his CM CW751, writer advised that CM is not available at the moment. Customer asked to speak with any CM, writer transferred call to CM TW647 for further assistance.
Customer contacted Writer. Customer stated after fixing clock springs, her horn is not working anymore. She stated she didn t notice it at first but she was driving and someone cut her off, she tried to honk but nothing. customer states it may not have been connected back together when the dealership reassembled vehicle. Informed customer that we will contact SM to dig further into issue.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40674
The reason for the dealer contact was to provide or request the following information: find out what can be done for the customer and the horn not working.
Writer contacted dealership and spoke to SM Jeter who stated that the customer has an appointment set for 1/31/2015.
Writer contacted customer and advised that we have spoke to the dealership and been advised that they have an appointment set for 1/31. Writer advised that there will be a diagnosis fee and we will follow up agin on 2/2.
Writer contacted dealership and was advised that SM Jeter is out of their office at this time.
Writer contacted customer who stated that they did take the vehicle in to the dealership on 1/31 and have it back. Customer stated that they were advised that the concern with the horn not working is due to the recent work that was done on the vehicle. Customer stated that everything is working for them now, writer advised would like to give the customer some time to drive the vehicle.
Writer contacted customer who stated that everything is going well with the vehicle. Customer stated ok to close the case. Customer requested to know when service contract will be added for oil changes. Writer advised that we need to verrify name, address and mileage and then we will submit for oil changes. Customer stated that they will need to get the exact mileage and will return call when they have it.
Writer contacted customer and got exact mileage on the vehicle to be 70682, and name and address are correct in the system. Customer stated that they are still ok with the case being closed out.
Writer contacted dealership and spoke to SM Jeter.
Was the customer in a rental? If yes, how many days? no
Did the customer have a co-pay? If yes, how much? No
What is the RO #? [redacted]
Does the SM have the CAIR #? If no, provide it. No
Review and Confirm the DM Notes with the SM while on the phone.
Does the SM have everything needed from Customer Care to process the claim? Yes.
EC312N Contract created. Contract number is [redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA3914	7L1[redacted]	***Open Date***	11/26/2014	***Built Date***	10/14/2006	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	11/06/2006	***Mileage***	110,530	***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	26714	PREMIER JEEP			
Dealer Address	499 ROUTE 6A				
Dealer City	EAST SANDWICH	***Dealer State***	MA	***Dealer Zip***	02537

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light came on
Corporate - CNA Change - Default - Default - Default	changed ownership
Corporate - Recall - Default - Default - Default	customer thought there was a recall for the air bag

Briefly summarize why the customer is contacting Chrysler:
-
Customer is calling to say that his air bag light came on and he went to the dealer about it and he has an appointment already to get that done but he was told that this is a known problem for Jeep Wranglers for the air bag lights coming on and customer looked online and saw a bunch of recalls on it and wanted to know if it applied to his.
-
Briefly summarize what the customer is expecting:
-
Customer is expecting to know if his vehicle had a recall on it for the air bag.
Agent advised customer that his vehicle doesn t apply to the air bag recall and advised him that all recalls are VIN specific and his does not apply even if others have it and he saw it online. Customer stated that he will just go down to the dealer rand talk with them about it.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA5416	7L1[redacted]	***Open Date***	11/29/2014	***Built Date***	03/07/2007	
Model Year	2007	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	03/29/2007	***Mileage***	51,000	***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	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***	[redacted]
	KNOXVILLE TN [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	query on x41

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer has read of X41 on the internet. Vehicle has air bag light illuminated.
Briefly summarize what the customer is expecting:
Writer advised that the X41 has been attached to this vehicle. Writer advised that any authorized dealer should be able to make a diagnosis and perform repair under X41 if this is the diagnosis.
****End structured narrative T2 - Beginning Narrative

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA5419	9L[redacted]	***Open Date***	12/01/2014	***Built Date***	04/01/2009	
Model Year	2009	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	05/20/2009	***Mileage***	137,000	***Dealer Zone***	70		
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	24169	BARTON JEEP			
Dealer Address	EAST 10819 SPRAGUE AVE				
Dealer City	SPOKANE	***Dealer State***	WA	***Dealer Zip***	99206

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states the airbag clock spring failure is occuring.
Corporate - Survey By-Pass - Duplicate CAIR - Default - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
AIR BAG CLOCK SPRING FAILURE
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
The airbag warning light and tone repeatedly would come on to notify me about the airbag failure. Computer diagnosis testing identified a recurring failing airbag clock spring. This type of failure has been the subject of recalls on earlier and later jeeps and is well documented by Chrysler Customer Service. I had the clock spring replace at Barton Jeep on 11/25/2014 at the cost of $449.04. I would like reimbursement for this repair. As a long time repeated customer for Jeep I am thankful and satisfied with all of my Jeeps past but now I feel that this one repair is not my responsibility. I ask for reimbursement. I am eager to speak with someone about my request. Sincerely, [redacted].
*****END OF CUSTOMER EMAIL*****
Dear [redacted]s,
Thank you for contacting the Jeep Customer Assistance Center.
I do apologize for the inconvenience. I can imagine how frustrating this must be for you. Chrysler is dedicated to producing a quality product and we are saddened to hear of the issues you have had with your vehicle. Our records show that you have contacted us by telephone and we have looked into your concern and at this time there are no incomplete recalls showing on the vehicle at this time. In the event that a recall or extended warranty is placed on your vehicle for this issue in the future, we can look into possible reimbursement at that time.
We have updated your file to reflect the latest information you provided in the email message. Any future communication related to this issue will be retained in corporate records.
Thank you again for your email. Should you require additional assistance,

or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Myranda
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
Reassigned to JB1662
DUPLICATE CAIR/PRIOR
survey by-pass

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA6414	7L[redacted]	***Open Date***	12/02/2014	***Built Date***	07/02/2007	
Model Year	2007	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	07/17/2007	***Mileage***	76,924	***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	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]
	PARKER CO[redacted]	***Country***	UNITED STATES

Corporate - Corporate Warranty Extension Letter - Default - Information Request - Default	Customer seeking clockspring information

Briefly summarize why the customer is contacting Chrysler:Customer called to inquire about clockspring
Briefly summarize what the customer is expecting:Customer stated that the airbag light is on and chiming
Agent advised of extended warranty X41 for the clockspring as well as advised of X32 for the inlet check valve
Agent tried to contact dealer Colorado Chrysler Jeep but it went to the SM voicemail
Agent advised customer of the number for dealer and customer stated he will contact them
Customer stated that the fuel spits back while filling

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA3H10	AL[redacted]	***Open Date***	12/02/2014	***Built Date***	08/25/2009	
Model Year	2010	***Body***	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	11/25/2009	***Mileage***	67,781	***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	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***	
	QUEEN CREEK AZ [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer stated his airbag light was randomly illuminating. Customer stated he heard about recall M31.
Briefly summarize what the customer is expecting: Customer wondering if recall applied to his vehicle.
Agent advised customer that the recall does not apply to his vehicle.
Agent explained why the recall does not apply to his vehicle. Agent advised customer if he needs to get repairs done he will need to pay for the repair.
Customer was unsatisfied but understood ending the call.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D18	AL1[redacted]	***Open Date***	12/03/2014	***Built Date***	04/29/2010	
Model Year	2010	***Body***	JKJL72	JEEP WRANGLER SPORT 4X4			
In Service Dt	06/30/2010	***Mileage***	58,000	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

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***	
	NOBLE IL 6[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeks recall information
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states airbag light is on

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler seeking information on recalls. Customer has stated issues with the vehicle. Customer has not yet been to DLR.
Briefly summarize what the customer is expecting: Customer did not state what he was expecting at this time.
Agent informed Customer that there are no recalls on the vehicle, and if anything changes he will be notified. Customer understood. Agent authorized Customer to go to DLR for inspection.
Customer states issues relating to the airbag. Customer states airbag light is on.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4HA3H12 BL[redacted]		***Open Date***	12/03/2014	***Built Date***	10/22/2010	
Model Year	2011	***Body***	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4 SPORT UTILITY			
In Service Dt	01/28/2011	***Mileage***	52,019	***Dealer Zone***	32	NEW YORK	
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	66689	ROCKLAND CHRYSLER JEEP DODGE			
Dealer Address	60 ROUTE 304				
Dealer City	NANUET	***Dealer State***	NY	***Dealer Zip***	10954

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

Recall - P61: POWER MIRROR WIRING - Advise Owner/Incomplete Recall	Customer called about recalls on vehicle
Recall - L35: REPROGRAM PCM - OXYGEN SENSOR AND EGR MONITOR - Advise Owner/Incomplete Recall	Customer called about recalls on vehicle.

Briefly summarize why the customer is contacting Chrysler: Customer called to see if there was a clock spring recall on this vehicle.
Customer states that the air bag light came on and wanted to know if there was a recall to cover this issue.
Briefly summarize what the customer is expecting: Customer is hoping for a recall to offset repair costs.
Agent advised customer that there are two outstanding recalls on the vehicle but neither pertained to the clockspring.
Agent offered to help customer make an appointment to get the recalls taken care of but customer declined stating his wife can get them done.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3914	7L1[redacted]	***Open Date***	12/08/2014	***Built Date***	12/01/2006	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	12/04/2006	***Mileage***	80,000	***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	60163	FREMONT MOTOR ROCK SPRINGS, INC			
Dealer Address	1900 FOOTHILL BLVD				
Dealer City	ROCK SPRINGS	***Dealer State***	WY	***Dealer Zip***	82902

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ROCK SPRINGS WY [redacted]	***Country***	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	air bag light on

Customer contacted Jeep to inquire if she had a recall on the air bags as the air bag light on the instrument panel is illuminated. Agent informed customer that there were no recalls on the vehicle for air bag light. Agent advised that there are a number of items that could cause the light to go on and advised that she should take the vehicle to a CJDR dealer for diagnosis. Agent advised the case number for future reference

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2418	8L[redacted]	***Open Date***	12/08/2014	***Built Date***	06/16/2008	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	08/30/2008	***Mileage***	53,000	***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	60099	WESTPOINTE CHRYSLER JEEP DODGE			
Dealer Address	11001 W RENO AVE				
Dealer City	YUKON	***Dealer State***	OK	***Dealer Zip***	73099

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	customer feels should be part of recall for clock spring

Briefly summarize why the customer is contacting Chrysler:
Customer states has problem with jeep and seen problem with air bag on his car for his clock spring. Customer feels that car should be recalled because feels is the same as the other recalls. Customer wants to be part of the recall. Customer states that others also want to be reimbursed as was stated on the internet and should be part of the recall. Issue is currently, light is coming on and feels is possible that air bag would not. Customer states on the internet many other people were granted recall on case by case basis. Recall M31 on Right Hand Drive, customer has a left hand drive, as per Answer ID 23863 . customer clarified that does not want to be part of the recall, but is looking for reimbursement if he fixes it. Agent case number and explained about reimbursement process. Agent explained reimbursement would be considered but no guarantee that it would be reimbursed. Customer wants a guarantee. Agent could not provide that. Customer now looking to get a pre-approval instead of just spending money. Customer will send information including an estimate and request. Customer request fax number to send request for approval. Customer feels it is a safety issue
Briefly summarize what the customer is expecting: possible reimbursement

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3910	8L5[redacted]	***Open Date***	12/10/2014	***Built Date***	07/31/2007	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	09/29/2007	***Mileage***	84,500	***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	68418	MURPHY MOTOR CO			
Dealer Address	2201 NORTH WEST AVE				
Dealer City	EL DORADO	***Dealer State***	AR	***Dealer Zip***	71730

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	NEW EDINBURG AR 7[redacted]	***Country***	UNITED STATES

Product - Electrical - Body Wiring - Intermittent or Inoperative - Default	air bag light going off and then coming on again repeatedly

Agent updated COIN.
-
Briefly summarize why the customer is contacting Chrysler:Customer says the air bag light is coming on and going off repeatedly. Custromer is asking if any warranty or recall covers this. Agent went over extended warranties and the incomplete recall. Agent looked at warranties. Agent advised no recall or extended warranty covers this problem and all other warranties are expired. Agent advised customer is out of pocket for repairs. Agent offered to help customer make appointment. Customer declined.
Briefly summarize what the customer is expecting: Customer understands she is out of pocket for repairs.
-
Agent reassigning to JS1881 for no diagnosis.
No bypass, please close.
Agent closing file.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA3910 7[redacted]	***Open Date***	12/11/2014	***Built Date***	02/26/2007		
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	04/26/2007	***Mileage***	95,211	***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	60023	AIRPARK CHRYSLER JEEP			
Dealer Address	15656 N HAYDEN ROAD				
Dealer City	SCOTTSDALE	***Dealer State***	AZ	***Dealer Zip***	85260

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states the airbag light comes on and goes off intermittently.
Corporate - Recall - Default - Default - Default	Customer was checking for the M31 recall on his vehicle.

Briefly summarize why the customer is contacting Chrysler: Customer states that the airbag light is going on and off intermittently.
Customer states the he did some research and found the M31 recall.
Briefly summarize what the customer is expecting: Customer is checking to see if the M31 recall applies to his vehicle.
Agent advised customer that the M31 recall does not apply to his vehicle. Agent advised customer that he has two open recalls and two extended warranties on his vehicle. Agent advised customer that the recalls and extended warranties cover. Customer states the he is experiencing the problem outlined in the X47 Extended Warranty as well as the problem outlined in the X41 Extended Warranty. Customer states that he does not have the Mopar tow bar, so the J24 recall does not apply to his vehicle. Agent advised customer to get the K13 recall completed as it is a safety recall. Agent offered to connect customer with the DLR of his choice. Customer accepted and states that he would like to take the vehicle to DLR 60023. Customer had no further questions or concerns.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA5410 7[redacted]	***Open Date***	12/12/2014	***Built Date***	01/28/2007		
Model Year	2007	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	02/21/2007	***Mileage***	81,600	***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	68793	HOOVER JEEP-CHRY INC			
Dealer Address	195 MARY MEADE DRIVE				
Dealer City	SUMMERVILLE	***Dealer State***	SC	***Dealer Zip***	29483

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

Corporate - Recall - Default - Default - Default	seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer called to state that his airbag light has been on for a few days and he wants to know if the airbag recall pertains to his vehicle. Agent advised that that particular recall was not associated with his VIN and informed him of the J24 recall.
Briefly summarize what the customer is expecting: Recall information
The AnswerCONNECT article that was referenced to provide the answer to the
customer was # 20844

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2413	9L[redacted]	***Open Date***	12/13/2014	***Built Date***	04/16/2009	
Model Year	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	11/27/2009	***Mileage***	22,000	***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	68543	LOVE CHRYSLER DODGE JEEP LLC			
Dealer Address	1259 EAST MAIN ST				
Dealer City	ALICE	***Dealer State***	TX	***Dealer Zip***	78332

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	TILDEN TX 7[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Air bag.
Product - Electrical - Lamps and Switches - Other - Default	air bag light is on.

Briefly summarize why the customer is contacting Chrysler: Customer calling in because her air bag light is on. She states that she took it to the DLR and they said it would most likely be the clock spring.
Briefly summarize what the customer is expecting: Customer seeking air bag recall information.
Agent advised customer that her vehicle is not involved in any recall relating to the air bag. Agent explained that if she has work done on the vehicle to keep her receipts incase a recall is issued in the future and we would look into possible reimbursement.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4HJWDG7	CL2[redacted]	***Open Date***	12/15/2014	***Built Date***	06/21/2012	
Model Year	2012	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	07/13/2012	***Mileage***	25,000	***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	DGJ	5-SPEED AUTO W5A580 TRANSMISSION					

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***	
	LINDENHURST NY[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 - Outbound Recall Follow Up - Default - Default	P60 P61 P65 961
Recall - P61: POWER MIRROR WIRING - Information Request	POWER MIRROR WIRING

CHAT ID: 141215-000249
Customer calls seeking recall information. Advised the customer of incomplete recall N28/P61 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
Hi, my name is Eileen. How may I help you?12:48:27 PM 00:00:00Ù
[redacted] says:12:49:26 PM 00:00:59Ù
Hi my Jeep airbag ligh has been going on and off intermittently for about a yesr and a half. It is getting worse. Is there a recall on this part
Eileen says:12:50:29 PM 00:02:01Ù
I m sorry to hear the concerns you are experiencing with your vehicle.
Eileen says:12:50:45 PM 00:02:17Ù
At this time you have reached the Mopar Owner Connect department. Do you mind holding while I get a Jeep Specialist to assist you further?
[redacted] says:12:50:59 PM 00:02:31Ù
thats fine
Eileen says:12:51:15 PM 00:02:47Ù
Thank you, one moment please.
Eileen disconnected (Transferred to Queue).12:51:26 PM 00:02:58Ù
Hi, my name is Lori. How may I help you?12:51:47 PM 00:03:19Ù
[redacted] says:12:52:07 PM 00:03:39Ù
i my Jeep airbag ligh has been going on and off intermittently for about a year and a half. It is getting worse. Is there a recall on this part
Eileen: I m sorry to hear the concerns you are experiencing with your vehicle.
Lori says:12:52:26 PM 00:03:58Ù
I can check for you.
Do you have the last 8 of your VIN?

Lori says:12:52:34 PM 00:04:07Ù
All recalls are VIN specific
[redacted] says:12:52:47 PM 00:04:19Ù
one minute
A[redacted] says:12:53:18 PM 00:04:50Ù
CL[redacted]
Lori says:12:53:42 PM 00:05:14Ù
And what is the name and address the vehicle is registered to please?
[redacted] says:12:54:01 PM 00:05:33Ù
106 34th Street, Lindenhurst ny 11757
Lori says:12:54:26 PM 00:05:58Ù
What is the best phone number to reach you?
[redacted] says:12:54:36 PM 00:06:09Ù
[redacted]
Lori says:12:54:57 PM 00:06:29Ù
Thank you!
Is there a different number I can list as a secondary contact?
[redacted] says:12:55:04 PM 00:06:36Ù
no
Lori says:12:55:40 PM 00:07:13Ù
OK thank you!!
Lori says:12:55:50 PM 00:07:22Ù
I am sorry to hear that you are having an issue with your vehicle.
Have you taken it to your dealership to have this looked at?
[redacted] says:12:56:00 PM 00:07:33Ù
not yet
Lori says:12:56:27 PM 00:08:00Ù
Do you know roughly how many miles are on the vehicle?
[redacted] says:12:56:36 PM 00:08:08Ù
25,000
Lori says:12:57:03 PM 00:08:36Ù
Thank you!
Now I am showing 2 open recalls.
But neither is for the air bags.
[redacted] says:12:57:31 PM 00:09:03Ù
Airbags are not under any warranty like emissions
Lori says:12:57:39 PM 00:09:12Ù
N28 for the TRANSMISSION OIL COOLER TUBE
P61 for the POWER MIRROR WIRING
Lori says:12:57:55 PM 00:09:27Ù
Yes air bags would be covered while you are under the basic warranty.
[redacted] says:12:58:11 PM 00:09:43Ù
how long is the basic warranty
Lori says:12:58:32 PM 00:10:04Ù
You are still within the basic warranty, which is 3 years or 36,000 miles
whichever comes first.
Lori says:12:58:52 PM 00:10:25Ù
Do you still use Security Dodge for your service?
[redacted] says:12:59:14 PM 00:10:47Ù
okay then I will get it to the dealer to get taken care of. Also do you
know if when the light is on are the airbags still active
[redacted] says:12:59:26 PM 00:10:58Ù
yes I will use security
Lori says:01:01:05 PM 00:12:37Ù
I can call them and set up an appointment for you if you like?
You definitely want to have that checked if your air bag light is on.
That means your air bags are not functioning properly, they could go off
when they shouldn t or heaven forbid, if you were in an accident and they
are supposed to go off to protect you, they might not.
Alan Rutherig says:01:01:44 PM 00:13:16Ù
I will just bring it to them in the morning, Thankyou
Lori says:01:02:08 PM 00:13:40Ù
Sounds good.
Is the light on solid or flashing?
[redacted] says:01:02:22 PM 00:13:54Ù
solid

Lori says:01:03:29 PM 00:15:02Ù
OK.
I think the rule of thumb is if the light is on solid schedule an appointment asap, but if the light is flashing to pull over and shut off the vehicle and get the vehicle towed to the dealership.
[redacted] says:01:03:47 PM 00:15:20Ù
okay thankyou
Lori says:01:04:21 PM 00:15:53Ù
While you are there they should be able to complete the N28 recall but the parts are not available for the P61 recall.
[redacted] says:01:04:37 PM 00:16:10Ù
yes thankyou
Lori says:01:05:05 PM 00:16:37Ù
Now what I can do, for the P61 recall is send your file for special tracking for when the parts do become available and you will be sent an email notification.
[redacted] says:01:05:20 PM 00:16:53Ù
okay
Lori says:01:05:30 PM 00:17:03Ù
That way it gives you a heads up before everyone gets their letters in the mail advising the parts are available.
[redacted] says:01:05:46 PM 00:17:18Ù
[redacted]
Lori says:01:06:02 PM 00:17:35Ù
Thank you!
Lori says:01:06:09 PM 00:17:41Ù
Is there anything else that I can look into for you today?
[redacted] says:01:06:20 PM 00:17:52Ù
no thankyou for the help
Lori says:01:06:53 PM 00:18:25Ù
Thank you for contacting Jeep Customer Care.
Please chat with us again if you need further assistance.
You can also look for updates on our website www.Jeep.com.
Have a good day!
[redacted] says:01:07:01 PM 00:18:34Ù
bye
[redacted] disconnected (Concluded by End-user
-
-
The part required to provide a permanent remedy for recall P61 is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
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 961
*** Below message was sent to customer ***
Email: [redacted]
on 06/05/2015 at 05:00 PM
Confirmed notifications for P60, P61 and P65 recalls have been sent to affected customers. Customers with valid email on file were contacted to advise parts are available. Should customer contact CAC,please handle as per AC 24393 (P60), AC 24394 (P61) or AC 24409 (P65) System Closure of CAIR.
*** End of Message ***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4HJWDG7	CL[redacted]	**Open Date**	12/16/2014	**Built Date**	06/21/2012	
Model Year	2012	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	07/13/2012	**Mileage**	9,652	**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	DGJ	5-SPEED AUTO W5A580 TRANSMISSION					

Dealer	42885	SECURITY DODGE CHRYSLER			
Dealer Address	345 MERRICK RD				
Dealer City	AMITYVILLE	**Dealer State**	NY	**Dealer Zip**	11701

Owner	[redacted]	**Contact Type**	CHAT
Address	N/A	**Home Phone**	([redacted]
	N/A NA 0000000000	**Country**	UNITED STATES

Corporate - Chat - Information - Default - Default

Incident_Case_ID : [redacted]
Email Address : [redacted]
VIN : CL[redacted]
AGENT:Hi, my name is Eileen. How may I help you?
CUST:Hi my Jeep airbag ligh has been going on and off intermittently for about a yesr and a half. It is getting worse. Is there a recall on this part
AGENT:I m sorry to hear the concerns you are experiencing with your vehicle.
At this time you have reached the Mopar Owner Connect department. Do you mind holding while I get a Jeep Specialist to assist you further?
CUST:thats fine
AGENT:Thank you, one moment please.
Hi, my name is Lori. How may I help you?
CUST:i my Jeep airbag ligh has been going on and off intermittently for about a year and a half. It is getting worse. Is there a recall on this part Eileen: I m sorry to hear the concerns you are experiencing with yourvehicle.
AGENT:I can check for you.Do you have the last 8 of your VIN?
All recalls are VIN specific
CUST:one minute
C[redacted]
AGENT:And what is the name and address the vehicle is registered to please?
CUS[redacted] Lindenhurst ny[redacted]
AGENT:What is the best phone number to reach you?
CUST[redacted]6
AGENT:Thank you!Is there a different number I can list as a secondary contact?
CUST:no
AGENT:OK thank you!!
I am sorry to hear that you are having an issue with your vehicle.Have you

taken it to your dealership to have this looked at?
CUST:not yet
AGENT:Do you know roughly how many miles are on the vehicle?
CUST:25,000
AGENT:Thank you!Now I am showing 2 open recalls.But neither is for the air bags.
CUST:Airbags are not under any warranty like emissions
AGENT:N28 for the TRANSMISSION OIL COOLER TUBE P61 for the POWER MIRROR WIRING
Yes air bags would be covered while you are under the basic warranty.
CUST:how long is the basic warranty
AGENT:You are still within the basic warranty, which is 3 years or 36,000 miles whichever comes first.
Do you still use Security Dodge for your service?
CUST:okay then I will get it to the dealer to get taken care of. Also do you know if when the light is on are the airbags still active
yes I will use security
AGENT:I can call them and set up an appointment for you if you like?You definitely want to have that checked if your air bag light is on.That means your air bags are not functioning properly, they could go off when theyshouldn t or heaven forbid, if you were in an accident and they are supposed to go off to protect you, they might not.
CUST:I will just bring it to them in the morning, Thankyou
AGENT:Sounds good.Is the light on solid or flashing?
CUST:solid
AGENT:OK.I think the rule of thumb is if the light is on solid schedule an appointment asap, but if the light is flashing to pull over and shut off the vehicle and get the vehicle towed to the dealership.
CUST:okay thankyou
AGENT:While you are there they should be able to complete the N28 recall but the parts are not available for the P61 recall.
CUST:yes thankyou
AGENT:Now what I can do, for the P61 recall is send your file for special tracking for when the parts do become available and you will be sent an email notification.
CUST:okay
AGENT:That way it gives you a heads up before everyone gets their letters in the mail advising the parts are available.
CUST:a[redacted]
AGENT:Thank you!
Is there anything else that I can look into for you today?
CUST:no thankyou for the help
AGENT:Thank you for contacting Jeep Customer Care. Please chat with us again if you need further assistance. You can also look for updates on our website www.Jeep.com. Have a good day!
CUST:bye

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA5918	9L[redacted]	***Open Date***	12/19/2014	***Built Date***	09/10/2008	
Model Year	2009	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	05/16/2009	***Mileage***	71,000	***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	26017	CONTINENTAL CHRYSLER JEEP INC			
Dealer Address	5800 SOUTH LAGRANGE ROAD				
Dealer City	COUNTRYSIDE	***Dealer State***	IL	***Dealer Zip***	60525

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	GRAYSLAKE IL [redacted]2	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	seeking recall information

Briefly summarize why the customer is contacting Chrysler: Custoemr is calling for recall information on her vehicle. She states that her airbag light is on and wants to know if it is becaue of any recalls. Agent advised that there are currently no recalls on her account.
Briefly summarize what the customer is expecting: recall information
The AnswerCONNECT article that was referenced to provide the answer to the
customer was # 24237

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA241X	9L[redacted]	**Open Date**	12/19/2014	**Built Date**	10/16/2008	
Model Year	2009	**Body**	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	04/24/2009	**Mileage**	39,000	**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	68586	MIKE PATTON CHRY PLY DOD JEEP EAG			
Dealer Address	1408 LAFAYETTE PKWY				
Dealer City	LAGRANGE	**Dealer State**	GA	**Dealer Zip**	30241

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

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer seeking reimbursement
Corporate - Survey By-Pass - No Response / Unable To Reach - Default - Default	

Customer called in stating that he is concerned about a repair he had to do. Customer states that he had a failure in a part this early in the vehicle with only 39,000 miles. Customer states he has to replace the air bag, as the light was on all the time. Customer states that he had to replace the clock sping, and steering column, and also a sensor.
Customer states that the DLR told him we could pull up his proof of payment by the RO number. Agent advised customer, that agent cannot pull up work that was paid for out of pocket, only warranty work. Customer got upset when agent advised customer that he had to mail in his paperwork for possible reimbursement. Customer states he does not feel safe and feels this could go bad again. Customer states it should not have happened. Agent advised customer that there are no guarantees but agent can send up for review. Customer states that this is his father-in-laws vehicle as he is in hospice. Agent verified owner information. Agent advised customer, again that agent is not guaranteeing anything at this time.
Customer stated he would fax in his information. Agent reassigning to 88F for review.
* * * * * * * * * Case Management - District team letterÙ * * * * * * * * *
OOW: 3 years 3,000 miles
MVP: None
Household: 1 new 2 used
Writer contacted this numbe[redacted] and the person who answered the phone stated I have the wrong number.
Writer confirmed these names [redacted].
Call dealership tomorrow.

[redacted] wrong number.
Agent attempted to contact dealer Service Manager Jason, however, SM not available. Left message for a return call at extension 40793
The reason for the dealer contact was to provide or request the following information: What is the customer seeking in reimbursement and what is the correct number to contact.
Service Manager contacted writer advising a callback will callback tomorrow.
Service Maanger Jason left voicemail advising a callback on 706-298-6943.
****District M****
Agent attempted to contact dealer Service Manager Jason, however, SM not available. Left message for a return call at extension 40793
The reason for the dealer contact was to provide or request the following information: What is the customer seeking in reimbursement and what is the correct number to contact.
Writer contacted the dealership and spoke with Service Advisor Mark. SA provided number for [redacted].
Writer contacted [redacted] 5. Call did not go through.
Status update provided via email to the following email address:
[redacted]
Hello, my name is Michael, and I have been assigned as your case manager. This email is confirmation that your case [redacted], was successfully escalated to me. After I review the details of your case I will be calling you at your preferred number [redacted], within the one business day as promised. My office hours are 8:30AM 4:00 PM (Mountain Time). My contact information is 800.763.8422 EXT 40793. Your preferred telephone number mentioned above isn t correct, please reply with the correction.
End of Status Update
CONTACT UPDATE - Customer was contacted today at 5:55 add to line 24. Via email as no valid numbers that were provided. Customer was provided with agents extension.
Status update provided via email to the following email address:
[redacted]
Per your request I am contacting you to discuss your response, however, the number I have on file for you is not correct. Please contact me at (800) 763-8422 EXT 40793. I will attempt to reach you again tomorrow. Thank you for being for being part of the JEEP family.
End of Status Update
Status update provided via email to the following email address:
[redacted]
Per your request I am contacting you to discuss your response, however, the number I have on file for you is not correct. Please contact me at 800) 763-8422 EXT 40793. 800) 763-8422 EXT 40793. Today agent will be closing the case due to no response from the customer. Writer has attempted to contact the customer at [redacted] 5 and no available contact. All of the information that has been notated on this case is documented and saved. If you would like to reopen the case please contact the JEEP brand number 877-426-5337. Thank you for being for being part of the JEEP family.
End of Status Update

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6418 8L[redacted]		**Open Date**	12/20/2014		**Built Date**	12/06/2007
Model Year	2008	**Body**	JKJS72	JEEP WRANGLER RUBICON 4X4			
In Service Dt	04/30/2008	**Mileage**	79,890	**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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	66894	WARNOCK DODGE CHRYSLER JEEP			
Dealer Address	175 ROUTE 10				
Dealer City	EAST HANOVER	**Dealer State**	NJ	**Dealer Zip**	07936

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

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:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:air bag light is on
Briefly summarize what the customer is expecting:customer would like to know if any recalls are on the vehicle that could fix the problem
agent informed the customer that no recalls are on the vehicle that could fix the problem
disregard line 1 to 4

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3913	8L[redacted]	***Open Date***	12/24/2014	***Built Date***	06/30/2008	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	04/17/2009	***Mileage***	102,000	***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	45627	HENDERSONVILLE CHRYSLER DODGE			
Dealer Address	401 DUNCAN HILL ROAD				
Dealer City	HENDERSONVILLE	***Dealer State***	NC	***Dealer Zip***	28792

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BLUFFTON SC 2[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light is on dealer says its the clockspring
Corporate - Recall - Default - Default - Default	seeking recalls for the clock spring

Briefly summarize why the customer is contacting Chrysler: Customer is calling in today regarding issues with the clock spring. Customer states that the air bag light came on and the vehicle is at the HENDERSONVILLE Jeep dealership which they have diagnosed it as the clock spring. Customer would like to know if her vehicle has any recall or warranty coverage s for the clock spring.
Briefly summarize what the customer is expecting: Customer is expecting recall information. Agent advised customer that the clock spring recall doesn t apply to this vehicle is it only applies to the right hand drive vehicles. Agent advised customer that the clock spring covered by the 3 years or 36,000 miles warranty which has expired. Agent advised customer to keep the invoice and receipts for the repairs in case there are any recalls in the future.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA6413	8L[redacted]	***Open Date***	12/30/2014	***Built Date***	10/01/2007	
Model Year	2008	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4			
In Service Dt	10/10/2007	***Mileage***	56,000	***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	62737	MOTORWORLD CHRYSLER INC			
Dealer Address	150 MOTOR WORLD DR				
Dealer City	WILKES-BARRE	***Dealer State***	PA	***Dealer Zip***	18703

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

Recall - L05: TRANSMISSION COOLER LINES - Information Request

Customer called to find out if the vehicle had the M31 recall on it because the vehicle s airbag light is on and is constantly causing the airbag chime to sound in the vehicle, agent advised that there is not a recall on the vehicle in regards to the airbags. Agent advised on the L05 recall and advised customer to contact the dealership for the vehicle to be serviced. Customer agreed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2410 8[redacted]		***Open Date***	12/30/2014	***Built Date***	07/03/2008	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	10/23/2008	***Mileage***	79,000	***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	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***	[redacted]
	SPANISHBURG WV[redacted]	***Country***	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	air bag light is on

Briefly summarize why the customer is contacting Chrysler:air bag light is on
Briefly summarize what the customer is expecting: customer was informed that a warranty could possibly fix the problem on the vehicle
agent informed the customer that the customer reached the recall line and needs to transfer the call to a Level 1 CAC agent
agent transferred the call to ds1207 to assist the customer
Customer has been transferred over to Agent from the Recall center.
Customer has been online and he read that there was a warranty that was out that would cover the air bag light coming on.
Agent has advised the customer that there is no warranty coverage of that nature.
Agent also told the customer she had looked to see if maybe he was part of a recall that was for the airbag and there was no recall of that sort.
Agent has advised that he would need to take it to a Chrysler dealer to have it diagnosed and if this is an issue that we should be aware of to give us a call back and we can look into this situation further for you and see if there is anything that we can do to assist.
Customer then said that he can fix it on his own but he just wanted to make sure there was no warranty coverage that would cover the fix.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2418	8L[redacted]	**Open Date**	12/31/2014	**Built Date**	01/26/2008	
Model Year	2008	**Body**	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	12/27/2008	**Mileage**	59,000	**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	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]
	RIO RANCHO NM [redacted]	**Country**	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer inquired about clockspring recall

Briefly summarize why the customer is contacting Chrysler:Customer contacted stating that her airbag light is on and she heard about a clockspring recall and extended warranty possibly being on her vehicle.
Briefly summarize what the customer is expecting:recall information
Agent advised that recall M34 and L37 recalls were for right hand drive vehicles only and the extended warranty X41 were for 2007 Jeeps. Customer thanked agent for the information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4GJWAG0	CL[redacted]	**Open Date**	12/31/2014	**Built Date**	01/24/2012	
Model Year	2012	**Body**	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	04/13/2012	**Mileage**	37,890	**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	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**	[redacted]
	CARY NC 2[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states airbag light is on intermittently.

Briefly summarize why the customer is contacting Chrysler: Customer states they are experiencing an issue with their airbag warning light coming on intermittently. Customer states they had read about a recall that fits the description and model year of his vehicle. Agent advised customer of open recall P61. Agent advised customer of recall M31 but stated the M31 recall is not on their vehicle. Agent advised customer to bring the vehicle in to the dealership. Agent advised customer to call back after diagnosis to discuss possible cost assistance with the repair. Customer agreed. Agent provided customer with the case number. Briefly summarize what the customer is expecting: Seeking recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8FA2413	8L[redacted]	***Open Date***	01/02/2015	***Built Date***	02/28/2008	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	04/21/2008	***Mileage***	98,000	***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	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***	TELEPHONE
Address	[redacted]	***Home Phone***	
	SOMERS CT [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	M31 Recall Inquiry

Briefly summarize why the customer is contacting Chrysler: Customer states the airbag light is on in his vehicle and believes this may be the M31 recall.
Briefly summarize what the customer is expecting: Customer is expecting recall information.
Agent advised customer that the M31 recall applies only to right hand drive vehicles. Agent advised customer that the only way to know what is causing the light illumination is to have the vehicle diagnosed at a DLR.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2413	8L[redacted]	***Open Date***	01/05/2015	***Built Date***	10/22/2007	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	11/23/2007	***Mileage***	120,000	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	23333	DAVE DENNIS CHRYSLER, JEEP, DODGE			
Dealer Address	4232 COLONEL GLENN HWY				
Dealer City	DAYTON	***Dealer State***	OH	***Dealer Zip***	45431

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	(937) 492-5031
	PORT JEFFERSON OH [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking airbag recall information.

Customer is calling to see if there are any recalls on the vehicle because her airbag light is illuminated.
Agent advised customer of two previously completed recalls for J24 and K13.
Agent advised customer that at this time there are no incomplete recalls on the vehicle that would cause the airbag light to be on.
Customer understood and thanked agent.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA641X	8L[redacted]	***Open Date***	01/05/2015	***Built Date***	04/24/2008	
Model Year	2008	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4			
In Service Dt	06/28/2008	***Mileage***	89,000	***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***	
	MONROE WA[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer inquiring about recall on vehicle about airbags
Recall - K13: INNER FENDER LINERS - Information Request	Customer was informed of recall K13.

Briefly summarize why the customer is contacting Chrysler: Customer is seeking if there is a recall on the airbags on vehicle.
Customer states the vehicles airbag light just came on.
Briefly summarize what the customer is expecting: Customer is expecting recall on airbags to be on vehicle.
Agent advised customer the only incomplete recall on the vehicle is the K13.
Agent advised customer to get a diagnosis and call us back.
Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5918	8L[redacted]	**Open Date**	01/06/2015	**Built Date**	06/16/2008	
Model Year	2008	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	06/16/2009	**Mileage**	51,523	**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	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**	(520) 390-8879
	GREEN VALLEY AZ [redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light is intermittent

Status update provided via email to the following email address:
[redacted]
Here is the case we were just talking about.
End of Status Update
Briefly summarize why the customer is contacting Chrysler: Customer states they have an intermittent problem with their airbag light. Customer states they spoke to the dealership but has not taken the vehicle in. Customer states the airbag light on the dash will come on periodically and stay on for a while and then shut off. Customer states the dealership wants $360 to fix the problem. Customer states the problem started on the way back from a trip over Christmas time. Customer states they do not feel safe driving the vehicle as they are unaware of whether or not the airbag is going to deploy.
Briefly summarize what the customer is expecting: Customer is expecting to have the airbag light repaired.
Agent advised customer that because the vehicle has not been seen by the dealership that they need to take it in and have it diagnosed.
Agent advised customer once they have the vehicle diagnosed to give us a call back for further assistance.
Agent emailed customer {as per their request} their CAIR # [redacted]
No MVP, no warranty, does not meet D-12-27, please close CAIR.
SA contacted chrysler because he had an update on the diagnosis, agent advised SA of lines 21 and advised SA that the case has been closed and there is nothing chrysler will do for customer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FZ2410	8L[redacted]	***Open Date***	01/10/2015	***Built Date***	12/04/2007	
Model Year	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4			
In Service Dt	06/30/2008	***Mileage***	61,701	***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	66887	FAIRFIELD CHRYSLER JEEP DODGE			
Dealer Address	3360 ROUTE 405 HIGHWAY				
Dealer City	MUNCY	***Dealer State***	PA	***Dealer Zip***	17756

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	P[redacted]	***Home Phone***	
	LAIRDSVILLE PA [redacted]5	***Country***	UNITED STATES

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Advised owner of incomplete recall
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light is on
Product - Electrical - Horn - Intermittent or Inoperative - Default	Horn does not work
Recall - M31: AIRBAG SYSTEM CLOCKSPRING - Reoccurance or Related Problem	Potential reoccurance

Briefly summarize why the customer is contacting Chrysler:
Customer states that they have the M21 recall completed but it is reoccurring.
Briefly summarize what the customer is expecting:
Customer is seeking information on M31.
Customer states that their air bag light is on and their horn does not work.
Customer is aware of the J24 recall but states that their DLR said that they could not complete it because of the age of the recall.
Agent advised the customer that they will need a diagnosis to confirm whether it is in fact M31.
Agent informed customer that J24 should still be repaired because recalls do not expire.
Agent suggested that the customer call us after the diagnosis to confirm that the repair will be covered should it be M31.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2416	9L7[redacted]	***Open Date***	01/10/2015	***Built Date***	09/17/2008	
Model Year	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	10/10/2008	***Mileage***	63,000	***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	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]
	GALLUP NM[redacted]	***Country***	UNITED STATES

Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	Advised of open recall
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light on
Corporate - Recall - Default - Default - Default	M31 recall

Briefly summarize why the customer is contacting Chrysler: Customer states the air bag light is on in his vehicle and is asking if the M31 recall is on his vehicle. Agent reviewed M31 and informed the customer that this recall is only for right handed vehicles and that is why his vehicle is not included. Agent advised the customer of the open recall K13 on his vehicle.
Briefly summarize what the customer is expecting: Seeking recall information

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5918	8L[redacted]	**Open Date**	01/16/2015	**Built Date**	06/16/2008	
Model Year	2008	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	06/16/2009	**Mileage**	57,923	**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]
	GREEN VALLEY AZ[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light on
Corporate - Survey By-Pass - Duplicate CAIR - Default - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Case [redacted]
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
***** CUSTOMER EMAIL *****
CAC Manager, Case # 2[redacted] Vin # 1J4GA59188L[redacted] 2008 Wrangler Unlimited with 57,923 miles On 1/6/15 I talked with Krysten at CAC about my Air bag light problem. From various Jeep internet Forums that I belong
to I surmised that my problem was with the 'clockspring' in the steering column. According to the Forums this is a definite problem with 07 and up
Wranglers. So much so that Jeep extended the warranty on that part for RHD
Jeeps that are used for mail carriers to 150,000 miles so they didn t have
to deal with the Federal Gov. Kyrsten suggestion a diagnose by a Jeep Dealership, which I have done today at Jim Click Dealership in Tucson,AZ(
invoice #[redacted]2) It was confirmed that it is indeed the 'clockspring'
that needs replacing for a estimated $454.00 !!! They said they contacted
Jeep with my Case # about a warranty replacement and where turned down. In
the last 15 yrs my wife and I have been faithful Jeep owners, owning 4 all
together. Two(2)Grand Cherokee Limited, One(1) Cherokee Limited and my present Wrangler Unlimited Sahara. Between the first three Jeeps vehicles
we have driven over 320,000 miles and never had this problem and now with
only 57K on the Wrangler I am looking at a $ 454.00 repair. As you can see
we drive a lot of miles and for the last two weeks with this air bag light
'ON' I don t feel safe on the Interstate at 75MPH or even around town driving. I guess I am feeling what owners of other brands are feeling

with
their Air Bag problems and others with Ignition switch failures. UNSAFE
!
I am hoping that you will reconsider my request for warranty on this
part
and labor. I look forward to your favorable response in a short time so
I
can continue my travels safely. Regards, [redacted]
[redacted]r Green Valley, AZ [redacted]
***** END CUSTOMER EMAIL *****
***** CAC EMAIL *****
Dear [redacted],
Thank you for contacting the Jeep Customer Assistance Center.
Thank you for your recent email, although it does not contain any
information that would cause a change in the previous decision. Your
request must again be respectfully declined.
Any future communication related to this issue will be retained in
corporate records.
Thank you again for your email. Should you require additional
assistance, or have any new information to provide, please reply to this
email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Victoria
Customer Service Representative
Jeep Customer Assistance Center
***** END CAC EMAIL *****
Reassigned to SJ372- Duplicate CAIR

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5917	7L[redacted]	***Open Date***	01/13/2015	***Built Date***	01/11/2007	
Model Year	2007	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	01/24/2007	***Mileage***	97,000	***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	60422	DON JACKSON CHRYSLER DODGE JEEP			
Dealer Address	3950 JONESBORO RD				
Dealer City	UNION CITY	***Dealer State***	GA	***Dealer Zip***	30291

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

Corporate - Recall - Default - Default - Default	Customer is inquiring about recalls

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler stating that his airbag light is on. Customer states that he has seen online that there is a recall out for that particular issue. Agent advised customer that there are no open recalls on the vehicle, there has been 5 recalls on the vehicle in the past but they have all been completed. Customer asked which recalls they were. Agent advised customer of the completed recalls. Agent advised customer that as there are no recalls on the vehicle for airbags, agent would recommend bringing the vehicle to the dealership to be diagnosed. Customer asked if it would be an out of pocket expense for him. Agent advised customer that as all the warranty on the vehicle has expired, it would be a charge for him to have any repairs completed. Customer asked how much the diagnostic fee is. Agent advised customer that it varies at every dealership. Agent advised customer that she would need to contact the dealership. Agent asked if he would like agent to contact a dealership to book an appointment. Customer declined. Customer thanked the agent.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2417 9[redacted]		***Open Date***	01/13/2015	***Built Date***	08/05/2009	
Model Year	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	08/24/2009	***Mileage***	65,000	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	62737	MOTORWORLD CHRYSLER INC			
Dealer Address	150 MOTOR WORLD DR				
Dealer City	WILKES-BARRE	***Dealer State***	PA	***Dealer Zip***	18703

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

Product - Electrical - Body Wiring - Defective - Default	Customer states air bag light coming on
Corporate - Recall - Default - Default - Default	Customer wants to know if there is a recall for clock springs

Briefly summarize why the customer is contacting Chrysler: Customer wants to know if there is a recall on VIN regarding clock springs. Customer found online that there is an issue with right hand drive vehicles with the clock springs that makes the air bag light come on, which is the issue the customer is experiencing.
Briefly summarize what the customer is expecting: Customer wants to know what recalls are on VIN.
Agent advised customer that there is a recall outstanding on VIN, K13, but nothing pertaining to clock springs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2418	7L[redacted]	***Open Date***	01/14/2015	***Built Date***	04/11/2007	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	04/27/2007	***Mileage***	74,000	***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	66487	JAKE SWEENEY CHRYSLER JEEP DODGE,		INC.	
Dealer Address	85 W KEMPER RD				
Dealer City	CINCINNATI	***Dealer State***	OH	***Dealer Zip***	45246

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	CINCINNATI OH 4[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking recall information

Briefly summarize why the customer is contacting Chrysler:Customer is having issues with the air bag light coming on in the vehicle. Customer seeking recall information. Agent advised customer that there is no open recalls on this vehicle.
Briefly summarize what the customer is expecting: Recall information

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2418	7L[redacted]	***Open Date***	01/14/2015	***Built Date***	04/11/2007	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	04/27/2007	***Mileage***	74,000	***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	66487	JAKE SWEENEY CHRYSLER JEEP DODGE,	INC.		
Dealer Address	85 W KEMPER RD				
Dealer City	CINCINNATI	***Dealer State***	OH	***Dealer Zip***	45246

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

Corporate - Warranty Coverage - Default - Default - Default	extension warranties
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that previous agent RM1506 was rude and did not explain the extended warranties for the inlet check valve (X32) and the clockspring (X41). Customer states that the air bag light is coming one. Agent advised that in order for us to assist further and to determine if the concern is related to the extended warranties, the vehicle must be properly diagnosed, Agent offered dealership contact and Customer declined stating they are not sure of their schedule, Customer will make contact to arrange appointment.
Briefly summarize what the customer is expecting: assistance with vehicle concerns.
Agent referenced previous CAIR[redacted]
Reassign RO188 survey bypass no diagnosis
Note correction in line 1 should read RM1905 not RM1506
Vehicle is at the dealership - NORTHGATE CHRYSLER DODGE JEEP, (68341)
Update triggered by S58455M
Please close

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2417	8L[redacted]	**Open Date**	01/14/2015	**Built Date**	08/11/2007	
Model Year	2008	**Body**	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	11/25/2007	**Mileage**	109,000	**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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

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]
	MEMPHIS TN[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light came on
Product - Electrical - Cruise Control - Other - Default	customer states cruise control not working

Briefly summarize why the customer is contacting Chrysler: Customer states that she needs some assistance. Customer states she is not sure if she is having some safety concerns with the vehicle. Customer states that she just purchased the vehicle last year. Customer states the air bag light cam on. Customer states that the cruise control has not been working since she got the vehicle. Customer states she is not sure if that is related. Customer states that she seen that the clock spring was replaced. Customer when she is filling up with fuel and the nozzle clicks and she goes to pull it out fuel will spill out. Customer states that the horn will randomly start to blow. Customer states the lights will go on. Customer states that she had it at the dealer before and they couldn t duplicate it and couldn t find anything wrong with the vehicle.
Briefly summarize what the customer is expecting: Customer seeking whats going on with her vehicle.
Agent advised customer of extended warranty x32 Inlet Check Valve. Agent advised customer that we are not technical trained. Agent advised customer that if she is having issues with the vehicle she would need to get the vehicle to a Chrysler dealer to have the issues looked into. Customer states that she seen there was an investigation going on about the issues she is having.
Agent advised customer that if there is anything issued to her vehicle for that concern she will be notified.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3910	9L7[redacted]	***Open Date***	01/15/2015	***Built Date***	07/09/2009	
Model Year	2009	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	08/07/2009	***Mileage***	89,500	***Dealer Zone***	71	LOS ANGELES	
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	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]
	WEST COVINA CA[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light has come on and flashing
Corporate - Recall - Default - Default - Default	inquiring about any recalls for the air bag

Briefly summarize why the customer is contacting Chrysler: The customer had called in stating that the air bag light has been going off and on and when the light comes on it dings. The customer stated he had seen on the Jeep forum about an issue with the clock spring in some of these vehicles regarding a recall. The customer also mentioned that he had heard of a warranty for this issue.
Briefly summarize what the customer is expecting: Information on recall.
Agent had advised the customer there are no current recalls on his vehicle and the one that had been completed was for the inner fender liners.
Agent had advised the customer an extended warranty had been put on some vehicles for the clock spring. Agent had advised the customer it applies to the 2007 Wranglers.
Agent had advised the customer to take the vehicle to the dealership and have them take a look at the vehicle.
Customer states that he is wondering if there is a recall on his vehicle for the clock spring.
Agent advised customer that there are no incomplete recalls on his vehicle.
Customer disconnected.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4HA5H17	BL[redacted]	***Open Date***	01/16/2015	***Built Date***	10/22/2010	
Model Year	2011	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	06/27/2011	***Mileage***	54,144	***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	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***	
	POQUOSON VA[redacted]	***Country***	UNITED STATES

Product - Electrical - Unknown - Defective - Default	airbag light on
Corporate - Warranty Coverage - Default - Default - Default	wants to know coverage

Briefly summarize why the customer is contacting Chrysler: customer called because her airbag light came on and she wants to know if she is covered under warranty. customer is 18000 miles outside her basic warranty, agent informed customer we would be unable to provide cost assistance. customer understood.
Briefly summarize what the customer is expecting: warranty info

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2419	9L[redacted]	***Open Date***	01/19/2015	***Built Date***	08/05/2008	
Model Year	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	08/05/2008	***Mileage***	81,841	***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	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***	(919) 744-0611
	APEX NC[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer Seeking Repair Purchase Assistance

Briefly summarize why the customer is contacting Chrysler: Customer called seeking assistance with vehicle repair.
Briefly summarize what the customer is expecting: Customer caller regarding her air bag light and sound continue to go off. Customer was seeking assistance with the cost of the repairs. Agent gathered general information from customer and looked into seeing warranty coverage. Agent viewed to see if customer fit goodwill parameters, customer didn t fit the parameters. Agent informed customer they were out of warranty and that we were going to be able to further assist customer. Agent attempted to ask customer if he could further assist, customer disconnected.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3913	9L[redacted]	***Open Date***	01/19/2015	***Built Date***	07/28/2008	
Model Year	2009	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	04/29/2009	***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	09226	WOODSTOCK GARAGE INC			
Dealer Address	601 NORTH MAIN STREET				
Dealer City	WOODSTOCK	***Dealer State***	VA	***Dealer Zip***	22664

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

Corporate - Recall - Default - Default - Default	customers air bag light keeps coming on

Briefly summarize why the customer is contacting Chrysler: customers air bag light keeps coming on
Briefly summarize what the customer is expecting: to know why the light keeps coming on
Agent advised customer that there is no open recalls on the vehicle.
Agent advised customer that he needs to take his vehicle into the dealership for them to find out the problem

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA691X	7L1[redacted]	***Open Date***	01/19/2015	***Built Date***	03/14/2007	
Model Year	2007	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	03/27/2007	***Mileage***	76,000	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	60023	AIRPARK CHRYSLER JEEP			
Dealer Address	15656 N HAYDEN ROAD				
Dealer City	SCOTTSDALE	***Dealer State***	AZ	***Dealer Zip***	85260

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LAS CRUCES NM [redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	CNA change
Product - Electrical - Unknown - Other - Default	airbag light

Briefly describe why the customer is calling: Customer is contacting Chrysler regarding: an extended warranty.
Briefly describe what the customer is expecting: Customer is expecting information.
Customer states: that he would like to know if there is an extended warranty on his vehicle for the clockspring. Customer states that his airbag light is on and knows that a lot of the time it is caused buy the clock spring. Agent informed that there is an extended warranty for the clockspring. Customer states that he went to the DLR and was told that there is no extended warranty and to call CAC. Agent advised there is an extended warranty and it is still valid, has not expired. Customer thanked. Agent updated coin as customer states he is new owner.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D11	BL[redacted]	**Open Date**	01/20/2015	**Built Date**	09/27/2010	
Model Year	2011	**Body**	JKJL72	JEEP WRANGLER SPORT 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	12/30/2010	**Mileage**	55,000	**Dealer Zone**	63	DALLAS	
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	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]
	LAFAYETTE LA[redacted]	**Country**	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking recall information
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called stating that her air bag light is on and that she found a recall pertaining to her vehicle online.
Briefly summarize what the customer is expecting: Agent advised the customer that at this time she does not have any recalls on her vehicle. Agent explained that recalls are VIN specific and if she had a recall it would be placed on her vehicle and the Agent would be able to see that she had a recall. Agent advised the customer that she would need to take her vehicle in to have the air bag light diagnosed.
Reassigning to TLPC739 for survey by-pass-No diagnosis

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA6D14	AL[redacted]	***Open Date***	01/20/2015	***Built Date***	02/22/2010	
Model Year	2010	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4			
In Service Dt	03/25/2010	***Mileage***	51,280	***Dealer Zone***	63	DALLAS	
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	45470	GRAPEVINE DODGE CHRYSLER JEEP			
Dealer Address	2601 WILLIAM D TATE AVE				
Dealer City	GRAPEVINE	***Dealer State***	TX	***Dealer Zip***	76051

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BEDFORD TX 7[redacted]	***Country***	UNITED STATES

Recall - L34: REPROGRAM PCM - OXYGEN SENSOR MONITOR - Advise Owner/Incomplete Recall	Advised owner of incomplete recall.
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 the air bag light is on. Customer states he came across information online for a recall for the clock spring assembly that may possibly cause the air bag light to illuminate. Customer states information for the recall that he reviewed online advised the recall was for right-hand drive vehicles only.
Briefly summarize what the customer is expecting: Customer seeking information about a clock spring assembly recall.
Agent advised Customer that recalls are VIN specific. Agent advised Customer of incomplete recall L34. Customer confirmed that he already has an appointment scheduled to complete this recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2417	8L[redacted]	***Open Date***	01/22/2015	***Built Date***	05/28/2008	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	06/06/2008	***Mileage***	82,000	***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]
	FLORISSANT CO[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Light on
Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	Wants repair completed by Jeep

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Air Bags
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
My jeep is a left side drive. The warning light is on all the time and the chime goes off now and then. I was told it is not on a recall. Right side drive had a recall for air bag problems in 2011, recall ID# 95263. Why not the left side drive?? I am told by the service department this could cost well over a thousand dollars to fix. Why are you not standing behind your product??
*****END OF CUSTOMER EMAIL*****
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center regarding your 2008 Wrangler.
I m sorry to hear that the air bag light is on in your vehicle.
The dealership is correct your vehicle does not have any open recalls or any recall for the airbags.
Recalls are VIN specific. It depends on a lot of things such as where the vehicle was build, when it was built etc.
I researched the recall and your vehicle doesn t meet the requirements of the recall. I regret at this time we are not able to assist you with your repair.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Linda
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* * * *

product. I can assure you that I will not own another Chrysler product, and will be sure to tell friends etc to beware. My next move will have to be to trade in the Jeep, IF anyone will take it with the defect. It is very unfortunate that Chrysler is following the same steps as GM with the ignition recalls. Took several deaths to get any ones attention. I recall our tax dollars bailing out the large corporations and now the consumer is left with defective cars and other products. Makes since that people are going to foreign made cars. They also have some issues, but it looks like the manufactures stand behind them. Thank you for your time. And I hope you do not drive a Chrysler product as you are in danger every time you get behind the wheel. Please feel free to pass this response to your manager. Would be great if it would go the very top so it is clear to all that the product they are selling is unsafe and a disgrace to this fine country. [redacted].
*****END OF CUSTOMER EMAIL*****
Dear [redacted]
Thank you for your reply back to the Jeep Customer Assistance Center. I have documented your concerns in our corporate files.
If you do get the vehicle fixed I would recommend keeping your receipts and if a recall is added to your vehicle for this issue you can seek possible reimbursement for the repair.
Thank you for taking the time to communicate with us. We re sorry we can t provide a more favorable reply.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Linda
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
And Corporate could care less. I am a senior and on a fixed income, thought the jeep would last me the rest of my life. Now it only adds to despair.
Sad that the concern is only words.
*****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.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Linda
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2413	9L[redacted]	***Open Date***	01/21/2015	***Built Date***	12/19/2008	
Model Year	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	05/31/2009	***Mileage***	80,000	***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	43531	POWER CHRYSLER JEEP DODGE			
Dealer Address	16406 N 26TH AVENUE				
Dealer City	PHOENIX	***Dealer State***	AZ	***Dealer Zip***	85023

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

Product - Electrical - Unknown - Intermittent or Inoperative - Default	Airbag light come Intermittently

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer is contacting Chrysler to inquire about recall for Airbag light come Intermittently
Briefly summarize what the customer is expecting:
Customer is expecting to find out if there is a recall for Airbag light come Intermittently for his vehicle
Agent advised customer to take vehicle in for diagnosis.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4HA5H16	BL[redacted]	**Open Date**	01/21/2015	**Built Date**	05/07/2011	
Model Year	2011	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	05/23/2011	**Mileage**	52,000	**Dealer Zone**	66	ORLANDO	
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	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45426	ARRIGO DODGE CHRYSLER JEEP RAM			
Dealer Address	5901 MADISON AVE				
Dealer City	TAMARAC	**Dealer State**	FL	**Dealer Zip**	33321

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

Recall - P61: POWER MIRROR WIRING - Information Request	Customer seeking information on recalls
Corporate - Survey By-Pass - Outbound Recall Follow Up - Default - Default	P60 P61 P65 961

Briefly summarize why the customer is contacting Chrysler: Customer seeking information for recalls.
Customer states she had vehicle at dealership earlier today and airbag light was on, as well as dealership stated they could not perform recalls on vehicle due to no parts.
Agent advised parts are unavailable for P61 recall, however there is special tracking for part.
Customer states she would like that, customer states dealership tried to disconnect mirrors to prevent any incidents, and inquried if this was correct repair.
Agent advised to discuss with dealerships on repairs.
Briefly summarize what the customer is expecting: Customer seeking recall information
The part required to provide a permanent remedy for recall P61 is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
Preferred Morning/Midday call back number is[redacted]
Preferred Afternoon/Evening call back number is ([redacted]
Customer email address for case updates: a[redacted]
Reassigned to 961
*** Below message was sent to customer ***
Email:[redacted]
on 06/05/2015 at 05:00 PM

Confirmed notifications for P60, P61 and P65 recalls have been sent to affected customers. Customers with valid email on file were contacted to advise parts are available. Should customer contact CAC,please handle as per AC 24393 (P60), AC 24394 (P61) or AC 24409 (P65) System Closure of CAIR.
*** End of Message ***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3910	8L[redacted]	***Open Date***	01/21/2015	***Built Date***	08/24/2007	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	09/04/2007	***Mileage***	68,345	***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	44825	BACHMAN-BERNARD CHRYSLER DODGE	JEEP, INC.
Dealer Address	200 BACHMAN DRIVE		
Dealer City	GREENEVILLE	***Dealer State*** TN	***Dealer Zip*** 37745

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

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Air-bag light activates at random, intermittent concern.

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer is seeking repair assistance for the concern. Customer advised that they had first noticed the concern around 2 weeks ago and had brought the concern to the dealership s attention yesterday for the first time. Customer advised that he is in possession of the vehicle at this time and he would like to have the vehicle serviced by 44825 (BACHMAN) as they had already looked at the vehicle and advised that the clock spring would have to be replaced to resolve the concern.
Briefly summarize what the customer is expecting:
Customer would like assistance with getting the repairs completed; customer requested that CAC look into possible reimbursement for the repairs if possible.
****End structured narrative T2 - Beginning Narrative
Customer advised that he would be awaiting a call-back from CAC before he sets up an appointment.
* * * * * * * * * Case Management - District M * * * * * * * * *
OOW: Out of Warranty
MVP: None
Household: 1 Used
Writer spoke to SM Steve and was advised the clock spring needed to be replaced. SM states this is something the customer could not avoid. SM states the customer rate is $435.00, and warranty rates are around $350.00. SM states he will accept an RA and states he will send the exact warranty rates to writer s email.
CONTACT UPDATE - Customer was contacted today at 4:16pm
er was provided with agent s extension: 40609
Writer called customer at [redacted] nd was hung up on.
[redacted] called to speak with CM LN215. With customer s permission
Writer transferred customer to CM s voice mail at ext 40661 as CM is not available. Customer decline to add an email and Writer did update

secondary # [redacted]
MR [redacted] called to speak to CM LN215. Writer warm transferred customer to CM RC1375, as LN215 is not currently available.
inbound call
Writer received a call from customer and informed him that CAC is assisting. Customer states that he is scheduled for tomorrow 1/27. Writer advised his CM will be following up with him to make sure the repair is satisfactory.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40661
The reason for the dealer contact was to provide or request the following information: Make sure the SM sent pricing to Landon, make sure the customer made it into the DLR.
Writer called customer at ([redacted].
Writer was advised that the vehicle was taken to the DLR yesterday for repairs, and they had it ready today. Writer advised that Landon will follow up on Monday 2/2.
Dealer: SM - STEVE called to speak to CM; LN215 CM is not available.
Writer warm transferred dealer to CM: SH1186
Writer received a call from the SM Steve who stated that he emailed the CM LN215 with the pricing but is waiting on the RA. SM will email CM SH1186 with the pricing so the RA can be taken care of.
Writer received an email from the SM Steve who provided the following pricing information:
As a one-time goodwill gesture, Chrysler is approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $226.80
Labor = $38.14
Total = $264.94
Co-pay = $0.00
########## DIRECT-TO-DEALER ##############
Customer Care is sending this case to because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.
##################################
Was the customer in a rental?No
Did the customer have a co-pay?No
What is the RO #? 048399
Does the SM have the CAIR #? yes
Review and Confirm the DM Notes with the SM while on the phone.
Does the SM have everything needed from Customer Care to process the claim? yes
Writer called [redacted] and spoke to the customer who requested the writer call him back after 1:20pm.
Writer called and spoke to the Customer who confirmed his vehicle is repaired and is happy with his overall experiance. Writer advised that his case will now be closed.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA5916 8[redacted]	**Open Date**	01/22/2015	**Built Date**	11/05/2007		
Model Year	2008	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	08/04/2009	**Mileage**	77,000	**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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	60600	SALT LAKE VALLEY CHRYSLER DODGE			
Dealer Address	2309 S STATE ST				
Dealer City	SALT LAKE CITY	**Dealer State**	UT	**Dealer Zip**	84115

Owner	[redacted]	**Contact Type**	FAX
Address	[redacted]	**Home Phone**	[redacted]
	WOODS CROSS UT [redacted]	**Country**	UNITED STATES

Corporate - Limited Lifetime Powertrain Warranty - Default - Default - Default	Caller seeking to have LPLW reinstated

Briefly summarize why the customer is contacting Chrysler: Caller stated he had the inspection completed but the DLR advised him the warranty has not been reinstated. Writer checked case: [redacted]1 and the notes reflect the request and approval for an inspection extension. There is a pass 5 year inspection submitted by the DLR, reference # 035814. Writer spoke with TL PH314 who submitted an email request to have the WCC changed from 800 to 799. Writer advised customer we will contact him once we see the WCC has been changed. Caller thanked writer and had no further questions.
Briefly summarize what the customer is expecting: Caller seeking to have LPLW reinstated.

Caller can be reached at [redacted]
Update: WCC code has not been changed. Writer will continue to monitor file for the change and contact caller once it s been corrected.
Writer spoke with TL BR379 to have the code updated. Writer contacted customer at ([redacted]). Writer left a voicemail advising customer the LPLW was updated to reflect the inspection. Writer left the case number and Jeep contact number in the voicemail.
-
If customer calls in please advise him the LPLW is active on this vehicle once again, remind him the next 5 year inspection is 30 days before or after 08/04/2019, and advise him there are tracking sheets in the back of the warranty booklet for his own record keeping purposes.
Dealer called in seeking information on why the customer LPLW doesn t show that its been reinstated
Agent advised the Dealer that our system hasn t been updated yet and that we in the process of getting it updated
CUSTOMER NEEDS TO SUPPLY SALES RECEIPT SHOWING PURCHASE NEW.
BD840 Please contact customer and request sales receipt
Writer acknowledges update. Writer spoke with TL BR379 for clarification.
TL advised customer can ask the DLR to re-print the sales receipt. TL

advised that we need to see the sales receipt to see if the vehicle was purchased a used or new. The DLR is listed as the original owner. The customer purchased a CPOV MVP. If the DLR sold the vehicle as used the LPLW is void, if the DLR sold it to the customer as new and the customer shows proof (sales receipt or anything that shows it was sold as new) we can resolve the LPLW issue. Writer will attempted to contact customer. Writer was unable to reach the customer. Writer will close case at this time, if customer calls back in please request sales receipt or other proof that he purchased the vehicle as a new vehicle not a used vehicle.
Customer contacted Jeep to gain information on an issue they are having with Jeep being unable to reinstate there Life time warranty coverage
Agent informs the customer this would be due to we require the selling documentation that the customer would have received when purchasing there vehicle to be able to reinstate there warranty coverage
Agent informs the customer of faxing information
Customer thanks agent
POSTMARK DATE: 021915; DATE RECEIVED: 021915
Writer spoke with BR379 to review the new documents received. TL BR379 updated the LPLW WCC to 799.
Fuse blowing for power locks is another issue he is experiencing. Also customer is experience an airbag light being on problem.
Customer s main purpose in calling was to find out if the file had been corrected to him being the original owner. There is a letter attached to this case providing proof from the Utah DMV that he is the original and one and only owner. We are still showing customer as 2nd owner. The LPLW code has been returned to 799 - and it is the same on VIP.
Customer was advised he has an Active MVP which will expire at 80,000 miles - he is at 77,000 miles. Customer was given information on this MVP as well as MVP contact information. Customer has a different address on the MVP than on the vehicle file with us. Customer will be moving at the end of April 2015 and will call us then. Writer advised customer that he would need to decide on one mailing address since we need to have identical records to MVP.
Customer wants us to call his Service Advisor Brandon.
Writer called SALT LAKE VALLEY CHRYSLER DODGE and asked for SA Brandon. DLR receptionist says SA Brandon is off today Sat. 2/21/15 but will get me to another Service Advisor. Writer was transferred to a voicemail and did not leave a message.
Customer was assured we would deal with the issue of him showing as 2nd owner on our vehicle file - this is not an issue for the DLR. Writer could not promise a timeframe for this being resolved at CAC but assured him it would be taken care of.
Customer also gave us a 2nd tel. no. for the SA Brandon if we need it on Monday - [redacted].

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA591X	9L713871	***Open Date***	01/23/2015	***Built Date***	09/03/2008	
Model Year	2009	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	03/05/2009	***Mileage***	68,000	***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	64777	BOB & CHUCK EDDY CHRYSLER DODGE	JEEP
Dealer Address	4850 MAHONING AVENUE		
Dealer City	AUSTINTOWN	***Dealer State*** OH	***Dealer Zip*** 44515

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	NILES OH 4[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer calling to see if recall on vin for airbags
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 calling because she had brought vehicle into her mechanic due to the air bag light being on and states it s due to a recall for the clock spring and contacted dealer code # 64777 and they advised there is no recall. Customer states she is wondering if there is a recall on the vin number. Customer states she had no recalls completed or received recall notices. Briefly summarize what the customer is expecting: Customer seeking recall information.
Agent advised customer at the current time there is no recall for her vehicle regarding the air bags or the clock spring and reviewed the 2009 Jeep Wrangler Unlimited owner s manual and viewed information on pages 57, 74 and 203 regarding air bags and states if the light is stay on and on while driving recommend bringing vehicle into the dealership.
Agent advised customer all recalls on vin number have been completed and no current recalls and that recalls are vin specific and if there were to become a recall we would send notice to them.
Agent advised customer that when brought vehicle in for service they have completed the recalls then however not sure why they weren t advised of recalls on vin number.
Agent advised recall M31 for the airbag clock spring is for right hand drive steering vehicles only however her vehicle isn t affected by that recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2417	9L[redacted]	***Open Date***	01/24/2015	***Built Date***	07/25/2008	
Model Year	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	04/18/2009	***Mileage***	57,700	***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***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	KUNKLETOWN PA [redacted]	***Country***	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	Customer would like X41 - Airbag Clockspring Assembly on his vehicle
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that his airbag light is on and he believes this is because of the clock spring. Customer would like to be included under X41 - Airbag Clock spring Assembly.
Briefly summarize what the customer is expecting: Customer is expecting to be included under X41 - Airbag Clock spring Assembly. Agent advised customer that X41 - Airbag Clock spring Assembly was released for vehicles 2007 Jeep Wrangler (JK). Agent advised that his vehicle does not fall in the parameters for this extended warranty. Agent advised customer to bring the vehicle to the dealership for a diagnosis to determine what the issue is with the airbag light. Agent advised we cannot guarantee is it the clock spring without a diagnosis. Customer states this is too costly.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA5412	8L5[redacted]	***Open Date***	01/28/2015	***Built Date***	11/02/2007	
Model Year	2008	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4			
In Service Dt	02/09/2008	***Mileage***	71,326	***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	26899	STEVE LANDERS CHRYSLER DODGE JEEP			
Dealer Address	401 COLONEL GLENN PLAZA LOOP				
Dealer City	LITTLE ROCK	***Dealer State***	AR	***Dealer Zip***	72210

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

Corporate - CNA Change - Default - Default - Default	Customer called to update name and address.
Corporate - Recall - Default - Default - Default	Customer is calling about recall information on clock spring sensors.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states clock spring sensor is causing air bag light to go on.

Briefly summarize why the customer is contacting Chrysler: Customer states the clock spring sensor is causing the air bag light to go on. Customer is calling to see if this is due to a recall
Briefly summarize what the customer is expecting: Customer is seeking recall information.
Agent apologized and advised at this time there is no recalls. Agent updated address and advised customer if a recall does happen he will receive a letter to that address

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6917	9L[redacted]	**Open Date**	01/30/2015	**Built Date**	08/05/2009	
Model Year	2009	**Body**	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	12/07/2009	**Mileage**	117,233	**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	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**	[redacted]
	INDEPENDENCE MO 6[redacted]	**Country**	UNITED STATES

Product - Steering - Unknown - Defective - Default	Clock spring is gone

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer called in stating that her clock spring is gone
Briefly summarize what the customer is expecting:
Customer states her clock spring in gone
Customer states that this a recall for the 08 s but she has taken it in and they have told her that it s similar to the recall
Agent advised the customer that they are going to send it up for further research
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: 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 LANDMARK DODGE CHRYSLER JEEP
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District N * * * * * *
Out of basic warranty by 23800 miles, 2 years and 2 months. Active powertrain warranty
6 new, 6 used
No MVPs
Agent attempted to contact dealer Service Manager , however, SM not available. Left message for a return call at extension 40768
The reason for the dealer contact was to provide or request the Following information: Inquiring more information on clock spring diagnosis.
Writer contacted customer. Customer stated: Clock spring is defective,

air bag light has been on for 5 months now, took it to IRF in October and was quoted a price for $500 for repair. Expectations: seeking goodwill. Customer advised current email is [redacted] and would like a contact update via email. Writer advised will follow up no later than 02-03-2015.
CONTACT UPDATE - Customer was contacted today at 11:37 am
Customer was provided with agent s extension: 40768.
Status update provided via email to the following email address: [redacted]
Hello, my name is Stacy, and I have been assigned as your case manager. This email is confirmation that your case, [redacted], was successfully escalated to me. After I review the details of your case I will be calling you at your preferred number, [redacted], my office hours are 8:30AM 4:00 PM (Mountain Time). My contact information is 800.763.8422 EXT 40768. If your preferred telephone number mentioned above isn t correct, please reply with the correction.
End of Status Update
Service Manager Jim contacted Agent left message and would like a call back at the following numbe[redacted].
Agent attempted to contact dealer Service Manager Jeff, however, SM not available. Left message for a return call at extension 40768
The reason for the dealer contact was to provide or request the Following information: Was calling dealer back to inquire more information on clock spring diagnosis.
Dealer contacted writer. Service Manager stated the vehicle has not been into their dealership for a diagnosis. SM stated that the vehicle was last seen on 1-7-15 for powertrain inspection and air bag light was not on during inspection, Millage at that time 115,296.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40768. The reason for the customer contact was to provide or request the following information: Was calling to advise that vehicle needs to be taken in to the dealership for a diagnosis. Writer will follow up no later than 02-02-2015.
Customer contacted writer. Writer advised vehicle needs to be taken in for a diagnosis will follow up on 2-03-2015 to confirm appointment has been made.
Agent contacted customer to follow up on Stacy s case.
Customer advised that the diagnosis appointment was set up for 2/4/15 at 8am. Agent advised that Stacy will follow up on Monday 2/9/15.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40564
The reason for the dealer contact was to provide or request the following information: To see if the customer went in for a diagnosis.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40564
The reason for the dealer contact was to provide or request the following information: To see if the customer went in for a diagnosis.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40564
The reason for the dealer contact was to provide or request the following information: To get warranty pricing for the repair and other information regarding the vehicle.
Writer contacted the customer. Customer stated that an expectation would be assistance with this repair. Writer informed the customer that we will look into it and call the customer once we have further information.
Service Manager left a VM for the writer with the preferred contact number 8[redacted]
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40564
The reason for the dealer contact was to provide or request the following information: To get warranty pricing for the repair and other information regarding the vehicle.
Writer contacted the customer. Writer informed the customer that further research is needed. Writer informed it will take some time in order to see what we can do for the customer.

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40564
The reason for the dealer contact was to provide or request the following information: To get warranty pricing for the repair and other information regarding the vehicle.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40564
The reason for the dealer contact was to provide or request the following information: To get warranty pricing for the repair and other information regarding the vehicle.
Writer contacted the customer. Writer informed the customer that further research is needed. Customer stated that she would like a call sometime soon next week.
Agent attempted to contact the Service Manager, however, the service department was closed. Agent was unable to leave a voice message. The reason for the dealer contact was to request the warranty pricing for the repairs to the vehicle.
Agent contacted the customer to inform them that their CM is still doing research. Agent advised that their assigned CM will follow up with the customer before the end of the week with any updates in the case. Follow up date is 02/19/15.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40564.
The reason for the dealer contact was to provide or request the following information: To discuss the case.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40564. The reason for the customer contact was to provide or request the following information: To advise that the Case Manager is still conducting research regarding the case. Writer thanked the customer for their patience.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40564
The reason for the dealer contact was to provide or request the following information: To get warranty pricing for the repair and other information regarding the vehicle.
AM email sent.
Writer contacted the Service Manager Jeff Cutshaw. SM stated that the correct mileage is 116,319. SM stated that the pricing for parts is $226.80 and the labor is $136.02 for a total of $362.82. SM stated that he would accept and RA.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40564
The reason for the dealer contact was to provide or request the following information: To see if the repair is related to any safety part.
Writer contacted the customer. Writer informed the customer that we are still looking into cost assistance for the customer. Customer stated that she would like a call back sometime on 2/24/15 with further information.
Writer called the dealership and was told that the service department is closed.
Writer called the customer and stated that at this time we do not have a good will decision for her. Writer stated that we would have the CM call her on Thursday.
Writer contacted the Service Advisor James due to the Service Manager not being available. SA stated that the clock spring is part of the air bag and that it can be considered a safety issue. Writer informed the SA that the writer will authorize $100.00 co-pay.
Writer contacted the customer. Writer informed the customer of the offer. Customer stated that she will accept the offer and that she will attempt to go for repairs sometime on 3/2/15.
Agent attempted to contact dealer Service Manager Jeff, however, SM not available. Left message for a return call at extension 40639/40564
The reason for the dealer contact was to provide or request the following information: See if appointment was made.
Writer spoke with Mrs. [redacted] Customer informed that

they made an appointment for Friday 2/27/15 and stated that their vehicle sat at the dealership until Saturday afternoon as the customer alleges that the Service Department prolonged the repair and refused to provide a rental for the customer should the repair occur on Monday 3/2/15.
Customer explained that the SM s service was not satisfactory and advised that they discussed the issues with the General Manager to handle the concerns. Writer advised that their CM will be informed of the concerns and will document the customer s coversation. Customer stated that the airbag light has not come on since the repairs. Customer was informed that their CM will follow up in a couple days to ensure repair satisfaction.
Writer contacted the dealer and spoke to service who provided the number to the Chrysler store to obtain the dealer close loop. The number is 816-836-0100.
Writer contacted the customer SM Jeff, he stated that the vehicle was picked up on 3-28-15.
Was the customer in a rental? no If yes, how many days?
Did the customer have a co-pay? $100.00
What is the RO #? [redacted]
Miles: 117233
Does the SM have the CAIR #? [redacted]
Review and Confirm the DM Notes with the SM while on the phone.
Does the SM have everything needed from Customer Care to process the claim? yes
As a one-time goodwill gesture, Chrysler is approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $226.80
Labor = $136.02
Total = $362.82
Co-pay = $100.00
########## DIRECT-TO-DEALER ##############
Customer Care is sending this case to because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.
##################################
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40564. The reason for the customer contact was to provide or request the following information:
To see if the customer is satisfied with the repairs that took place another attempt will be made on 3/9/15.
Writer contacted the customer. Customer stated that she was satisfied with the repairs that took place however was a bit dissatisfied with the service she has received with the dealership. Customer stated that the case can be closed.
Case Closure Approved.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4BJWFG1	CL[redacted]	**Open Date**	02/02/2015	**Built Date**	09/22/2011	
Model Year	2012	**Body**	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	10/30/2011	**Mileage**	67,000	**Dealer Zone**			
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PY5	DOZER CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION					

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

Corporate - Recall - Default - Default - Default	recall information
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Clockspring defective?
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Controls on my steering wheel have gone out and my horn does not work. I read that this is common for my vehicle and that there was a recall for RHD Wranglers. This appears to be a safety issue as it is the clockspring that controls the airbag. Is this something that is covered by the manufacturer for repair?
VIN: CL1[redacted]
Mileage: 67000
Servicing Dealer: Rice Chrysler Jeep
Title:
First Name: [redacted]y
Middle Initial:
Last Name: [redacted]
Address 1: [redacted]
Address 2:
City: Maryville
State: TN
Zip: [redacted]
Email: a[redacted]
Work Phone: 6[redacted]8
*****END OF CUSTOMER EMAIL*****
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center. It is always a concern when a customer is dissatisfied with our products. We regret the dissatisfaction you are experiencing and appreciate the time and effort you took to bring this matter to our attention.
We have documented your concern and the clockspring recall your referring to is outlined by Chrysler and NHTSA as follows:
Safety Recall L37/NHTSA 11V-528
The airbag system clockspring 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 clockspring must have the clockspring replaced.
If other airbag components are found to be faulty, it is the responsibility of the owner unless the vehicle is still in the new vehicle 3/36 warranty period.
I have researched your file and the only recall outstanding on your account is listed below. As well the issues you have stated you are experiencing does not pertain to the clockspring recal,l as it states this is for the airbag system, not the steering wheel controls or the horn.
As I stated there is an open recall currently on your vehicle that needs to be completed. Our records indicate that the following recall campaign has not been performed by an authorized dealer:
P61
Power Mirror Wiring
We suggest that you contact your local authorized Chrysler, Dodge, Jeep or Ram dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.
Please take a copy of this message with you at the time of service to aid the process. Although not required, it is recommended to bring a copy of the recall notification with you to your dealer s service department when you bring your vehicle in for this service.
If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Tina
*****END OF CAC EMAIL*****
reassign to TG442
no diagnosis
This is a response to my inquiry, REF #[redacted]. I am just trying to verify that you are saying take my car in and they will evaluate the clockspring and fix it for no charge?
*****END OF CUSTOMER EMAIL*****
Dear [redacted]
I apologize for any confusion my email may have caused. Your vehicle does not have a recall for the clockspring. In the email I outlined the recall you are speaking about. In the recall the issue is the Air Bag not the horn or steering wheel mounted controls. Therefore, any repair will be the responsibility of the owner to pay for.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Tina
*****END OF CAC EMAIL*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3916	7L[redacted]	**Open Date**	02/02/2015	**Built Date**	08/24/2006	
Model Year	2007	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	10/10/2006	**Mileage**	103,000	**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	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**	
	WELLSBURG WV [redacted]	**Country**	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	Customer querying how to use extended warranty X41
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer seeking recall information
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer inquiring about recalls on clockspring then queried extended warranty and how to use it. Customer states his airbag light is intermittently flashing.
Briefly summarize what the customer is expecting: Customer seeking assistance in how to utilize warranty.
Agent advised Customer that his warranty covers 10/150 and he would need to have the vehicle diagnosed at the DLR. If the diagnosis confirms that the warranty would cover the repair, the diagnosis would be covered as well as the repair cost. Agent explained to Customer that if the diagnosis showed an issue not covered by the warranty then the diagnosis and repair would be Customer pay.
Assigned to TL for survey bypass - no diagnosis.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BB3H19	AL[redacted]	***Open Date***	02/02/2015	***Built Date***	09/30/2009	
Model Year	2010	***Body***	JKTM74	JEEP WRANGLER UNLIMITED SPORT 4X2			
In Service Dt	09/30/2009	***Mileage***	66,490	***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]
	KENNESAW GA [redacted]	***Country***	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Air bag light on
Corporate - Dealer Information - Default - Default - Default	ED VOYLES CHRYSLER JEEP DODGE
Corporate - Recall - Default - Default - Default	wants to know if there is an air bag recall on vehicle

Briefly summarize why the customer is contacting Chrysler:
Customer wants to know if there is an air bag recall on vehicle.
Customer states they saw on line there was a recall for the air bag clock spring.
Briefly summarize what the customer is expecting:
Customer wants air bag repairs done under warranty.
Agent advised customer that vehicle has no incomplete recalls. Agent advised customer the recall they are referring to is for right hand drive vehicles only. Customer feels this is unfair, because they have same symptoms. Agent advised customer to save all invoices for repairs, in case there is a future recall on vehicle. Customer thanked agent.
Agent did CNA change.
Briefly summarize why the customer is contacting Chrysler:
Customer said she has a 2010 Jeep wrangler as the airbag light came on, needs a new starter. The dlr said it was a faulty clock spring and will cost $1200 to fix. Customer is at Voyles dlr and this will cost almost $2000.00, customer said some vehicle have a recall on this. Customer went to safecar.gov. and found online she does not have this recall.
Agent contacted Ed Voyles dlr and left message for James SA to confirm that the customer needs a clock spring repair.
Customer picked vehicle up for the weekend, as the dlr needs to order the part. Customer ris using her mother s car for the time being.
Briefly summarize what the customer is expecting:
Cost assistance for the clock spring 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/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? ED VOYLES CHRYSLER JEEP DODGE
Reassigned to 88F
SM James states that the drivers air bag and clock spring needs to be replaced in the vehicle.
* * * * * CASE MANAGER TEAM - District N * * * * * *
OOW: 30000 miles and 2 1/2 years, in on miles for powertrain out buy time by 1/2 year
MVP: None
Household: 2 Used 0 New
Agent attempted to contact dealer Service Manager Krissy, however, SM not available. Left message for a return call at extension 40592. The reason for the dealer contact was to provide or request the following information: Writer called in regards to a good will decision.
SM Krissy called in response to a voice mail. SM stated that the customer has only come in for warranty repairs. Writer asked if we could provide some sort of assistance to build the loyalty for the customer. SM stated that she would get the warranty pricing and call us back so that a good will decision can be made.
Writer called the customer to get expectations. Customer stated that she fells that the recall on the airbags should apply to her vehicle. Writer explained that the recall is not attached to her vehicle at this time but if it is in the future we would look into reimbursement at that time. Writer stated that we are looking into a good will decision for her and that we would have more information on Friday.
SA James called to give the pricing information on the customers repairs. SA stated that the warranty pricing for the clockspring is $226.80, and the air bag is $508.20. SA stated that the total warranty labor pricing is $78.89. SA stated that the total warranty cost for the repair is $813.89. SA spoke with the SM and SM gave the OK for a $100.00 co-pay. Writer stated that we would get the RA sent over and call the customer with the information.
As a one-time goodwill gesture, Chrysler is approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = Clock spring $226.80, Air bag $508.20
Labor = $78.89
Total = $813.89
Co-pay = $100.00
########## DIRECT-TO-DEALER ##########
Customer Care is sending this case to because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.
##########
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40592. The reason for the customer contact was to provide or request the following information: Writer called to give the good will decision.
REASSIGNED TO BC/DLR 66 66999 02/03/15 12:37 R[redacted]
Customer called and left a message requesting a call back.
Writer called the customer to give her the good will decision. Customer accepted and stated that she is taking her vehicle to the dealership tonight. Writer stated that we would call back on Friday.
Writer called the dealership and spoke with SM Krissy. SM stated that they are waiting for the air bag and have no ETA at this time. SM gave the part number as 5KC81XDVAH and the order number as D0205A. Writer stated that we would look into getting the parts expidited.
Writer called the customer to give the information on lines 88-91. Writer stated that we would attempt to expidite the parts and call the customer with updates as we get them.
**********96W TRIAGE TEAM**********

****** Following Corporate Resource has been contacted ******
PARTS INVOICED AT PDC ON: 2/6/15
PART NUMBER: 5KC81XDVAH
PART DESCRIPTION: AIR BAG
ORDER NUMBER: D0205A
NUMBER OF DEALERS WITH PART: 64
CUSTOMER IN RENTAL (Y OR N): N/A
ASSIGN TO: AD1180
**********END OF TRIAGE**********
CM checked GPOP and found STAT DATE 02/06 REAS CD 00 INVOICED-PDC INV NUM W-00246322. ORIG PROM DATE NO DATE.
CM called ED VOYLES CHRYSLER JEEP DODGE DEALERSHIP at 770-429-1100. CM spoke with PA Ryan who transferred CM to Service Dept. CM left voicemail message with part number. CM also provided call back telephone number and extension.
CM received return call from PA Chrissy at ED VOYLES CHRYSLER JEEP DODGE DEALERSHIP at 770-429-1100. PA Chrissy stated the ETA date for the part is 02/12/15. CM stated she will check with the dealership before end of day for parts arrival. CM thanked PA Chrissy for returning the call and for assisting Chrysler.
Agent attempted to contact dealer Parts Manager Bill, however, PM not available. Left message for a return call at extension 40592. The reason for the dealer contact was to provide or request the following information: Writer called to see about the ETA for the parts.
PM Bill called and stated that the customers parts should be in tomorrow.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40592. The reason for the customer contact was to provide or request the following information: Writer called to give the ETA for parts.
Writer called the dealership and spoke with SA James as the SM was not available. SA stated that the parts have not come in as of yet but should be in today. SA also stated that he would call the customer as soon as they arrive and at the end of the business day if they do not. Writer requested that the SA call us if the parts do not arrive.
Writer called the customer to give the information on lines 125-129. Customer stated that the part should have arrived already and was a little upset. Writer offered the customer the SC MAP3N to be added as soon as repairs are completed. Customer accepted and asked if the starter repair had been done. Writer stated that he would ask about that and call the customer no later than Tuesday.
REASSIGNED TO BC/DLR 66 66999 02/17/15 14:57 R[redacted]
Writer called the dealership and spoke with SA James as the SM was not available. SA stated that the vehicle is done and that they should be calling the customer shortly. SA also stated that the starter repair has also been completed. SA gave the closing information and the mileage as 66,490 miles.
Was the customer in a rental? No If yes, how many days?
Did the customer have a co-pay? Yes If yes, how much? $100.00 on the airbag repair.
What is the RO #?
Does the SM have the CAIR #? Yes If no, provide it.
Review and Confirm the DM Notes with the SM while on the phone.
Does the SM have everything needed from Customer Care to process the claim? Yes
Writer called the customer and gave the information on lines 137-141. Writer stated that we would call back on Friday to see if the repairs are holding.
MAP3N Contract created. Contract number is[redacted]
Agent contacted the customer to inform them that the Service Contract has been added to their VIN. Customer stated that everything is working fin, except that when she turns her vehicle, that the turn signal stays on. Customer advised that there is no need for further assistance and gave CM consent to close the case. Agent provided the customer with the brand number and disconnected the call.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs. All of the customer s concerns as documented in the reason codes

have been addressed with the customer.
CONTACT UPDATE - Customer was contacted today at see lines 51-56.
Customer was provided with agent s extension: 40592.
Case Closure Approved.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D14	AL[redacted]	**Open Date**	02/03/2015	**Built Date**	06/29/2010	
Model Year	2010	**Body**	JKJL72	JEEP WRANGLER SPORT 4X4			
In Service Dt	07/26/2010	**Mileage**	34,455	**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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Owner	[redacted]	**Contact Type**	E-MAIL
Address	[redacted]	**Home Phone**	[redacted]6
	AURORA CO[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air Bag Light goes off and on
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Recall ID # 95261 - AIR BAGS:FRONTAL
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
I have a left hand drive Wrangler and my airbag light goes off and on randomly. I have yet to find the root cause. I have found some recall info
but it is only for right hand drive Wranglers. I might be wrong but isn t
the clocksping the same on both left and right hand drives at least internally? My question is how is there a recall for one but not the other?
I would love to get it fixed but it is to costly for me to do it which sucks because it is part of the safety system.
*****END OF CUSTOMER EMAIL*****
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center.
We are very sorry to learn of the problem you have encountered and can certainly understand your frustration. We have documented your concern.
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. The dealership will also be able to answer your question about the clocksping being the same on both left and right hand drives.
Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Carol
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL*****
Reassigned to TG442 for survey bypass
No diagnosis

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA6D17	AL[redacted]	***Open Date***	02/02/2015	***Built Date***	04/15/2010	
Model Year	2010	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4			
In Service Dt	08/04/2010	***Mileage***	33,200	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	44647	VALLEY CHRYSLER-DODGE INC			
Dealer Address	2100 30TH STREET				
Dealer City	BOULDER	***Dealer State***	CO	***Dealer Zip***	80306

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

Corporate - Recall - Default - Default - Default	Customer seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer stated he heard about a recall on the clock spring. Customer stated his airbag light some times illuminates. Customer stated his horn is currently not working.
Briefly summarize what the customer is expecting: Customer seeking recall information
Agent advised customer at this time there are no recalls on his vehicle. Agent advised owner to contact his local dealership to have the issues he is experiencing diagnosed.
Customer thanked agent and ended the call.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8FA5413	7L133974	**Open Date**	02/04/2015	**Built Date**	12/08/2006	
Model Year	2007	**Body**	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	02/12/2007	**Mileage**	50,588	**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	44707	MATHEWS DODGE CHRYSLER JEEP INC			
Dealer Address	1866 MARION-WALDO RD				
Dealer City	MARION	**Dealer State**	OH	**Dealer Zip**	43302

Owner	[redacted]	**Contact Type**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	JACKSONVILLE NC[redacted]	**Country**	UNITED STATES

Corporate - Corporate Warranty Extension Letter - Default - Information Request - Default	Customer seeking X41 reimbursement.
Corporate - Reimbursement - Default - Default - Default	

POSTMARK DATE: 121214; DATE RECEIVED: 121714
Agent reviewed documents and found:
Customer seeking reimbursement for ext. warranty X41 for Clockspring.
Total reimbursement seeking: $445.00
Customer had vehicle repaired on 04/13/2010 at Mathews CDJR.
Customer had clockspring replaced on this date due to airbag light being on.
Proof of payment: Invoice states cash
Parts: $235.00
Labor: $219.97
Misc: $1.20
Tax: $29.66
Total reimbursement: $485.83
Agent submitted check for $485.83
Check approved.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3918	9L755291	***Open Date***	02/05/2015	***Built Date***	02/26/2009	
Model Year	2009	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	06/15/2009	***Mileage***	120,000	***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	67009	MCFADDEN FRIENDLY MTRS IN			
Dealer Address	11628 M-140 HWY.				
Dealer City	SOUTH HAVEN	***Dealer State***	MI	***Dealer Zip***	49090

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

Product - Electrical - Lamps and Switches - Other - Default	Customer advised the ESP and BAS lights are on.
Product - Drivability - Unknown - Hard Starting - Default	Customer is having difficulty starting her vehicle.
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	customer is having clockspring issues.

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler as she wants her vehicle repaired.
Briefly summarize what the customer is expecting: Customer is expecting her vehicle to be repaired.
Customer advised she was still having clockspring issues.
Customer advised she had taken it to another dealer 6 times regarding the clockspring.
Customer advised her windshield broke.
Agent advised that is not a warrantable item.
Customer advised she is having difficulty starting her vehicle.
***
Agent contacted Dealer #67009 and spoke with SA, Lana.
Lana advised that if the repairs are to the clockspring, the parts will be covered as it is a Mopar warrantable part.
Lana advised she will be diagnosing the vehicle today.
Lana advised she will make sure she looks after the customer.
***
Agent advised the customer that the dealership will have to diagnose the vehicle.
Reason codes:
Product, body, air bag, other, customer is having clockspring issues
Product, electrical, lamps, other, Customer advised the ESP and BAS lights are on.
Product, drivability, hard starting, Customer is having difficulty starting her vehicle.
Disregard lines 20 through 25.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4AJWAG0	CL[redacted]	**Open Date**	02/05/2015	**Built Date**	12/14/2011	
Model Year	2012	**Body**	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	03/22/2012	**Mileage**	83,000	**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	60544	ZAPPONE CHRYSLER JEEP DODGE RAM			
Dealer Address	1780 STATE ROUTE 9				
Dealer City	CLIFTON PARK	**Dealer State**	NY	**Dealer Zip**	12065

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

Recall - N28: TRANSMISSION OIL COOLER TUBE - Advise Owner/Incomplete Recall	TRANSMISSION OIL COOLER TUBE
Corporate - Recall - Default - Default - Default	recall inquiry / clockspring
Corporate - Warranty Coverage - Default - Default - Default	warranty inquiry
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer is stating that their air bag light is on , and they believe that the clockspring is defective and want to know if this is covered by warranty.
Customer also stated that they find online that recalls/ extended warranty had been issued for this particular concern for the model vehicle.

Agent advised customer that no recalls or extended warranties have been issued on the vehicle for the clock spring or air bags.
Agent notified customer of incomplete recall N28.
Agent advised customer that this item is no longer within warranty due to the amount of miles on vehicle.
Customer understood and ended call.
Briefly summarize what the customer is expecting:
Customer is seeking recall and extend warranty information.
-- Please note agent also notified customer of extended warranty X56 --

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3912	8L[redacted]	***Open Date***	02/05/2015	***Built Date***	07/24/2007	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	08/21/2007	***Mileage***	77,777	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	45504	JOHN ELWAY CHRYSLER JEEP DODGE RAM			
Dealer Address	2501 35TH AVE				
Dealer City	GREELEY	***Dealer State***	CO	***Dealer Zip***	80634

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	Airbag light on
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: customer called because he airbag light came on. Agent advised customer to have vehicle diagnosed before we help her. Agent offered to set up appt. with DLR. customer declined.
Briefly summarize what the customer is expecting: airbag light inquiry

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2413	9L[redacted]	***Open Date***	02/05/2015	***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***	116,000	***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	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	Air bag light flashing in the vehicle
Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	Customer seeking assistance with the repair costs
Corporate - Recall - Default - Default - Default	Customer seeking recall information

Briefly summarize why the customer is contacting Chrysler:Customer states that the air bag light is on again in the vehicle. Customer states that she has had the clock spring replaced in the vehicle previously. Customer is inquiring about any open recalls on the vehicle. Agent advised customer that there currently is no open recalls on the vehicle. Customer inquired why this part needs to be replaced as she states that the vehicle has not been in an accident. Agent advised customer that she would need to have a dealer perform a diagnosis to determine the cause. Customer inquired if we could assist with the repair. Agent apologized and advised customer that due to the age and the mileage of the vehicle, we would not be able to participate in the cost of the repair. Agent advised customer that she could go to an IRF is she would like as the warranty is expired but we do recommended having the vehicle serviced at a certified Chrysler dealer.
Briefly summarize what the customer is expecting: Recall information

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA691X 7[redacted]	***Open Date***	02/05/2015	***Built Date***	10/18/2006		
Model Year	2007	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	11/03/2006	***Mileage***	117,000	***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	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***	
	GLENDALE AZ [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	customer states air bag light comes on and off
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Customer states that she is having some air bag issues. Customer states that the air bag lights comes on and off. Customer states that it also causes the fan will not blow. Customer states that she seen that it was a known issues. Customer states that there was an extended warranty issued out.
Customer seeking how she can go about getting this repaired.
Agent advised customer that I see that the X41 Clockspring extended warranty was issued to the vehicle. Agent advised customer that warranty was extended for 10 years or 150000miles whichever occurs first. Agent advised customer that she would have to have the vehicle taken to a Chrysler dealer and diagnosed. Agent advised customer that the dealer will diagnose the vehicle and determine if it would be covered under the warranty.
Survey by pass - no diagnosis possible coverage underneath extended warranty X41 CLOCKSPRING

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GZ3918	9L740547	***Open Date***	02/06/2015	***Built Date***	12/01/2008	
Model Year	2009	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	04/20/2009	***Mileage***	138,443	***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	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45504	JOHN ELWAY CHRYSLER JEEP DODGE RAM			
Dealer Address	2501 35TH AVE				
Dealer City	GREELEY	***Dealer State***	CO	***Dealer Zip***	80634

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	EATON CO 8[redacted]	***Country***	UNITED STATES

Product - Steering - Unknown - Defective - Default	Airbag System Clockspring/ Sensor
Recall - M31: AIRBAG SYSTEM CLOCKSPRING - Information Request	Repeat concern
Corporate - Recall - Default - Default - Default	customer seeking any open recalls on vehicle
Corporate - E-Reimbursement - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: customer called in regards to the AIRBAG SYSTEM CLOCKSPRING, The customer states they had already had the clock spring recall completed and if the recall could be completed again. Agent advised there are no current open recalls on the vehicle.
Briefly summarize what the customer is expecting: The customer is expecting to have the vehicle brought in to have the vehicle diagnosed. 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 they have a failed clock spring and they are being told that it is not going to be covered. Customer wants to know if it should be covered under the M31 recall again as it is the same component.
Agent contacted JOHN ELWAY CHRYSLER JEEP DODGE RAM 45504 and spoke to SA Rob. SA advised the agent that the customer does have a failed clock spring. It is the same component that is replaced under the recall but the symptom is different so it would not be covered under the recall. SA states that the recall symptom is the air bag light coming on and it is not.
Agent spoke to TL KM788 and advised the customer that they would have the case escalated to a case manager for further review to see if this is something that can be treated as a repeat recall concern. Agent advised the customer that they will receive a call back within 1 business day.

Customer understood.
Briefly summarize what the customer is expecting: Repair to be treated as repeat recall concern.
Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Customer email address for case updates: [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? 45504
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District N * * * * * *
OOW: Basic and Powertrain (Expired)
MVP: GAP OPTION FOR 73 - 84 MONTH LOAN TERMS
Household: 2 Used
Status update provided via email to the following email address: [redacted]
Hello, my name is Jordan, and I have been assigned as your case manager. This email is confirmation that your case, [redacted]6, was successfully escalated to me. After I review the details of your case I will be calling you at your preferred number, ([redacted], within the one business day as promised. My office hours are 10:00AM 6:30 PM (Mountain Time). My contact information is 800.763.8422 EXT 40576. If your preferred telephone number mentioned above isn t correct, please reply with the corrections.
End of Status Update
Customer called in to see if her case had been reviewed and/or approved. Writer advised customer the case was assigned to a CM. Writer advised customer of email update in lines 42-52. Writer provided customer with CM contact information then transferred customer to the CM s ext: 40576.
Agent received a voice message from the customer requesting a callback from CM: 970-313-6387
Agent contacted the Service Manager Thad. SM informed agent that the vehicle is being repaired right now and that there is a coolant leak in the vehicle. SM also stated that they are repairing the clock spring and that the customer authorized the repairs and is also requesting assistance with the cost of repairs. SM provided CM with the total cost of repairs: Parts: $291.60, Labor: $172.50, Tax: $75.93, Total: $540.03.
Agent advised to do further research for assistance in the cost of repairs and will follow up with the customer with any updates.
CONTACT UPDATE - Customer was contacted today at 4:50 pm MST. Customer was provided with agent s extension: 40576.
Agent contacted the customer to discuss the case. Customer is requesting assistance with the cost of repairs to the clock spring. Agent informed customer that her vehicle should be done with repairs by tomorrow morning and advised to follow up with the customer tomorrow with updates in the case.
Thad SA DLR 45504 is calling to speak with CM to see if we are able to assist with the cost of repairs for the clock spring.
Agent tried to transfer Thad over to CM 40576, received voice mail.
Thad was transferred over to leave a message for a call back.
Status update provided via email to the following email address: [redacted]
Hello Mrs. [redacted],
This is Jerry from Jeep Customer Care. I am reaching out to inform you that your case manager Jordan is out of the office today. Jordan will be in contact with you tomorrow 2/18/15. I want to thank you for being part of the Jeep family and have a wonderful evening.
End of Status Update
Agent contacted the Service Manager Phil to discuss the case. Agent informed SM that the customer was requesting cost assistance with the repairs to the clock spring. SM stated that the customer has been OOW since 36,000 miles and that he recommends to not assist with the repairs because the customer is not the original owner and that they are OOW.
Agent advised to do further research and will contact the customer once a

decision has been made.
Status update provided via email to the following email address:
[redacted]
This is your case manager Jordan. At this time I do not have any additional information to report, and apologize for any disappointment this may cause. I value your patience during this process, and would like to assure you that updates are forthcoming. In the event you need to reach me you may use the link provided in this email or call 800-763-8422 my direct extension: 40576
End of Status Update
CONTACT UPDATE - Customer was contacted today at 1:07 pm MST.
Customer was provided with agent s extension: 40576.
Agent contacted the customer to request them to take their vehicle back to the DLR for diagnosis. Agent stated that we are going to assist with the repairs to the AIRBAG SYSTEM CLOCKSPRING. Customer informed agent that she is waiting to hear back from the SM and that the all the lights on the dash turned on. Agent advised to contact the DLR to discuss the customer s concerns and will follow up with the customer later on.
Agent contacted the Service Advisor Matt to request if the customer brought their vehicle in for diagnosis. Agent informed SA that we are going to assist the customer with the repairs to the Airbad System Clockspring. SA stated that the customer has not brought their vehicle to the DLR yet. Agent advised to follow up with the customer to request them to take their vehicle to the dealership.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40576. The reason for the customer contact was to provide or request the following information: Request the customer to take their vehicle to the DLR for diagnosis.
Agent attempted to contact dealer Service Manager Phil, however, SM not available. Left message for a return call at extension 40576
The reason for the dealer contact was to provide or request the following information: Inquire if the customer has brought their vehicle to the DLR for diagnosis yet.
Agent received a voice message from the Service manager Phil requesting a callback from CM: 970-534-2011
Agent contacted the Service Manager Phil to discuss the case. SM stated that the customer is not at the Dealership and that he will contact the customer to request them to take their vehicle to the DLR.
Agent contacted the Service manager Phil to inquire if the customer has brought their vehicle to the DLR yet. SM stated that she has not brought it in yet. Agent advised to contact the customer to request them to take their vehicle to the DLR.
Status update provided via email to the following email address:
[redacted]
Hello [redacted]
This is Jordan with Jeep Customer Care. I am emailing you to let you know that in order for Jeep to further assist you we will need a current diagnosis from your dealership. I encourage you to schedule an appointment with them; if you need assistance in scheduling your appointment please let me know. Your satisfaction is our utmost priority. I will follow up with you again 03/16. In the event you need to reach me you may use the link provided in this email or call 800-763-8422 my direct extension: 40576.
End of Status Update
Agent received a voice message from the Service Advisor Thad requesting a callback from CM:970-534-2014
Service Advisor That called to speak to CM JP1809 at X40576. Writer verified vin last 8: 9L740547, customer s name Gallegos, and Dealer 45504 with SA Thad. CM was not immediately available, so SA That chose to leave a voicemail message for CM JP1809 at X40576.
Agent contacted the Service Advisor Thad. SA informed agent that the customer s vehicle has already been repaired and paid for. SA stated that the customer needed her vehicle for work and that she authorized the repairs. SA advised the customer that CM will look into the customer being reimbursed for that repair. SA also provided CM with the mileage 138,443 and the RO# [redacted]2. Agent advised to contact the customer to

confirm repairs and discuss possible reimbursement.

[redacted] on 2015-03-10 @ 20:08
Agent contacted the customer to request the documents for the repairs to the Airbag System Clockspring. Agent advised to follow up with the customer once we received the docs.
***** Customer Document Received *****
Customer Document Reviewed.
Agent contacted the customer to inform them that we have received the proof of payment documents. Agent advised to follow up with the customer on Wednesday for further updates.
Agent contacted the customer. Agent stated that we are still reviewing the documents for possible reimbursement. Agent advised to follow up with the customer once a decision is made.
Vehicle is at the dealership - JOHN ELWAY CHRYSLER JEEP DODGE RAM (45504)
Update triggered by S44390O
Agent contacted the Service Manager Phil to inquire if the customer brought their vehicle in. SM stated that she has not been in the DLR and is expecting to be reimbursed for the repairs to the Airbag System Clockspring.
Agent contacted the customer to inform them that we are going to reimburse them for the repairs to the Airbag System Clockspring which is a total cost of $478.38. Agent stated that the check will take 7-10 days to arrive and that once the check is sent out, that it will automatically close the case. Agent provided the customer with the brand number. Customer was very satisfied and advised that there is no need for further assistance from CM.
What has the customer specifically requested? Reimbursement for the repairs to the Airbag System Clockspring
If this is for a previously made goodwill decision, what is that CAIR #?
No
What is the total amount being reimbursed and the reasons why? $478.38, due to being a safety concern.
Customer accepts and verifies the check
should be mailed to the following name and address:
[redacted],
Eaton, CO [redacted]5
United States
******Please obtain dealer close loop information and explain line 189 - 190 in further detail regarding the recall.******
Agent attempted to contact dealer Service Manager Philwever, SM not available. Left message for a return call at extension 40576
The reason for the dealer contact was to provide or request the following information: Attain dealer closed loop and inquire further information regarding the recall.
Agent received a call from the Service Manager Phil. Agent requested further information regarding the recall to the Airbag System Clockspring. SM stated that the steering sensor internally failed causing the Airbag to fail as well. SM provided the RO# 93262 and stated that the customer was never in a rental vehicle.
In regards to lines 189-190; What is the total amount being reimbursed and the reasons why? $478.38, due to being a safety concern and the steering sensor failed causing the Airbag to fail.
Check has been approved
Customer seeking an update on the reimbursement check. Customer states that she was advised that the reimbursement has been approved and a check would be sent out. Customer is concerned because she has not received it as of yet. Agent assured customer that a check has been approved and issued on 4-7-15. Agent advised customer that she should be receiving it shortly. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D12	AL[redacted]	***Open Date***	02/06/2015	***Built Date***	03/30/2010	
Model Year	2010	***Body***	JKJL72	JEEP WRANGLER SPORT 4X4			
In Service Dt	07/30/2010	***Mileage***	81,000	***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	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***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SANTA FE NM [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer calling to find out about clockspring recall
Corporate - Survey By-Pass - No Response / Unable To Reach - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer calling in to see if the Recall M31 - Safety Recall - Airbag Clockspring / 2008-2012 (JK) Jeep Wrangler was issued on his VIN.
Briefly summarize what the customer is expecting: Customer is expecting CAC to cover repairs to his vehicle due to his airbag light coming on.
Customer identified himself as a employee of Lithia Chrysler Jeep Dodge 60167 and advised that he and Service Manager have completed a diagnosis on Customer s vehicle and both agreed that the issue is related to the recall on Clock Spring.\
Agent advised that according to his recalls on his vehicle, there states nothing relating to this recall.
Customer states that it is all over the internet and his vehicle has to have this recall on it.
Agent reaffirmed that recalls are VIN specific.
Customer calmly stated that this is a Chrysler issue and Chrysler should cover the cost of fixing his vehicle. Customer is not original owner and thinks it s funny that a week after he purchased the vehicle, that the Airbag light comes on.
Dealership that did the diagnosis wouldn t help their own employee, as it was out of warranty, so they suggested Customer to call CAC to get help with the repair cost.
Agent believes that Dealership knows that CAC probably won t help so it now is on CAC not dealership to be the 'Bad Guy' and telling him it has to come out of pocket for repair.
Customer wants to speak with a Case Manager or Supervisor.
Agent advised that it would be a 1-2 business days for a response by a Supervisor, because of the weekend.
Customer stated that that would be ok.

Agent advised that the Supervisor would probably tell Customer same information.
Customer has requested Supervisor callback
Preferred daytime [redacted] work Lithia Chrysler Jeep)
Preferred evening number: [redacted]
Reason for request: Customer didn t think Agent was able to assist (approve GoodWill)
CAIR assigned to: KB805
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within one (1) business day
SUPERVISOR CALLBACK
CUSTOMER CONTACT - DIALED [redacted] - Writer called customer to follow up on supervisor callback request. Writer explained that we do stand behind the decision previously provided. Writer explained that the recall is not on the customer s vehicle and the vehicle is outside of warranty therefore there would be no assistance that can be provided for the concern.
correction to line 41 - Writer left message explaining

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4BJWKG1	CL[redacted]	***Open Date***	02/09/2015	***Built Date***	06/01/2012	
Model Year	2012	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	06/21/2012	***Mileage***	56,000	***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	45552	HENDRICK CHRYSLER DODGE JEEP RAM			
Dealer Address	7630 HENDRICK AUTO PLAZA NW				
Dealer City	CONCORD	***Dealer State***	NC	***Dealer Zip***	28027

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

Recall - P61: POWER MIRROR WIRING - Information Request	Customer is calling about the recall notice he received in the mail.
Corporate - Survey By-Pass - Outbound Recall Follow Up - Default - Default	P60 P61 P65 961

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because his vehicle Airbag light keeps coming on. Customer is calling to see if there is a recall on his vehicle for the airbag.
Briefly summarize what the customer is expecting: Customer is expecting to be provided with the correct information. Agent advised the customer that he does have a recall on his vehicle the P61 POWER MIRROR WIRING. Agent advised the customer that the P61 recall is not related with the Airbag light coming on. Agent advised that for the Airbag light issues he should bring his vehicle into a Chrysler DLR to have the vehicle diagnosed to see exactly what is causing the light to come on. Agent advised the customer that it is not due to the recall so he would have to pay to have it diagnosed and repaired. Agent advised the customer that the P61 recall on his vehicle we currently do not have the parts to complete the recall repair. Agent offered to place the customer on the special tracking s so he will be notified by email as well as by mail as soon as the parts become available. Customer accepted the offer and provided a valid email address. Agent advised to allow more time for the notice in the mail. Customer understood.
The part required to provide a permanent remedy for recall P61 is currently not available.
Advised customer that their case will be assigned for special tracking until the part becomes available.
Advised customer that an email will be sent when second letter detailing part availability is sent to customer.
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 961
*** Below message was sent to customer ***
Email: [redacted]
on 06/05/2015 at 05:00 PM
Confirmed notifications for P60, P61 and P65 recalls
have been sent to affected customers. Customers with
valid email on file were contacted to advise parts are
available. Should customer contact CAC,please handle as
per AC 24393 (P60), AC 24394 (P61) or AC 24409 (P65)
System Closure of CAIR.
*** End of Message ***

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA241X	9L[redacted]6	***Open Date***	02/10/2015	***Built Date***	03/24/2009	
Model Year	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	03/25/2009	***Mileage***	62,000	***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	25006	TUCSON DODGE			
Dealer Address	4220 E 22ND ST				
Dealer City	TUCSON	***Dealer State***	AZ	***Dealer Zip***	85711

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	TUCSON AZ [redacted]0	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking recall information.

Briefly summarize why the customer is contacting Chrysler: Customer states the vehicle has an airbag light on and that according to his online research the recalls should apply.
Briefly summarize what the customer is expecting: Customer seeking airbag recall information for this vehicle.
Agent advised that the M31 recall only applies to vehicles with the RHD as per Answer ID: 23863.
Agent also advised as to why the other airbag recalls do not apply as per Answer ID 24237, Answer ID 24237, and Answer ID 24503.
Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA5416	8L[redacted]	***Open Date***	02/11/2015	***Built Date***	06/16/2008	
Model Year	2008	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4			
In Service Dt	11/12/2008	***Mileage***	158,000	***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	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***	[redacted]
	JOPPA MD [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Clock spring

Briefly summarize why the customer is contacting Chrysler: Customer stated her air bag light came on and the reading came up that it needs a new clock spring and the cost of all that would be over $400. Customer was reading online about this being a issue in the vehicle, customer calling to see if there is a recall on her vehicle.
Briefly summarize what the customer is expecting: Customer seeking if recall is on vehicle.
Agent advised customer that there is no open recalls on the vehicle but if it becomes a recall and she has it repaired now she could submit for reimbursement. Customer understood, but she would like to have something documented that she is going to have this replaced. Agent advised customer that writer would document everything that has been said today. Customer understood and thanked agent. Agent offered additional assistance. Customer declined. Call ended.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D10	AL[redacted]	***Open Date***	02/11/2015	***Built Date***	05/22/2010	
Model Year	2010	***Body***	JKJL72	JEEP WRANGLER SPORT 4X4			
In Service Dt	06/21/2010	***Mileage***	71,000	***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	42631	LANDMARK DODGE CHRYSLER JEEP			
Dealer Address	6850 MOUNT ZION BLVD				
Dealer City	MORROW	***Dealer State***	GA	***Dealer Zip***	30260

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

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

Briefly summarize why the customer is contacting Chrysler: Customer states his air bag light comes on intermittently. Customer states his research says it could be a clock spring. Customer knows this recall is not on his vehicle. Customer called dealer and states dealer stated to call CAC. Customer would like to know what we can do.
Briefly summarize what the customer is expecting: Customer is expecting goodwill on the repair.
Agent let customer know we can not do anything for him until he has a dealer diagnosis.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GB3916	7L[redacted]	***Open Date***	02/11/2015	***Built Date***	11/03/2006	
Model Year	2007	***Body***	JKTM74	JEEP WRANGLER UNLIMITED X 4X2 SPORT UTILITY			
In Service Dt	12/20/2006	***Mileage***	105,000	***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	60023	AIRPARK CHRYSLER JEEP			
Dealer Address	15656 N HAYDEN ROAD				
Dealer City	SCOTTSDALE	***Dealer State***	AZ	***Dealer Zip***	85260

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

Corporate - Recall - Default - Default - Default	customer seeking if recall for clockspring for airbag is on vehicle
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	customer states their air bag light is on possible due to recall

Briefly summarize why the customer is contacting Chrysler: Customer called stating their airbag light has come on and he is seeking if there is a recall for that.
Briefly summarize what the customer is expecting: Recall information. Agent advised customer there are no recalls on the vehicle for that issue. Agent advised customer of extended warranty on the vehicle for the clock spring. Agent advised customer of extended warranty code X41 for the clock spring. Agent advised customer the warranty is for steering column clock spring may cause the airbag lamp to illuminate. Agent advised customer that warranty covers up to 10 years or 150000M. Agent advised customer the extended warranty will expire 12/20/16. Agent advised customer they can take their vehicle into DLR and have that repair covered under their extended warranty. Customer understood and thanked agent. Call ended.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5915	8L5[redacted]	**Open Date**	02/12/2015	**Built Date**	02/26/2008	
Model Year	2008	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	03/25/2008	**Mileage**	34,000	**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	41657	GENGRAS CHRYSLER DODGE JEEP LLC			
Dealer Address	460 CONNECTICUT BLVD				
Dealer City	EAST HARTFORD	**Dealer State**	CT	**Dealer Zip**	06108

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

Corporate - Recall - Default - Default - Default	seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer is wondering if she has a recall on her vehicle. Customers airbag light came on. Customer said her airbag light came on.
Briefly summarize what the customer is expecting: Customer is wondering if she has a recall.
Agent advised the customer she has no recall on her vehicle at this time.
Agent advised the customer she will get a letter in the mail if a recall does come out on her vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA6418	8L[redacted]	***Open Date***	02/12/2015	***Built Date***	01/31/2008	
Model Year	2008	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4			
In Service Dt	08/29/2008	***Mileage***	60,000	***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	26134	GLOBAL AUTO MALL			
Dealer Address	1099 ROUTE 22 WEST				
Dealer City	NORTH PLAINFIELD	***Dealer State***	NJ	***Dealer Zip***	07060

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light on
Product - Electrical - Lamps and Switches - Other - Default	customer has airbag light on
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer has air bag light on but has not been for a diagnosis yet.
Customer does have an active service contract.
Briefly summarize what the customer is expecting:
Customer wants to know if it is covered under warranty before taking for diagnosis.
Agent advised customer that there is no way to know if this would be covered under his service contract without a diagnosis.
Please use airbag reason code a reassign

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA6H13	AL118818	***Open Date***	02/13/2015	***Built Date***	09/02/2009	
Model Year	2010	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	01/14/2010	***Mileage***	42,000	***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	60170	LITHIA CHRYSLER DODGE OF HELENA			
Dealer Address	3377 US HIGHWAY 12 E				
Dealer City	HELENA	***Dealer State***	MT	***Dealer Zip***	59601

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	HELENA MT [redacted]7	***Country***	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	airbag light on vehicle
Recall - L24: SOFT TOP WEAR - Information Request	information on recall on vehicle

Briefly summarize why the customer is contacting Chrysler:
Customer states that he has a recall on his vehicle.
Customer states that he has a airbag light coming on on his vehicle.
Customer states he thinks he has a airbag recall on his vehicle.
Briefly summarize what the customer is expecting:
Customer seeking help with repair of vehicle.
Agent advised customer of the L24 recall on his vehicle.
Agent advised customer to get a diagnostic on his vehicle to see what the concern is and that he does not have a airbag recall for his vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4BJWFG4C[redacted]		***Open Date***	02/14/2015	***Built Date***	09/29/2011	
Model Year	2012	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	10/15/2011	***Mileage***	35,983	***Dealer Zone***	63	DALLAS	
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	44754	A J DOHMANN CHRYSLER INC			
Dealer Address	802 ROBINSON DR				
Dealer City	BERWICK	***Dealer State***	LA	***Dealer Zip***	70342

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

Product - Electrical - Power Door Lock / Deck Lid - Intermittent or Inoperative - Unknown	lock to the door works intermittently

****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: vehicle s lock to the door works intermittently, they also make a cunny sound when they do work
Briefly summarize what the customer is expecting: customer is expecting to gain information about the recalls that are on the vehicle
agent informed the customer that the N28 and the P61 recall are on the vehicle and that both can be completed
agent informed the customer that the lock would not be a recall that is on the vehicle
agent called the dealership to try and set up a D1227 for the customer but service are not open Saturday.
Customer stated that they will call in on Monday for Chrysler to call the dealership.
agent updated the dealership information
disregard line 1 to 4
Customer states he called Saturday and was advised to call back when the Service Department is open. Customer states the door lock actuator malfunctioned and he is unable to lock the door. Customer states when he first noticed the problem, he attempted to make an appointment with two different DLRS. Customer states he set an appointment with DLR 44754 as they are closer to him and both DLRS had a couple of weeks wait time before getting him in. Customer states he was never told that his warranty was about to run out. Customer states he assumed he was covered based on the model year and did not rush the repair because he did not realize the warranty was about to run out. Customer states he did not purchase the vehicle from the DLRS that he sought to have complete the repairs and feels they possibly did not provide timely service due to

that fact. Customer states he took the vehicle in and the DLR advised him the repair would not be covered because the warranty had just expired based on time. Customer states he did some research and there have been problems with the locks from 2008 to 2011 MY. Customer states there is a recall covering MY 2010-2011 Ram Trucks and Jeep Wranglers with the lock problem. Customer states the Jeep has had so many problems including a sensor causing the airbag light to come on and a rear wheel ABS speed sensor malfunctioning. Customer states that the two repairs took a total of four trips to get completed. Customer states he will have had to make two trips to get the lock problem fixed before it is completed. Customer states he is a member of a Jeep club and will be discussing this with the other members; customer states he is not happy about the fact that the repair is not covered. Customer states he wants to talk to whoever handles complaints.
Agent spoke with the SM, June, at DLR 44754 about possible cost assistance. SM states customer has never had the vehicle serviced at this DLR and she saves GW for their customers. Agent advised customer that there would be no cost assistance available. Agent advised customer that when he has the repair completed, he should hold on to the receipt, proof of payment and the work order showing the parts used so in the event his vehicle is included in a future recall, he can apply for reimbursement. Customer understood. Agent advised customer that he can give his complaint to the agent and it would be documented. Agent advised customer that the appropriate people would see it, but even if something is done about it, he would probably never know the result. Customer understood this and provided the information he wanted documented. Customer had no further questions or concerns.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8FA5411	8L[redacted]	***Open Date***	02/16/2015	***Built Date***	10/15/2007	
Model Year	2008	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4			
In Service Dt	02/06/2008	***Mileage***	103,000	***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	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***	
	VERO BEACH FL 3[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Airbag light on, customer thought it was a recall
Corporate - Recall - Default - Default - Default	Customer seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer called in seeking recall information. Customer called in seeking issue on a recall that he believed was on his vehicle. Customer was having an issue with his airbag light. Agent informed the customer that there was not a recall for this issue but that there were two incomplete recalls. Customer had to take another call and disconnected stating he will talk to the dealership.
Briefly summarize what the customer is expecting: Recall Information

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2417	9L[redacted]	***Open Date***	02/16/2015	***Built Date***	11/07/2008	
Model Year	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	03/03/2009	***Mileage***	60,000	***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	24237	GO CHRYSLER JEEP WEST			
Dealer Address	16300 WEST COLFAX AVENUE				
Dealer City	GOLDEN	***Dealer State***	CO	***Dealer Zip***	80401

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

Corporate - Recall - Default - Default - Default	customer seeking if have recall for airbags on vehicle
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that air bag light comes on intermittently. Agent looked to see if customer had recall on vehicle. Agent advised that there is no recall . Customer stated that this is a safety issue.Customer seeking to speak to supervisor. agent advised that needed to be diagnosed. Agent advised that supervisor would have same answer. Customer still requested supervisor
Briefly summarize what the customer is expecting: airbag light
Supervisor Call
Writer called [redacted] three times and phone was picked up and hung up immediately. Writer is closing file.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
No Response / Unable To Reach
Customer seeking supervisor call back at phone # [redacted] Customer stated that the other phone number [redacted] 0 is not the one to contact him at.
tl called customer and advise to have issue diagnosed and to call back if concern is related to clockspring. Customer advised will take to the dealer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2415	7L1[redacted]	***Open Date***	02/18/2015	***Built Date***	03/13/2007	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	06/15/2007	***Mileage***	51,100	***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	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***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	PITTSBURGH PA [redacted]6	***Country***	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	Customer seeking warranty coverage information
Product - Drivability - Unknown - No Start - Default	Customer states vehicle won't start

Briefly summarize why the customer is contacting Chrysler: Customer called states that the vehicle had an issue and she was seeking warranty information. Customer states that she had her oil changed on Feb 9th at a jiffy lube and states she is travelling and encountered a concern. Customer states that the vehicle has been towed to a Midas at this time as it stalled, there was white smoke, and it wouldn t restart. Customer states the fire department was called and so was the police. Customer states that the oil change light was flashing before this all happened and there was a ticking sound. Agent advised of the remaining warranty coverage s on the vehicle and advised of the extended warranties as well. Customer states that her horn sometimes goes off on it s own and stated that the airbag light is also on. Agent advised her to take it to the Dlr once she has her current concerns solved to have these item s repaired. Briefly summarize what the customer is expecting: Customer seeking to have warranty information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D10	AL[redacted]	***Open Date***	02/18/2015	***Built Date***	11/19/2009	
Model Year	2010	***Body***	JKJL72	JEEP WRANGLER SPORT 4X4			
In Service Dt	10/04/2010	***Mileage***	75,000	***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	67301	HAYES CHRYSLER-PLYMOUTH-DODGE INC			
Dealer Address	3115 FRONTAGE ROAD				
Dealer City	GAINESVILLE	***Dealer State***	GA	***Dealer Zip***	30504

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

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Clock spring.
Product - Fuel System - Fuel Tank - Defective - Default	Fuel tank overflows and does not stop when filling.
Corporate - Recall - Default - Default - Default	Recall information.

Briefly summarize why the customer is contacting Chrysler: Customer contacted because she has been having issues with her airbag light being on. Customer states that the dealership had advised her it was due to the clock spring. Customer also states that she has an issue with her gas tank. Customer states when filling her tank, it does not stop and it spills over. Customer is expecting to find out information about any recalls in regards to these issues as she found one on the internet in regards to the clock spring.
Agent explained that she does not have any recalls regarding these issues she is having. Agent explained that recalls are VIN specific and even though she is reading something on the internet pertaining to this issue being a recall, it may not be specific to her vehicle.
Briefly summarize what the customer is expecting: Customer is expecting recall information.
Customer is also seeking to get transferred over to MVP to figure out what her extended warranty covers.
Briefly summarize why the customer is contacting Chrysler: Customer calling CAC regarding the same inquiry with the previous agent and seeking cost assistance with the repairs.
Briefly summarize what the customer is expecting: Customer seeking cost assistance.
Agent advised customer that these repairs cannot be covered as customer s vehicle was out of warranty. Agent was unable to hear any response from the customer and advised customer to contact us back for further assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6914	8L[redacted]	**Open Date**	02/18/2015	**Built Date**	07/08/2008	
Model Year	2008	**Body**	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	01/30/2009	**Mileage**	58,000	**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	60015	CHRYSLER WORLD INC			
Dealer Address	2612 COUNTY HIGHWAY EE				
Dealer City	ABRAMS	**Dealer State**	WI	**Dealer Zip**	54101

Owner	[redacted]	**Contact Type**	CHAT
Address	[redacted]	**Home Phone**	[redacted]
	MENOMINEE MI [redacted]	**Country**	UNITED STATES

Corporate - Recall - Default - Default - Default	inqiury on recalls for clockspring

Incident[redacted]
Hi, my name is Delores with Jeep Customer Care, How may I help you today?
marco gutierrez: Wondering if there is a recall for my Jeep with VIN number 1J4GA69148L[redacted], regarding the clockspring (airbag light coming on and off)
Delores: I would be more than happy to look into this for you.
Delores: When did you purchase your vehicle Marco?
[redacted] i bought used last year in Jeep Van horn
Delores: Is your name on the title Marco.
[redacted] the Title is on my wifes name. [redacted]
Delores: May I have you verify her mailing address and phone number please
Delores: Are you still on Chat [redacted]?
Delores: I will need the mailing address so I may check it because if Chrysler ever sends out recall notices we need the correct address on file or you will not receive them.
m[redacted] yes i am here
[redacted] Menominee MI 4[redacted]
Delores: Thank you [redacted]. That is what I am showing on file.
Delores[redacted], roughly how much mileage would you state is on the vehicle right now?
[redacted] 58000
Delores: Thank you.
[redacted] around that
Delores: [redacted] there was a recall for the clockspring issue on the 2008-2012 Jeep Wranglers however they were very VIN specific and it only entailed vehicles that had the Right Hand Drive (RHD) steering.
Delores: Your vehicle has the Left Hand Drive (LHD).
Delores: Have you contacted your local Jeep dealership to schedule an appointment so they can diagnose the issue.

Delores: The air bag light could be coming on for many different reasons and this is why you should have a Jeep dealership diagnose the vehicle.
[redacted] I will do that, just was checking on the recalls because my firned experidnce the same and a small search on the web mention about this common issue on 2008 jeeps JK
[redacted] yes mine is a LHD
Delores: Okay If there are any recalls on your vehicle. Chrysler would send you a letter in the mail okay. You may also visit our website at Jeep.com to view the recalls on your vehicle as well.
[redacted] I will do that Thank you Dolores
Delores: I would suggest to always go to the Jeep website at Jeep.com and go to owner s tab and under that you will see recall information put your VIN number in there and it will let you know if you have any recalls okay.
Delores: Is there anything else that I can look into for you today?
[redacted] that will be all
Thank you
disconnected (Concluded by End-user).

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA3H12	AL[redacted]	**Open Date**	02/19/2015	**Built Date**	02/03/2010	
Model Year	2010	**Body**	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	03/06/2010	**Mileage**	35,600	**Dealer Zone**	70		
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PAV	DK. CHARCOAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	68939	LITHIA CHRYLER JEEP DODGE OF	POCATELLO		
Dealer Address	2929 POLE LINE RD				
Dealer City	POCATELLO	**Dealer State**	ID	**Dealer Zip**	83201

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Replaced clock spring. Seeking reimbursement.

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Faulty clock spring
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
(the online link for Jeep didn t work) While driving the Jeep the airbag warning light came on with the warning chime. The light continued to go on and off intermittently and the chime sounded. I took the Jeep to the local dealer who I bought it from and they determined it was a faulty clock spring in the steering column. I researched this issue on line and learned that this is a common problem on this model of Jeep. Right hand drive models have been recalled for this issue and the clock springs replaced, but there is no such recall for the Left hand drive vehicles. The on line information indicated that this issue could cause the airbag to not deploy in an accident, so I had it replaced by the dealer at my expense. This issue should be addressed by Chrysler and owners who ve had their clock springs replaced for this issue should be reimbursed for their expense.
*****END OF CUSTOMER EMAIL*****
Dea[redacted]
Thank you for contacting the Jeep Customer Assistance Center.
We apologize for the inconvenience you have experienced.
We would like to review your concerns further by contacting the dealership you had the repair completed at. Please respond by clicking the link below and provide the dealership name and location so we may discuss your concerns further.
Once we have reviewed this, we will contact you back.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Ashley
Customer Service Representative

Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
Lithia Chrysler, Jeep, Dodge of Pocatello is did the repair on my Jeep. Address 2929 Poleline, Pocatello, ID 83201. Ph. 208-232-3322. They are also where I purchased the Jeep new in 2010.
*****END OF CUSTOMER REPLY*****
Dear [redacted]
Thank you for providing this information.
Once we review your concerns with the dealership, we will contact you back.
Sincerely,
Ashley
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL REPLY*****
Agent called dealer 68939 - LITHIA CHRYLER JEEP and spoke with SA Gene. He informed us that the customer had the clock spring replaced on 01/30/15 and paid $356.74 before tax. Agent advised him that the customer contacted us seeking reimbursement however it is already repaired and paid for so we can only document it down for any future related concerns.
Agent called customer and left VM advising we require him to contact us back in regards to his request. Agent provided case number and call back number.
*****NEXT AGENT*****
Please advise customer that we cannot provide reimbursement at this time due to the repair already completed and paid for; however, we will have this concern documented in case he has this concern again in the future and apologize for the inconvenience.
Mr[redacted] called in seeking an update on this file. Agent advised of lines 57-60
Agent closing case. No further action required.
Ashley: I called the number you left on my voice mail and talked to a customer service representative who told me that I am not going to get reimbursed for the clock spring replacement. I don t understand why you couldn t have told me that in the voice mail or sent me an e-mail to that effect and saved me the trouble of calling in [redacted]
*****END OF CUSTOMER EMAIL*****
Dear [redacted]
I apologize for the inconvenience.
It is against our policy to leave that information in a voicemail. We are only to provide good and bad news directly to the customer and not in a voicemail. We will document down for future reference that you would prefer us to leave a voicemail with this information.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Ashley
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL REPLY*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3912 8[redacted]		***Open Date***	02/19/2015	***Built Date***	08/21/2007	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	09/12/2007	***Mileage***	85,124	***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	44107	ACADIANA DODGE INCORPORATED			
Dealer Address	1700 SOUTHEAST EVANGELINE HIGHWAY				
Dealer City	LAFAYETTE	***Dealer State***	LA	***Dealer Zip***	70508

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

Corporate - Recall - Default - Default - Default	Recall not on VIN

Briefly summarize why the customer is contacting Chrysler: Customer called in stating their air bag light keeps coming on and off. Customer states they looked up online and see a clock spring recall. Agent advised customer that recalls are VIN specific. Agent advised customer that is not a recall under their vehicle. Agent advised customer that in the future if it does become a recall they can file for reimbursement. Agent asked if the DLR has seen the vehicle. Customer states they have not. Agent advised customer to get the vehicle over to the DLR and have them look at it.
Briefly summarize what the customer is expecting: Customer is expecting to know if this recall applies to their vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA6H13	AL2[redacted]	***Open Date***	02/20/2015	***Built Date***	07/22/2010	
Model Year	2010	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	02/21/2011	***Mileage***	50,000	***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	61210	BAXTER CHRYSLER JEEP DODGE			
Dealer Address	17950 BURT ST				
Dealer City	OMAHA	***Dealer State***	NE	***Dealer Zip***	68118

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

Corporate - Warranty Coverage - Default - Default - Default	Airbags
Corporate - Recall - Default - Default - Default	Airbags.

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler seeking information on whether or not they have any warranty on their vehicle that would cover their airbags.
Customer states that they are experiencing their airbag light coming on.
Customer states that they would like to know if there are any recalls on their VIN that may apply to this occurrence.
Briefly summarize what the customer is expecting: Customer is expecting information on warranty coverage s and recalls that apply to VIN.
Agent informed the customer that there are no outstanding recalls that would apply to their VIN regarding this issue.
Agent informed the customer that their vehicle is OOW so they will not be able to have the issue covered under warranty.
Agent advised customer that they will have to pay out of pocket

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3919	7L[redacted]	***Open Date***	02/20/2015	***Built Date***	04/02/2007	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	04/28/2007	***Mileage***	101,566	***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	60080	ARROW CHRYSLER JEEP			
Dealer Address	3995 SOUTH 1ST				
Dealer City	ABILENE	***Dealer State***	TX	***Dealer Zip***	79605

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

Corporate - Consequential Expenses - Default - Default - Default	Advised of X41 extended warranty
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Airbag light is illuminated.
Corporate - CNA Change - Default - Default - Default	Updated owner information.

Briefly summarize why the customer is contacting Chrysler: Customer is seeking to know if there is a recall on the clockspring. Agent advised the customer of the X41 extended warranty. Agent advised the customer to bring the vehicle into the dealership to see if the X41 repair can correct his concern.
Briefly summarize what the customer is expecting: Recall inquiry.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA3912	7L[redacted]	***Open Date***	02/21/2015	***Built Date***	03/09/2007	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	04/24/2007	***Mileage***	117,000	***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	59577	LARSON DODGE			
Dealer Address	300 RIVER ROAD				
Dealer City	PUYALLUP	***Dealer State***	WA	***Dealer Zip***	98371

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	PUYALLUP WA 9[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer is calling because his airbag light is on. His dealership informed him that it was because of his clockspring. Customer is calling because he heard that there is a clockspring recall. Agent advised customer that any recalls associated with the clockspring are not associated with his vehicle.
Briefly summarize what the customer is expecting: recall information

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2413	9L[redacted]	***Open Date***	02/23/2015	***Built Date***	12/19/2008	
Model Year	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	05/31/2009	***Mileage***	81,000	***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]
	GLENDALE AZ[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	No incomplete recalls.
Corporate - Survey By-Pass - Duplicate CAIR - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Chryslers failure to safeguard customers
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
I sent the below complaint to the National Highway Transportation Safety Administration and notified the National Trial Lawyers Association and the American Bar Association of Chryslers decision to mimic GM when it comes to ignoring customer safety. This after contacting Chrysler directly and determining they really don t care. Air bag light continuously illuminated, determined clock spring in the steering column was defective. Chrysler has a recall for right hand steering 2009 Jeep Wranglers and has extended warranty to repair 2007 Jeep Wranglers with this issue yet has done nothing for other affected models. The failure of this part can result air bags not deploying during an accident. This is a safety issue that puts all customers at risk. Whether the steering is right hand, left hand, 2007 or 2009, they are all affected yet Chrysler chooses the same path as GM and their ignition switch issues by recalling or extending warranties to only fix those that they are forced to fix at the expense of the safety of their other customers who have the same defective part in their steering columns. Does the NHTSA condone this action? Chrysler is clearly aware of the safety issue and should be held accountable should anyone or if anyone has already been injured or killed by this defective part.
*****END OF CUSTOMER EMAIL*****
Dea[redacted],
Thank you for contacting the Jeep Customer Assistance Center.
We are sorry to find that you are having this concern with your vehicle and we appreciate the time and effort it has taken to bring it to our attention.
According to our records, your vehicle is not affected by any open recalls so we recommend having your local dealer look into the concern you are having. Should the recalls you are referring to ever be expanded, we recommend keeping all repair receipts in case you should ever be included in possible expansions. Your comments have been documented in our corporate records and will be provided to our development team for review.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Victoria
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
Reassigned to TG442 for Survey-Bypass. Duplicate to CAIR [redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2412	8L[redacted]	**Open Date**	02/23/2015	**Built Date**	02/28/2008	
Model Year	2008	**Body**	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	05/12/2008	**Mileage**	120,000	**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**	
	SHELTON CT [redacted]	**Country**	UNITED STATES

Corporate - Recall - Default - Default - Default

Customer called to inquire if there was an air bag recall that applies to the vehicle. Customer states that she read on the internet that there were recalls on the air bags but she has not received a letter at this time. Customer s vehicle is experiencing issues with the air bag light going on and off. Agent informed customer that there are no recalls related to the issue applies to the vehicle; states that all recalls has been completed. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA6916	7L[redacted]	***Open Date***	02/23/2015	***Built Date***	07/06/2007	
Model Year	2007	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	07/29/2007	***Mileage***	75,000	***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	41080	CARL BURGER'S DODGE WORLD			
Dealer Address	HWY 8 AT JACKSON DR				
Dealer City	LA MESA	***Dealer State***	CA	***Dealer Zip***	91942

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer stated intermittently airbag light will ping
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer stated intermittently while driving the airbag light will ping on.
Customer stated it is very annoying and loud. Customer stated he read online there was recall or something put out in regards to this. Writer advised customer of the X41 which describes a symptom of the airbag light illuminating. Writer advised customer it would require diagnosis at a DLR to confirm it is covered. Writer offered to provide customer with DLR information but he stated he is familiar with DLR in his area.
Briefly summarize what the customer is expecting: Customer seeking assistance with extended warranty/recall information.

Reassigning to TL for survey bypass, no diagnosis.
Customer states the DLR told him he needs a new clock spring. Customer states the DLR told him this will not be covered and charged him for an inspection. Agent contacted the DLR and spoke with SA Pat. SA looked into warranty information and realized that the customer does have the X41 extended warranty. SA states he will order the part and contact the customer when the part comes in.
Agent advised customer of lines 15-18. Customer thanked agent.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D12	AL[redacted]	***Open Date***	02/25/2015	***Built Date***	08/18/2009	
Model Year	2010	***Body***	JKJL72	JEEP WRANGLER SPORT 4X4			
In Service Dt	11/12/2009	***Mileage***	95,475	***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	44520	SHERMAN DODGE			
Dealer Address	7601 N SKOKIE BLVD				
Dealer City	SKOKIE	***Dealer State***	IL	***Dealer Zip***	60077

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

Corporate - Recall - Default - Default - Default	Customer seeks recall information
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states air bag light is on

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler seeking information on recalls.
Customer states airbag light is on, he has not taken vehicle to DLR for inspection.
Briefly summarize what the customer is expecting: Customer is expecting recall information.
Agent informed Customer there are no available recalls on his vehicle.
Agent suggested Customer take vehicle to DLR for inspection.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA3H11	AL2[redacted]	***Open Date***	02/27/2015	***Built Date***	06/07/2010	
Model Year	2010	***Body***	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	08/07/2010	***Mileage***	53,000	***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	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***	
	SURPRISE AZ [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	airbag light

Briefly summarize why the customer is contacting Chrysler: The customer stated her airbag light comes on and off and she was looking for a possible recall.
Briefly summarize what the customer is expecting: The customer is seeking recall information.
The agent advised there are no open recalls for anything to do with the airbags so she may want to have the vehicle diagnosed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D16 AL[redacted]		**Open Date**	02/27/2015	**Built Date**	07/10/2010	
Model Year	2010	**Body**	JKJL72	JEEP WRANGLER SPORT 4X4			
In Service Dt	08/27/2010	**Mileage**	54,678	**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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	66404	LEE DODGE			
Dealer Address	200 MAIN STREET				
Dealer City	WESTBROOK	**Dealer State**	ME	**Dealer Zip**	04092

Owner	[redacted]	**Contact Type**	E-MAIL
Address	[redacted]	**Home Phone**	[redacted]
	SOUTH PORTLAND ME[redacted]	**Country**	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	air bag warning light on
Recall - L09: AXLE FASTENER TORQUE - Advise Owner/Incomplete Recall	recall I09 information
Recall - L34: REPROGRAM PCM - OXYGEN SENSOR MONITOR - Advise Owner/Incomplete Recall	recall I34 information

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Dissatisfied With Product
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Hello, My name is [redacted] and I own a 2010 Jeep Wrangler that I ve loved... up until this month. I started getting an Air Bag Warning light on
the dash and ultimately had to have the clock spring in the steering culumn
replaced at a cost of $528. I ve witnessed a history of this problem with
the Wranglers and am in hopes that someone can assist me in wanting to keep
my interest in purchasing another one of these in the near future. I have a
scan of the work order and would love to speak with someone further about
this. (This should be warrented past 36,000 miles) Thanks for your time
Dean
*****END OF CUSTOMERS EMAIL*****
Dear [redacted],
Thank you for contacting the Jeep Customer Assistance Center.
I am sorry that you had that issue with the clockspring and the Air Bag warning light.
There was a recall M31 on Air Bag Clocksprings for applicable 2008-2012 Jeep Wranglers in 2013. Recalls are VIN specific and your vehicle was not part of the recall.
Chrysler routinely analyses failed parts to develop product improvements

in response to data received from dealers, Customer s, and the warranty system. This in turn allows us the opportunity to review and learn of problems that may develop and improvements desired by customers.
I have updated your file to reflect the information provided in your response. Going forward, if any recall or extended warranty is placed on your vehicle at a future date, you will be further notified via mail.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Jody
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL*****
Customer states they had to replace the clock spring for their air bag light concerns which they thought would have been included in a recall but it was not and they want to seek reimbursement for their repairs.
Customer states even a small amount to show we care would be appreciated.
Agent found that customer is within dealer goodwill parameters but was not able to get authorization for oil changes or reimbursement. Agent informed customer to hang onto their receipts in case recalls are identified in the future or future repairs develop and to notify us as soon as they experience any issue. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA5419	9L[redacted]	***Open Date***	02/28/2015	***Built Date***	08/08/2009	
Model Year	2009	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	08/29/2009	***Mileage***	36,021	***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	45200	COLONIAL DODGE CHRYSLER JEEP			
Dealer Address	24 COOLIDGE ST				
Dealer City	HUDSON	***Dealer State***	MA	***Dealer Zip***	01749

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

Corporate - Recall - Default - Default - Default	Customer seeking recall information regarding M31
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer's air bag light is on

Briefly summarize why the customer is contacting Chrysler:
Customer states that they would like to know if there are any recalls on this vehicle.
Briefly summarize what the customer is expecting:
Customer is seeking recall information.
Customer states that their air bag light is on.
Agent advised that there were no open recalls on the VIN.
Agent explained that the recall they are referring to is for Right Hand Drive whereas their vehicle has Left Hand Drive.
Agent suggested that the customer go to a DLR for diagnosis so that we can know for certain what is causing the air bag light to come on.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2416	9L7[redacted]	**Open Date**	03/03/2015	**Built Date**	12/03/2008	
Model Year	2009	**Body**	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	12/15/2008	**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	68886	CHAMPION CHRY-DODGE			
Dealer Address	435 E PASS RD				
Dealer City	GULFPORT	**Dealer State**	MS	**Dealer Zip**	39507

Owner	[redacted]	**Contact Type**	UCONNECT
Address	[redacted]	**Home Phone**	[redacted]
	LONG BEACH MS [redacted]	**Country**	UNITED STATES

Corporate - Recall - Default - Default - Default	airbag recall query

Incident_Case_ID: 1[redacted]
Hi, my name is Jeff. How may I help you?
[redacted]: I am not associated to my jeep on this website. I also have a maintenance problem.
Jeff: I m sorry [redacted]. Are you saying your vehicle is not presently registered to your profile?
[redacted] yes
Jeff: I am sorry to hear you have been having some difficulties adding your vehicle to your profile. I would be happy to look into this matter with you further. To start, may I please verify the ownership name/address listed on the profile? Can you also please verify if you are on a personal computer, mobile device, or app?
J[redacted] [redacted] Long Beach, MS[redacted] I am on a laptop
Jeff: Thank you [redacted]. Could I please verify the last 8 digits of the VIN you are attempting to add to the account?
[redacted]
Jeff: Thank you. On your profile (under 'edit profile' and then the 'edit' button above the contact information) do you have a middle initial or phone number registered, or are those fields left blank?
[redacted]n: I just updated it before I contacted you. MI = A Phone [redacted]
Jeff: Thank you. Just one more question, the email address you use to access the account. Would that be [redacted] or a different email?
[redacted] that is correct.
Jeff: Thank you [redacted] Can I please have you save the profile contact information again for me with no changes being made?
[redacted] ok
done
Jeff: Thank you [redacted] I believe the vehicle should now be reflected on

the profile. May I please have you verify this by either refreshing or logging off/signing in to make sure everything is to your satisfaction?
[redacted] ok
[redacted] yes, it is there, thank you.
[redacted] now, about my maintenance problem.... I have an intermittent airbag warning light flashing.
Jeff: I am very sorry to hear you have been experiencing that difficulty, Jeff. I d like to get you connected with a member of our Jeep Customer Care Team so we can get this matter looked into further. Would you mind holding briefly while I connect you?
[redacted] that will be fine
Jeff: Thank you. One moment please.
Jeff disconnected (Transferred to Queue).
Hi, my name is Denis. How may I help you?
[redacted] Hello Denis
[redacted] Imy airbag warning light id flashing intermitantly
Denis: Hi Jeff, may I ask, how long has this symptom been occurring?
[redacted] sorry for the typos
Denis: That s OK.
[redacted] about 3 weeks now
Denis [redacted], the general information I have is that a illuminated or flashing airbag light merits the attention of a Jeep dealer.
[redacted] ok, I have seen on some of the forums that there was a recall on airbags, is that true?
Denis: [redacted], there has been on some vehicles. May I confirm the last 8 characters of your VIN so I can see what pertains to your vehicle?
[redacted] 9L[redacted]
Denis: Thanks [redacted]. Allow me one moment to review.
[redacted] Thank you
Denis: You re welcome, J[redacted]f. I ll be right back.
[redacted] ok
Denis: [redacted]f, thanks for holding. I am seeing here no airbag recall attached to your vehicle. The general info I am seeing is that the airbag recalls that have been in the news and on forums are confined to vehicles built in 2007 or earlier.
[redacted] I saw something about the clockspring on the NHTSB page for the 2009.
Denis [redacted], allow me to check on that as well. I ll be right back.
[redacted] ok
Denis: Thanks.
Denis [redacted], thanks for holding and I am sorry for the delay. There is not any clockspring recall or extended warranty showing for your vehicle. The one point I should add is that if you need a repair now and the clockspring or some other componentÙ gets identified in a future recall or extended warranty. That would create an avenue for a repair reimbursement request at that point.
[redacted] ok, good.
Denis: Of course, as I m sure you do, we recommend that you keep record of any work that is required or payment that you need to make for a repair.
Denis: [redacted], did you have any other questions for Jeep Care for now?
[redacted] of course. I am sure it will show up on here too :)
Denis: Yes, I can understand that feeling!
[redacted] no, I am good. thanks for the help
Denis: You re welcome, [redacted]. Thank you for contacting Jeep Customer Care. Please chat with us again if you need further assistance. You can also look for updates on our website www.Jeep.com. Have a good day!
[redacted] ty, you too
[redacted] disconnected (Concluded by End-user).

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3913	9L[redacted]	***Open Date***	03/04/2015	***Built Date***	02/11/2009	
Model Year	2009	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	09/07/2009	***Mileage***	77,000	***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	45511	CALIFORNIA SUPERSTORES VALENCIA			
Dealer Address	23820 CREEKSIDE RD				
Dealer City	VALENCIA	***Dealer State***	CA	***Dealer Zip***	91355

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

Corporate - Recall - Default - Default - Default	Customer seeking airbag recall on vehicle
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states airbag light is on

Briefly summarize why the customer is contacting Chrysler: Customer called to state that she has an airbag light on and was getting vehicle diagnosed by an IRF who advised that there was an M31 recall that may apply to her vehicle. Customer states that she is wondering why the recall does not apply to her vehicle when she was advised the clockspring is defective.
Briefly summarize what the customer is expecting: Customer seeking recall information
Agent advised customer per AC ID: 23863 that the recall only applied to vehicles equipped with RHD (right hand drive)
Agent advised customer that her vehicle is LHD (left hand drive) and would be why the recall does not apply to her at this time
Agent advised customer that the information will be documented on file for future reference and if a recall is ever issued for that concern she will receive a letter in the mail.
Customer thanked agent

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6916	9L[redacted]	***Open Date***	03/04/2015	***Built Date***	07/06/2009	
Model Year	2009	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	08/10/2009	***Mileage***	60,000	***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	44644	KEN GARFF WEST VALLEY CHRYSLER	JEEP DODGE		
Dealer Address	4175 W 3500 SOUTH				
Dealer City	WEST VALLEY CITY	***Dealer State***	UT	***Dealer Zip***	84120

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SALT LAKE CITY UT[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer seeking recall information. Customer stated his airbag light is on intermittently and the Jeep Forums mention a clock spring recall. Writer advised customer there are no open recalls on his vehicle or any completed ones relating to the airbag or clock spring. Customer stated he will bring it to his DLR for diagnosis.
Briefly summarize what the customer is expecting: Customer seeking recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5911	8L5[redacted]	***Open Date***	03/05/2015	***Built Date***	03/08/2008	
Model Year	2008	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	03/28/2008	***Mileage***	45,000	***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	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***	
	SPOKANE WA [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	

Briefly summarize why the customer is contacting Chrysler: Customer called because her airbag light came on and she was told she may have a recall on the airbag. Agent advised customer there is no airbag recalls on her vehicle but agent advised customer of the tow bar recall on her vehicle. customer thanked agent.
Briefly summarize what the customer is expecting: recall information

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BZ3H12	AL[redacted]	**Open Date**	03/05/2015	**Built Date**	01/12/2010	
Model Year	2010	**Body**	JKUM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	02/27/2010	**Mileage**	115,000	**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	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**	
	GENEVA NE[redacted]	**Country**	UNITED STATES

Corporate - Recall - Default - Default - Default
Recall - M31: AIRBAG SYSTEM CLOCKSPRING - Reoccurance or Related Problem

Briefly summarize why the customer is contacting Chrysler:
Customer called to see if there was a clockspring recall on the vehicle as her airbag light has been coming on and is now chiming. Agent stated there are no incomplete recalls on this vehicle but there had been an M31 clockspring recall. Agent stated that the customer should mention that to the dealership in case it needed to be redone.
Briefly summarize what the customer is expecting:
To find out if there is a clockspring recall on her vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA6912	8L[redacted]	***Open Date***	03/05/2015	***Built Date***	12/10/2007	
Model Year	2008	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	04/29/2008	***Mileage***	88,100	***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	42295	BALD HILL DODGE CHRYSLER			
Dealer Address	1035 BALD HILL RD				
Dealer City	WARWICK	***Dealer State***	RI	***Dealer Zip***	02886

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

Product - Exhaust - Catalytic Converter - Defective - Default	
Referral - Top Care - Executive Team - Executive - Michael Manley	

Top Care customer first contact was 03/05/15 at 13:56 by KBS9
***Cst transferred to writer via Mike Manley s line. Customer has had her catalytic converter replaced two times in the past two years and now it is bad again. Cst wants dlr to diagnose why it keeps going bad and dlr informed cst she will have to pay for it. Cst feels this should be covered under warranty.
***Writer informed cst someone from Top Care Team will call her back with in the next two business days. Cst provided 4[redacted] (C) and [redacted](work) as call back numbers.
Top Care follow-up contact was 03/05/15 at 16:45 by SS11
.....Writer spoke to customer who advised had veh catalytic converter replaced about a month ago and now the veh check engine light is back on. Customer advised catalytic converter repair was done at Dlr: 42295. Writer spoke to SA Steve at Dlr: 42295 and advised of the above that customers check engine light is back on and customer believes may need catalytic converter replaced again. SA Steve advised Dlr replaced catalytic converter on 1/26/15. Writer advised SA Steve that customer advised air bag light is on as well. Writer advised SA Steve writer will Goodwill rental veh for customer when drops off. Writer advised customer of the above rental assistance. Customer advised will contact Dlr and follow-up with writer with appt. date.
.....Writer spoke with customer who advised is scheduled to bring veh into Dlr: 42295 on Monday March 16 2015. Writer advised customer will follow-up once drops veh to Dlr.
.....Writer spoke with customer who advised is in the rental veh and Dlr: 42295 has diagnosed veh. Writer advised will review veh diagnosis with Dlr and follow-up with customer. Writer spoke with SA Kevin at Dlr: 42295 who advised veh check engine light came on due to a cracked exhaust manifold. SA Kevin advised exhaust manifold not covered under emissions warranty. SA Kevin advised veh airbag light was also on, SA Kevin

advised veh needs a clock spring. Writer advised SA Kevin writer will Goodwill parts cost in repair to exhaust manifold customer will be responsible for labor cost. Writer declines any assistance on clock spring repair. Writer left voice message for customer call back to review the above.
.....Writer spoke with customer and advised of the above Goodwill offer on the exhaust manifold. Customer advised will think about offer/repair and follow-up with writer.
.....Writer spoke to customer who advised will accept above Goodwill offer on parts cost in repair to exhaust manifold. Customer advised will be contacting SA Kevin and advise to go ahead with repair to exhaust manifold. Writer also advised customer will Goodwill rental up through repair completion of exhaust manifold. Writer provided customer contact number for future reference if needed after completion of repair.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5912	8L[redacted]	***Open Date***	03/07/2015	***Built Date***	12/12/2007	
Model Year	2008	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	03/12/2008	***Mileage***	46,625	***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	45469	PRESTIGE CHRYSLER JEEP DODGE LLC			
Dealer Address	6520 CENTENNIAL CENTER BLVD				
Dealer City	LAS VEGAS	***Dealer State***	NV	***Dealer Zip***	89149

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

Product - Electrical - Unknown - Other - Default	air bag light

Briefly describe why the customer is calling: Customer is calling in regards to a recall
Briefly describe what the customer is expecting: recall information.
Customer states: that his airbag light keeps coming on and flashing, the light will go out but then back on again. Customer would like to know if his vehicle has a recall applied. Agent advised of recall L05. Customer thanked stating he will go to the DLR tomorrow

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3918	8L[redacted]	***Open Date***	03/10/2015	***Built Date***	07/02/2008	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	03/31/2009	***Mileage***	76,000	***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	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]
	FREMONT NC [redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer called in seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that his air bag light is on, and he believes there is a recall associated to this.
Briefly summarize what the customer is expecting: Customer is expecting recall information.
***
Agent advised customer that there are no open recalls on the VIN, or any recalls that may relate to this issue.
Customer asked if there would be any way this would be covered.
***
Agent advised customer that since there are no recalls or EXT and since the vehicle is no longer under warranty that he would need to pay for the cost of diagnosis and repair.
Customer asked for the number of his local DLR.
Customer asked for the case number.
No further assistance was needed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2413	9L7[redacted]	***Open Date***	03/10/2015	***Built Date***	02/23/2009	
Model Year	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	03/13/2009	***Mileage***	42,000	***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	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]
	VENICE CA[redacted]	***Country***	UNITED STATES

Product - Electrical - Unknown - Intermittent or Inoperative - Default	Airbag Light is coming on

Briefly summarize why the customer is contacting Chrysler:
Customer is contacting Chrysler to inquire about Airbag Light is coming on
Briefly summarize what the customer is expecting:
Customer is expecting to find out if is a recall for the airbag lights
Agent advised customer to take vehicle in to have it diagnosed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4BJWKGX	CL2[redacted]	***Open Date***	03/11/2015	***Built Date***	05/14/2012	
Model Year	2012	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR			
In Service Dt	06/06/2012	***Mileage***	84,000	***Dealer Zone***	74	DENVER	
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	45504	JOHN ELWAY CHRYSLER JEEP DODGE RAM			
Dealer Address	2501 35TH AVE				
Dealer City	GREELEY	***Dealer State***	CO	***Dealer Zip***	80634

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

Corporate - Recall - Default - Default - Default	Customer contacted regarding L37 recall
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer contacted stating that he is experiencing issues with his air bag light. Customer read online about recall L37 and his vehicle is a right hand drive vehicle.
Briefly summarize what the customer is expecting: recall information
Agent advised that recall has not been placed on customer vehicle. Agent advised that if the customer is experiencing issues to have DLR diagnose the vehicle and customer would have to pay for the repair. Agent advised customer to keep receipts for future reference if the recall is expanded customer could submit for reimbursement consideration.
*** reassign to BC373 for survey bypass no diagnosis****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2412	7L1[redacted]	***Open Date***	03/11/2015	***Built Date***	03/15/2007	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	05/31/2007	***Mileage***	26,922	***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	26519	PRO CHRYSLER JEEP			
Dealer Address	1800 WEST 104TH AVE				
Dealer City	THORNTON	***Dealer State***	CO	***Dealer Zip***	80234

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

Product - Electrical - Lamps and Switches - Other - Default	Customer states air bag light is on and staying on

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because he sees there are recalls on other MY for clock springs.
Briefly summarize what the customer is expecting: Customer is expecting to know why or why not this is not covered or not an open recall on his vin.
Agent advises customer recalls are VIN specific and though there may be other vehicles in his MY with this recall on them their build dates are all different.
Agent advises customer to have it brought to a DLR to be looked at.
Customer understands

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2417	8L[redacted]	***Open Date***	03/11/2015	***Built Date***	10/30/2007	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	11/29/2008	***Mileage***	150,000	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	44010	MARTIN DODGE-JEEP-CHRYSLER			
Dealer Address	2209 SCOTTSVILLE RD				
Dealer City	BOWLING GREEN	***Dealer State***	KY	***Dealer Zip***	42104

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light will come on intermittently
Corporate - Recall - Default - Default - Default	Customer seeking recall information. Recall not on VIN

Briefly summarize why the customer is contacting Chrysler:
Customer states that they would like to know if there are any recalls on this vehicle.
Briefly summarize what the customer is expecting:
Customer is seeking recall information.
Customer states that their air bag light will come on while driving.
Agent advised that there were no recalls on the VIN regarding the air bag on this vehicle.
Agent informed the customer that they have the J24 recall that needs to be repair.
Agent informed the customer that the recall they are referring to, the M31, does not apply to their vehicle because it is for vehicles with RHD whereas their vehicle has LHD.
Agent suggested that the customer bring their vehicle to a DLR to get the recall repaired as well as to have the air bag light diagnosed to see what is causing them to come on.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2413	8L[redacted]	***Open Date***	03/11/2015	***Built Date***	10/03/2007	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	01/21/2008	***Mileage***	70,000	***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	26664	NORTHWEST HILLS CHRYSLER, JEEP,		LLC	
Dealer Address	2033 EAST MAIN STREET				
Dealer City	TORRINGTON	***Dealer State***	CT	***Dealer Zip***	06790

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	HARWINTON CT 0[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 on airbags.

Briefly summarize why the customer is contacting Chrysler: Customer states the Airbag light is on in the vehicle.
Briefly summarize what the customer is expecting: Customer seeking airbag recall information.
Agent advised of recalls on the VIN.
Customer thanked Agent.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA5418	7L[redacted]	***Open Date***	03/11/2015	***Built Date***	05/03/2007	
Model Year	2007	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	03/13/2008	***Mileage***	100,000	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	64302	CENTRAL VALLEY CHRYSLER JEEP			
Dealer Address	4460 N MCHENRY				
Dealer City	MODESTO	***Dealer State***	CA	***Dealer Zip***	95356

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

Corporate - Recall - Default - Default - Default	Customer seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer stated that they found a recall online.
Briefly summarize what the customer is expecting: Customer seeking to know if the recall applies to their vehicle.
Agent informed the customer that the recall does not apply to the vehicle.
Customer understood.
Customer called back in looking for more information
Agent advised customer there was no incomplete recall on the vehicle
Customer ended the call
Customer called as the vehicle is having a lack of power and keeps popping out 1st gear. Customer also states her airbag light comes on about 10 minutes into any trip. Agent advised of the remaining warranties on the vehicle as well as the extended warranties. Agent also reviewed the recalls with the customer. Customer will take it to the Dlr.
Customer inquired about the warranties on her vehicle.
Agent advised customer of the remaining warranties on her vehicle and the X32 and X41 extended warranties. Agent advised customer of the Level II Emissions warranty. Agent advised customer how to access her warranty booklet on www.jeep.com.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA6H1X	BL5[redacted]	***Open Date***	03/12/2015	***Built Date***	10/05/2010	
Model Year	2011	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	11/04/2010	***Mileage***	87,000	***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	23107	SEA VIEW AUTO CORPORATION			
Dealer Address	810 HIGHWAY 35				
Dealer City	WANAMASSA	***Dealer State***	NJ	***Dealer Zip***	07712

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

Recall - L35: REPROGRAM PCM - OXYGEN SENSOR AND EGR MONITOR - Advise Owner/Incomplete Recall	advised customer of the recall on the vehicle
Corporate - Recall - Default - Default - Default	inquiring if there is an air bag recall on the vehicle

Briefly summarize why the customer is contacting Chrysler: Customer states there air bag light is on and the internet states the re is a recall on the vehicle. Agent advised customer there was a REPROGRAM PCM - OXYGEN SENSOR AND EGR MONITOR recall completed in 2012 which would be related to the air bag, however the P61 POWER MIRROR WIRING recall is the only open recall. Agent stated the recalls are VIN specific and the one previously completed is the only recall open on the vehicle. Agent advised customer to bring the vehicle to the dealership for a diagnosis for further assistance. Customer thanked agent and disconnected
Briefly summarize what the customer is expecting: Customer expects to know if there are any air bag recalls on the vehicle

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2414	8L[redacted]	***Open Date***	03/12/2015	***Built Date***	04/22/2008	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	06/18/2008	***Mileage***	115,000	***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	45171	RAINBOW CHRYSLER DODGE JEEP LLC			
Dealer Address	301 RIVERHIGHLANDS BLVD.				
Dealer City	COVINGTON	***Dealer State***	LA	***Dealer Zip***	70433

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

Corporate - Warranty Coverage - Default - Default - Default	Agent advised owner of extended warranty
Corporate - Recall - Default - Default - Default	Customer seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer stated he had a airbag light coming on in his vehicle. Customer stated he heard about a potential recall on the clockspring of his vehicle.
Briefly summarize what the customer is expecting: Customer seeking recall information
Agent advised customer there was no incomplete recall. Agent did advised customer of extended warranty on his vehicle. Agent advised customer if he needs work done to his vehicle he will have to pay for it himself.
Agent advised customer if he is to be part of an upcoming recall he would be notified.
Customer thanked agent and ended the call.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4BJWDG8 C[redacted]	**Open Date**	03/13/2015	**Built Date**	03/22/2012		
Model Year	2012	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	04/12/2012	**Mileage**	36,178	**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	61210	BAXTER CHRYSLER JEEP DODGE			
Dealer Address	17950 BURT ST				
Dealer City	OMAHA	**Dealer State**	NE	**Dealer Zip**	68118

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag lamp ON
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that he purchased this vehicle recently and the air bag comes on and stays on for 10 seconds and goes ways and this happens every time.
Briefly summarize what the customer is expecting: Customer seeking extended warranty and recall information.
Agent advised customer that there are no extended warranty or recalls on his vehicle at this point of time and advised customer to get a diagnosis and contact us back if he needs any assistance.
Reassign to TL for survey bypass - No diagnosis
Customer called back in because customer was unsure if customer had to call Jeep to document the concern.
Agent advised that all concerns were documented on customer VIN.
Customer agreed, thanked agent and ended call.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA6913	8L5[redacted]	***Open Date***	03/17/2015	***Built Date***	01/18/2008	
Model Year	2008	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	01/30/2008	***Mileage***	85,000	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

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

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

***** EMAIL BRIEF DESCRIPTION CONTENT *****
2008 Wrangler Clock Spring
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Good Morning, I have a 2008 Wrangler Unlimited, and my airbag light and chime recently started coming on intermittently while driving. I have a friend who used to have a 2007 Wrangler Unlimited, and he told me that his had the same problem about two years ago, and at that time, there was a recall out for replacing the clock spring for that issue. When I used the recall lookup for my VIN, there was no recall for the clock spring listed. I am wondering why the recall would not apply to a 2008 model, when it still causes problems with the air bag, which is a safety issue. Based on a little bit of online research, it seems like this is a fairly common problem for Wrangler JKs. Thank you for your time. Sincerely, [redacted]

*****END OF CUSTOMER EMAIL*****
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center.
We regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to our attention.
The address we have on file does not match the address sent in your email. Please respond to this email with the correct mailing address so that we may keep our records up to date.
Unfortunately, given the many variables involved, we are unable to diagnose your vehicle s problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.
Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Should your dealer require factory assistance they may contact our Technical Operations Resource Group (STAR) or contact their regional Business Center.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Victoria
Customer Service Representative
Jeep Customer Assistance Center

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

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3919	7L[redacted]	**Open Date**	03/16/2015	**Built Date**	04/25/2007	
Model Year	2007	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	05/18/2007	**Mileage**	154,000	**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	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**	[redacted]
	MALVERN PA [redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Clockspring
Corporate - Warranty Coverage - Default - Default - Default	customer has extended warranty x41
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	request for assistance
Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	

Briefly summarize why the customer is contacting Chrysler:
Customer is calling and stating that he had a air bag light on and he has his vehicle at the dealership and he had a diagnosis and he is being advised that the issue is from the clockspring . Agent contacted the dealership and verified that the issue is with the clockspring . Agent noticed that customer has the extended warranty for X41 CLOCKSPRING but it has expired by mileage . Agent asked SA if they would be willing to assist the customer with good will for this repair . SA stated no they could not do that because the customer does not come in for services . Customer is seeking some assistance with this repair . Customer is stating that he had the air bag light go on back at 72,000 miles and he has record of that but he did not do nothing at that time .
Briefly summarize what the customer is expecting:
Customer is expecting assistance with clockspring 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?43232
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
Escalation Override approved by KB805 - Over 100,000 miles, original owner, 3 originally owned vehicles in brand history including this one.
* * * * * CASE MANAGER TEAM - District Q * * * * * *
OOW: yes
MVP: no

Ownership history: 3 new 0 used
Writer contacted dealership at 610-269-9500.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40511
The reason for the dealer contact was to provide or request the following information: Discuss goodwill
Writer contacted dealership at 610-269-9500. Spoke to Service Manager (SM) Jim. SM Jim stated the vehicle was there yesterday and they pulled B1B02 and it needs a clockspring. SM Jim stated he will accept and RA for repairs. SM Jim stated the customer can come get it done Friday or next week as they have the part in stock
As a one-time goodwill gesture, Chrysler is approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $261.86
Labor = $52.37
Total = $314.23
Co-pay = $0.00
########## DIRECT-TO-DEALER ##########
Customer Care is sending this case to because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.
##########
Writer contacted customer at [redacted] Customer stated the airbag light has been on since 75000 miles and they stated the customer was over the extended warranty period. Customer expects for the repair to be covered. Writer informed customer we came to a $0.00 copay decision with the dealership. Customer will call and make an appointment
CONTACT UPDATE - Customer was contacted today at 1:18pmÙ.
Customer was provided with agent s extension: 40511Ù.
Vehicle is at the dealership - JEFF D AMBROSIO CHRYSLER JEEP (43232)
Update triggered by S78767N
Writer contacted dealership at 610-269-9500. Spoke to Service Manager (SM) Jim. SM Jim stated the vehicle just got complete and should be ready by the end of the day
Writer contacted customer at 6[redacted] Writer informed customer of lines 63-65.
Writer contacted dealership at 610-269-9500. Spoke to Service Manager (SM) Jim. SM Jim stated the vehicle has been picked up. They did the recall and replaced the clockspring.
Was the customer in a rental? If yes, how many days? no
Did the customer have a co-pay? If yes, how much? no
What is the RO #? [redacted]
Does the SM have the CAIR #? If no, provide it. yes
Review and Confirm the DM Notes with the SM while on the phone. yes
Does the SM have everything needed from Customer Care to process the claim? yes
Writer contacted customer at [redacted]
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40511. The reason for the customer contact was to provide or request the following information: Check on repairs and inform case will close in 2 days

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA6910	9L[redacted]	***Open Date***	03/16/2015	***Built Date***	04/02/2009	
Model Year	2009	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	06/22/2009	***Mileage***	94,000	***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	43689	HERITAGE CHRYSLER JEEP DODGE			
Dealer Address	11212 REISTERSTOWN RD				
Dealer City	OWINGS MILLS	***Dealer State***	MD	***Dealer Zip***	21117

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

Corporate - Recall - Default - Default - Default	Customer seeking M31 information.

Customer is calling in to see if there is a recall on his vehicle for the clockspring, because he is experiencing issues with his airbag light.
Agent advised customer that at this time there is no recall on his vehicle for M31.
Agent advised customer that recalls are VIN specific and they may depend on specific dates/locations of where the vehicle was built.
Agent advised customer that this recall requires specific sales codes to be registered to his vehicle, and they are not which is why the recall does not apply to his VIN.
Agent advised customer that he should hold on to any related receipts in case a future recall applies to his vehicle.
Agent advised customer the concern would be documented, and if the work is done at a Chrysler DLR we will be able to see the claim.
Customer understood and thanked agent.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5910	8L[redacted]	**Open Date**	03/18/2015	**Built Date**	09/24/2007	
Model Year	2008	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	10/17/2007	**Mileage**	91,000	**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	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]
	AMARILLO TX[redacted]	**Country**	UNITED STATES

Recall - J24: MOPAR TOW BAR - Information Request	J24 MOPAR TOW BAR SAFETY 11/19/2009 08/01/2011 COMPLETE
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	

Briefly summarize why the customer is contacting Chrysler: Wondering if any open recalls on vehicle as their air bag light is flashing.
Briefly summarize what the customer is expecting: Information on any open recalls on the vehicle.
Agent states: No open recalls on vehicle. I would suggest we get you in to the dlr to have that concern diagnosed. This would be at your cost as your vehicle is outside of its warranty. Offered to find customer closest dlr. Customer already goes to a dlr in their area. Offered further assistance. Ended Call.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2412	8L[redacted]	***Open Date***	03/19/2015	***Built Date***	10/06/2007	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	11/06/2007	***Mileage***	80,000	***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	49961	MARTY FRANICH CPD/HERTZ			
Dealer Address	14501 HERTZ QUAIL SPRINGS ROAD				
Dealer City	OKLAHOMA CITY	***Dealer State***	OK	***Dealer Zip***	73134

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

Corporate - Recall - Default - Default - Default	Customer calling to check for recalls on the vehicle
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states the airbag light is currently on

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler in regards to the airbag light on their vehicle being on and is checking to see if a recall may be the cause of the concern.
Briefly summarize what the customer is expecting: Customer is expecting information about any recalls on their vehicle.
Agent advised the customer that there are no open recalls on the vehicle, and none of the previous recalls mention airbags. Agent checked the recalls on 2008 Jeep Wranglers with the customer s engine type, and found a recall M31, which is for right-hand drive vehicles specifically. Agent advised the customer that there are other things that can cause the airbag light to illuminate and advised the customer to bring the vehicle to a dealership to have the issue diagnosed, agent offered to locate and contact a dealership, customer declined.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA591X 7[redacted]		***Open Date***	03/19/2015	***Built Date***	05/07/2007	
Model Year	2007	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	05/31/2007	***Mileage***	77,000	***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	65113	WALDORF CHRYSLER JEEP			
Dealer Address	11755 BUSINESS PARK DRIVE				
Dealer City	WALDORF	***Dealer State***	MD	***Dealer Zip***	20601

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Airbag lamp came on.

Briefly summarize why the customer is contacting Chrysler: A bell was ringing then the airbag light came on so she took it to Waldorf Jeep and they said that there is a clock spring behind the steering wheel that went bad and now the airbags will not deploy and they are saying it s a $700 repair.
Briefly summarize what the customer is expecting: To have the clock spring repaired.
Called dealership 65113Ù to confirm details of diagnosis.
Asked for Service Manager nameÙ. Spoke with SM or Service Advisor KennyÙ.
What is the diagnosis? The clock spring has gone bad. Writer advised Kenny of the (X41) CLOCKSPRING that is valid for 120 months or 10 years from the ISD: 05/31/2007 and verified with him that the repairs will be covered under this warranty extension, he stated that he will have to order the part and once it comes in he will contact the customer to schedule an appointment.
Agent returned to the customer to advise her that the clock spring repair will be covered under the (X41) CLOCKSPRING warranty extension and that Kenny needs to order the part and he will contact her once it arrives to schedule an appointment then provided her with the cair number for future reference, she then asked if she was responsible for the diagnostic fee or would she be reimbursed for it, writer advised her to inquire with the SM about that as writer is unsure.
The customer was very satisfied and thanked writer for assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA3H14	BL[redacted]	**Open Date**	03/19/2015	**Built Date**	10/09/2010	
Model Year	2011	**Body**	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4 SPORT UTILITY			
In Service Dt	11/20/2010	**Mileage**	80,000	**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	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	44144	MILFORD CHRYSLER SALES INC			
Dealer Address	500 ROUTES 6 & 209				
Dealer City	MILFORD	**Dealer State**	PA	**Dealer Zip**	18337

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	customer states air bag light stays on
Product - Electrical - Unknown - Intermittent or Inoperative - Default	customer states clock continues to change on him upon setting

Briefly summarize why the customer is contacting Chrysler: Customer states he has had many issues with this vehicle, first problem being his clock on his vehicle once he sets it, it will change whether forward or backwards the time doesn t stay set correctly, second problem being his air bag light will not shut off and the dealership told him it would cost 90$/hour and customer states he shouldn t have to pay this. Agent advised customer that we will contact the dealer to see what we can do for him.
Agent contacted MILFORD CHRYSLER SALES INC and spoke to SA Cathy. Cathy states that she will run these problem by the SM Chris and see what they can do for this customer and that they would call him once she spoke to Chris.
Agent advised customer of this information from Cathy.
Briefly summarize what the customer is expecting: Customer is expecting assistance with the problems he was experiencing.
*
Customer inquiring on why the DLR is charging him $90 dollars to inspect the vehicle due to the airbag light being on.
Customer advised they have owned 3 Jeeps (3 currently in the household).
Customer also advised on the issues experienced with the first two Jeeps he owned with water leaking from the sunroof(and the carpet was never cleaned).
Customer advised the vehicle is currently at the DLR 44144, agent called DLR spoke with SM Chris who advised the customer had not been at the DLR since the vehicle was purchased and they advised on recommend services that the customer got done somewhere else. SM advised if he was me he would not offer any assistance towards the DIA. Customer is not loyal to the DRL.

Customer does not meet all the matrix for further assistance, no previous repair history for the airbags, no active SC for non-oil changes, and no repair history for the airbags,
Customer advised the chrome bumper is peeling.
Agent advised for customer to have the vehicle inspected and pay for the DIA, agent advised once inspection is completed to contact our department and reference case number for assistance. Agent advised they are not sure if or what assistance will be provided at that time.
Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3914	8L5[redacted]	***Open Date***	03/20/2015	***Built Date***	11/01/2007	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	07/26/2009	***Mileage***	79,961	***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	68996	CLIPPINGER CHRYSLER JEEP DODGE			
Dealer Address	298 N AZUSA AVE				
Dealer City	WEST COVINA	***Dealer State***	CA	***Dealer Zip***	91791

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

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Advised
Recall - J30: TRANSMISSION FLUID TEMPERATURE WARNING - Advise Owner/Incomplete Recall	Advised
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	Advised
Recall - L05: TRANSMISSION COOLER LINES - Advise Owner/Incomplete Recall	Advised
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer is stating his airbag light is on

Briefly summarize why the customer is contacting Chrysler: Customer is calling for assistance with the clock spring. Customer is stating this is causing his airbag light to come on. Customer is stating he was reading online Jeep is assisting customer with repairs for airbag lights. Agent advised customer he would have to have a diagnosis completed. Agent advised customer once he has a diagnosis he can contact us for possible assistance. Agent advised customer it is not a promise or guarantee we can assist with cost. Customer understood.
Briefly summarize what the customer is expecting: Customer is seeking cost assistance.
DC#26930 Van Nuys CDJR - SA Terry calling in on behalf of customer for the clock spring and was told to contact Jeep back once the vehicle has been diagnosed.
Agent reviewed lines 1-10.
Agent reviewed file, customer is original owner, there is no active service contract and vehicle has 79981, DC#26930 is not purchasing dealer and SA Terry states customer just took his vehicle in there today for a diagnosis so customer is not a loyal customer and it is the clock spring. Agent cannot see any recall related to this issue and the only extended service contract is for the X32 which is for the fuel spillage when filling up at the gas station.
SA was just making sure there were no other recalls or extended warranty applying to clock spring.
Agent did further research, customer would be responsible for repairs at

customer s cost.
* * * * 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 called stated he would like for us to further review to offer cost assistance. Agent reviewed all options. Agent advised customer there is no active service contract, no DLR loyalty, no extended warranties or recall related. Agent advised also due to time and/or mileage we would be unable to provide cost assistance at this time. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3919	8L[redacted]	***Open Date***	03/20/2015	***Built Date***	12/20/2007	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	01/05/2008	***Mileage***	91,000	***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					

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	NORTH KINGSTOWN R[redacted]	***Country***	UNITED STATES

Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Air bag light on

Briefly summarize why the customer is contacting Chrysler:
Customer is calling in as he has had his Air bag light come on and he knows from the internet that there is a recall out for the 2007 but not the 2008.
Agent checked to see if there was any recalls but there was none.
Agent has advised that if in the future they do include the 2008 models that once you have his repaired keep your proof of payment and work order sheet to submit for a reimbursement.
Briefly summarize what the customer is expecting:
Expecting to know if there is a recall for the Air Bag.
Customer is wanting to no if she will get reimbursed for her the issue on her vehicle. Customer doesn t want to fix the vehicle if she wont be reimbursed.
Customer called in regards to potential reimbursement. Agent informed them that the recall did not apply to their vehicle and as such they would likely not be reimbursed for the repair but they where more than welcome to take the vehicle to a dealership and have them inspect it, though it would likely be an out of pocket expense.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4HA3H13	BL[redacted]	***Open Date***	03/24/2015	***Built Date***	03/08/2011	
Model Year	2011	***Body***	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4 SPORT UTILITY			
In Service Dt	05/16/2011	***Mileage***	23,000	***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	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]
	RIO RANCHO NM[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer requires repairs to clockspring
Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	Customer seeking assistance with out of warranty repair costs.

Customer states he brought the vehicle in for recall repairs and also had the dealership diagnose the vehicle further because airbag light kept coming on in the dash. Customer states the dealership diagnosed the airbag light problem and advised him he would need to replace the clock spring. Customer states he has researched this component online and has that this is a common problem with his model vehicle.
Customer is expecting assistance with out of warranty repair costs.
Clock spring repairs are covered under the basic 3/36 warranty. Customer is outside of the basic by less than one year and not yet out by time.
Agent contacted Mark s Casa Jeep (26793) dealership and spoke with SM Steve. SM Steve states he can assist the customer by offering 50% co-pay.
Agent spoke with service advisor Velvet who states total repair costs for the clock spring repairs would be $560.36. Agent offered co-pay to customer and explained dealership is already aware.
Customer also inquired if he would be able to file for reimbursement for the $280 he would need to pay for repairs. Agent advised customer we will document the problems he is having with the vehicle s clock spring and in the event a recall is applied to his VIN in the future for this repairs, we would be able to review reimbursement on the repair costs he paid for co-pay.
Customer understood and states he will refer to SA Velvet. Agent provided customer with case number.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D10	BL[redacted]	***Open Date***	03/24/2015	***Built Date***	08/19/2010	
Model Year	2011	***Body***	JKJL72	JEEP WRANGLER SPORT 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	06/10/2011	***Mileage***	78,000	***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	44298	HERTRICH DODGE			
Dealer Address	1123 INDUSTRIAL PARK WAY				
Dealer City	DENTON	***Dealer State***	MD	***Dealer Zip***	21629

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

Product - Electrical - Lamps and Switches - Other - Default	Airbag, oil and tire light on.

Briefly summarize why the customer is contacting Chrysler: Customer states vehicle was brought to DLR for diagnosis.
Customer states that airbag light is on.
Customer states oil light is on.
Customer states tire light is on.
Customer states DLR is stating that there is wires broke under the passenger side for the airbag.
Customer states DLR states that there is a fuel leak.
Briefly summarize what the customer is expecting: Customer is expecting agent to look into cost assistance for the repairs.
Agent apologized to customer.
Agent called DLR.
SA Nick states that there is a gas leak, low oil, and broken wires under the passenger side for the airbag.
SA Nick states that SM David has waived the diagnosis fee for customer.
SA Nick states diagnosis is still being completed and once complete SA Nick will look into the SC and see what is covered.
SA Nick states that the customer then will be called.
Agent advised customer as to what SA Nick stated.
Agent advised customer that there is rental coverage on the SC that customer has.
Customer agreed.
Customer states that once DLR calls customer that customer will call Chrysler back with an update and if help is needed.
Customer thanked agent and ended call.
Reassigning to TL JS1881 for survey by-pass.
Briefly summarize why the customer is contacting Chrysler: Customer is calling back today because he was contacted by the DLR telling him that none of his repairs will be covered under his SC. Customer states that this will cost him over $600.00 to have the repairs done. Customer wants to know what kind of service contract he has that will not cover these

repairs.
Briefly summarize what the customer is expecting: Coverage for repairs.
Agent called SA Nick at DLR 44298 about the customers vehicle and Nick states that none of the repairs are covered but have waved the diagnostic fee for the customer.
Agent warm transferred customer over to Kayla at MVP for further assistance.
Customer contacted CAC seeking information on what could be done in the situation he is in.
Customer states that he had the repair done at his cost and still does not entirely trust the dealership in the diagnosis of an outside factor being the cause however he does not question it to much.
Customer states that upon finishing the repairs and paying the $620 bill he had received coupons the next day for 20% off any required service.
Customer is upset with the inconvenience of this issue and the fact that the dealership is informing him that they will not honor the coupon as they become difficult to reopen.
Agent advised customer that the best that can be done on this matter is contact with the SM at the DLR to present the possibility of a regular customer.
Agent contacted DLR # 44298 and spoke with SA Nick.
SA Nick explained that SM David is not currently available as he had to leave for a family emergency and should be back tomorrow.
SA Nick apologized for the inconveniences and explained that the customer was very nice however he was told they would not be able to do anything
Agent informed that we would need the contact with SM David.
Agent advised customer that we would collect further information as it becomes available and contact would be made as soon as information becomes held.
Reason for Dealer Contact: Present customer s case of possibly having the 20% reimbursed for the trade of the coupon that had been received a day after paying for services and the fact that this would build a good customer reference for this new dealership
Dealer Code: 44298
Dealer Personnel Required: SM David
Customer s Preferred Method of Contact:
Customer Phone Number (Morning): [redacted]
Customer Phone Number (Evening): [redacted]
Customer Email address: [redacted]
Reason for assigning to Resolution Team: SM David not available for presentation
Assigned to 86T
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Survey By Pass - No Diagnosis
There is no need for SM contact. SA has already advised of resolution.
Any coupon must be presented at time of sale and customer cannot go back after the fact and have coupon applied.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D18	AL[redacted]	***Open Date***	03/25/2015	***Built Date***	07/09/2010	
Model Year	2010	***Body***	JKJL72	JEEP WRANGLER SPORT 4X4			
In Service Dt	09/06/2010	***Mileage***	38,000	***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	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]
	CANTONMENT FL[redacted]	***Country***	UNITED STATES

Recall - M22: TRANSMISSION SKID PLATE - Information Request	customer seeking recall information
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 he wants to know if there are recalls on his vehicle because his air bag light is on and he had it inspected at an IRF and it will cost him around $400 to have this issue fixed. Agent advised customer of the recall M22 and that it can be completed at any time. Agent advised customer that there are no recalls in association with the issue he is experiencing. Agent offered to have customer transferred to HILL-KELLY DODGE CHRYSLER JEEP to have this recall completed, Customer declined and said he would stop by there later to make the appointment.
Briefly summarize what the customer is expecting: Recall information

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2416	9L[redacted]	***Open Date***	03/25/2015	***Built Date***	04/23/2009	
Model Year	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	06/20/2009	***Mileage***	150,000	***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	DEH	6-SPEED MANUAL NSG370 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]
	ENOREE SC[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	airbag light is on
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that their airbag light keeps coming on. Customer states that they heard their was a recall on the airbags and would like to know what can be done
Briefly summarize what the customer is expecting: Customer seeking to have issues with the airbag light resolved
Agent then advised the customer that they do not have the airbag recall on their vehicle but then advised them to the K13 recall on their vehicle. Agent also advised the customer that they would have to have their vehicle diagnosed so that we can look into the possibility of assisting them but since they are out of warranty and since the airbag recall is not on their vehicle we may not be able to assist. Customer understood and asked how much it would cost for a diagnosis. Agent then advised the customer that it varies from DLR to DLR as they are independently owned. Customer understood and states that she will call the DLR s in her area.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA5914	8L5[redacted]	***Open Date***	03/25/2015	***Built Date***	01/03/2008	
Model Year	2008	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	04/24/2008	***Mileage***	46,000	***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	44520	SHERMAN DODGE			
Dealer Address	7601 N SKOKIE BLVD				
Dealer City	SKOKIE	***Dealer State***	IL	***Dealer Zip***	60077

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	airbag light comes on intermittently
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	cost assistance declined
Corporate - Dealer Information - Default - Default - Default	seeking DLR close to residential address

Briefly summarize why the customer is contacting Chrysler: Airbag light comes on intermittently. This is the first issue he has had with this.
The customer is the first owner, checked in WEBCOIN and in Coin Vehicle History, so why is he showing as not original owner?
Customer also has no Service Contracts, there is household. Looked at Chrysler cost assistance since mileage is below 60,000, but could not do it because not enough factors. Customer understood.
Customer had been looking for a recall to put the work under. This vehicle has no incomplete recalls and no previous airbag-related recall.
The customer does still have Extended Federal Emissions, the X32 and X34.
Customer thanked us for our help. Writer found him a new DLR - SHERMAN DODGE.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Briefly summarize what the customer is expecting: cost assistance or to put under a recall, an airbag light repair

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6915	8L[redacted]	***Open Date***	03/25/2015	***Built Date***	08/24/2007	
Model Year	2008	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	01/04/2008	***Mileage***	95,000	***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	67675	TAYLOR AUTOMOTIVE INC			
Dealer Address	11989 HIGHWAY 22 EAST				
Dealer City	MARTIN	***Dealer State***	TN	***Dealer Zip***	38237

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	NEW JOHNSONVILLE TN 3[redacted]	***Country***	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Airbag light is on

Briefly summarize why the customer is contacting Chrysler: Customer is calling because yesterday his Airbag light came on and he would like to know what to do.
Agent advised customer that if a light came on to see a DLR as they will need to diagnose and inspect the problem as we can not do it over the phone. Customer explained that costs will be involved which he doesn t want to put in and that he will just leave the light on. Agent thanked customer for calling Jeep.
Call ended.
Briefly summarize what the customer is expecting: Customer wants to get the airbag light off.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA6912 7[redacted]	***Open Date***	03/26/2015	***Built Date***	10/02/2006		
Model Year	2007	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	10/06/2006	***Mileage***	120,000	***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	45516	FX CAPRARA CHRYSLER JEEP DODGE			
Dealer Address	18476 US ROUTE 11				
Dealer City	WATERTOWN	***Dealer State***	NY	***Dealer Zip***	13601

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

Product - Electrical - Occupant Classification System - Unknown - Default	Airbag lamp is illuminated

****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 the airbag lamp is illuminated. Customer states he has an appointment today at DLR 45516. Customer states when he contacted the DLR they were not aware of any recalls on the vehicle related to the clock spring. Agent informed customer there is an extended warranty of X41 on the vehicle. Agent explained the extended warranty time/mileage is valid for 120months/150000miles. Agent stated if the diagnosis determines the repair falls under the extended warranty the repair would be covered. Customer understood and thanked the agent for the information.
Briefly summarize what the customer is expecting: Customer is expecting the repair to fall under the X41 clock spring issue.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA391X	9L[redacted]	***Open Date***	03/26/2015	***Built Date***	04/03/2009	
Model Year	2009	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	05/13/2009	***Mileage***	72,000	***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	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***	
	PEORIA AZ[redacted]	***Country***	UNITED STATES

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

Briefly summarize why the customer is contacting Chrysler:
Customer states that her vehicles airbag lights are on and was wondering if she had a recall on them.
Briefly summarize what the customer is expecting:
Customer seeking information about possible recall.
Agent advised customer that there are no open recalls on their vehicle.
Agent offered to contact DLR for diagnosis for airbag light but customer declined stating that they would look into it themselves.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2413	9L7[redacted]	**Open Date**	03/26/2015	**Built Date**	10/16/2008	
Model Year	2009	**Body**	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	10/20/2008	**Mileage**	72,342	**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	44259	DOVER DODGE CHRYSLER JEEP, INC.			
Dealer Address	396 ROUTE 46				
Dealer City	ROCKAWAY	**Dealer State**	NJ	**Dealer Zip**	07866

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

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer states clockspring is defective
Product - Electrical - Radio/Spkrs/Clock/Antenna - Other - Default	customoer having issue with clock spring

Briefly summarize why the customer is contacting Chrysler: Customer is calling about issue with spring recall d-17 however it is not on the vehicle vin
Briefly summarize what the customer is expecting: Customer seeking to recall for repair
Agent advised to check with service contract that he has 8yr and 80000.
Agent transferred to Renee MVP
Customer called in stating he just spoke to MVP. Customer states he is having issues with his vehicle. Customer states the airbag light is on and he brought his vehicle to his mechanic. Customer states he needs to replace the clock spring in the steering wheel. Customer is seeking cost assistance. Customer states lots of customers are having this issue. Customer is seeking at least a co pay.
Agent put the customer on hold to look further into the case. Agent was seeking possible goodwill, but customer does not qualify for cost assistance. Agent was searching recall information regarding the repair but could not find anything. Customer disconnected while on hold.
Customer called to state that he is having issues with the clockspring in the airbag system. Customer states the IRF has diagnosed the issue as the clockspring and is looking for cost assistance
Agent advised customer per year and mileage that Chrysler will not be able to assist with the cost of the repairs at this time.
Agent advised customer that if an OEM or Mopar part is used and a recall is issued on the VIN a possible reimbursement can be looked into at a later time.
Agent advised customer if a Mopar part is purchased it will have a 2 year and 24,000 mile warranty on the part.
Agent advised customer that the concern will be documented on file for future reference and if further assistance is needed to contact us back

Customer thanked agent
* * * * 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	1J4FA2412	8L5[redacted]	***Open Date***	03/26/2015	***Built Date***	10/24/2007	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	11/26/2007	***Mileage***	75,896	***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	45472	CUTTER CHRYSLER JEEP DODGE OF			
Dealer Address	900 ALA MOANA BLVD				
Dealer City	HONOLULU	***Dealer State***	HI	***Dealer Zip***	96814

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Airbag light on and off
Corporate - Recall - Default - Default - Default	Customer experiencing same issue as M31 recall

Briefly summarize why the customer is contacting Chrysler: Customer states vehicle is having issues with the airbag light coming on and off. Customer states she did some research and found that her year of vehicle suffered from this issue. Customer states she has been quoted $700 for the repair and feels that it should be under recall.
Briefly summarize what the customer is expecting: Customer seeking repair done under recall.
Agent referenced AC ID 23863 and advised Customer that, though her vehicle was built during the same time frame, hers is not one of the vehicles identified as suffering from the issue. Agent consulted with TL RO188 and advised Customer that as her vehicle is not part of the actual recall, the repair would need to be done at her cost. Agent advised Customer to keep receipts in case the recall is ever extended to encompass her vehicle in the future.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6416	7L[redacted]	***Open Date***	03/26/2015	***Built Date***	02/28/2007	
Model Year	2007	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	04/02/2007	***Mileage***	90,320	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	43389	EARNHARDT'S GILBERT DODGE INC			
Dealer Address	1301 NORTH ARIZONA AVENUE				
Dealer City	GILBERT	***Dealer State***	AZ	***Dealer Zip***	85233

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer seeking information on L37

Briefly summarize why the customer is contacting Chrysler: Customer states he is looking for further information on the L37 recall. Customer states he had a white wire for the airbag hanging out on the vehicle and was wondering if the recall would apply in this case. Customer states that the airbag light is now on in the vehicle.
Briefly summarize what the customer is expecting: Customer seeking further information on a recall.
Agent advised Customer that the L37 did not apply to his vehicle but he does have the x41 extended warranty on the clockspring. Agent advised Customer of details of the x41 as per AC ID 22875. Agent recommended that Customer check with DLR as to whether a repair of the item could be done under the X41. Agent also advised Customer of X47 extended warranty on vehicle and outstanding recall K13.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BB3H16	AL[redacted]	***Open Date***	03/30/2015	***Built Date***	09/22/2009	
Model Year	2010	***Body***	JKTM74	JEEP WRANGLER UNLIMITED SPORT 4X2			
In Service Dt	12/01/2009	***Mileage***	34,000	***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	66460	GREENBRIER CHRYSLER JEEP			
Dealer Address	1414 SOUTH MILITARY HWY				
Dealer City	CHESAPEAKE	***Dealer State***	VA	***Dealer Zip***	23320

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

Corporate - Recall - Default - Default - Default	Customer states she has the airbag recall.

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler as she states that her airbag light is on and that is to do with the recall. Agent did inform her that she doesn t have the recall on her vehicle but she would need to bring her vehicle in as she would need to get a diagnostic so we can see everything that is going on. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA591X	9L[redacted]	***Open Date***	04/01/2015	***Built Date***	09/09/2008	
Model Year	2009	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	04/25/2009	***Mileage***	131,191	***Dealer Zone***	35	WASHINGTON	
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	26769	HALL CHRYSLER JEEP			
Dealer Address	3152 VIRGINIA BEACH BLVD				
Dealer City	VIRGINIA BEACH	***Dealer State***	VA	***Dealer Zip***	23452

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

Corporate - Recall - Default - Default - Default	Customer seeking recalls or extended warranty on vehicle
Product - Electrical - Unknown - Other - Default	Vehicle needs new clockspring

Briefly summarize why the customer is contacting Chrysler: Customer stated that she has an airbag indicator light on in her vehicle. She states that the light has been on for a while, and in the state of Virginia in order to get her sticker for inspection, the airbag light cannot be on. She states she read online that there was a recall on the clockspring which is what needs to be replaced, and wanted to know for sure what it was as she needs to take it to the DLR for repair.
Briefly summarize what the customer is expecting: Customer seeking recall information.
Agent advised the customer that the recalls for the clocksprings are not on her vehicle. Agent advised the customer that the only two recalls that were pulling up in our system were for right hand drive vehicle, and the other was an extended warranty which does not pertain to this vehicle as well. Customer understood as well.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4HA5H10	BL[redacted]5	**Open Date**	04/01/2015	**Built Date**	07/12/2011	
Model Year	2011	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	08/01/2011	**Mileage**	34,500	**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	26811	BEYER CHRYSLER JEEP DODGE RAM			
Dealer Address	200 RIDGEDALE AVE				
Dealer City	MORRISTOWN	**Dealer State**	NJ	**Dealer Zip**	07960

Owner	[redacted]	**Contact Type**	CHAT
Address	[redacted]	**Home Phone**	[redacted]
	SPARTA NJ[redacted]	**Country**	UNITED STATES

Corporate - Recall - Default - Default - Default	clock spring recall on vehicle
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

150401-000632
Incident ID: 1417316
Hi, my name is Cheryl with Jeep Customer Care, How may I help you today?
[redacted] Hi Cheryl. Can you tell me if there is an open recall for clock spring failure? 2011 JKU Sahara
Cheryl: I can certainly look into this for you. Would you mind if I put you on a brief hold to look up information?
[redacted] Thank you
Cheryl: Sorry, there is only one open recall on you vehicle, which is POWER MIRROR WIRING P61. There is no recall pertaining to a clock spring on your vehicle.
[redacted] I am having a continued airbag warning light on. Fixed in Nov under warranty. Has been on intermittently for past 2 months again. Now out of warranty
Cheryl: Sorry you would need to take vehicle to Dealership to have issue looked at. what is the mileage on vehicle right now?
[redacted] 34,500 miles. But I am over the time apparently [redacted]: dealer Beyer Morristown NJ advised I am out of warranty even though they fixed the same issue in Mid November under warranty
Cheryl: I would certainly take vehicle to Dealership you always deal with, they might be able to assist with repair depending on the diagnoses. Here is the case[redacted] your issue is documented under. If you require anything further after vehicle has been diagnosed and Dealership is not assisting in repair, Please call back to Jeep Customer Assistance Center 1-877-426-5337, provide case 2[redacted].
Cheryl: Is there anything else I can assist with today?
J[redacted] Ok thank you I am hoping to hear from them tomorrow with diagnosis.
Cheryl: Thank you for contacting Jeep Customer Care. Please chat with us again if you need further assistance. You can also look for updates on

our website www.Jeep.com. Have a great day!
[redacted] disconnected (Concluded by End-user).
No diagnosis
Reassigned DP596

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D16	AL1[redacted]	***Open Date***	04/02/2015	***Built Date***	11/17/2009	
Model Year	2010	***Body***	JKJL72	JEEP WRANGLER SPORT 4X4			
In Service Dt	01/29/2010	***Mileage***	50,250	***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	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***	[redacted]
	CHINO HILLS CA[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	customer was asking about a recall
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called us today about her air bag light coming on and she had seen a recall notice was put out for what seems to bed this issue, agent looked into the vehicle information and let the customer know that there were three recalls on the vehicle but have since been done and that there is no air bag recall related to her vin, agent looked a little further and found that her sales code YAA does match the M31 recall but cannot know for sure, agent relayed the message back to the customer and stated that she should have the vehicle brought to a CJDR dealership and have a diagnosis done to see if it is due to that recall, agent also stated that if the deem it is not because of the recall that the diagnosis fee and repair may be up to her to pay, customer asked if she can get any assistance if that happens, agent stated we cannot tell her we will assist for sure her but we can definitely look into but that would have to be after the vehicle is at the dealership with the diagnosis, customer understood and thanked the agent.
Briefly summarize what the customer is expecting: Customer is expecting that the agent looked into her concern and pointed them in the correct direction to address the issue.
-- no diagnosis --

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3913	9L7[redacted]	***Open Date***	04/07/2015	***Built Date***	04/16/2009	
Model Year	2009	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	05/11/2009	***Mileage***	117,000	***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	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]
	COLLEYVILLE TX 7[redacted]9	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light is on.
Corporate - Recall - Default - Default - Default	Seeking recall information.

Briefly summarize why the customer is contacting Chrysler: Customer is calling about a Jeep Wrangler 4 door. He has an issue with the air bag light being illuminated for the driver side. He says that there is a recall on the vehicle for the airbag clock spring. Agent looked at the recall information and informed the customer that there are no recalls related to the air bag on the vehicle and that there is one incomplete recall, K13 for the inner fender liners. Customer said that he will have to pay for the clock spring himself and did not require any further assistance.
Briefly summarize what the customer is expecting: Recall information related to air bag issue.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5914	7L[redacted]	**Open Date**	04/09/2015	**Built Date**	05/04/2007	
Model Year	2007	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	07/21/2007	**Mileage**	114,000	**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	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45148	JACKSONVILLE CHRYSLER JEEP DODGE			
Dealer Address	11101 NURSERY FIELDS DRIVE				
Dealer City	JACKSONVILLE	**Dealer State**	FL	**Dealer Zip**	32256

Owner	[redacted]	**Contact Type**	CHAT
Address	[redacted]	**Home Phone**	[redacted]
	JACKSONVILLE FL[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 - No Diagnosis - Default - Default	

Chat Incident #[redacted]
Hi, my name is Sandra with Jeep Customer Care, How may I help you today?
[redacted] Hello
I have a 2007 Jeep Wrangler Sahara JK
[redacted] My airbag light came on today while I was driving
My Jeep is of course way out of warranty but I was wondering if there is any information on this issue with Jeeps in my year range
Sandra: Hi [redacted] I would be happy to assist you today!
[redacted] Thank you
Sandra: May I get you to verify your name, address, phone number and approximate mileage of the vehicle and the last eight digits of the VIN number please?
[redacted] Jacksonville, Fl 3[redacted]
[redacted] 114,000 miles
[redacted] Last 8 digits of my Vin number 7[redacted]9
Sandra: [redacted] there could be different reasons why the airbag light has come on. I see there are no recalls for this issue or extended warranty. It would have to be look at to see what is going on with the light.
[redacted]: My dealer wants $109.00 for a diagnostic. I have visited Jeep forums and there is a high rate of conversation about a possible reason. I understand that it could be many things.
[redacted] I have contacted customer care in the past and they issued me a case number for my issue back then. I did not have to use it because at they time I had an extended warranty on the vehicle that I had purchased at the time I purchased the Jeep
Sandra: I see there is a extended warranty for the Airbag clock spring. The extended warranty is X41 Clock spring. This would also cause the airbag light to come on and it is still valid for 27 months or 34,999 miles which ever comes first. Again the vehicle would have to be

diagnosis to see if this is the reason for the light coming on.
john coffey: so the airbag parts should not last the life of the vehicle? It should just last 27 months or 34,999 miles
Sandra: That is how much time is left on the extended warranty.
[redacted] my original warranty was for 60,000 miles so that does not really match
[redacted] I think I am confused
is the part covered under this warranty X41 if I take it into the dealership?
Sandra: Your factory warranty has all expired. There is a extended warranty that Chrysler has put out for the Clock spring. If you take it to the dealership and they say the reason for the light coming on is due to the clock spring us can use the extended warranty and it would be covered. If it is not the issue any other repair would be at your cost.
Sandra: The dealership would just have to call your information up by the VIN number to see the extended warranty.
[redacted] ok. How do I get them to accept that? I already called them and they said that it is not covered. Do you have a letter that I should take in with me?
Sandra: The dealership can see that there is an extended warranty by calling up your vehicle information by the VIN number. Have they looked at the vehicle to see why the light is coming on?
[redacted] no. I called them first. I have used them ever since I bought the vehicle from them. My oil changes and all services. I gave them the information and they said it could be the spring. I asked if it was under a recall or warranty and they said no. Is there a letter that I can take in to show them
Sandra: If they did not call up your information they would not see any extended warranty. I would have the vehicle diagnosed to see what is going on with the vehicle.
Sandra: What is the name of the dealership so I can note this in your file.
[redacted] I will do that. If they find that the issue is the spring and it is covered under this extended warranty who pays for the diagnostic? It would not make sense for me to pay for a diagnostic of a part that is covered under an extended warranty.
[redacted] Jacksonville Chrysler Jeep Dodge
Sandra: The diagnostic fee is a dealership fee not a Chrysler fee. It would be up to you to pay the diagnostic fee. Sometimes if there is a repair they work the diagnostic fee in with the repair but that is up to the dealership.
[redacted] That is what they do. My question is if they find that it is the spring and the spring is covered why would there be a diagnostic fee. I am just stating a hypothetical.
[redacted] The last time I used Customer Care I received a case number. Will I get one for this issue?
Sandra: They have to pay for the diagnostic that was done on the vehicle and the person for doing the diagnostic.
[redacted] ok. I will speak to them about this
Sandra: I can give you a case number which is 2[redacted] and our chat today will be note on this case number.
Sandra: Okay Great[redacted] Is there anything else that I can look into for you today?
[redacted] so, if I have any problems should I just contact Chrysler again
Sandra: It would depend. If they say it is not the clock spring that is causing the airbag light to come on and there is another repair that needs to be done, that repair would be up to you. We would only cover the clock spring extended warranty.
[redacted] That is fine. I totally understand
Thank you for your time
Sandra: You are very welcome[redacted]. Thank you for contacting Jeep Customer Care. Please chat with us again if you need further assistance. You can also look for updates on our website www.Jeep.com. Have a good day! :)
[redacted] disconnected (Concluded by Agent).
Reassigned to BC for survey by-pass - No diagnosis

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D17	AL1[redacted]	**Open Date**	04/09/2015	**Built Date**	12/10/2009	
Model Year	2010	**Body**	JKJL72	JEEP WRANGLER SPORT 4X4			
In Service Dt	02/16/2010	**Mileage**	53,000	**Dealer Zone**	66	ORLANDO	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		**Market**	U	US	
Color	PAV	DK. CHARCOAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	67995	TRONCALLI CHRY-JEEP-DODGE			
Dealer Address	818 ATLANTA RD				
Dealer City	CUMMING	**Dealer State**	GA	**Dealer Zip**	30040

Owner	[redacted]	**Contact Type**	CHAT
Address	[redacted]	**Home Phone**	
	GAINESVILLE GA [redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	chiming when turns the wheel

Incident #1[redacted]
Hi, my name is Delores with Chrysler Customer Care, How may I help you today?
T[redacted] Hello, My name is [redacted]. I have a 2010 Jeep Wrangler that I bought new. It has 53,000 miles. Recently, the airbag light started coming on intermittently and chiming when the steering wheel is turned. I am concerned that the airbag is not working.
Delores: I am sorry to hear that you are having issues with your vehicle [redacted] and would be more than happy to further assist you.
T[redacted] Thank you.
Delores: May I have you verify your mailing address and phone number please?
[redacted] Gainesville, GA [redacted]
Delores: Thank you.
[redacted] You are welcome.
Delores: Tom, roughly how much mileage is on your vehicle right now?
[redacted] 53,000
Delores: Thank you.
Delores: Do you mind holding for a brief moment while I look into this for you?
T[redacted] I will hold.
[redacted] I have left hand drive, by the way.
Delores: Thomas what dealership do you normally deal with.
[redacted] I bought it at Troncalli in Cumming GA
Delores: What I would advise is that you will need to take your vehicle to the Jeep dealership for a diagnosis. As we are not technically trained here
Delores: Would you like for me to find you a dealership close by for you.
[redacted] I am sorry I have not had good experiences with dealerships, they want to charge you for diagnostic which I have already

had done at local Jeep repair, which they did for free and told me it was the clockspring. So I know what it is I need to know if there is safety recall, thanks
Delores: I am showing that there are no safety recalls on your vehicle at this time.
Delores: You do have one open recall for the L34 REPROGRAM PCM - OXYGEN SENSOR MONITOR
Delores: However that would have to be completed at a Chrysler dealership.
Delores: Is there anything else that I can look into for you today?
Delores: 90-
[redacted] Yes why did they recall right hand drive clocksprings but not left hand drive clockksprings? If you know.
Delores: Recalls are all vin specific. And your vehicle does not have a recall for the clockspring.
[redacted] OK Thanks. Good bye
Delores: If you want to check for any recalls on your vehicle you may go to the website www.jeep.com and look under the owner s tab where it states recall information.
Delores: Thank you for contacting Jeep Customer Care. Please chat with us again if you need further assistance. You can also look for updates on our website www.Jeep.com. Have a good day!
[redacted] disconnected (Concluded by Agent).

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA3918	7L[redacted]1	***Open Date***	04/10/2015	***Built Date***	01/02/2007	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	02/24/2007	***Mileage***	138,000	***Dealer Zone***	51	CHICAGO	
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	23563	JACK WOLF CHRY-JEEP INC			
Dealer Address	1615 N. STATE STREET				
Dealer City	BELVIDERE	***Dealer State***	IL	***Dealer Zip***	61008

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

Product - Transmission / Transaxle - Unknown - Defective - Default	Airbag light and horn

Customer called in stating that airbag light came on and chimes all of
the time and horn doesn t work.
Stated that cruise control also doesn t work.
Agent informed customer of (X41) CLOCKSPRING and (X47) INLET CHECK VALVE
EXT warranties.
Agent advised customer to take his vehicle to dlr to have it diagnosed.
Agent informed customer that there are no open recalls on the vehicle.
Customer thanked Agent.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2413	9L[redacted]	***Open Date***	04/11/2015	***Built Date***	08/04/2009	
Model Year	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	09/25/2009	***Mileage***	150,000	***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	23918	TIM PARKER CHRYSLER			
Dealer Address	4722 CENTRAL AVE				
Dealer City	HOT SPRINGS	***Dealer State***	AR	***Dealer Zip***	71913

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

Corporate - Recall - Default - Default - Default	Customer seeking recall information on VIN
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer's airbag light is illuminated

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler in regards to any open recalls on VIN. Customer stated that their airbag light became illuminated and they were wondering if this is recall related to L37.
Briefly summarize what the customer is expecting: Customer is expecting recall information.
Agent advised customer that there are no open recalls on VIN. Agent advised customer that L37 applies to 2008 - 2012 - (JK) Jeep Wrangler (RHD - Right Hand Drive vehicles only). Agent advised customer to take vehicle to a DLR for diagnosis.
Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA5919	9L[redacted]4	**Open Date**	04/13/2015	**Built Date**	02/10/2009	
Model Year	2009	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	03/10/2009	**Mileage**	102,554	**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**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	TEANECK NJ[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air Bag light is on in the vehicle.
Corporate - Reimbursement - Default - Default - Default	Reimbursement for Recall J13-Clockspring
Product - Electrical - Unknown - Other - Default	Remote Start system is not working properly.
Recall - J13: CLOCKSPRING - Reimbursement	Repairs for Recall J13-Clockspring

Briefly summarize why the customer is contacting Chrysler: Customer is seeking recall information regarding the air bags. Customer is seeking to see if there is a recall for the Air Bags on his vehicle.
Customer states that he is having issues with the Remote Start system and is seeking if there are any recalls on the Remote Start system as well.
Briefly summarize what the customer is expecting: Agent transferred the customer to Lissette at dealer code 45420 to book an appointment for diagnosing.
Customer [redacted] is calling back in again as he has an issue with the air bag light on.
Caller is upset as he has to pay a diagnostic fee.
Agent spoke to SA at DLR Code in #44740 and they said that the diagnostic fee is $135.00
SA said that that if it is the same issue as the recall it would be taken care of and anything else it would be the customer s cost.
-
Agent called Route 46 DLR Code #45420 and spoke to Maria and she said the diagnostic fee is $130.00
-
Agent advised [redacted]e that agent can call another DLR and caller declined and agent gave the caller another close DLR:
Teterboro Chrysler Dodge Jeep Ram
469 Route 46
Little Ferry, NJ 07643
(201) 440-0222

Agent advised the caller that it could be a different air bag issue and his Basic warranty went out at 3 years or 36,000 miles which ever comes first.
Customer called back and is still trying to resolve this issue with his airbag.
Agent can see that there are no incomplete recalls related to airbags on this VIN (customer stated that his J13 recall for the clock spring affected his airbag).
Agent can see that this recall (J13) issued on 05/28/09 and completed on 07/28/09 and if customer s issue with airbag is related to the J13 (which was done in 2009) then customer could have that issue addressed under the J13 recall and again only if the airbag issue customer is having is related to that recall previously completed. If it is not related to the previously completed recall then that would be at customer s cost to have his airbag issue resolved.
The vehicle would need to take vehicle as previously informed to a certified CDJR.
Briefly summarize why the customer is contacting Chrysler: Customer inquiring about vehicle repairs. Customer states that he had his vehicle at the DLR regarding a clock spring replacement, which to his knowledge, is an issued recall. Customer explains that his vehicle is currently at the DLR right now, and would like to know whether or not his repairs would be covered under recall. Agent offered to call over to DLR 44740 to gather further information. Agent spoke with Colleen at the service department. Agent advised Colleen of the situation, where she states she is unable to provide any information regarding the case, but would have a SA get into contact with the customer in order to provide further information. Colleen is seeking customers information so SA Ralph can get into contact with his customer. Agent relayed information to customer. Customer is unsure as to why this recall needs to be further confirmed. Agent advised that Colleen is simply a service employee, again reminding that Ralph is the SA on the customers case. Agent advised that Ralph would decipher whether or not the clock spring replacement was for the same means of the clock spring recall. Customer upset, but states he will await the DLR call. Agent provided Colleen at service with customer information.
Customer called seeking information on recall J13.
Agent provided customer with information for that recall and he stated that vehicle is at DLR and DLR said that they were not able to repair vehicle at Chrysler cost.
Agent was advised that J13 was extended for 10 years. So customer should still be eligible for repairs , If it has anything to do with recall.
Agent is calling over to DLR at 201-488-8000 to see what situation is with customer.
Agent was unable to reach SA Ralph.
Agent will try back.
Customer called back and agent advised customer that she called over and was unable to reach SA.
Agent will try back today to reach SA at DLR.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2015-04-24 @ 14:56
Customer called in with questions. Agent called over to DLR and spoke to SA Ralph. SA Ralph stated that it was the actual clockspring part that needed to be replaced and the recall J13 which is title clockspring. SA Ralph stated he wished he could have helped the customer out more. Recall states the repair is steering column control module and not the actual clockspring. Customer is very upset that recall is called clockspring and doesn t believe he should have had to pay. Agent transferred over to CAC. Customer was transferred from Amanda in Recall Dept. Amanda does not know what to do with customer. Customer is looking for reimbursement for recall J13. Agent advised customer to send in documents and we would look at them to see if they can be reimbursed. Agent verified address, phone number and email address.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2015-04-30 @ 09:56
Customer called in seeking up date on case and if documents were

received. Writer advised customer that there is nothing showing that documents have been received. Customer states the email may not have worked. Writer sent the document request link again. Customer satisfied.
***** Customer Document Received *****
Agent called [redacted] and advised we will be submitting check today for $625.63 (which was less the oil change on invoice). Agent advised they should receive check within 7-10 days. Customer thanked agent.
Agent verified address with customer.
****
RECALL - J13 CLOCKSPRING
****
Customer submitted request for reimbursement for recall J13 CLOCKSPRING.
Recall applies to customer s vehicle: yes
Customer s proof of payment is: Visa receipt
Date of Repair: 4/23/15
Invoice #: [redacted]
Labor $283.50
Parts $270.00
Misc. Charges $31.20
Tax $40.93
Total $625.63
Writer is submitting check for approval in the amount of $625.63
****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA5919	8L6[redacted]	***Open Date***	04/13/2015	***Built Date***	04/30/2008	
Model Year	2008	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	09/17/2008	***Mileage***	127,525	***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	26941	COURTESY CHRYSLER DODGE JEEP RAM			
Dealer Address	32881 CAMINO CAPISTRANO				
Dealer City	SAN JUAN CAPISTRANO	***Dealer State***	CA	***Dealer Zip***	92675

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	MISSION VIEJO CA 9[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default

Briefly summarize why the customer is contacting Chrysler: 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 what the customer is expecting: Coverage of L37 and/or M31.
customer called in because her airbag light is on
Agent advised customer that she needs to have the vehicle diagnosed
Agent advised customer that she has no open recalls
DLR states the customer needs the airbag clock spring replaced. DLR states he would like to know what CAC can do for the customer. Agent advised DLR that there are recalls out on the air bag clock spring. Agent advised DLR that the customer s vehicle is not involved in any of the recalls. Agent advised DLR that because the customer is out of warranty she would have to pay for the repairs. Agent advised DLR that if they ever expand the recall and her vehicle becomes included in the recall she can submit her documents from the repair for possible reimbursement. DLR thanked agent.
Customer requesting cost assistance with regards to the clock spring repair under recall or extended warranty. Agent researched and L37 and M31 only applied to right hand vehicles, X41 only applicable to 2007 vehicles. Agent explained to the customer the L37, M31 and extended X41 warranty. Agent stated currently there is no open recalls on the vehicle and assistance could not be provided at this time. Agent informed the customer to keep all repair receipts and proof of payments and if in the future there is a recall on the vehicle, customer would be eligible to submit for reimbursement consideration. Customer was not happy. Customer stated she has seen on the internet many people who have been provided assistance. Customer requested a Supervisor s call back. Agent informed customer a supervisor call will be requested and will occur within 1 business day.

Customer has requested Supervisor callback
Preferred daytime number: [redacted]
Preferred evening number: [redacted]
Reason for request: Customer wants cost assistance with clock spring repair and has been declined
CAIR assigned to: DF314
CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within one (1) business day
Supervisor Call
supervisor placed call to customer at requested number [redacted].
Supervisor spoke with customer and upheld the decline. Supervisor advised should customer choose to have the repairs completed she should retain her invoice and proof of payment in the event coverage is issued in the future we can review at that time for reimbursement. Customer disconnected.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2416	9L[redacted]	***Open Date***	04/13/2015	***Built Date***	08/06/2009	
Model Year	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	09/26/2009	***Mileage***	45,000	***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	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]
	SPRING TX 7[redacted]	***Country***	UNITED STATES

Recall - J31: TRANSMISSION FLUID TEMPERATURE WARNING - Other	Customer states airbag light is on

Briefly summarize why the customer is contacting Chrysler: customer called today about a airgbag light that is going on and if it is recall related agent looked into the issue and stated to bring it to a dealership to get a diagnosis that it may be the clock spring and if it is it may qualify to be done under recall but cannot promise anything it would need that diagnosis and that there is another recall that should be looked at as well k13
Briefly summarize what the customer is expecting: that he should get the vehicle diagnosed to see if it fits the recall part.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4AJWBG8	CL[redacted]9	***Open Date***	04/13/2015	***Built Date***	10/11/2011	
Model Year	2012	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	12/14/2011	***Mileage***	34,300	***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	67920	GALEANA CHRYSLER JEEP INC			
Dealer Address	180 GREYSTONE BLVD				
Dealer City	COLUMBIA	***Dealer State***	SC	***Dealer Zip***	29210

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	COLUMBIA SC 2[redacted]	***Country***	UNITED STATES

Product - Transmission / Transaxle - Unknown - Slips - Default

Briefly summarize why the customer is contacting Chrysler:
Customer called as his airbag light is on and his transmission occasionally slips. Agent stated that he would need to get it into a dealership for diagnosis and noted that while his basic warranty has expired, he does still have powertrain coverage. Customer stated he had sent in a couple of checks to have his service contract reinstated. Agent warm transferred the customer to Renee at MVP SC.
Briefly summarize what the customer is expecting:
Some assistance with his vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4HJWEG3	CL2[redacted]	***Open Date***	04/13/2015	***Built Date***	06/19/2012	
Model Year	2012	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	07/23/2012	***Mileage***	47,000	***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	43724	SAFFORD DODGE JEEP OF SPRINGFIELD			
Dealer Address	6801 COMMERCE ST				
Dealer City	SPRINGFIELD	***Dealer State***	VA	***Dealer Zip***	22150

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	airbag comes on frequently
Recall - P61: POWER MIRROR WIRING - Advise Owner/Incomplete Recall	recall information

Briefly summarize why the customer is contacting Chrysler: The customer is contacting Chrysler because he has had frequent problems with his vehicle, the latest being with the airbag light coming on frequently while driving and getting a message saying see dealership soon.
Briefly summarize what the customer is expecting: The customer expects to be have his vehicle working properly with out having to bring it to the dealership every other month.
The agent advised the customer that she would note his concerns and she does see he has made frequent trips to the dealership for various issues.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA6H14	BL5[redacted]	***Open Date***	04/13/2015	***Built Date***	10/16/2010	
Model Year	2011	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	03/26/2011	***Mileage***	77,000	***Dealer Zone***	63	DALLAS	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		***Market***	U	US	
Color	PB4	COSMO BLUE					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Dealer	45477	HOLT CHRYSLER JEEP DODGE			
Dealer Address	1111 INTERSTATE 20 E				
Dealer City	ARLINGTON	***Dealer State***	TX	***Dealer Zip***	76018

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]L	***Home Phone***	[redacted]
	EL PASO TX[redacted]	***Country***	UNITED STATES

Recall - P61: POWER MIRROR WIRING - Information Request	P61 POWER MIRROR WIRING SAFETY

Briefly summarize why the customer is contacting Chrysler:
Customer is contacting Chrysler to inquire about recall P61 POWER MIRROR WIRING
Customer states that his airbag
Briefly summarize what the customer is expecting:
Customer is expecting to find out if there are recall for the airbag light
Agent advised customer there are no recall for airbag on his Jeep.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA5411	7L[redacted]	***Open Date***	04/13/2015	***Built Date***	04/20/2007	
Model Year	2007	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	04/25/2007	***Mileage***	120,938	***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	42068	ALL STAR DODGE CHRYSLER JEEP			
Dealer Address	11503 SAINT CHARLES ROCK RD				
Dealer City	BRIDGETON	***Dealer State***	MO	***Dealer Zip***	63044

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	SAINT CHARLES MO [redacted]7	***Country***	UNITED STATES

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Customer seeking recall information.

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler for recall information.
Briefly summarize what the customer is expecting: Customer is expecting to be aware of recalls relating to the clock spring.
Agent advised customer of the recall concern in relation to J24. Customer stated his airbag light is coming on and off and feels the clock spring is related. Agent advised customer there is not any recalls relating to his issues. Agent told customer to contact local DLR at All Star so they can give a diagnosis for the problems he s experiencing and the recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3910	8L[redacted]	***Open Date***	04/14/2015	***Built Date***	07/02/2008	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	02/14/2009	***Mileage***	67,602	***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	26714	PREMIER JEEP			
Dealer Address	499 ROUTE 6A				
Dealer City	EAST SANDWICH	***Dealer State***	MA	***Dealer Zip***	02537

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	SAN JUAN CAPO CA[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Vehicle requires a clock spring replacement.
Corporate - Survey By-Pass - Field Call or Email - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
DLR SA Anthony contacted. Agent did not update address in COIN as DLR had conflicting information and stated customer may have a permanent home in CA. SA Anthony stated customer has the vehicle at the DLR, the airbag light has come on. SA Anthony stated they have completed diagnosis and repair required is a new clock spring. SA Anthony stated customer was inquiring if Chrysler would provide any assistance with regards to the repair. Agent reviewed goodwill. Customer is OOW. Agent advised SA Anthony we are declining goodwill. SA Anthony understood.
No prior history, no prior repair, no service agreement
Original owner: Yes
Household: 1
Briefly summarize what the customer is expecting: Customer is seeking cost assistance with clock spring repair.
Survey Bypass DLR contact

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA3H18	AL[redacted]	***Open Date***	04/15/2015	***Built Date***	01/20/2010	
Model Year	2010	***Body***	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	01/28/2010	***Mileage***	56,000	***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	08011	LARRY H MILLER CHRYSLER JEEP DODGE			
Dealer Address	10905 S AUTO MALL DRIVE				
Dealer City	SANDY	***Dealer State***	UT	***Dealer Zip***	84070

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

Corporate - Recall - Default - Default - Default	Customer has an air bag light staying on

Briefly summarize why the customer is contacting Chrysler: The customer is looking to see if the air bag light staying on has anything to do with a recall on her VIN. Agent advised the customer that there is not recall on her Vin that would explain the issue. Agent advised the customer to take her Jeep into the dealer.
Briefly summarize what the customer is expecting: The customer is expecting to receive information on why her air bag light stays on.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA3H18	AL[redacted]	***Open Date***	04/15/2015	***Built Date***	01/20/2010	
Model Year	2010	***Body***	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	01/28/2010	***Mileage***	51,584	***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	44644	KEN GARFF WEST VALLEY CHRYSLER	JEEP DODGE		
Dealer Address	4175 W 3500 SOUTH				
Dealer City	WEST VALLEY CITY	***Dealer State***	UT	***Dealer Zip***	84120

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

Product - Electrical - Unknown - Other - Default	clockspring

Briefly describe why the customer is calling: in regards to multiple issues with the vehicle
Briefly describe what the customer is expecting: information, customer states she was transferred to Agent from customer care agent who told the customer to ask for a case to be started and to get a case number and then to go for a diagnosis.
Customer states that she feels she has a faulty clockspring and the airbag light is on. Agent did confirm that vehicle will have to go to DLR for a diagnosis to determine what is wrong. Customer thanked.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4AJWAG0	CL[redacted]	**Open Date**	04/15/2015	**Built Date**	10/05/2011	
Model Year	2012	**Body**	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	03/12/2012	**Mileage**	49,213	**Dealer Zone**	42	DETROIT	
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	60175	MORAN ST. CLAIR CHRYSLER JEEP		DODGE	
Dealer Address	1250 S CARNEY DR				
Dealer City	SAINT CLAIR	**Dealer State**	MI	**Dealer Zip**	48079

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]4
	ALGONAC MI 4[redacted]5	**Country**	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer wants to know if vehicle is under M31 recall.
Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	customer is seeking cost assistance
Corporate - Survey By-Pass - No Diagnosis - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	

Briefly summarize why the customer is contacting Chrysler: Customer calling to see if their vehicle is covered by M31 Recall. Customer s airbag light comes on, but turns off when the customer makes a right hand turn, and then turns back on when the customer straightens the vehicle out. Customer has contacted DLR 60175 and DLR states that the vehicle is not under recall for this issue. Agent advised the customer that there are no open recalls on their vehicle and the M31 Recall is for vehicles equipped with Right Hand Drive Steering (as per Answer Connect Article 23863). Agent offered to transfer customer to CAC for further assistance.
Briefly summarize what the customer is expecting: Customer seeking information regarding recall M31.
Customer was transferred from recall assistance.
Customer is seeking to have vehicle repairs covered under recall.
--
Agent advised customer that vehicle is presently no included in the recall and we are unable to cover repairs under recall at this time.
Agent advised customer that we can review for possible cost assistance with the repairs but this can not be considered until vehicle has been diagnosed.
Agent advised customer that vehicles needs to be diagnosed by Chrysler dealership and they would be responsible for diagnostic fee.
Agent advised customer that agent can not guarantee any form of assistance at this time, but we will review for any assistance that may

possibly offered once at dlr and diagnosed.
Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BB3H11 A[redacted]		***Open Date***	04/15/2015	***Built Date***	08/26/2009	
Model Year	2010	***Body***	JKTM74	JEEP WRANGLER UNLIMITED SPORT 4X2			
In Service Dt	08/27/2009	***Mileage***	70,000	***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	56904	SOUTH DADE DODGE			
Dealer Address	16501 SOUTH DIXIE HIGHWAY				
Dealer City	MIAMI	***Dealer State***	FL	***Dealer Zip***	33157

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

Corporate - Recall - Default - Default - Default	Customer calling to see if there's an incomplete recall on VIN.

Briefly summarize why the customer is contacting Chrysler: Customer calling to see if there s an incomplete recall on VIN. Customer states that their vehicle was taken to DLR 56904 and diagnosed having issues with the clockspring causing their airbag light to come on. Customer states that they believe the vehicle falls under Recall M31. Agent advised customer that recall M31 is specific to vehicles with Right Hand Drive Steering and, according to their vehicle parts list, their vehicle does not have Right Hand Drive Steering. Agent offered to check warranty and service contract information for customer to see if there s any coverage left. Agent advised customer that they were outside of warranty. Customer stated that they will pay out of pocket for repairs, and understand that sometimes vehicles can be expensive.
Briefly summarize what the customer is expecting: Customer is expecting information as to whether or not there is an incomplete recall on their VIN.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D13	AL1[redacted]	***Open Date***	04/16/2015	***Built Date***	10/23/2009	
Model Year	2010	***Body***	JKJL72	JEEP WRANGLER SPORT 4X4			
In Service Dt	01/16/2010	***Mileage***	58,600	***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	53221	VANCAMPEN MOTORS INC			
Dealer Address	601 WEST THIRD STREET				
Dealer City	WILLIAMSPORT	***Dealer State***	PA	***Dealer Zip***	17703

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

Corporate - Recall - Default - Default - Default	Customer seeking to know whether there is a recall on the vehicle

Briefly summarize why the customer is contacting Chrysler: Customer called to find out if there is a recall on the vehicle. Customer states that the airbag light has been turning on and off intermittently starting today. Agent advised the customer that there are no open recalls on the vehicle. Customer stated that they will be bringing their vehicle to the DLR for diagnosis.
Briefly summarize what the customer is expecting: Customer is seeking recall information for the vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA5915	8L[redacted]	***Open Date***	04/16/2015	***Built Date***	01/04/2008	
Model Year	2008	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	02/29/2008	***Mileage***	83,000	***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	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]
	LANSING MI 4[redacted]	***Country***	UNITED STATES

Recall - J24: MOPAR TOW BAR - Information Request	customer calling regarding getting this recall fixed
Recall - K13: INNER FENDER LINERS - Information Request	customer calling regarding getting this recall fixed

Briefly summarize why the customer is contacting Chrysler: Customer called in regards to asking if there was a recall on VIN involving airbag check light.
Briefly summarize what the customer is expecting: Customer was expecting to get this recall fixed, agent advised that this recall was not on the vehicle, but there was two other recalls J24 and K13. Agent found closest dealership to customer and set up appointment with dealer 60334 to get these recalls repaired.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5918	9L[redacted]	***Open Date***	04/16/2015	***Built Date***	07/08/2009	
Model Year	2009	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	09/14/2009	***Mileage***	83,000	***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	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 [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer seeking air bag light recalls

Briefly summarize why the customer is contacting Chrysler: Customer called regarding air bag light on in vehicle.
Briefly summarize what the customer is expecting: Customer states that she saw online recalls for air bag lights. Agent advised of 2 open recalls K13 and J31, that need completion. Agent advised that recalls are VIN specific. Agent advised that can transfer call to dlr 06922 to have recalls completed and diagnosis for air bag light. Customer states that she has an appointment set up for Monday already.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA3919	7L[redacted]	***Open Date***	04/20/2015	***Built Date***	04/15/2007	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	05/12/2007	***Mileage***	96,000	***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	23224	MILLER'S INC			
Dealer Address	300 BALTIMORE PIKE				
Dealer City	SPRINGFIELD	***Dealer State***	PA	***Dealer Zip***	19064

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	Customer seeking diagnosis.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called in seeking to know why the airbag light is on. Agent advised the customer there is also other recalls on this account. Agent called the dlr and the customer has an appointment booked and they will be looking at the recalls and the airbag system. customer thanked and disconnected.
Briefly summarize what the customer is expecting:Customer seeking diagnosis.
survey by pass sent to SB1478 for No Diagnosis

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA3H15	AL[redacted]	***Open Date***	04/21/2015	***Built Date***	01/12/2010	
Model Year	2010	***Body***	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	02/15/2010	***Mileage***	51,500	***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	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

Product - Electrical - Occupant Classification System - Unknown - Default	ABS light coming on and flashing
Product - Electrical - Electronic Stability Program - Unknown - Default	ESP light coming on
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that the air bag and ESP lights are on the dash
Briefly summarize what the customer is expecting: Information on if their are any recalls in relation to these. Customer states that the ABS/ESP light is coming on the dash and staying on. Customer states that he has replaced all 4 wheel speed sensors and the lights are still on. Customer stated that after the repair was done the erased the codes and they came back on. Agent understood. Agent advised that their are no recalls on the vehicle and none that would be in relation to these issues. Customer also stated that the air bag light started coming on today and it flashes. Agent advised the customer to get in touch with the DLR and have them diagnose the cause. Agent provided the customer with the closest DLR on the island. Agent provided customer with DLR Windward Dodge Chrysler Jeep 46-177 Kahuhipa St Kaneohe, HI 96744 (808) 233-6000 and DLR Cutter Chrysler Jeep Dodge of Pearl City 905 Kamehameha Hwy Pearl City, HI 96782 (808) 564-9640. Agent advised the customer that once the vehicle has been diagnosed to contact us back for possible assistance. Agent made no guarantee that assistance could be provided. Customer understood.
Re-assign to JR1305 for survey by pass

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2418	9L[redacted]	***Open Date***	04/22/2015	***Built Date***	03/09/2009	
Model Year	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	10/08/2009	***Mileage***	85,000	***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	68793	HOOVER JEEP-CHRY INC			
Dealer Address	195 MARY MEADE DRIVE				
Dealer City	SUMMERVILLE	***Dealer State***	SC	***Dealer Zip***	29483

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

Corporate - Recall - Default - Default - Default	Customer seeking if he had airbag recall

Briefly summarize why the customer is contacting Chrysler: Customer stating his vehicles airbag light is coming on and off. Vehicle is currently at the DLR getting a diagnostic test run on it.
Briefly summarize what the customer is expecting: Agent advised customer at this time the only open recall on this VIN is the K13. Customer states he does know about that recall, he was just wondering before he gets his vehicle fixed it and pays for it, if it happened to have the recall on it. Agent advised customer if he decides to get it repaired, then to keep all receipts and if the recall happens to come up on this VIN, he is more then welcome to send them in for a possible reimbursement consideration. Customer was happy.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3913	8L[redacted]	***Open Date***	04/23/2015	***Built Date***	01/24/2008	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	05/09/2008	***Mileage***	162,000	***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	68840	LITHIA CHRYSLER JEEP DODGE OF	KLAMATH FALLS
Dealer Address	2675 WASHBURN WAY		
Dealer City	KLAMATH FALLS	***Dealer State*** OR	***Dealer Zip*** 97603

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]6	***Home Phone***	
	MEDFORD OR[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer is calling because his airbag light came on. He wants to know if there are any recalls on his vehicle regarding the clockspring. Agent advisded that there are no current recalls associated with his vehicle and there is an extended warranty for the inlet check valve. Agent advised customer to take the vehicle to a dealership for a diagnosis but he stated that he was not going to pay for that.
Briefly summarize what the customer is expecting: recall information

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3918	9L[redacted]	***Open Date***	04/24/2015	***Built Date***	03/30/2009	
Model Year	2009	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	04/28/2009	***Mileage***	43,000	***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	63509	BERGERON CHRYSLER-JEEP			
Dealer Address	3525 VETERANS MEMORIAL BLVD				
Dealer City	METAIRIE	***Dealer State***	LA	***Dealer Zip***	70010

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

Corporate - Recall - Default - Default - Default	Customer seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer called seeking recall information on vehicle. Customer states that her vehicles airbag light keeps coming on. Customer states she read online that there are some airbag recalls on the jeeps and wants to know if she is included in one. Customer states she already has an appointment set up to have the vehicle diagnosed.
Briefly summarize what the customer is expecting: Recall information
Agent updated customer information.
Agent advised customer there were no open recalls on the vehicle, and this repair would be at customer expense.
Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3910	8L[redacted]	***Open Date***	04/27/2015	***Built Date***	10/08/2007	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	04/29/2008	***Mileage***	117,000	***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	66272	NAPLETON'S NORTHWESTERN CHRYSLER	JEEP DODGE
Dealer Address	6116 N WESTERN AVE		
Dealer City	CHICAGO	***Dealer State*** IL	***Dealer Zip*** 60659

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	VANCOUVER WA [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 - Survey By-Pass - No Diagnosis - Default - Default	
Corporate - Warranty Coverage - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called states that the airbag light is on and seen recalls on 07 vehicle s. He was seeking if it applied to his as well. Agent advised of the coverage and advised that the Dlr would be able to determine if it s covered once diagnosed.
Briefly summarize what the customer is expecting: Customer seeking coverage/recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GB3919	9L[redacted]	***Open Date***	04/28/2015	***Built Date***	03/24/2009	
Model Year	2009	***Body***	JKTM74	JEEP WRANGLER UNLIMITED X 4X2 SPORT UTILITY			
In Service Dt	08/22/2009	***Mileage***	70,000	***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	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]	***Country***	UNITED STATES

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 states the air bag light is on and he took it into a IRF and they states it was a clock spring gone. Customer was wondering why there is no recall on the passenger side but one on the drivers side. Agent advised customer he does not have an air bag recall on his vehicle. If he were to get it fixed it would be an out of pocket expense but if it does become a recall in the future he may submit for a possible reimbursement. Customer stated he would like the part number Agent advised customer he would have to contact a dealer for the part information
Briefly summarize what the customer is expecting: defective clock spring

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2410	9L7[redacted]	***Open Date***	04/28/2015	***Built Date***	02/18/2009	
Model Year	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	03/26/2009	***Mileage***	70,000	***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	24097	TUTTLE-CLICK CHRYSLER JEEP DODGE			
Dealer Address	40 AUTO CENTER DRIVE				
Dealer City	IRVINE	***Dealer State***	CA	***Dealer Zip***	92618

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	ALISO VIEJO CA 9[redacted]	***Country***	UNITED STATES

Recall - J13: CLOCKSPRING - Advise Owner/Incomplete Recall	J13 CLOCKSPRING SAFETY 05/28/2009 INCOMPLETE
Recall - J31: TRANSMISSION FLUID TEMPERATURE WARNING - Advise Owner/Incomplete Recall	J31 TRANSMISSION FLUID TEMPERATURE WARNING CUSTOMER SATISFACTION 06/11
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	K13 INNER FENDER LINERS SAFETY 12/03/2010 INCOMPLETE
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Experiencing concerns (airbag light keeps coming on) with his vehicle that are making him wonder if he has the J13 recall on his vehicle.
Briefly summarize what the customer is expecting: Information on any open recalls on his vehicle.
Agent states: You have three recalls open on your vehicle. The J13, the K13 and the J31. We need to get you in to the dlr to have the recalls taken care of. Would you like me to transfer you to the dlr now?
Customer agreed.
Warm transferred to SA Anthony at Tuttle-Click.
Offered further assistance. Customer declined. Call ended.
Reassigned to TL ML1082 for survey bypass as No diagnosis and concern potentially covered under recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3917	8L[redacted]	***Open Date***	04/29/2015	***Built Date***	03/18/2008	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	05/16/2008	***Mileage***	100,000	***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	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]
	DIANA TX[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer checking for recalls on VIN
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Vehicle requires clockspring repairs

Customer states he is experiencing problems with the clockspring in his vehicle. Customer states his airbag light comes on and he has been advised this is due to an issue with the airbag circuit and the clockspring.
Customer states he would like to check if there is a recall on his vehicle for this concern as he has heard is a common issue with his model vehicle.
Customer is expecting recall information.
Agent advised customer of open recall J24 on the MOPAR tow bar and advised of recall concern. Agent also advised customer of extended warranties that have been applied to his VIN as well.
Agent explained there are no recalls on his VIN for the clock spring and explained recalls are VIN specific. Agent advised customer we will document the problems he is having with the vehicle s clockspring on file, but advised customer there appears to be no coverage for clockspring repairs on the vehicle at this time. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2417	7L[redacted]	**Open Date**	04/30/2015	**Built Date**	11/17/2006	
Model Year	2007	**Body**	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	05/04/2007	**Mileage**	62,000	**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	DEH	6-SPEED MANUAL NSG370 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**	CHAT
Address	[redacted]	**Home Phone**	[redacted]
	SIMPSONVILLE SC [redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Airbag light is on
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Chat ID: 150430-000154
Hi, my name is John with Chrysler Customer Care, How may I help you today?
[redacted] Hey John i have a 2007 Wrangler. the driver s side airbag light is on and has remained on for a few days. Did a little research and some people were mentioning there was a recall for this issue? I m looking for direction on where to start
John: I would be happy to look into the concern with you.
John: Lets get the formalities out of the way, the address I have on file is it still current for you?
[redacted]
SIMPSONVILLE , SC-[redacted]
[redacted] thanks john
[redacted]: yes that address is correct
John: Thank you, I don t see we have any contact information for you. Would you have a phone number I could add?
N[redacted] sure
[redacted]
John: Lastly would you know the current mileage?
[redacted] approximately 62,000
John: Again I thank you sir. I see your 2007 Wrangler has the extended warranty for the clock spring.
X41 (X41) CLOCKSPRING 120.0 months or 150000 MILES
[redacted] so would i need to take it to a dealer to confirm the issue next?
John: Your Jeep still falls in the parameters to have repaired at your local Chrysler dealer. Did you have a dealer in the area that you can work with or did you need the contact information for one?
[redacted] the closest one is called Big O Dodge Chrysler

[redacted] i think?
John: That is correct 2645 Laurens Rd Greenville, SC 29607 (864) 288-5000.
John: Give them a call to setup the appointment to have your Jeep diagnosed.
[redacted] ok is there a case number or something i need to reference?
John: Just a moment I can supply you with that.
[redacted] ok thanks
John: Thank you for your patience. The case number for this concern is 26901387.
[redacted] thanks have a good day
John: Is there anything else that I can look into for you today?
[redacted] nope that wil be all
John: Thank you for contacting Jeep Customer Care. Please chat with us again if you need further assistance. You can also look for updates on our website www.jeep.com. Have a good day!
[redacted] disconnected (Concluded by Agent).
Reassigned to SG893 for survey by-pass No Diagnosis - Has X41 Clock Spring extended warranty that may cover the concern.
SA: Joe Anderson from Big O dodge called stating that the customer advised him to call CAC and give this case number once a diagnosis is completed.
SA: Joe states that they did the diagnosis and it is the clock spring in the steering wheel, that needs to be replaced.
Agent advised SA: Joe that customer has extended warranty X41 Clock spring that is extended for 10 yrs/150,000 miles of the ISD and would still fall under both parameters.
Joe states he did not realize/see this and that he would have this taken care of under warranty, for the customer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5916	8L[redacted]	***Open Date***	04/30/2015	***Built Date***	03/11/2008	
Model Year	2008	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	04/03/2008	***Mileage***	75,000	***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	67282	RAMSEY CHRYSLER-PLYMOUTH			
Dealer Address	1555 ROUTE 17				
Dealer City	RAMSEY	***Dealer State***	NJ	***Dealer Zip***	07446

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	MIDLAND PARK NJ[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 - Defective - Default	horn is not working
Corporate - Recall - Default - Default - Default	seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer is calling in today regarding issues with the airbag light on and the horn is not working. Customer would like to know more about the M31 recall for the airbag system clock spring. Agent advised customer that this recall applies only to the above vehicles equipped with Right Hand Drive (RHD) steering (sales code AHF) built to U.S market specifications (sales code YAA) from July 30, 2007 through October 08, 2011. Agent advised customer that his vehicle was not part of that recall and we would document his concerns.
Briefly summarize what the customer is expecting: Customer is expecting to have the repairs done under the M31 recall.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA5H11	AL[redacted]	**Open Date**	04/30/2015	**Built Date**	03/04/2010	
Model Year	2010	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	10/20/2010	**Mileage**	1	**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	24237	GO CHRYSLER JEEP WEST			
Dealer Address	16300 WEST COLFAX AVENUE				
Dealer City	GOLDEN	**Dealer State**	CO	**Dealer Zip**	80401

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]2
	DENVER CO[redacted]	**Country**	UNITED STATES

Corporate - Recall - Default - Default - Default	recall not on VIN

Briefly summarize why the customer is contacting Chrysler: Customer states the air bag light keeps coming on. Writer advised there is no recalls pertaining to the air bags. Customer understood. Writer advised customer to bring the vehicle in for a diagnosis as the air bags are an important safety concern of the vehicle. Customer agreed.
Briefly summarize what the customer is expecting: Customer seeking if there is a recall pertaining to the air bags, writer advised customer of incomplete recall L24. Customer understood and is going to get a diagnosis.
Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler in regards to the airbag light continuously going on and off. Customer states that he has not hit anything at all and this is unusual.
Briefly summarize what the customer is expecting: Customer is expecting information on what s going on.
Agent advised customer of open L24 Custom. Agent advised customer that the vehicle will need to be brought to a DLR for diagnosis to determine the exact reason the airbag light is going on. Customer seeking if this is a warranty concern. Agent advised customer that this would be under warranty with the basic 3 years 36,000 miles. Agent advised customer that we would be able to look into possible cost assistance with a diagnosis.
Call disconnected.
Agent reviewed the information. Agent contacted the customer back. As the mileage is 62,746 miles, Agent apologized and advised customer we would not be able to provide cost assistance.
OOW 62,746
Second owner
No SC
No repeat issue
No repeat at DLR
5 Vehicles | 5 Used
* * * * 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	1J4GA3912	9L[redacted]	***Open Date***	05/01/2015	***Built Date***	07/24/2008	
Model Year	2009	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	02/14/2009	***Mileage***	87,000	***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	26410	ELLIOTT CHRYSLER DODGE JEEP			
Dealer Address	928 W 16TH ST				
Dealer City	MT PLEASANT	***Dealer State***	TX	***Dealer Zip***	75455

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

Corporate - Recall - Default - Default - Default	Seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer contacting Chrysler to see if there are any recalls currently on his vehicle. Agent advised the customer that there are no open recalls on his vehicle as recalls are very VIN specific. Customer stated that he is currently experiencing his air bag light coming on and off along with the dinging noise and didn t know if he had a recall for the air bags. Agent advised to the customer if he is concerned about the air bag light being on to take his vehicle to the dealership to get a diagnosis done to see what it is on. Customer understood and thanked the agent.
Briefly summarize what the customer is expecting: Seeking recall information

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2411	9L[redacted]	***Open Date***	05/04/2015	***Built Date***	07/10/2009	
Model Year	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	09/16/2009	***Mileage***	74,000	***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	43664	KINGS DODGE CHRYSLER JEEP			
Dealer Address	4486 KINGSWATER DRIVE				
Dealer City	CINCINNATI	***Dealer State***	OH	***Dealer Zip***	45249

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

Product - Electrical - Trip Computer / EVIC - Other - Default	air bag light coming on and off
Corporate - Recall - Default - Default - Default	inquiry into air bag recalls

Agent updated COIN.
Briefly summarize why the customer is contacting Chrysler: Customer says air bag light is coming on and going off and wonders if there is a recall or extended warranty on air bags.
-
Agent advised no extended warranty and no recall pertaining to air bag recall. Agent advised of two previous completed recalls in 2011. Agent advised if air bag warning light coming on then customer should take vehicle to dealer for diagnosis.
-
Agent contacted Kings dealer and transferred customer over to SA Angie to make an appointment.
-
Briefly summarize what the customer is expecting: Customer will have diagnosis done at Kings dealer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA5915	8L5[redacted]	***Open Date***	05/05/2015	***Built Date***	09/18/2007	
Model Year	2008	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	10/09/2007	***Mileage***	44,439	***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	43185	WORLAND CHRYSLER-PLYMOUTH-DODGE			
Dealer Address	500 BIG HORN AVENUE				
Dealer City	WORLAND	***Dealer State***	WY	***Dealer Zip***	82401

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

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	advised owner of recall
Corporate - Recall - Default - Default - Default	seeking open recall for airbag

Briefly summarize why the customer is contacting Chrysler:
Customer called stating that her air bag light keeps coming on and is inquiring if there are any recalls on her vehicle agent advised customer of recall on the tow bar and advised her that that is the only open recall on vehicle and there is no air bag recall on this vehicle.
Customer understood and thanked agent.
Briefly summarize what the customer is expecting:
seeking recall information

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA6D1X	AL[redacted]	**Open Date**	05/06/2015	**Built Date**	03/15/2010	
Model Year	2010	**Body**	JKJS72	JEEP WRANGLER RUBICON 4X4			
In Service Dt	04/07/2010	**Mileage**	56,000	**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	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**	
	MECHANICSVLLE VA[redacted]	**Country**	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer calling regards to a recall related issues that are not on VIN

CHAT I.D - 150506-000154
Hi, my name is Zach. How may I help you?
Zach: Thank you for contacting the FCA US Recall Assistance Center.
D[redacted] I have a 201 Jeep Rubicon that has a clockspring issue. I know this issue to be reported to the NHTSA and Chrysler as acknowledged but my dealership says there is no recall.
Zach: I can certainly understand why you want this looked into further, can I just start by grabbing the last eight of your VIN, and I will gladly look into any recalls on your vehicle currently.
[redacted] AL[redacted]
Zach: Thank you [redacted] do you mind if we verify some basic information to confirm I am talking to the correct owner of the vehicle?
[redacted] no, that s fine.
[redacted] I am the owner
Zach: I just need from you the first and last name on the file, address and zip code, and primary phone number we can contact you at, and a rough mileage on the vehicle if you have that by any chance.
[redacted] Mechanicsville VA [redacted]
8[redacted] Just a little over 56K
Zach: Perfect, appreciate it Mr. [redacted] Just give me one brief moment and I will update everything and see if there are any open recalls on the vehicle.
[redacted] thanks
Zach: Not a problem.
Zach: What dealership is it that you bring your Jeep into get serviced at? I have down that the last brought in servicing dealer was WHITTEN BROTHERS OF ASHLAND, INC. Has this changed?
[redacted] Whitten Brothers in Ashland is correct.
Zach: Perfect thank you for your patience [redacted].
Zach: Okay Mr. [redacted], so from what I am reading here there are no incomplete recalls on the vehicle or any older ones that have been

completed that would be a reoccurring issue. I exhausted all of my resources and looked into it to the best of my ability and could not find any issues related to the clock spring on your vehicle.
[redacted] Ok, thank you. I ll call the NHTSA to file my complaint.
Zach: Just so you are aware, recalls are VIN specific and I can determine with your VIN if your vehicle falls within the build range or not. So basically what this means is if there are 800 vehicles affected out of the 300,000 built, those 800 would have been made in a different factory or even a different shift that made that specific part that is on recall. If your vehicle was related to this recall, so long as your current address is updated through us, you should receive a letter in the mail advising you of so.
Zach: Is there anything else I can assist you with today Mr. [redacted]
[redacted] I fully understand but I have this nagging air bag light and sound that continue to go off and it is consistent with the other thousands of owners who have this issue. It is a safety issue and the NHTSA is aware and I will be filing my complaint
[redacted] I fully understand but I have this nagging air bag light and sound that continue to go off and it is consistent with the other thousands of owners who have this issue. It is a safety issue and the NHTSA is aware and I will be filing my complaint
[redacted] disconnected (Concluded by End-user).

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6919	8L6[redacted]	***Open Date***	05/06/2015	***Built Date***	06/28/2008	
Model Year	2008	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	02/19/2009	***Mileage***	69,400	***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	60566	LAWLEY CHRYSLER JEEP DODGE RAM			
Dealer Address	2750 HIGHWAY 180 E				
Dealer City	SILVER CITY	***Dealer State***	NM	***Dealer Zip***	88061

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	SILVER CITY NM [redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Airbag light illuminated.

Briefly summarize why the customer is contacting Chrysler: Customer stating the vehicle was at DLR for issues with airbag light being illuminated customer brought vehicle to DLR to have a diagnosis, DLR stated the price for diagnosis and repair at DLR, customer refused customer has read online on how to repair the vehicle customer stated would like call documented.
Agent advised customer that all concerns will be documented.
Briefly summarize what the customer is expecting: Customer expecting assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA6D1X	AL[redacted]	**Open Date**	05/07/2015	**Built Date**	03/15/2010	
Model Year	2010	**Body**	JKJS72	JEEP WRANGLER RUBICON 4X4			
In Service Dt	04/07/2010	**Mileage**	31,893	**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	68414	BERTERA CHRYSLER JEEP, INC.			
Dealer Address	539 RIVERDALE ST				
Dealer City	WEST SPRINGFIELD	**Dealer State**	MA	**Dealer Zip**	01089

Owner	[redacted]	**Contact Type**	CHAT
Address	N/A	**Home Phone**	[redacted]
	N/A NA 0000000000	**Country**	UNITED STATES

Corporate - Chat - Information - Default - Default

Incident_Case_ID : 150506-000154
Email Address : c[redacted]
VIN : a[redacted]
AGENT:Hi, my name is Zach. How may I help you?
Thank you for contacting the FCA US Recall Assistance Center.
CUST:I have a 201 Jeep Rubicon that has a clockspring issue. I know this issue to be reported to the NHTSA and Chrysler as acknowledged but my dealership says there is no recall.
AGENT:I can certainly understand why you want this looked into further, can I just start by grabbing the last eight of your VIN, and I will gladly look into any recalls on your vehicle currently.
CUST:AL1[redacted]
AGENT:Thank[redacted] do you mind if we verify some basic information to confirm I am talking to the correct owner of the vehicle?
CUST:no, that s fine.
I am the owner
AGENT:I just need from you the first and last name on the file, address and zip code, and primary phone number we can contact you at, and a rough mileage on the vehicle if you have that by any chance.
CUST[redacted] Mechanicsville VA[redacted]. Just a little over 56K
AGENT:Perfect, appreciate it Mr.[redacted]s. Just give me one brief moment and I will update everything and see if there are any open recalls on the vehicle.
CUST:thanks
AGENT:Not a problem.
What dealership is it that you bring your Jeep into get serviced at? I have down that the last brought in servicing dealer was WHITTEN BROTHERS OF ASHLAND, INC. Has this changed?
CUST:Whitten Brothers in Ashland is correct.
AGENT:Perfect thank you for your patience Mr.[redacted]
Okay Mr.[redacted], so from what I am reading here there are no incomplete

recalls on the vehicle or any older ones that have been completed that would be a reoccurring issue. I exhausted all of my resources and looked intoit to the best of my ability and could not find any issues related to the clock spring on your vehicle.
CUST:Ok, thank you. I ll call the NHTSA to file my complaint.
AGENT:Just so you are aware, recalls are VIN specific and I can determine with your VIN if your vehicle falls within the build range or not. So basically what this means is if there are 800 vehicles affected out of the300,000 built, those 800 would have been made in a different factory or even a different shift that made that specific part that is on recall. If your vehicle was related to this recall, so long as your current addressis updated through us, you should receive a letter in the mail advising you of so.
Is there anything else I can assist you with today Mr. [redacted]
CUST:I fully understand but I have this nagging air bag light and sound that continue to go off and it is consistent with the other thousands of owners who have this issue. It is a safety issue and the NHTSA is aware and Iwill be filing my complaint
I fully understand but I have this nagging air bag light and sound that continue to go off and it is consistent with the other thousands of owners who have this issue. It is a safety issue and the NHTSA is aware and Iwill be filing my complaint

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA3912	7L1[redacted]	***Open Date***	05/08/2015	***Built Date***	03/27/2007	
Model Year	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	06/08/2007	***Mileage***	94,000	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	41657	GENGRAS CHRYSLER DODGE JEEP LLC			
Dealer Address	460 CONNECTICUT BLVD				
Dealer City	EAST HARTFORD	***Dealer State***	CT	***Dealer Zip***	06108

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

Corporate - Corporate Warranty Extension Letter - Default - Inquiry - Default	(X41) CLOCKSPRING 120.0 months or 150000 MILES

Customer stated that her airbag light was on and that she believed it was related to a recall. Agent explained that there is extended warranty (X41) CLOCKSPRING 120.0 months or 150000 MILES that is most likely the issue. Customer thanked agent.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5919 7[redacted]	**Open Date**	05/08/2015	**Built Date**	04/27/2007		
Model Year	2007	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	05/12/2007	**Mileage**	110,400	**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	45158	OUTTEN COUNTY CHRYSLER, LLC			
Dealer Address	16614 POTTSVILLE PIKE				
Dealer City	HAMBURG	**Dealer State**	PA	**Dealer Zip**	19526

Owner	[redacted]	**Contact Type**	CHAT
Address	[redacted]	**Home Phone**	[redacted]
	PORT MATILDA PA 1[redacted]	**Country**	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking recall information for their new Jeep
Corporate - Warranty Coverage - Default - Default - Default	Customer seeking warranty coverage for their Jeep.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states air bag light has illuminated in the cluster

CHAT ID - 150508-000446
Hi, my name is Sarah. How may I help you?
T[redacted] Hi Sarah, I m a new Jeep owner (yay!) and have 2 things I m trying to work out. First, I can t seem to get my Jeep added as an owner. Second, I want to check on something that may be a recall on my 2007 Wrangler.
Sarah: Congratulations on the purchase of your new vehicle! I hope that you have been enjoying it so far!
I can certainly assist you with getting the vehicle added to your account and then I can get you over to a Jeep Agent to go over the recalls further.
Can I please start by getting your VIN?
[redacted] Sure. It s 1J4GA59197[redacted]
Sarah: Thank you.
For security purposes, could I please get your name, address, phone number and email address?
[redacted] Yes, it s [redacted], Port Matilda, PA [redacted] m
Sarah: Thank you [redacted] and when did you purchase this vehicle?
[redacted] April 18, 2015
Sarah: Thank you and do you know the approximate mileage?
[redacted] 110,400
Sarah: Thank you [redacted] and is this currently the only vehicle you own with us?
[redacted] Yes
Sarah: Thank you T[redacted] can you please go to the edit profile section

of the account
[redacted] Yes, I m there
Sarah: There will be another edit button right above your information, can I please have you click that but do not make any changes or hit save as of yet.
After you click edit, can you please tell me exactly how your name appears and if there is any middle initials?
[redacted] My name appears as [redacted]
Sarah: Thank you and can you please confirm that the address and phone number on the profile matches the following word for word:
[redacted]
Port Matilda
PA [redacted]
[redacted] A phone number is not on my profile, should I go ahead and add that/save?
Sarah: Yes, if you can add that in for me please and click save for me
[redacted] It s saving
Sarah: Alright, once it saves there for you, the vehicle should now appear underneath your information
[redacted] It s still thinking... :-)
I[redacted] There it is, woohoo! Thank you.
Sarah: You re welcome!
Was there anything else I can assist you with regarding your account, or would you like me to transfer you to a Jeep Agent to go over the other concerns further?
[redacted] Transferring is fine, thank you for your help.
Sarah: You re welcome Tiffany, one moment please while I transfer you and enjoy the new vehicle!
Sarah disconnected (Transferred to Queue).
Hi, my name is Jeremy. How may I help you?
[redacted] Hi Jeremy. I m a new Jeep owner and I wanted to check about any possible known issue/recall on my 2007 Wrangler Unlimited. The airbag light has been coming on randomly while driving since I bought it 3 weeks ago.
Jeremy: Good afternoon [redacted]. Congratulations on the new Jeep!!! Happy to assist you, please confirm current approximate vehicle mileage (for my records)
[redacted] 110,400
Jeremy: thank you.
Jeremy: Please allow me a brief moment.
[redacted] :-D
Jeremy: Thanks for your patience [redacted]y. I have browsed the recall listed to your vehicle - all are completed.
They are as follows:
G40 REPROGRAM EBC MODULE SAFETY 10/24/2007 07/06/2013 COMPLETE
J24 MOPAR TOW BAR SAFETY 11/19/2009 07/06/2013 COMPLETE
K13 INNER FENDER LINERS SAFETY 12/03/2010 10/10/2013 COMPLETE
This vehicle does have extended warranty information attached as well. I will look into this next.
Jeremy: Thanks again for your patience.
Extended warranty information is as follows:
X32 (X32) INLET CHECK VALVE 999.0 months or 999999 MILES
X41 (X41) CLOCKSPRING 120.0 months or 150000 MILES - nothing related to the air bag.
If you wish, you may visit your local, authorized Jeep dealership to obtain a diagnosis of your current concern. Air bags are a basic warranty item (3 years or 36000 miles) for which we are past by both time and mileage at this point.
You would be responsible for the cost of the diagnosis and any subsequent/applicable repairs.
[redacted] Awesome, that s good information, thank you. There s some speculation that the clockspring is related to this light coming on. If that is the case, is the local Jeep dealership able to track that there is still some warranty there?
Jeremy: Let me verify for sure -

Jeremy: X41 CLOCKSPRING 120 Months or 150,000 Miles 0 May 12, 2017 24 Months or 39,600 Miles - so you still have 24 months (2 years or another 39600 miles of coverage.
Would you like me to locate a dealership in your area for you?
[redacted] No thank you, I have an appointment with the local dealer on Tuesday. :-) You ve been very helpful, thank you!
Jeremy: My pleasure - enjoy the Jeep.
Jeremy: Thank you for contacting Jeep Customer Care. Please chat with us again if you need further assistance. You can also look for updates on our website www.Jeep.com. Have a good day!
[redacted] disconnected (Concluded by Agent).

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6916	9L[redacted]	***Open Date***	05/08/2015	***Built Date***	03/19/2009	
Model Year	2009	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	03/24/2009	***Mileage***	54,794	***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	45423	FERRARIO AUTO TEAM OF ELMIRA			
Dealer Address	2463 CORNING RD				
Dealer City	ELMIRA HEIGHTS	***Dealer State***	NY	***Dealer Zip***	14903

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

Corporate - Recall - Default - Default - Default	no incomplete recalls

Briefly summarize why the customer is contacting Chrysler: Customer called in seeking recall information. Customer is seeking information pertaining to the air bag since her air bag light is on. Agent advises that she has no incomplete recalls and that she should take her vehicle into a dealership to get it inspected.
Briefly summarize what the customer is expecting: Recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5918	7L[redacted]	***Open Date***	05/10/2015	***Built Date***	05/21/2007	
Model Year	2007	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	06/18/2007	***Mileage***	80,000	***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	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

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***	
	RAPID CITY SD 5[redacted]	***Country***	UNITED STATES

Product - Electrical - Unknown - Other - Default	airbag light going off inquiring about possible clockspring
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: the customer is contacting Chrysler to get information about the airbag light as customer feels it could be related to the clock spring and if this is a recall
Briefly summarize what the customer is expecting: the customer is expecting the DLR to repair this
Agent advised: the customer that we are not technically trained and this is something that would need to be diagnosed by a DLR
Customer thanked and disconnected
the customer is contacting Chrysler to get information about the airbag light as customer feels it could be related to the clock spring and if this is a recall. Agent informed customer he does not have that recall therefore the recall does not apply to him.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA391X	9L[redacted]	**Open Date**	05/11/2015	**Built Date**	08/14/2008	
Model Year	2009	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	04/18/2009	**Mileage**	89,320	**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	59004	AUTOLAND			
Dealer Address	170 ROUTE 22				
Dealer City	SPRINGFIELD	**Dealer State**	NJ	**Dealer Zip**	07081

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	
	SCOTCH PLAINS NJ [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 advised agent his airbag light is flashing on and off.
Briefly summarize what the customer is expecting:
Customer inquired if any recalls apply to vehicle s airbag.
****End structured narrative T2 - Beginning Narrative
Agent found no open recalls and informed customer.
Customer understood and thanked agent.
Chat ID: 150511-000264
Hi, my name is Samantha. How may I help you?
Samantha: Thank you for contacting the FCA US Recall Assistance Center a[redacted] I m getting a airbag light every few minutes I have been reading that it s the clockspring
Samantha: I understand how that would be concerning. I am a recall agent specifically trained on recalls and I would be glad to take a look and see if any past recalls would be related to this. What type of vehicle is this?
[redacted] jeep wrangler 2009
Samantha: Ok perfect, I have your file pulled up. I d like to verify some information for security purposes. Could I please have your address?
[redacted] [redacted],Scotch Plains,nj [redacted]
Samantha: Perfect, Thank you so much Augie. I will take a look into this. Has the vehicle been to the dealership concerning this issue?
[redacted] no ,this just happen yesterday out of the blue and it has not stopped airbag light with a chime every few minutes
Samantha: Okay, [redacted]e. I m sorry your are experiencing this. I will definitely look into this. Do you mind waiting for a moment while I do some research here?
[redacted] no problem
Samantha: Thank you for your patience Augie, from what I can find, your vehicle has no open recalls. The recalls it has had completed in the past

are K13 INNER FENDER LINERS , H38 PRIMARY HOOD LATCHES , and J31 TRANSMISSION FLUID TEMPERATURE WARNING. It does not look like these recalls would be related to the airbag light problem.
[redacted] what is recall M31
Samantha: Your vehicle does not have a recall M31 on it. Recalls are very VIN specific. There are many variables that come into play in regards to a vehicle being involved in a recall. Some vehicles built on a certain day at a certain time can be under a recall and vehicles built the next day are not.
Samantha: Is your vehicle a right-hand-drive vehicle?
[redacted] left hand
Samantha: I have looked up this recall. Note: This recall applies only to the above vehicles equipped with Right Hand Drive (RHD) steering.
[redacted] so, im other words you can`t do anything for me.i just have to wait or pay someone to fix it ,even if it a manufactureing issue right
Samantha: Because your vehicle is not under this recall, it would not cover the repair. I do apologize, [redacted]. The clockspring would be under basic warranty but it also looks like your basic warranty expired April 18, 2012 and at 36,000 miles. What I would suggest is that when you get this repair, save your repair order and proof of payment. If ever in the future this recall is expanded or they put out a new recall regarding this, we would be able to reimburse you for this repair. I do apologize, [redacted]e. I can definitely understand how this could be frustrating.
[redacted] thanks anyway bye
[redacted] disconnected (Concluded by End-user).
The AnswerCONNECT article that was referenced to provide the answer to the
customer was #[redacted]

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6418 7[redacted]	***Open Date***	05/11/2015	***Built Date***	04/27/2007		
Model Year	2007	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	05/03/2007	***Mileage***	145,000	***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	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

Corporate - Warranty Coverage - Default - Default - Default	Customer inquiring about EXT warranty or recall regarding clockspring.

Briefly summarize why the customer is contacting Chrysler: Customer is seeking to know if there is a recall or EXT warranty regarding the clock spring.
Customer states their airbag light keeps intermitted coming on.
Briefly summarize what the customer is expecting: Customer is expecting to know if there is a recall or EXT warranty regarding the clock spring.
Agent advised customer case number and the X41 is on the vehicle, diagnosis it at a Jeep DLR to confirm it would be covered under the EXT warranty.
Customer states he has an appointment tomorrow and understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA391X	9L[redacted]	**Open Date**	05/12/2015	**Built Date**	08/14/2008	
Model Year	2009	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	04/18/2009	**Mileage**	67,090	**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	59004	AUTOLAND			
Dealer Address	170 ROUTE 22				
Dealer City	SPRINGFIELD	**Dealer State**	NJ	**Dealer Zip**	07081

Owner	[redacted]	**Contact Type**	CHAT
Address	N/A	**Home Phone**	[redacted]
	N/A NA 0000000000	**Country**	UNITED STATES

Corporate - Chat - Information - Default - Default

Incident_Case_ID : [redacted]
Email Address : [redacted]
VIN : 9[redacted]
AGENT:Hi, my name is Samantha. How may I help you?
Thank you for contacting the FCA US Recall Assistance Center
CUST:I m getting a airbag light every few minutes I have been reading that it s the clockspring
AGENT:I understand how that would be concerning. I am a recall agent specifically trained on recalls and I would be glad to take a look and see if any past recalls would be related to this. What type of vehicle is this?
CUST:jeep wrangler 2009
AGENT:Ok perfect, I have your file pulled up. I d like to verify some information for security purposes. Could I please have your address?
CUST:7[redacted] Scotch Plains,nj [redacted]
AGENT:Perfect, Thank you so much Augie. I will take a look into this. Has the vehicle been to the dealership concerning this issue?
CUST:no ,this just happen yesterday out of the blue and it has not stopped airbag light with a chime every few minutes
AGENT [redacted] I m sorry your are experiencing this. I will definitely look into this. Do you mind waiting for a moment while I do some research here?
CUST:no problem
AGENT:Thank you for your patience [redacted], from what I can find, your vehicle has no open recalls. The recalls it has had completed in the past are K13 INNER FENDER LINERS , H38 PRIMARY HOOD LATCHES , and J31 TRANSMISSIONFLUID TEMPERATURE WARNING. It does not look like these recalls would be related to the airbag light problem.
CUST:what is recall M31
AGENT:Your vehicle does not have a recall M31 on it. Recalls are very VIN specific. There are many variables that come into play in regards to a vehicle being involved in a recall. Some vehicles built on a certain day at

acertain time can be under a recall and vehicles built the next day are not.
Is your vehicle a right-hand-drive vehicle?
CUST:left hand
AGENT:I have looked up this recall. Note: This recall applies only to the above vehicles equipped with Right Hand Drive (RHD) steering.
CUST:so, im other words you can`t do anything for me.i just have to wait or pay someone to fix it ,even if it a manufactureing issue right
AGENT:Because your vehicle is not under this recall, it would not cover the repair. I do [redacted]. The clockspring would be under basic warranty but it also looks like your basic warranty expired April 18, 2012 and at36,000 miles. What I would suggest is that when you get this repair, save your repair order and proof of payment. If ever in the future this recall is expanded or they put out a new recall regarding this, we would beable to reimburse you for this repair. I do apologize, Augie. I can definitely understand how this could be frustrating.
CUST:thanks anyway bye

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

VIN	1J4FA2418	7L1[redacted]	***Open Date***	05/12/2015	***Built Date***	01/11/2007	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	01/15/2007	***Mileage***	66,100	***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	45578	LOVE FIELD CHRYSLER DODGE JEEP RAM			
Dealer Address	2800 W MOCKINGBIRD LN				
Dealer City	DALLAS	***Dealer State***	TX	***Dealer Zip***	75235

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

Recall - G25: REPROGRAM TIPM - ENGINE STALLING - Information Request	Recall not on VIN

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler seeking assistance with a possible recall on his vehicle because he is experiencing issues with the air bag light,
Briefly summarize what the customer is expecting: Recall information.
Agent advised Customer that all his recalls on his vehicle are completed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5917	7L[redacted]	**Open Date**	05/12/2015	**Built Date**	02/05/2007	
Model Year	2007	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	02/26/2007	**Mileage**	50,000	**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	42958	SCRANTON DODGE CHRYSLER JEEP			
Dealer Address	1146 WYOMING AVE				
Dealer City	SCRANTON	**Dealer State**	PA	**Dealer Zip**	18509

Owner	[redacted]	**Contact Type**	CHAT
Address	[redacted]	**Home Phone**	
	LAUREL RUN PA[redacted]	**Country**	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	X41 CLOCKSPRING
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	

Chat Session 150512-000802
Hi, my name is Jessica. How may I help you?
Jessica: Hello
[redacted] I have a 2007 jeep wrangler unlimited sahara and today the airbag light came on and I found out there is a recall on it. if I take it to a dealer do I have to pay for this to get fixed?
Jessica: Hi[redacted]a, if there is a recall on the vehicle it would be fixed at no cost to you. In order for me to confirm the recall is on the vehicle, could I get the last 8 characters of the VIN please?
c[redacted] ok one second
Jessica: thank you
[redacted] 7L1[redacted]
Jessica: Thank you, can you confirm the name and address registered on the vehicle please?
[redacted] concetta shovlin, 1981 pine run road laurel run, pa. 18706
Jessica: Thank you, do you mind holding while I check on any open recalls?
[redacted] ok thanks
Jessica: Thank you for holding[redacted] I see here you have 3 open recalls on the vehicle. J24 MOPAR TOW BAR, J30 TRANSMISSION FLUID TEMPERATURE WARNING, and K13 INNER FENDER LINERS. At this time I am not showing a recall for the airbags
[redacted] hold on
Jessica: alright
[redacted] NHTSA Action Number : PE11019 I found this on

safecar.gov
Jessica: I apologize [redacted] at this time I am not showing that recall on your vehicle. You can log onto https://www.moparownerconnect.com/oc/us/en-us/sub/Pages/RecallsQuery.aspx and punch in you 17 character VIN and it will tell you which recalls are currently open on your vehicle.
concetta shovlin: ok what if it is a closed recall if there is such a thing?
Jessica: On our end here, if there was a recall on your vehicle we would still show it in our system. However there was no recall on your vehicle at all for the airbags.
[redacted] ok thanks
Jessica: You re welcome. I apologize about [redacted], I can understand how frustrating this would be. Is there anything else I could assist you with?
Jessica: Hello [redacted] are you still there?
[redacted] is currently Absent . Approximately 120 seconds until disconnect.
Jessica: Hello C[redacted], are you still there?
[redacted] ok what about this ?4 i called the dealer and was told there was no recall for the clockspring. they acted like they had never heard of it.
i then said i believed it was an extension of the warranty regarding the clockspring. the guys entire tune changed, and he told me to bring it in. I brought my jeep in and sure enough after the dealer did their investigating, I am having an issue with the clockspring....explains the air bag light that goes on and off and hopefully my non working horn. so now I am just waiting to take it back in to get it fixed.
I just cant believe how the guy acted on the phone about it all - God forbid you call it a recall, he acted like i was a crazy person. As soon as I said warranty extension he was like oh yeah, there is something like that.
very strange.
c[redacted] is currently Active .
[redacted] yes, I found this article on a site .
[redacted] i called the dealer and was told there was no recall for the clockspring. they acted like they had never heard of it.
i then said i believed it was an extension of the warranty regarding the clockspring. the guys entire tune changed, and he told me to bring it in. I brought my jeep in and sure enough after the dealer did their investigating, I am having an issue with the clockspring....explains the air bag light that goes on and off and hopefully my non working horn. so now I am just waiting to take it back in to get it fixed.
I just cant believe how the guy acted on the phone about it all - God forbid you call it a recall, he acted like i was a crazy person. As soon as I said warranty extension he was like oh yeah, there is something like that.
very strange.
Jessica: You do have the CLOCKSPRING extended warranty on the vehicle, however you would need the dealership to diagnose the concerns you re having as the issue with the CLOCKSPRING
[redacted] ok how about the EGR Valve , is that a recall or an extended warranty
Jessica: The only other extended warranty I am showing is for the X47 INLET CHECK VALVE
[redacted] ok, after it is taken to the dealer for a diagnose would I have to pay for anything>
Jessica: If the dealership determines the issues you re having are not related to the extended warranty you would have to pay for the diagnosis and any repairs needed. If they states it s related to the warranty it would be no charge to you
[redacted] ok thank you, have a good night
Jessica: Thank you for contacting Jeep Customer Care. Please chat us back if you need further assistance. You can also look for updates on our website www.Jeep.com. Have a good night!
Jessica: Hello [redacted] re you still there?

[redacted] disconnected (Concluded by End-user).

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6917	9L[redacted]	***Open Date***	05/17/2015	***Built Date***	12/01/2008	
Model Year	2009	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	01/02/2009	***Mileage***	72,000	***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	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]
	ELEPHANT BTTE NM [redacted]	***Country***	UNITED STATES

Product - Electrical - Remote/Key Fob - Default - Default	Lost key in lake
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler: The customer lost her key into the lake and when the customer bought the vehicle she was only given one set. Customer states that the man with the seat belt and air bag light is on. Agent noticed the theft alarm was sounding.
Briefly summarize what the customer is expecting: Customer is seeking technical assistance.
Agent informed the customer that we don t give technical assistance over the phone and we can t provide the key code to the customer because of security reasons. The vehicle would have to be towed to the DLR and have the DLR call for a key code if they don t have it or they can even get the information from the purchasing DLR that is an hour away to give them the information they need. Agent informed the customer that a locksmith can give a temporary key to get into the vehicle but that won t stop the alarm. Agent stated the customer can get the key fob from the DLR and it would have to be programmed. Customer stated she has a 3rd party service contract and roadside assistance and will call them. Agent stated they will tell her what her towing allowance is and they could also help to disarm the alarm.
The DLR would have to diagnose the vehicle to find out why the air bag and seat belt light is on.
Reassign to TL SJ372 for survey by pass no diagnosis.
Escalation Override approved by SJ372 for possible seat belt concerns.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3911 9[redacted]		**Open Date**	05/18/2015	**Built Date**	03/12/2009	
Model Year	2009	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	09/23/2009	**Mileage**	79,637	**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	23296	BERGLUND CHRYSLER JEEP			
Dealer Address	2525 FRANKLIN RD SW				
Dealer City	ROANOKE	**Dealer State**	VA	**Dealer Zip**	24014

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

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Customer seeking assistance with repairs
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called states that the vehicle is at the Dlr as the airbag light has come on. Customer states that the Dlr has advised it is a spring and provided an estimate of $500 for the repairs. Customer states that this is a safety feature and is unsure how this could have happened. Customer states that he is working with SA Ron Henderson and wanted it noted that the SA is the best he has ever dealt with. He states that he wants 10 of him working for him. Agent attempted to contact the Dlr and was unsuccessful in reaching the service department after 3 attempts. Agent advised the customer that we will be escalating the file for possible cost assistance and a CM will be in touch tomorrow, customer accepted.
Briefly summarize what the customer is expecting: Customer seeking assistance with repairs.
Customer advised that they will be contacted within one (1) business day, by COB their time
Preferred call back number is [redacted]4
Customer email address for case updates: [redacted]
Would customer like to receive updates via text message? Y
Mobile number [redacted]
Who has possession of the vehicle? Dlr
Has the vehicle been diagnosed by a CDJR dealer within the last 30 days? Y
If a CDJR dealer has diagnosed within 30 days, what is the dealer name or code? 23296
If a CDJR dealer has not diagnosed within 30 days, when is the customer s appointment scheduled?
Date:

Time:
Confirmed appointment at dealer codeÙ with nameÙ
Is the customer in a rental? (Y/N)
Who authorized?
From what date?
Reassigned to 88F
* * * * * CASE MANAGER TEAM - District Q * * * * * *
OOW: Basic by time; within unlimited powertrain
MVP: ESSENTIAL CARE - 2 YEARS / 4 OIL CHANGES; ESSENTIAL CARE - 2 YEARS / 4 OIL CHANGES(expired); ESSENTIAL CARE - 2 YEARS / 4 OIL CHANGES(expired)
Household: 2 New
Writer contacted dealer 23296 and spoke to Service Manager (SM) Tony. SM advised that the vehicle needs a new clock spring. SM advised that the customer is very loyal and the dealer would accept an RA for the repair. SM advised that the writer will be contacted in regards to pricing for the repairs.
SM from dealer 23296 contacted the writer. SM advised that the warranty parts are $232.40 and labor is $210.00 Total $ 432.40. SM advised that the dealer will contact the customer on 5/19/15 to deliver the offer to the customer. Writer will follow up with the customer.
As a one-time goodwill gesture, Chrysler is approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:
Parts = $232.40
Labor = $210.00
Total = $442.40
Co-pay = $100.00
########## DIRECT-TO-DEALER ##############
Customer Care is sending this case to because an out-of-warranty goodwill decision has been made. Remember ALL pre-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.
##################################
Writer contacted the customer. Customer s expectations are to have some cost assistance due to the issue being a safety issue. Writer advised that due to the age and mileage of the vehicle the entire cost cannot be covered; however the dealer and the writer have decided on an offer for assisting the customer. Writer advised that the dealer will be contacting the customer on 5/19/15 to discuss the offer. Customer requested to know the terms of the agreement. Writer advised the customer of the $100 co-pay, customer accepted and thanked the writer.
CONTACT UPDATE - Customer was contacted today at 2:50 PM.
Customer was provided with agent s extension: 40549.
Writer contacted dealer 23296 and spoke to Service Advisor (SA) Ron. SA advised that the vehicle has been repaired and was returned to the customer on 5/19/15. Writer will follow up with the customer.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40549. The reason for the customer contact was to provide or request the following information: Follow up on repairs.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40549. The reason for the customer contact was to provide or request the following information: Follow up on repairs. Advised the customer that if the repairs are satisfactory there is no need to contact the writer back, the case will close in 2 days without contact from the customer.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6916 8L[redacted]		**Open Date**	05/18/2015	**Built Date**	10/23/2007	
Model Year	2008	**Body**	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	11/07/2007	**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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

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

Owner	[redacted]	**Contact Type**	CHAT
Address	[redacted]	**Home Phone**	[redacted]
	LA HABRA CA[redacted]	**Country**	UNITED STATES

Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	Due to age/mileage of vehicle
Corporate - Corporate Warranty Extension Letter - Default - Information Request - Default	Seeking to know if clock spring ext. warranty is on VIN

Incident #: [redacted]
Hi, my name is Melissa with Chrysler Customer Care, How may I help you today?
[redacted] I own a 08 jeep wrangler unlimited and the clock spring is bad in one of the seat belts. There was a recall on this item in the 07s. We bought our jeep in december of 07 so it is an early 08. This is something that should be covered by jeep.
Melissa: I regret to hear that you are having an issue with the clock spring. Recalls are VIN and build date specific, I can check to see if there is a recall on your VIN.
Melissa: Did you purchase this vehicle used? We have the vehicle in someone else s name.
[redacted] No, we bought it new. I took it Premier jeep in Placentia ,CA because the check engine light was on. This is also where we bought the jeep. 8
Melissa: Can you verify the name and address on file?
[redacted] 1 is the last eight of the vin, [redacted], La Habra, CA [redacted]
Melissa: I am not sure that is the correct VIN I am afraid, it is pulling up a vehicle in North Carolina.
[redacted] 1J4GA69168[redacted]51 is the full vin
Melissa: Yes, VIN: 1J4GA5914 8[redacted]
2008 JEEP WRANGLER UNLIMITED SAHARA 4X4
Is listed in someone else s name in NC.
Melissa: The VIN you provided is not a correct VIN I am afraid.
[redacted] It is an 08 Unlimited Rubicon 4x4
Melissa: I just looked up your name, and found the vehicle.
[redacted] What vin number is under my name? I verified the vin on the

vehicle and what I entered was correct.
Melissa: The last 8 of your VIN is 8L[redacted]1, not 8L[redacted]
[redacted] i guess I can t read and type, you are correct
Melissa: I just wanted to make sure it was the correct vehicle! Glad I was able to find it with your name.
Melissa: Now I do see there were 2 recalls on this vehicle, J24 MOPAR TOW BAR and K13 INNER FENDER LINERS. As stated recalls are VIN and build date specific, this recall is not listed under your VIN so the repair would not be able to be covered under the recall I am afraid.
[redacted] Whom do I talk to about getting the clock spring covered?
Melissa: Do you know what recall number you are referring to?
[redacted] No I don t since it was for 07 Wranglers
Melissa: Okay, I cannot seem to find it in my system here. I will check, one moment.
Melissa: I found something related to the airbags, could this be the one ?
[redacted] It could be, must be the airbag light and not the check engine light
Melissa: Okay. It wasn t a recall it was an extended warranty, however it works the same way a recall does. So, if it s not listed as an extended warranty on your vehicle, it would not be covered. It says it s for select model year 2007 Wranglers, even though your vehicle was built October 23, 2007, it s a 2008 model year so it does not have the extended warranty. Your vehicle would have came with a 3 year/36,000 mile warranty from the ISD of the vehicle (11/07/2007) so the basic warranty expired 11/07/2010 or at 36,000 miles whichever occurred first.
[redacted] So Chrysler won t do anything? We always take the Jeep to Premier for service, which is where we bought it
Melissa: I apologize, but based on the information I have found, Chrysler will be unable to provide cost assistance at this time, because your vehicle has exceeded the time and/or mileage limitations of the warranty we offered on the vehicle at the time it was purchased. I wish that I could provide you a more favorable response regarding this.
[redacted] Thanks
[redacted] disconnected (Concluded by End-user).

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3910	9L[redacted]	**Open Date**	05/19/2015	**Built Date**	08/07/2009	
Model Year	2009	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	11/02/2009	**Mileage**	64,570	**Dealer Zone**	74	DENVER	
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	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**	[redacted]
	LAKEWOOD CO[redacted]	**Country**	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Airbag light ON/OFF
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	
Recall - K13: INNER FENDER LINERS - Advise Owner/Incomplete Recall	

Briefly summarize why the customer is contacting Chrysler: The customer is contacting Chrysler because they have an airbag issue.
Briefly summarize what the customer is expecting: The customer is expecting assistance with their airbag issue.
The customer called indicating that their vehicle is starting to experience issues with the airbag. The customer states that they ve recently purchased the vehicle on 5/14/15 and are just now experiencing issues. The customer indicated that while driving, the airbag light will illuminate and then stop. This is a cause for concern to the customer and they would like assistance in having this issue resolved. The customer states that the repair is not about the money, but about business principles. The customer indicated that while this is their first personal CDJR vehicle, they have 4 new vehicles that they ve purchased for their business: Asap Roofing. Agent reviewed all the information possible and advised the customer that they do not fall within all of the parameters for cost assistance. At this point the customer became angry and threatened that they will not buy another FCA product. Customer requested that their case be escalated to a department higher for review. Agent collected information, completed closing and disconnected.
Business phone number (to confirm purchase history in COIN):
[redacted]
Customer advised that they will be contacted within one (1) business day, by COB their time
Preferred morning/midday call back number is 7[redacted]
Preferred afternoon/evening call back number is [redacted]0
Customer email address for case updates: [redacted]t
Would customer like to receive updates via text message? Yes
Mobile [redacted]

Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJR
dealer within the last 30 days? No - Looked at
If a CDJR dealer has diagnosed within 30
days, what is the dealer name or code? 24237
If a CDJR dealer has not diagnosed within 30 days, when is the customer s
appointment scheduled?
Date: 5/19/15
Time: 13:00
Confirmed appointment at 24237 with Phil
Is the customer in a rental? No
Who authorized? N/A
From what date? N/A
Reassigned to 88F
* * * * * * * * * * CASE MANAGEMENT - District N * * * * * * * * * * *
- Is the Original Owner: No
- Has 0 NEW CDJR
- Has 1 USED CDJR
- Currently owns: 1
- Warranty: 3/36 basic and power train 5/100 rust protection
- OOW: basicf and power train by 3 years and 27500 miles
- 0 cancelled service contract
- 0 active service contract
- 0 expired service contract
- Servicing dealer: AutoNation West (24237)
CONTACT UPDATE - Customer was contacted today at [redacted]0. Customer
states that customer has a concern with the air bag light on the vehicle.
It will turn on and off. Customer is worried that the air will go off
on its own or if customer is in an accident it will not go off. Customer
did drop by dealer 45474 service and was told the code came up for the
clock spring in vehicle. Customer states that this has been going on
since customer purchase the vehicle. Customer would like cost assistance
on the air bag. Writer advised customer that writer would need to make
an apt with dealer 45474 service to get full diagnoses of the air bag
concern. Writer will look to see if cost assistance can be made for the
customer. Writer advised customer to call back with the apt date.
on 5/20/2015 writer received voice mail that customer has an apt for
5/26/2015 to have the air bag concern addressed.
Customer called requesting to speak to CM SJ448, writer transferred the
call to cm for further assistance.
Customer was transferred over to writer by MC1599. Customer states that
customer is at the dealer now. Customer had minor things done to the
vehicle and now the air back concern. Customer states the dealer said
the clock spring needs to be replaced in vehicle. Customer has been
working with SA Andy on this. Writer advised customer that writer will
have to call over to dealer to see what is going on.
Writer contacted dealer 45474 service. Writer spoke with SM Justin. SM
states that customer came in today because the air bag light is on.
Customer would like cost assistance. The warranty price is
Parts: $248.92
Labor: $72.88
Writer advised and asked SM if the dealer will accept a RA and a co-pay
for the customer of $150. SM states since the vehicle is at the dealer
with the customer waiting on cost assistance, SM will accept a RA for the
repairs. Writer gave case number and will send a RA over for the
repairs.
As a one-time goodwill gesture, Chrysler is approving this out of
warranty repair. According to the dealer, the warranty costs of the
repair are as follows:
Parts = $248.92
Labor = $72.88
Total = $321.80
Co-pay = $150
DIRECT-TO-DEALER # # # # # # # # # # # # #
Customer Care is sending this case to because an out-of-warranty
goodwill decision has been made. Remember ALL pre-authorization

requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care.
##
REASSIGNED TO BC/DLR 74 45474 05/26/15 12:24 C[redacted]
Writer got back on the phone and advised customer of the co-pay and customer accepted. Writer will go ahead and get the repairs done and follow up with SA Andy.
Writer contacted dealer 45474 service. Writer spoke with SA Andy. SA states the vehicle is repaired and back with the customer. Customer has not called back. Writer thanked dealer for the information and got the dealer close loop.
Was the customer in a rental? If yes, how many days? 0
Did the customer have a co-pay? If yes, how much? $150
What is the RO #?[redacted]
Does the SM have the CAIR #? If no, provide it.
Review and Confirm the DM Notes with the SM while on the phone.
Does the SM have everything needed from Customer Care to process the claim? Yes
Mileage: 64570.
****7[redacted]0****
Writer attempted to contact customer, however, customer was not available. Left message for a return call at extension 40675. The reason for the customer contact was to provide or request the following information: to go over the repairs to the vehicle to see how doing. Get case closed
Area Manager follow up with Service manager who adised vehicle has been repaired and returned to customer.
[redacted]0*
Writer attempted to contact customer, however customer not available at this time. Writer did leave voice mail to see how the vehicle is doing and the case will be closed. Writer left the Jeep Brand line to call in the future
Status update provided via email to the following email address:
[redacted]t
This is Sarah from Jeep Customer Care. I wanted to let you know that at this time, the case will be closing as the vehicle is back with you. I wanted to inform you of an open recall for K13 Inner Fender Liner. This can be completed at any authorized Chrysler dealer. For any questions feel free to call Jeep at 877-426-5337. Thanks for being a part of the Jeep Family!
End of Status Update
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2414	8L[redacted]	***Open Date***	05/19/2015	***Built Date***	10/05/2007	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	12/29/2007	***Mileage***	97,000	***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	26553	MICHAEL STEAD'S WALNUT CREEK CHRYS		LER JEEP DODGE	
Dealer Address	2404 N MAIN ST				
Dealer City	WALNUT CREEK	***Dealer State***	CA	***Dealer Zip***	94596

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

Product - Electrical - Unknown - Other - Default	states TIPM needs replacing/no recalls/owner cost for repair

Briefly summarize why the customer is contacting Chrysler: The customer states that in N0v of 2014 the air bag light went on and the dealership put a clock spring in the vehicle. The customer states that the lights kept going off and the windshield wipers in the vehicle. The blinker light keep burning out as well. The customer states the vehicle needs a TIPM replaced in the vehicle.
The customer referred her to the Chrysler vehicle. The customer states she has gone on line and saw that there were recalls on other vehicles for this. Agent explained to the customer that she can check for recalls. Agent explained that this part would have been covered under a 3 year 36000 miles warranty. Agent explained that the repair would be for owner cost as there are no recalls.
Briefly summarize what the customer is expecting: The customer was seeking information on recalls for her vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6917	9L[redacted]	***Open Date***	05/19/2015	***Built Date***	09/05/2008	
Model Year	2009	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	01/18/2009	***Mileage***	104,000	***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	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]
	CHICO CA [redacted]7	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer calling to check for recalls on their vehicle
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states the airbag light is on

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler in regards to checking for recalls on their vehicle, specifically relating to the airbags, as the airbag light is on.
Briefly summarize what the customer is expecting: Customer is expecting information in regards to any recalls related to their airbag light coming on.
Agent advised that there are currently no recalls on file relating to the airbags and no open recalls in general.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2414	8L[redacted]	***Open Date***	05/20/2015	***Built Date***	02/28/2008	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	04/06/2008	***Mileage***	98,000	***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	44394	TEMPE DODGE			
Dealer Address	7975 S AUTOPLEX LOOP RD				
Dealer City	TEMPE	***Dealer State***	AZ	***Dealer Zip***	85284

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

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	repeated clockspring issues

Briefly summarize why the customer is contacting Chrysler: Customer called stating the airbag indicator light keeps coming on so he takes the vehicle to the DLR and is told it is an issue with the clockspring. Customer states the DLR has attempted to fix the issue several times but nothing fixes the issue. Agent contacted DLR and spoke with SA Brian who stated the customer has not been to the DLR since 11/21/14 for a complaint that the airbag light was on. SA Brian states they recommended the clockspring be replaced, and customer declined the repair. SA Brian also states that the vehicle has not been there any other time for an airbag issue. Agent relayed information to the customer who stated he was reading online about a clockspring recall that should apply to his vehicle. Agent advised of the M31 and L37 recalls as per AC ID 23863 and 22734, and that those recalls apply only to vehicles that are right-hand drive, and according to the sales codes of his vehicle he has a left-hand drive Jeep. Customer understood.
Briefly summarize what the customer is expecting: repair/diagnosis information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3915	8L5[redacted]	***Open Date***	05/20/2015	***Built Date***	10/26/2007	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	06/27/2008	***Mileage***	60,000	***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	68492	KING CITY CHRYSLER CENTER INC			
Dealer Address	1603 BROADWAY				
Dealer City	MT VERNON	***Dealer State***	IL	***Dealer Zip***	62864

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light goes on and off and makes a dinging noise.

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer contacted Chrysler to see if he can get information on if the air bag is under recall or an extended warranty. Agent advised customer that there is no recalls or extended warranty on his vehicle at this moment. Customer then stated he wants to lodge a complaint about the air bag light.
Briefly summarize what the customer is expecting:
Customer seeking if air bags are on recall or extended warranty.
****End structured narrative T2 - Beginning Narrative

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5917 7[redacted]	**Open Date**	05/21/2015	**Built Date**		02/05/2007	
Model Year	2007	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	02/26/2007	**Mileage**	63,000	**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	42958	SCRANTON DODGE CHRYSLER JEEP			
Dealer Address	1146 WYOMING AVE				
Dealer City	SCRANTON	**Dealer State**	PA	**Dealer Zip**	18509

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

Corporate - Warranty Coverage - Default - Default - Default	Extended warranty information

CHAT ID [redacted]
Hi, my name is Alexander. How may I help you?
[redacted] hello I have a 2007 jeep wrangler unlimited sahara, the airbag light keeps coming on I was told there is an extended warranty to cover this for the clockspring?
Alexander: I would be glad to assist you today[redacted]. Could you provide me with the last 8 digits of your VIN please?
[redacted] 77L[redacted]7
Alexander: Okay perfect. Could you verify your address, ZIP and mileage for me please?
[redacted] [redacted] laurel run pa. 1[redacted] 63000
Alexander: Thank you! I can see here that you do have the extended warranty for the clock spring.
c[redacted] is there any way I can get a copy of that information, the dealer said I would need it which I don t know why they should be able to pull that info up.
Alexander: There is no way that I can provide a copy of that. The dealership should not need it.
Alexander: When they pull up your VIN they should see it.
c[redacted] also there is a problem with the ERG valve that has to do with emmisions , is that also covered?
Alexander: I can check for you. One moment please.
[redacted] ok
Alexander: It looks like all your warranties are expired by time, so no it would not be covered.
[redacted] ok was there a recall on it at all, I have heard that also
Alexander: You have 3 incomplete recalls on your vehicle.
Alexander: J24 - MOPAR TOW BAR
[redacted] i can look them up on the site, but the clockspring is

covered under the extended warranty?
Alexander: Yes for 10 years or 150000 miles.
[redacted] ok thank you so much
Alexander: Is there anything else I can assist you with Concetta?
[redacted] no that s it thank you
[redacted] disconnected (Concluded by End-user).

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA591X	8L[redacted]	**Open Date**	05/22/2015	**Built Date**	02/28/2008	
Model Year	2008	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	03/31/2009	**Mileage**	90,001	**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	60337	RAIRDON'S CHRYSLER JEEP OF	KIRKLAND		
Dealer Address	12828 NE 124TH ST				
Dealer City	KIRKLAND	**Dealer State**	WA	**Dealer Zip**	98034

Owner	[redacted]	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	EVERETT WA 9[redacted]	**Country**	UNITED STATES

Product - Electrical - Horn - Other - Default	Clock Spring needed replaced
Product - Engine - Unknown - Defective - Default	Engine is on backorder
Corporate - Rental Vehicle - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called and stated that he has been without his vehicle for the last month and he has been waiting on an engine and crank shaft. Customer stated that he is not in a rental and requires one. Agent called dealer 60337 Rairdon s Chrysler and spoke with SM Megan who stated that the customer needs a new engine and it was approved by DI so they are just waiting for the engine. Agent advised that the customer is looking for a rental. Megan stated that they do not have rental or loaners. Agent advised that we will be sending the case to case management for rental and expediting. Megan understood. Agent advised the customer this and he understood as well.
Briefly summarize what the customer is expecting: Seeking part expediting and rental.
-
Writer contacted 60337 - Rairdon s Chrysler Jeep Dodge of Kirkland and spoke with SM Megan.
SM Megan stated part information for order is as follows:
Part #: R8144470AA
Part Description: Engine
Order #: [redacted]
ETA: Backordered
Is customer in rental? Not in rental
If yes, who authorized rental? N/A
Is the vehicle off road? Yes.
Order type: Special handling
Writer advised customer that their parts concern will be escalated to the Parts Support team for parts resolution, and that their Case Manager will provide them updates on the status of the part within 4-5 days.

If an update is received sooner, customer will be contacted sooner.
Assigned case to 88F for handling.
Customer states that he was told he would be receiving contact as early as yesterday for these concerns.
Customer would like to know why he has not received contact
Agent advised that the case was escalated on Friday and it is a one business day call back CM does not work weekends it would have to hold off until Tuseday being it is a long weekend.
Customer understood
* * * * * CASE MANAGER TEAM - District O * * * * * *
OOW basic by: 3 years 2 months and 54001 miles
No MVP
4 new in HH
Writer contacted dealership and spoke to SA Megan who stated that they will get a rental for the customer as they are waiting on parts. Writer advised that we would like to start with 5 days and will follow up again on 5/29.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40674. The reason for the customer contact was to provide or request the following information:
First contact on case.
Writer recieved call from customer who stated that the vehicle has been at the dealership for 6 weeks waiting for parts. Writer advised that we have contacted the dealership and set them up with a rental.
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITING for
Part#R8144470AA,Order#[redacted],OMC#29193105
on 2015-05-28 @ 12:12
**********96W TRIAGE TEAM**********
****** Following Corporate Resource has been contacted ******
PARTS EXPEDITED ON: 5/28/15
PART NUMBER: R8144470AA
PART DESCRIPTION: LONG BLOCK ENGINE
ORDER NUMBER [redacted]
NUMBER OF DEALERS WITH PART: 57
CUSTOMER IN RENTAL (Y OR N): N/A
ASSIGN TO: KS1057-CAIR HAS AN 88 CM
**********END OF TRIAGE**********
****** START OF SUPPORT ESCALATION by T8029NB******
**** Update from Expediting Team for ****
Part#R8144470AA,Order#$KH051,OMC#91822239
Order has been upgraded to VOR, Material is in transit to Mopar; ETA to dealer end week of 6/01 or early week of 6/08
****** END OF SUPPORT ESCALATION ****** by T8029NB
CM checked GPOP and found part status as released to PDC. Current ETA for the part is 06/02/2015.
CM called customer at [redacted]9. The wireless customer is available at this time.
Writer contacted dealership and spoke to SA Megan and advised that we will approve 5 more days of rental.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40674. The reason for the customer contact was to provide or request the following information:
Advise that rental has been extended.
OMC# 91822239Order# $[redacted]FOR PN: R8144470AA IS RESOLVED
Writer received call from customer. Advised customer of ETA of 6/2/15. Rental has been extended.
Writer contacted dealership and spoke to SA Megan who stated that they have the parts and vehicle should be ready by 6/9. Writer advised that we will follow up with them again on 6/10.
CONTACT UPDATE - Customer was contacted on 5/26/2015
Writer contacted dealership and spoke to SA Megan who stated that the customer was in a rental for 15 days.
Writer recieved VM from SA Megan requesting a call back.
Writer contacted dealership and spoke to SA John who stated that SA Megan is not working today. Writer advised will follow up on 6/18.

Secondary No : none.
[redacted] called, requesting his Case Manager. Transferred customer to CM SP1305 at ext 40674.
Writer recieved call from customer who stated that the vehicle is running well but they do have one more concern. Customer stated that the airbag light keeps coming on then going off and they have spoke to the dealership about it already.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40674
The reason for the dealer contact was to provide or request the following information: return call.
Writer recieved call from SA Megan returning call.
Writer attempted to contact SA Megan and was advised that she is working with a customer.
Customer calls to speak with their Case Manager.
Transferred the customer to SP1305 at ext 40674 VM per customer request.
Customer declined to provide a second phone number.
Writer recieved call from customer and advised that we will be contacting them on 6/22 once we have talked to the dealership.
RS1702 contacted writer to see if we could get the customer over to the CM SP1305. Customer s CM is out of the office so RS1702 transferred to voicemail.
Customer calls to speak with their Case Manager.
Transferred the customer to SP1305 at ext 40674.
Agent unable to get ahold of agent and customer wanted agent to see if someone could find her.
Agent spoke to TP587 who advised agent is out of the office currently.
Agent thanked TP587 and customer thanked agent for trying.
Writer contacted dealership and spoke to SA Megan who stated that the customer has picked up the vehicle and they do not remember why they called.
Customer called seeking to speak to CM TP587, agent informed customer that CM my not be in due to time and customer could leave case manager a message or contact back tomorrow for further assistance.
Customer is seeking to speak to the CM in regards to the case. Customer states that he has been leaving VM each day but has yet to hear back from the CM.
Agent advised customer that it is being handled by our CM department.
Agent attempted to contact the CM as per AC ID: 19956. Agent wasn t able to speak to the CM but did leave a VM with customer name case number contact number with a call back request. Agent advised customer that writer wasn t able to speak to the CM. Agent advised customer that writer has left a VM to have the CM contact the customer as soon as possible and will update the case with a call back request as well. Agent contacted back over to the CM department and spoke top CSR Patrick. Agent advised CSR Patrick of the situation and warm transferred customer over for further assistance.
Agent was contacted by customer who advised that he was wanting to speak with his case manager. Agent advised he will contact the DLR to get pricing information. Agent advised his Case Manager will contact on 6/26/15.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40674
The reason for the dealer contact was to provide or request the following information: To gather pricing information for possible goodwill.
Status update provided via email to the following email address:
[redacted]
Hello Mr. [redacted] This is the Case Manager you just spoke with on the phone. I jsut wanted to let you know that I contacted the Dealership and had to leave a voicemail. In this voicemail, i let the information needed for her to be able to contact your Case Manager with the information requested. Thank you so much for being so patient with us, and as I had advised, your Case Manager will be in contact with you tomorrow. Her Number is 800.763.8422 Ext: 40674.
End of Status Update

Customer calls to speak with their Case Manager.
Transferred the customer to SP1305Ù at ext 40674Ù
Writer recieved call from customer who stated that the clock spring was never replaced and they are looking for cost assistance.
Customer left VM for SP1305 on 6/29/2015 requesting information on case and a call back at 425-[redacted]
Writer conacted SA Megan who stated that the reason that the clock springs were not repaired was because the customer took the vehicle.
Customer calling in wanting to speak to CM.
Agent transferred as to line 162.
Customer calling in wanting to speak to CM.
Agent transferred as to line 162.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40674
The reason for the dealer contact was to provide or request the following information: Looking for pricing to see what we can assist the customer with.
Writer contacted customer and spoke to the son who stated that the customer is not currently avaiable.
MR K[redacted] called to speak with CM SP1305, With customer s permission Writer transferred customer to CM s voice mail at ext 40674 as CM is not available. Customer decline to add a secondary #.
Writer attempted to contact dealership line rang for 2 minutes call was disconnected.
customer would like to his CM. Agent transferred customer to CM
Writer recieved VM from customer stating that they are returning call to them.
Writer contacted SM Jannell who stated that they do not see any reason to assist the customer.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40674
The reason for the dealer contact was to provide or request the following information: find out if we can assist the customer.
Writer attempted to contact SM however call was disconnected.
Writer contacted DLR and spoke to SM Jannelle who stated that due to not being loyal to the dealership they will not accept an RA and because they are Brand Loyal we can reimburse them.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40674. The reason for the customer contact was to provide or request the following information: Will need to pay and we will look in to reimbursement.
Writer recieved call from customer and advised that at this time we will be happy to look in to reimbursement.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40674. The reason for the customer contact was to provide or request the following information: Find out what is going on with the parts.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40674. The reason for the customer contact was to provide or request the following information: Find out what is going on with the vehicle.
Writer contacted Customer who states that he has purchased the clock spring, and will send in the documents as proof of payment. Customer s email address **[redacted]
****** Below Customer Contacted for Documentation Request ******
h[redacted] on 2015-08-04 @ 20:06
***** Customer Document Received *****
Writer attempted to contact customer line did not ring and was silent for 5+ minutes. Reason for call is to offer customer reimbursement in the amount of $268.65 for the part and half of the tow bill.
[redacted] called to speak to CM SP1305. Writer advised customer that SP1305 is no longer with this department and that another CM will be taking over his case. As per CP730, writer asked caller if caller would accept a call back from another CM no later than COB tomorrow. Caller accepted and requested to be called back [redacted]
Caller stated that they do not have a secondary phone number.

Status update provided via email to the following email address:
annette.silcox@fcagroup.com,HH261@chrysler.com
Customer requested call back no later that COB tomorrow, 8/13/2015.
End of Status Update
[redacted]**
Agent attempted to contact customer, however, customer was not available.
Left message for a return call at extension 40756. The reason for the
customer contact was to provide or request the following information:
Offer to make. Writer is their new CM.
*[redacted]**
Agent attempted to contact customer, however, customer was not available.
Left message for a return call at extension 40756. The reason for the
customer contact was to provide or request the following information:
Offer to make. Writer is their new CM.
Customer Document Reviewed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3918	8L5[redacted]	***Open Date***	05/26/2015	***Built Date***	01/15/2008	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	03/22/2008	***Mileage***	46,000	***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	68414	BERTERA CHRYSLER JEEP, INC.			
Dealer Address	539 RIVERDALE ST				
Dealer City	WEST SPRINGFIELD	***Dealer State***	MA	***Dealer Zip***	01089

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WETHERSFIELD CT 0[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking recalls on vin regarding airbags
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states airbag light is on

Briefly summarize why the customer is contacting Chrysler:
Customer called in stating her airbag light is on and was seeking if there is any recalls on the vehicle regarding it. Agent advised customer there are no recalls or ext warranties regarding the airbag light. Agent advised customer there is a SC, and she can always inquire about if the airbag light would be covered under it. Agent transferred customer over to MVP.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2413	9L7[redacted]	***Open Date***	05/26/2015	***Built Date***	07/27/2009	
Model Year	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	08/15/2009	***Mileage***	87,294	***Dealer Zone***	35	WASHINGTON	
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	64067	WILLIAMSBURG CHRYSLER JEEP			
Dealer Address	3012 RICHMOND ROAD				
Dealer City	WILLIAMSBURG	***Dealer State***	VA	***Dealer Zip***	23185

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

Product - Electrical - Speedo/Gauges/Ometer/EIC - Other - Default	air bag warning lights coming on
Corporate - Recall - Default - Default - Default	inquiry into any recalls
Corporate - Technical Assistance - Default - Default - Default	inquiry into part availability for clock spring for 2009 Wrangler
Corporate - Warranty Coverage - Default - Default - Default	inquiry into warranty coverage and any extended warranties

Briefly summarize why the customer is contacting Chrysler: Customer found part # for a clock spring and wants agent to see if it is available on mopar.com. Customer says warning lights coming on for air bags when he turns steering wheel.
-
Customer provided part # 5156106ab for a clock spring.
-
Agent called up mopar.com but could not find any information. Agent advised he can contact parts department at a local dealer and see if part is in stock or if it can be ordered. Agent also advised if warning lights are coming on to see dealer for diagnosis as soon as possible.
-
Customer will call dealer.
-
Customer wanting to know if any recalls, warranties or extended warranties are on vehicle. Agent advised of one previously completed recall and none since. Agent advised all warranties are expired and no extended warranties. Agent advised repairs would be out of pocket.
-
Briefly summarize what the customer is expecting: Customer wanting a clock spring because of air bag warning lights coming on. Customer is aware no recalls or extended warranties on vehicle and that all warranties are expired.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2412 8[redacted]		***Open Date***	05/26/2015	***Built Date***	05/19/2008	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	05/31/2008	***Mileage***	95,000	***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	25002	CARBONE DODGE CITY			
Dealer Address	5017 COMMERCIAL DR				
Dealer City	YORKVILLE	***Dealer State***	NY	***Dealer Zip***	13495

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

Recall - J24: MOPAR TOW BAR - Information Request

Briefly summarize why the customer is contacting Chrysler: Customer stated he went to an IRF and they told him there is the Airbag recall on his vehicle. Customer stated the Airbag light is flashing on his vehicle.
Briefly summarize what the customer is expecting: Customer seeking if that recall is on his vehicle. Customer seeking why the recall is not on his vehicle.
Agent advised customer the recall is not on his vehicle. Advised customer recalls are VIN specific. Advised customer of the recall on his vehicle and what it is for. Advised customer he can have the vehicle diagnosed at the Dealer and they can determine if he needs to have the Tow bar on his vehicle. Advised customer to have the Dealer check on the Airbag too so that they can make sure it s working correctly.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA3H19	BL[redacted]	***Open Date***	05/27/2015	***Built Date***	09/29/2010	
Model Year	2011	***Body***	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4 SPORT UTILITY			
In Service Dt	04/05/2011	***Mileage***	56,200	***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	61667	COLE CHRYSLER DODGE			
Dealer Address	3550 BROAD STREET				
Dealer City	SAN LUIS OBISPO	***Dealer State***	CA	***Dealer Zip***	93401

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

Corporate - Warranty Transfer - Default - Default - Default	MVP Transfer

SA Mirna from DLR contacted CAC about upgrading customer from their current SC to a Max Care package. Agent transferred to MVP agent Marcer for further assistance.
Customer called in stating that her vehicle had steering column replaced and she had to pay for the repair and is upset because it is not a recall on her vehicle. Customer stated she need to have a recall on her vehicle. Customer stated she will not stop calling she will have her son look into this issue because he is in graudate school to work on big companys like chrysler to get there customer to have recall on the vehicle in get the recall completed.
Customer states that the air bag light keeps coming on in the vehicle. Customer states that she had the repairs completed at the dealer and it was the clock spring steering column on the left side. Customer states that the M31 recall was for the right side and the exact same symptoms. Customer states that the repair cost her $647.00 as it was not covered under the MVP. Customer is concerned with the issue. Customer states that she contacted NHSTA and filed a formal complaint. Agent apologized to customer and advised that her complaint would be documented. Customer feels that Chrysler should reimburse her for the repair. Agent apologized to customer and advised that we would not be able to reimburse her for a recall that is not listed on the vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4HA6H15	AL1[redacted]	***Open Date***	05/27/2015	***Built Date***	01/26/2010	
Model Year	2010	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	02/09/2010	***Mileage***	57,000	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

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]
	INDIANOLA IA 5[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	No open recall on the VIN
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	no diagnosis of issue

Briefly summarize why the customer is contacting Chrysler: Customer is checking on recalls. Customer advising that air bag lamp is on and flashing. Agent suggested a diagnosis be completed to pinpoint issue. Agent advised there are no open recalls on the VIN. Agent advised recalls are VIN specific. Agent advised of closed recalls L24 and L34. Agent advised Customer how to check for recalls on Vin at www.Jeep.com.
Briefly summarize what the customer is expecting: Customer requires recall information.
Agent verified contact information is correct.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA3H19	AL1[redacted]	***Open Date***	05/30/2015	***Built Date***	01/28/2010	
Model Year	2010	***Body***	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	02/19/2010	***Mileage***	72,000	***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	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***	LETTER
Address	[redacted]	***Home Phone***	
	BERWICK PA 1[redacted]	***Country***	UNITED STATES

Recall - L34: REPROGRAM PCM - OXYGEN SENSOR MONITOR - Advise Owner/Incomplete Recall	L34 REPROGRAM PCM - OXYGEN SENSOR MONITOR 50-STATE EMISSIONS 10/21/201
Recall - M22: TRANSMISSION SKID PLATE - Advise Owner/Incomplete Recall	M22 TRANSMISSION SKID PLATE SAFETY 07/11/2012 INCOMPLETE
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler seeking information regarding recalls on the vehicle. Customer stating that her airbag light has come on.
Briefly summarize what the customer is expecting: Customer is expecting information regarding recalls. Agent advised customer of recalls on the vehicle and advised customer she can take vehicle in for repair. Agent also advised customer to take vehicle in for diagnosis pertaining to the airbag light. Customer understood.
Customer states that they had the vehicle at the DLR for an air bag light being on. Customer stated that they took the vehicle to DLR 43888 with the issue and they replaced the clock spring. Customer stated that they have been reading this issue on line and feels that it should be covered. Agent attempted to contact the DLR for diagnosis but the DLR was closed. Customer states that they have already picked up the vehicle and paid for the repair and is seeking reimbursement for the repair. Agent advised the customer that they may submit for possible reimbursement but no guarantee was given by the agent that reimbursement would be given. Customer understood. Agent also advised the customer of the 2 incomplete recalls and the extended warranty on the vehicle. Agent advised the customer to contact the DLR and have them take care of them no charge to the customer. Customer understood.
Re-assign to JR1305 for survey by pass
POSTMARK DATE: 060215; DATE RECEIVED: 060915

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4GJWAG0	CL[redacted]	**Open Date**	06/01/2015	**Built Date**	08/03/2011	
Model Year	2012	**Body**	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	08/05/2011	**Mileage**	51,220	**Dealer Zone**	42	DETROIT	
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	49983	MAROONE DODGE % CARTEMPS			
Dealer Address	8600 PINES BOULEVARD				
Dealer City	PEMBROKE PINES	**Dealer State**	FL	**Dealer Zip**	33024

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

Corporate - Recall - Default - Default - Default	Customer seeking recall for Clock spring

Briefly summarize why the customer is contacting Chrysler: Customer contacting Chrysler stating he just bought this vehicle a couple of weeks ago and the airbag lights are coming on and off. Customer states he did some research online and seems to point at the clock spring. Customer would like to know if there is something for recall on the vehicles, since online is stating 2008-2012 vehicles are effected by this. Agent advised customer he does not have any recalls on the vehicle, and the EXT warranty is the 3.6L LEFT CYLINDER HEAD. Advised customer to take it to a Chrysler DLR and have them diagnose it to see if they can find out why the lights are coming on and off. Advised customer if he gets it repaired, to keep his documents of repair and it happens to become a recall on the vehicle he can contact us and we can set him up for possible reimbursement consideration. Advised customer to keep an eye open for recall letter in the mail, sometimes we will expand the recalls on different VINS. Advised customer will document it in the file.
Briefly summarize what the customer is expecting:

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA5414	8L[redacted]	***Open Date***	06/01/2015	***Built Date***	09/13/2007	
Model Year	2008	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4			
In Service Dt	03/05/2008	***Mileage***	130,000	***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	26731	JEEP DODGE OF HERMITAGE			
Dealer Address	1520 N HERMITAGE RD				
Dealer City	HERMITAGE	***Dealer State***	PA	***Dealer Zip***	16148

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

Corporate - Recall - Default - Default - Default	Customer is calling to see if their vehicle has the P81

Briefly summarize why the customer is contacting Chrysler: Customer is calling because his airbag light came on and was wondering if it was a recall.
Briefly summarize what the customer is expecting: Customer is expecting to find out if there vehicle has a recall. Agent informed customer that their vehicle has no open recalls. Customer asked if it would be covered under warranty. Agent informed the customer of what warranty s he still has intact.
Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler seeking recall information. Agent advised that there were no open recalls on the VIN.
Agent advised that we take complaints about our vehicles very seriously and to always keep any receipts related to the repair, for if this is a recall in the future we will be notifying you by mail and they can submit for reimbursement in the future.
Briefly summarize what the customer is expecting: Recall information. Customer called because he wants to complain about the recall not being on vehicle due to the fact that he doesn t want to pay out of pocket.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5918	8L[redacted]7	***Open Date***	06/01/2015	***Built Date***	04/03/2008	
Model Year	2008	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	02/16/2009	***Mileage***	115,157	***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	60369	SAFFORD CHRYSLER JEEP DODGE OF			
Dealer Address	7308 CEDAR RUN DR				
Dealer City	WARRENTON	***Dealer State***	VA	***Dealer Zip***	20187

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states his air bag light keeps going on and off.

Briefly summarize why the customer is contacting Chrysler:
Customer states he took his vehicle to an IRF because his air bag light kept coming on and off. Customer states that the code that came up was for his clock spring. Customer states he knows that there is a recall for the clock spring on 2008 jeep wranglers that are right hand drive and his is left hand drive. Customer states he would like to put in a complaint as well as possibly get cost assistance for this repair.
Briefly summarize what the customer is expecting:
Customer is expecting to make a complaint. Customer is expecting to get possible cost assistance with his vehicle repairs.
Agent advised customer that the agent can document the customers complaint and that Chrysler reviews all of the complaint internally.
Agent advised customer that he would need to have the vehicle diagnosed at a Jeep DLR to determine what the issue with the vehicle is. Agent advised customer that after he has the diagnosis done he can contact CAC and the next agent would be able to look into possible cost assistance with the vehicle repairs. Agent provided customer with his case number.
Customer thanked agent,
Customer contacted Chrysler stating he took his vehicle to DLR 60369 and had them diagnose the vehicle. Customer states it is in fact the clock spring that needs to be repaired. Agent contacted DLR 60369 and spoke to SA Lincoln. SA Lincoln states the diagnosis of the vehicle is the clock spring needs to be repaired. SA Lincoln states there used to be an extension for this issue on the 2008 models, but does not see one for the customer.
Customer is seeking cost assistance for the repair.
Agent consulted TL LS1521 for Goodwill consideration:
1.Does the customer have prior history with current issue? No
2.Does the customer have prior repair history for current issue (warranty or customer pay) at a Chrysler dealership(s)? No
3.Is the customer the original owner of this vehicle? Yes

4.Does customer have previous vehicle purchase history (new and used, household)? Yes, Two new.
5. Did the customer purchase a MVP Mechanical service contract (not simply oil changes)? Must be a MVP contract, not an aftermarket. Yes
Agent advised customer that in order for possible cost assistance he will have to pay for the repair out of pocket first. Agent advise customer that once he has the vehicle repaired he can then send us the documentation for proof of payment and repair. Agent advised customer to call back when he has the paperwork and another agent will be able to send him a documentation link. Agent advised customer once the documents are added we will send the case up for consideration.
****** Below Customer Contacted for Documentation Request ******
[redacted] on 2015-06-11 @ 17:36
Customer called in to get the documentation request link sent to him.
agent complied.
***** Customer Document Received *****
TL to review upon return.
Supervisor Call
Writer called customer and stated that
[redacted]- As a one-time goodwill gesture, Chrysler will be approving a 50% copay:
Total: $304.32
Customer was very happy with the 50% co-pay.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA5410	9L[redacted]	***Open Date***	06/02/2015	***Built Date***	11/24/2008	
Model Year	2009	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	04/30/2009	***Mileage***	78,000	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

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***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	BETHANY WV 2[redacted]	***Country***	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	Customer wants to know if there is coverage for her airbag

Customer contacted Jeep because her airbag light continued to go on and off, she went to the dealer and they told her that the it was the clock spring and it would cost about $600.00 to fix it.
Customer seeking coverage.
Agent advised the that we looked into her warranties, extended warranties, recalls, and service contracts, looking at all that there is no way we can provide coverage to her. Advised to keep all receipts and if there is a recall issued in the future she can seek reimbursement.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6915	7L1[redacted]	**Open Date**	06/02/2015	**Built Date**	11/17/2006	
Model Year	2007	**Body**	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	01/02/2007	**Mileage**	65,000	**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	45355	RODRIGUEZ CHRYSLER-DODGE-JEEP,	INC.
Dealer Address	945 FM 3168		
Dealer City	RAYMONDVILLE	**Dealer State**	TX **Dealer Zip** 78580

Owner	[redacted]	**Contact Type**	CHAT
Address	[redacted]	**Home Phone**	[redacted]
	CORP CHRISTI TX[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Airbag lamp is on
Product - Electrical - Cruise Control - Intermittent or Inoperative - Default	Cruise control is inoperative
Corporate - Warranty Coverage - Default - Default - Default	Customer seeking information about X41
Product - Electrical - Horn - Other - Default	Horn is inoperative

CHAT ID: 150602-000224
Hi, my name[redacted] Marci with Jeep Customer Care, How may I help you today?
[redacted] I am looking on recall (or extended warranty information on a 2007 JK Rubicon for the clock spring. I ve been told to contact Jeep and ask if it s covered
Marci: I can definitely look into that for you, Bobby. Would you mind holding?
[redacted] Sure
Vin is 1J4GA69157L[redacted]
Marci: Thank you for holding. I noticed that we have a different owner name on file for this vehicle. Have you recently purchased this vehicle used?
[redacted] I guess it s in my stepdads name. Huddleston
Marci: Oh, perfect. Would you mind verifying the address that we should have on file for you?
[redacted] Which would be my address or his address?
Marci: We have one on file on Spring Creek Drive. In the event of any recalls, we will always notify affected customers by mail. So, whichever address you think would be good for us to have on file to reach you. This way, we can ensure that you would receive any possible future notifications pertaining to your vehicle.
[redacted] ea you have the right one
Marci: Thank you for confirming that information for me. There is an extended warranty applicable to your vehicle for the clockspring because some of the affected vehicle population may experience an airbag lamp illumination caused by a steering column clockspring issue. The warranty

on the clockspring has been extended to 10 years or 150,000 miles, whichever comes first.
B[redacted] Awesome. I m under on both of those. Would I just take it to a dealership and they take care of it?
Marci: If you are experiencing the condition as described in this warranty extension then simply contact your dealer to schedule a service appointment. They will be able to see that this extended warranty applicable to your vehicle, the same way that I can. Just be sure to let them know that it is an extended warranty (not a recall) because they search for these in a different way so there is sometimes confusion. The extended warranty is called X41.
[redacted] Yea my horn, airbag light, and cruise are all not working
Marci: Would you like me to provide dealer contact information in your area?
[redacted] I have it thank you
[redacted] Thanks for your help
Marci: You re welcome [redacted]! I might as well advise you of another extended warranty that is applicable to your vehicle if you have a moment for me to gather the details.
[redacted] Sure
Marci: We extended the warranty on the fuel inlet check valve because some of the affected vehicle population may experience fuel spilling out of the filler port during refueling, typically after the fuel fill station nozzle has automatically shut off. If you are experiencing this condition now or in the future, simply contact your dealer to have the repairs performed. Conversely, if you do not experience this condition, then your fuel fill system is operating correctly and no repair is necessary. This extended warranty is called X47 and is for *lifetime coverage.
[redacted] Thank you so much
Marci: You re welcome. Is there anything else that I can look into for you today?
[redacted] I think that s it
Marci: Thank you for contacting Jeep Customer Care. Have a nice day!
B[redacted] You too
[redacted] is currently Absent . Approximately 120 seconds until disconnect.
[redacted] is currently Disconnected .
[redacted] disconnected (Participant Left).

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2419	9L[redacted]	***Open Date***	06/02/2015	***Built Date***	08/18/2008	
Model Year	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	02/17/2009	***Mileage***	30,000	***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	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***	
	CHARLOTTE NC[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	no recall on clockspring

Briefly summarize why the customer is contacting Chrysler: Customer stated he believes he may have a recall on his vehicle regarding a clockspring causing his airbag light to go off.
Briefly summarize what the customer is expecting: Customer seeks recall information. Agent advised customer there is no recall and customer disconnected.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6917	9L[redacted]	***Open Date***	06/02/2015	***Built Date***	08/22/2008	
Model Year	2009	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	02/16/2009	***Mileage***	102,000	***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	45171	RAINBOW CHRYSLER DODGE JEEP LLC			
Dealer Address	301 RIVERHIGHLANDS BLVD.				
Dealer City	COVINGTON	***Dealer State***	LA	***Dealer Zip***	70433

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

Corporate - Recall - Default - Default - Default	customer seeking if any recalls for air bags
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	customer states air bag light is on

Briefly summarize why the customer is contacting Chrysler: Customer states that he is having an issue with the vehicle. Customer states that he has 102000 miles. Customer states that the air bag light keeps coming on. Customer states that he was reading online. Customer states he seen that there was a recall issued for the air bags. Customer states that he was advised to call to get more information.
Briefly summarize what the customer is expecting: Customer seeking if any recall on the air bags or anything for the clock spring.
Agent advised customer recalls are VIN specific. Agent advised customer that looking into the information there is no recalls or anything issued to the vehicle for the air bags or clock spring.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4HJWEG9	CL[redacted]	***Open Date***	06/03/2015	***Built Date***	07/21/2011	
Model Year	2012	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	08/19/2011	***Mileage***	65,000	***Dealer Zone***	42	DETROIT	
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	44335	EDDIE GILSTRAP CHRYSLER DODGE JEEP			
Dealer Address	207 SOUTH MAIN ST				
Dealer City	SALEM	***Dealer State***	IN	***Dealer Zip***	47167

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LITTLE RIVER SC[redacted]	***Country***	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Address changed
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light staying on
Recall - P61: POWER MIRROR WIRING - Advise Owner/Incomplete Recall	

Briefly summarize why the customer is contacting Chrysler: Air bag light is staying on. Customer calling to inquire if there is a related CAIR. Briefly summarize what the customer is expecting: Recall Information. Agent advised the customer there is no recall on the vehicle related to the Air Bag light. Agent advised if he repairs the vehicle and receives related recall notification, he can submit the receipts for reimbursement consideration.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5910 8[redacted]		***Open Date***	06/03/2015	***Built Date***	10/23/2007	
Model Year	2008	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	06/17/2008	***Mileage***	119,947	***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	68002	CARL GREGORY CHRYSLER JEEP DODGE			
Dealer Address	3000 NORTHLAKE PKWY BLDG 100				
Dealer City	COLUMBUS	***Dealer State***	GA	***Dealer Zip***	31909

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

Corporate - Recall - Default - Default - Default	airbag recall inquiry

Briefly summarize why the customer is contacting Chrysler: customer experiencing issues with airbag light
Briefly summarize what the customer is expecting: customer wants to know if there is a related recall
Agent advised customer there is no recall related to the airbag. Agent advised customer to have a diagnosis with her nearest dealer. Customer informed agent she has already been in contact with customer.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5913	8L[redacted]	**Open Date**	06/03/2015	**Built Date**	02/13/2008	
Model Year	2008	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	06/27/2008	**Mileage**	45,151	**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	25034	DISHMAN DODGE			
Dealer Address	EAST 7700 SPRAGUE AVENUE				
Dealer City	SPOKANE	**Dealer State**	WA	**Dealer Zip**	99212

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light is on - dealer diagnosed as a clockspring issue

Briefly summarize why the customer is contacting Chrysler: Customer is calling in today regarding issues with the airbag light on and the DISHMAN dealership has advised her that it was the clock spring. Customer would like to know if there are any recalls on this vehicle. Agent advised customer that there are no recalls or warranty that would cover the clock spring therefore we would not be able to assistance.
Briefly summarize what the customer is expecting: Customer is expecting assistance outside of warranty.
* * * * 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	9L7[redacted]	***Open Date***	06/03/2015	***Built Date***	03/10/2009	
Model Year	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	05/23/2009	***Mileage***	76,000	***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	26769	HALL CHRYSLER JEEP			
Dealer Address	3152 VIRGINIA BEACH BLVD				
Dealer City	VIRGINIA BEACH	***Dealer State***	VA	***Dealer Zip***	23452

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

Corporate - Recall - Default - Default - Default	Had question about a recall he saw online.

Customer found recall J13 online and wanted to know why his vehicle was not included.
Agent advised that his vehicle has been excluded based on the build date.
The recall is for wiring being reversed. Customer is stating that his air bag light is on. Agent advised that the recall issue would not cause the light to come on or is the recall on the part itself. It is on wiring only.
We would advised that if he has a airbag light on to take it to a dealership for repair.

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

VIN	1J4BA6H16	BL[redacted]	***Open Date***	06/03/2015	***Built Date***	09/30/2010	
Model Year	2011	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY			
In Service Dt	11/24/2010	***Mileage***	70,000	***Dealer Zone***	51	CHICAGO	
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	43720	SOUTH OAK DODGE CHRYSLER JEEP			
Dealer Address	4550-4560 W LINCOLN HWY				
Dealer City	MATTESON	***Dealer State***	IL	***Dealer Zip***	60443

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

Corporate - Recall - Default - Default - Default	customer inquring about recall

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler seeking information regarding recalls on the vehicle pertaining to her airbag light, as it has been illuminating ever since she bought it.
Briefly summarize what the customer is expecting: Customer is expecting information regarding recalls on the vehicle. Agent advised customer that there are no incomplete recalls on the vehicle at this time. Customer understood. Customer stated that she took it to the DLR and they said her airbag would not deploy. Agent advised customer at this time we would not be able to assist, as it is not a recall under her VIN. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4HJWEG5	CL[redacted]	***Open Date***	06/04/2015	***Built Date***	08/23/2011	
Model Year	2012	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	03/12/2012	***Mileage***	78,000	***Dealer Zone***	32	NEW YORK	
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	39075	BUHLER & BITTER INC			
Dealer Address	3290 HIGHWAY 35				
Dealer City	HAZLET	***Dealer State***	NJ	***Dealer Zip***	07730

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

Recall - P61: POWER MIRROR WIRING - Advise Owner/Incomplete Recall	Agent advised customer of incomplete recall
Corporate - Warranty Coverage - Default - Default - Default	Airbag light came on, customer wants to know if they're covered

Customer contacted Jeep because his airbag light came on and he wants to know if he has any coverage because it is a safety item, he would also like to know if there are any incomplete recalls.
Agent advised customer that looking into our system there is no extended warranty for the air bags, and there is no coverage under any recalls or service contracts, the only warranty that would cover this is the basic and it is expired.
Notified the customer of the incomplete P61 recall and advised him to take the vehicle in for a diagnosis and get the recall completed.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA241X	7L1[redacted]	**Open Date**	06/05/2015	**Built Date**	11/13/2006	
Model Year	2007	**Body**	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	12/31/2006	**Mileage**	82,587	**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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

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**	LETTER
Address	[redacted]	**Home Phone**	[redacted]
	PHOENIX AZ 8[redacted]6	**Country**	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	X41 extended warranty
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	replaced clock spring
Corporate - Corporate Warranty Extension Letter - Default - Reimbursement - Default	requesting reimbursement for the X41 extended warranty
Corporate - Recall - Default - Default - Default	seeking information for a clockspring recall

****** Below Customer Contacted for Documentation Request ******
[redacted] on 2015-06-05 @ 11:15
Writer verified the customer s information to be correct updated the phone number customer declined adding an email
******
Briefly summarize why the customer is contacting Chrysler: Customer is calling because when going on the web site to see if there is a recall for the 2007 Jeep Wrangler it shows a tow bar and this vehicle does not have one. Customer stated he just replaced the clockspring and this is a common problem according to the internet. Customer purchased the vehicle in a
Briefly summarize what the customer is expecting: Customer seeking information for the recall.
******
Writer advised recalls are vin specific
Writer searched vip there are no recalls for the clockspring there is an extended warranty
******
Writer advised the customer of the extended warranty and should he experience this concern again to contact the local dealership
Writer advised the customer can send in the repair invoice with proof of payment
Customer said email as -[redacted]
Writer supplied the fax number as well 1-877-768-5076 with the cair number -[redacted]

******
Writer will reassign to 86Y
POSTMARK DATE: 060815; DATE RECEIVED: 060815
******
Writer verified the customer s information to match coin and invoice
******
Customer requesting reimbursement for a repair completed on the vehicle
under the X41 extended warranty
Customer sent in a repair invoice with proof of payment
Invoice - [redacted]1 - 06/03/15 - 82587 Miles - replaced clockspring due
to air bag light being on
******
Writer located the attached warranty
X41 CLOCKSPRING 120 Months or 150,000 Miles 0 December 31, 2016 19 Months
or 67,413 Miles
Writer located information for the warranty - Answer Connect ID: 22875
******
The airbag clockspring warranty has been extended to 10 years or 150000
miles which ever comes first
******
Writer will submit a check for approval
Customer submitted request for reimbursement for - X41 CLOCKSPRING
Parameters are - 120 Months or 150,000 Miles
Customer s proof of payment is: Credit card - [redacted]
In-service Date: 12/31/2006
Date of repair:06/03/15
Mileage:82587
Labor $178.50
Parts $312.25
Misc. Charges $19.64
Minus part discount $17.85
Tax $26.88 (5.453%)
Total $519.42
Writer is submitting check for approval in the amount of $519.42
******
**********APPROVED**********
Customer is calling because he would like to know when he should expect
the check to come in.
Agent advised customer that it could take a week or two to process and to
give it a bit more time.
Customer understood and thanked agent.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2410	9L7[redacted]	***Open Date***	06/06/2015	***Built Date***	10/08/2008	
Model Year	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	12/31/2008	***Mileage***	114,291	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	43282	ABSHER-ARNOLD MOTORS, LLC			
Dealer Address	3203 WEST DEYOUNG ST				
Dealer City	MARION	***Dealer State***	IL	***Dealer Zip***	62959

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	ALAMOGORDO NM 8[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking clockspring incomplete recall information
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states airbag light is on

Briefly summarize why the customer is contacting Chrysler:
Customer contacted CAC stating that his airbag light is on and after looking online he found that there was a recall issued on his year of vehicle for clock spring and he is wondering if this was applied to his vehicle and how to go about getting it repaired.
Customer advised that when the light comes on his ESB kicks on and the vehicle pulls the wheel to the left.
Briefly summarize what the customer is expecting:
Customer is seeking incomplete recall information.
-
Agent apologized that customer is having this issue.
Agent verified customers ownership information on file is correct and up to date.
Agent advised customer that at this time his vehicle does not require service for any factory recall campaigns.
Agent researched clock spring recall numbers M31 and L37 and informed customer that his vehicle did not come equipped with the necessary equipment listing (sales codes) which is why neither of these recalls were applied to his vehicle.
Agent advised customer to keep all invoice/repair orders and receipts for any repairs he provides cost for, as if a recall is issued on his vehicle in the future he will have an opportunity to submit or reimbursement.
Agent also advised customer to make sure he keeps us up to date if there are ever any changes to his address or information.
Customer understood and thanked agent for assistance.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA6D17	BL[redacted]	***Open Date***	06/10/2015	***Built Date***	11/22/2010	
Model Year	2011	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	07/30/2011	***Mileage***	72,000	***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	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***	E-MAIL
Address	[redacted]	***Home Phone***	
	MERRIAM KS [redacted]	***Country***	UNITED STATES

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

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Air Bag Light
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Comments:
I have a 2011 Wrangler and the Air Bag light recently started coming on.
I
find this annoying because the Jeep is 4 years old but I would like to
know, is there any chance the air bag itself could accidentally deploy?
I
cant afford a costly repair right now, I would disable the air bag if I
could.
*****END OF CUSTOMERS EMAIL*****
Dear [redacted]n,
Thank you for contacting the Jeep Customer Assistance Center.
We are very sorry to learn of the problems you have encountered with your 2011 Jeep Wrangler. Your concerns, particularly in view of the inconvenience involved in this issue, are understandable and we appreciate the time and effort you took to bring this matter to our attention.
Regrettably, given the many variables involved, we are unable to diagnose your vehicle s problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.
Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles.
Should your dealer require factory assistance they may contact our Technical Operations Resource Group or contact their regional Business Center.
If the vehicle is at the Dealership and the issues remain unresolved, please respond using your method of choice, either by phone or by using the link provided below to advise us of this information. We will be more than happy to further review your situation at that

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Shae-Lyn
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
Original Message Follows:

Comments:
The dealership diagnosed and found the problem which is a defective clockspring. I declined to have the service performed due to the cost. Because this is a safety issue I asked the dealership if they can submit a
claim to Chrysler Group to see if they can help me with the cost. Right now with the air bag light either on or flashing I don t feel comfortable
driving the vehicle, and this Jeep is my only mode of transportation. Can
you tell me the status of my request?
*****END OF CUSTOMERS EMAIL RESPONSE*****
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center.
In response to your recent email, Chrysler is dedicated to producing a quality product and we are saddened to hear of the issues you have had with your vehicle. Products are not put out onto the market with specific faults in mind and we cannot foresee when a vehicle may require specific maintenance outside of the suggested maintenance routines.
We realize that vehicle service expenses cannot always be predicted and as such, they are often disappointing to the vehicle owner. Within warranty parameters, Chrysler Group LLC will not hesitate to assume the repair costs; however, after the warranty terms have been exceeded, charges must be accepted by the vehicle owner.
After reviewing the matter and issues raised, 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 at the time the expense was incurred.
We sympathize with your inconvenience and we are sorry that we cannot honor your request.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Shae-Lyn
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
Original Message Follows:

It would have been easier if Jeep would have just taken care of this. I got the NHTSA to launch an investigation, I will wait for the recall.
*****END OF CUSTOMERS EMAIL RESPONSE*****
Dear B[redacted],
Thank you for contacting the Jeep Customer Assistance Center.
Your concern and frustration in the matter is understandable. 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.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Shae-Lyn

Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6417	9L7[redacted]	***Open Date***	06/09/2015	***Built Date***	10/28/2008	
Model Year	2009	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	05/22/2009	***Mileage***	77,000	***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	26852	MCKEVITT CHRYSLER DODGE JEEP RAM			
Dealer Address	2700 SHATTUCK AVENUE SUITE 100				
Dealer City	BERKELEY	***Dealer State***	CA	***Dealer Zip***	94705

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

Corporate - Warranty Coverage - Default - Default - Default	AirBag

Briefly summarize why the customer is contacting Chrysler:
Customer is calling in to see if his airbags would be covered under his warranty.
Agent looked into this for the customer and could not find anything for the Air bag,
Agent then transferred the customer over to MVP Agent Melody to further assist the customer with what is covered under the contract.
Customer has the air bag light flashing and he want s to see if this is covered before he goes to his DLR and end paying top dollar.
Briefly summarize what the customer is expecting:
Expecting to know if his Air Bags are covered.
Briefly summarize why the customer is contacting Chrysler: customer is calling to see is a 'Clock Spring' is covered under the Lifetime unlimited warranty coverage. Agent transferred customer over to MVP Deshandra to help customer further. Agent thanked customer for his time.
Briefly summarize what the customer is expecting: Customer is expecting to find out if his 'clock spring' is covered under the Lifetime Unlimited warranty.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5916	7L[redacted]	***Open Date***	06/09/2015	***Built Date***	06/27/2007	
Model Year	2007	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	08/10/2007	***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	62824	GEGNAS CHRYSLER JEEP			
Dealer Address	3875 KENSINGTON AVENUE				
Dealer City	PHILADELPHIA	***Dealer State***	PA	***Dealer Zip***	19124

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	
	PHILA PA [redacted]5	***Country***	UNITED STATES

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	

Briefly summarize why the customer is contacting Chrysler: Customer is inquiring about recalls on the vehicle.
Briefly summarize what the customer is expecting: Customer states that the airbag light in his vehicle has been coming on intermittently. Customer is curious as to whether or not the issue could be recall related. Agent advised customer of outstanding recalls J24, J30, and K13. Agent advised that all outstanding recalls are completed on behalf of Chrysler, however, the diagnosis and repair fee for the current issues could potentially be customer pay. Customer understood and thanked agent.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5912	8L[redacted]	***Open Date***	06/09/2015	***Built Date***	03/05/2008	
Model Year	2008	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	04/24/2008	***Mileage***	154,000	***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	63855	HELMS MOTOR CO INC			
Dealer Address	694 EAST CHURCH ST				
Dealer City	LEXINGTON	***Dealer State***	TN	***Dealer Zip***	38351

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	airbag light on/beeping
Corporate - Recall - Default - Default - Default	seeking if any recalls on vehicle

customer is contacting CAC seeking if any airbag recall on their vehicle.
Agent advised that there is no new recalls.
Agent advised that customer should get that airbag light checked out and if customer pays for anything to save all receipts and if a recall ever does come on this vehicle, he will get a letter in the mail and then we could see about possible reimbursement.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5915 9[redacted]		***Open Date***	06/12/2015	***Built Date***	03/19/2009	
Model Year	2009	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	03/30/2009	***Mileage***	84,712	***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	60014	WESTWOOD CHRYSLER JEEP			
Dealer Address	20 KINDERKAMACK				
Dealer City	WESTWOOD	***Dealer State***	NJ	***Dealer Zip***	07675

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

Product - Electrical - Occupant Classification System - Unknown - Default	Airbag light flashing

Briefly summarize why the customer is contacting Chrysler: Customer called in because his airbag light is flashing and he wants to know if there is a recall related to that.
Briefly summarize what the customer is expecting: Customer expects information on the check engine light.
CAC advised as per the owners manual that a flashing light means the vehicle needs to be seen as soon as possible. Customer understood.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA3H19	AL2[redacted]	**Open Date**	06/12/2015	**Built Date**	06/04/2010	
Model Year	2010	**Body**	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	09/06/2010	**Mileage**	85,000	**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	60388	PERFORMANCE CHRYSLER JEEP DODGE			
Dealer Address	1130 AUTO MALL DRIVE				
Dealer City	COLUMBUS	**Dealer State**	OH	**Dealer Zip**	43228

Owner	[redacted]	**Contact Type**	CHAT
Address	[redacted]	**Home Phone**	[redacted]
	HILLIARD OH[redacted]	**Country**	UNITED STATES

Corporate - Recall - Default - Default - Default	Wanting to know why an airbag recall did not exsist

CHAT ID: 150612-000429
Hi, my name is Nicole. How may I help you?
Nicole: Thank you for contacting the FCA US Recall Assistance Center
[redacted] NIcole my vehicles airbag light came on and stayed. I tried to get speak with someone in the service area before I took it to the shop but, was told I could not. My manual stated the vehicle should be taken in for servicing with the light on. The dealer is now saying it looks like a sensor problem. They will not be checking the airbags. They do not do that type of work on saturdays and if I take the vehicle home. I will assume liability. I am disappointed and scared. I stopped allowing my grand child to ride with me when the light came on and only drove the vehicle until an appointment became available for servicing. I want to know what plan is in place for this type of occurrence and why they will not check my airbags as well. The dealership is saying the car is not under recall. But, we both know they let people die before the recall was initiated. Can you help me?
Nicole: I can certainly help with this today, while I take a moment to look over this, do you mind verifying your address, city, state and zip for me today D[redacted]?
[redacted] Hilliard Ohio[redacted]
[redacted] The car is at Performance Jeep in Columbus Ohio
Nicole: Thank you [redacted]e. Do you mind if I take a moment to look over everything to see if I can assist with this?
[redacted]s: Please ..I appreciate anything you can do
Nicole: If you don t mind[redacted], I would like to give the dealership a call and see what they have done on their end.
[redacted] Please..614-272-0000..Joe is handling it
He had given me 1 800 922 1997 to call Jeep...but that number solicits
Nicole: Thank you[redacted] I will just be one moment.
Nicole: Thank you[redacted]. So I spoke over to the Service Manager and he explained to me about what is going on. Currently, your vehicle is not

diagnosed. They will still have to search through the vehicle to find out what exactly is going on. I inquired about rental as I know you said you are not feeling safe in your vehicle and he did tell me that you do have a service contract. The problem with the service contract is that they only like to pay 1 day for every 8 hours of work. Since the vehicle would be 8 hours or less, they would only cover 1 day GIVEN the problem with your vehicle is something they are willing to cover. The price for a rental from the dealership is $35 a day otherwise. I don t know if that is something you are willing to gamble, as you will not know if the rental would be covered until they do some more digging to find the root of the problem.
[redacted] i am speaking to him,,,thank you
Nicole: Is that all I can assist you with today[redacted]
[redacted] thank you
Nicole: Thank you for contacting us here at the FCA US Recall Assistance Center. Please don t hesitate to contact us back if you need additional assistance in the future. Our phone number is (1-800-853-1403). You can also look for recall updates using your vehicle identification number at our website- http://recalls.mopar.com/. Have a Good Day!
[redacted] disconnected (Concluded by Agent).

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2418	7L[redacted]	***Open Date***	06/12/2015	***Built Date***	04/13/2007	
Model Year	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	04/27/2007	***Mileage***	99,122	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	44678	GLENN POLK AUTOPLEX			
Dealer Address	4330 N INTERSTATE 35				
Dealer City	GAINESVILLE	***Dealer State***	TX	***Dealer Zip***	76240

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

Corporate - Warranty Coverage - Default - Default - Default	X41 CLOCKSPRING
Product - Unknown - Unknown - Hesitation/No Power - Default	

Customer called in stating their vehicle died on them three times while they were on the highway the it suddenly started back up, customer also stated his recall light is on.
Customer stated he took his vehicle to FRONTIER DODGE Lubbock, TX 79424 (806) 798-4500 and SA John stated he doesn t have any recalls on his vehicle for an air bag or any recall for the symptoms he s having.
Agent advised customer he doesn t have any recalls on his vehicle for the air bag or his vehicle dying on him but he has an extended warranty for that air bag light which is X41 CLOCKSPRING 120 Months or 150,000 Miles.
Customer stated he expressed his concern with SA Michael but he wasn t concerned with the customer issue or advised him of the extended warranties on his vehicle.
Agent advised customer the extended warranty X32 INLET CHECK VALVE may not remedy his vehicle shutting off the symptom of that is the fuel spilling out of the filler port during refueling, typically after the fuel fill station nozzle has automatically shut off.
Customer understood and thanked agent.
Customer wanted agent to call FRONTIER DODGE to speak with John but was placed on hold several times and not being able to speak with anyone.
Agent advised customer of her findings.
Customer understood and thanked agent.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6418	8L[redacted]	***Open Date***	06/13/2015	***Built Date***	07/30/2007	
Model Year	2008	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4			
In Service Dt	10/31/2007	***Mileage***	101,000	***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	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***	
	LANCASTER MA[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light is on and off
Corporate - Recall - Default - Default - Default	recall information

Briefly summarize why the customer is contacting Chrysler: Customer has contacted Jeep seeking recall information. Customer stated they saw there was an recall for the air bag issued on 2008 models. Customer stated their air bag light is on and they believe this is related to the recall. Agent advised the customer that no recall has been issued onto their vehicle for this concern. Agent advised to contact their local dealer to schedule an appointment. Customer understood. Agent offered to contact dealer, customer declined.
Briefly summarize what the customer is expecting: Customer is expecting recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5911	9L[redacted]	***Open Date***	06/15/2015	***Built Date***	07/11/2009	
Model Year	2009	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	08/11/2009	***Mileage***	58,000	***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	42958	SCRANTON DODGE CHRYSLER JEEP			
Dealer Address	1146 WYOMING AVE				
Dealer City	SCRANTON	***Dealer State***	PA	***Dealer Zip***	18509

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

Corporate - Recall - Default - Default - Default	malfuntion indicator light/ air bag light

Briefly summarize why the customer is contacting Chrysler: Customer states that his air bag and malfunction indicator light is on and he is wondering if there is a recall on this vehicle
Briefly summarize what the customer is expecting: Customer seeking recall information
Agent advised that there are no open recalls on the vehicle at this time.
Agent advised to bring the vehicle to a dealership for diagnosis.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA6H18	AL1[redacted]	***Open Date***	06/15/2015	***Built Date***	06/04/2010	
Model Year	2010	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	07/19/2010	***Mileage***	53,400	***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	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***	
	CHARLOTTE NC[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	The air bag light is flashing

See TL
Briefly summarize why the customer is contacting Chrysler:customer wanted to know if the issue with the air bag light has anything to due with a recall.
Briefly summarize what the customer is expecting:
Agent advise that the vehicle does not have the air bag recall, agent advise to have the issue diagnosis.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1C4AJWAG3	CL1[redacted]	***Open Date***	06/15/2015	***Built Date***	08/18/2011	
Model Year	2012	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	09/13/2011	***Mileage***	84,400	***Dealer Zone***	63	DALLAS	
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	45368	TOMBALL DODGE INC			
Dealer Address	23777 SH 249				
Dealer City	TOMBALL	***Dealer State***	TX	***Dealer Zip***	77375

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states the airbag light is on

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler stating that the airbag light is on, flashing and dinging. Customer states that he hasn t been to the DLR yet as they want $150.00 to diagnose it in the first place. Customer states he shouldn t be responsible for the cost of this repair as it is a safety issue. Agent advised the customer that the warranty that would have covered this was 3 years or 36 000 miles. Customer understands.
Briefly summarize what the customer is expecting: Customer is expecting cost assistance.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *
Agent also advised the customer of the open recall on the vehicle.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2414	7L[redacted]	**Open Date**	06/15/2015	**Built Date**	05/15/2007	
Model Year	2007	**Body**	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	06/13/2007	**Mileage**	90,000	**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	65559	ROMANO CHRYSLER-JEEP			
Dealer Address	215 WEST GENESEE ST				
Dealer City	FAYETTEVILLE	**Dealer State**	NY	**Dealer Zip**	13066

Owner	[redacted]	**Contact Type**	CHAT
Address	[redacted]	**Home Phone**	
	CRANBERRY TWP PA[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light on
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Chat Incident ID: 150615-000328
Hi, my name is Dennis with Jeep Customer Care, How may I help you today?
[redacted]tt: good morning. I am just trying to verify if Jeep did actually extend the Clock spring warranty to 10 years for the 2007 Wranglers. Appears that I will need to bring my in to dealership
Dennis: Hi[redacted] I will be glad to research this.
[redacted] thank you
Dennis: Do you mind holding for a brief moment while I look into this for you,[redacted]s?
[redacted] not at all
Dennis: Than[redacted], I am seeing an extended warranty attached to your vehicle for the clock spring. The parameters are listed as 10 years or 150,000 miles, whichever comes first.
Dennis:[redacted]s, it is X41 as the reference number. You will not need to know that as the dealer should see the extended warranty attached to your VIN as we can here at Jeep Care.
[redacted] great I am still with in both . Assume that I just need to bring to dealership for appt to confirm & handle then?
Dennis: Yes,[redacted]. They will need to diagnose that this is the component that needs repair/replacement. Would you like contact information on dealers near you?
[redacted] Nope -- They are right up the street- Thank you very much !
Dennis: You re welcome[redacted]s. Thank you for contacting Jeep Customer Care. Please chat with us again if you need further assistance. You can also look for updates on our website www.Jeep.com. Have a good day!
Chris McDermott disconnected (Concluded by End-user).
No diagnosis for X41 extended warranty, clockspring concern.
CAIR reassigned to SG893 for bypass.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA6417	8L[redacted]	***Open Date***	06/16/2015	***Built Date***	08/27/2007	
Model Year	2008	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4			
In Service Dt	09/12/2007	***Mileage***	93,000	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Dealer	42824	ROYAL GATE DODGE CHRYSLER, INC.			
Dealer Address	15502 MANCHESTER RD				
Dealer City	ELLISVILLE	***Dealer State***	MO	***Dealer Zip***	63011

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

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	advise incompleted recall
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light on
Corporate - Recall - Default - Default - Default	seeking if airbag recall

Briefly summarize why the customer is contacting Chrysler: The customer is contacting seeking information on his vehicle, the customer states he has an appointment with the DLR next week and is wondering if there is an airbag recall on his vehicle because there is an airbag light illuminated on the vehicle. The customer states he has read online where customers have contacted Chrysler to obtain a case number to see about assistance with the cost. The customer would like his issues documented
Briefly summarize what the customer is expecting: recall information on airbags
The agent advised the customer that his concerns will be documented, advised there is no recall on the vehicle for the airbags currently, advised to have a diagnosis done and contact back with the information to see if the issue is a manufacturing defect.
Customer contacted Chrysler because customer stated the clock spring needed to be replaced and he is seeking if there is any assistance he can receive with this. Agent advised customer since the vehicle is to far out of warranty and there is no recall there isn t much we can do but he can keep his receipts and if it becomes a recall later on he can send in for reimbursement.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA5H18	AL[redacted]	***Open Date***	06/16/2015	***Built Date***	08/29/2009	
Model Year	2010	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	04/30/2010	***Mileage***	55,000	***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	45424	DENNIS DILLON DODGE CHRYSLER JEEP			
Dealer Address	4121 CLEVELAND BLVD				
Dealer City	CALDWELL	***Dealer State***	ID	***Dealer Zip***	83605

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	BOISE ID [redacted]	***Country***	UNITED STATES

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 contacted stating that his vehicle is not covered.
Briefly summarize what the customer is expecting: Customer contacted stating that the air bag light is on and that the lick on the truck is not responding to the fob. Customer states that he has a service contract and does not know why the contract does not cover them. Agent apologized.
Agent contacted DLR 45424 and spoke with SA Dominic who states that the vehicle need a door lock assembly and clock spring. Agent advised customer that the repairs would not be covered.
Customer states that he would like to know what is under his service contract.
Agent transferred customer to MVP agent Mercer.
Customer is calling seeking any information on what we can do to cover this part. Agent informed the customer that if the concern that is occurring is because of previous work done by the DLR than we can look into possible coverage but if it is not than the concern will not be covered because he is over 2 years and 20000 miles outside of warranty.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5916	9L7[redacted]	***Open Date***	06/17/2015	***Built Date***	03/16/2009	
Model Year	2009	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	05/20/2009	***Mileage***	112,926	***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	36277	LARRY ROESCH CHRYSLER JEEP DODGE			
Dealer Address	200 W GRAND AVE				
Dealer City	ELMHURST	***Dealer State***	IL	***Dealer Zip***	60126

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states airbag light is on and read online theres ext warranty

Briefly summarize why the customer is contacting Chrysler: Customer contacting because his airbag light keeps coming on and he thinks he may be the clock spring. Customer states that he read online that there might be a recall or extended warranty.
Briefly summarize what the customer is expecting: Customer seeking ext warranty or recall information. Agent advised customer there is no recalls on the vehicle and that extended warranty is usually purchased by the customer. Agent advised customer there is no extended warranty on the vehicle. Agent advised customer that they should get to a Chrysler DLR and get a diagnosis and that any repairs will be at customer s cost.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2417	8L[redacted]3	***Open Date***	06/18/2015	***Built Date***	06/04/2008	
Model Year	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	02/20/2009	***Mileage***	53,000	***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	26735	UNDERWOOD & MILLARD CHRY-JEEP-	DODGE		
Dealer Address	501 SOUTH MADISON STREET				
Dealer City	WHITEVILLE	***Dealer State***	NC	***Dealer Zip***	28472

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

Corporate - Recall - Default - Default - Default	Customer seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer stated he had the vehicle at the dealership because his passenger side airbag light was coming on.
Briefly summarize what the customer is expecting: Customer seeking recall information
Agent advised customer at this time there are no recalls related to this issue on his vehicle. Agent advised customer because of the age of the vehicle we would be unable to assist him with the cost of the repairs. Customer thanked agent and ended the call.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5910	8L[redacted]	***Open Date***	06/19/2015	***Built Date***	03/11/2008	
Model Year	2008	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	04/18/2008	***Mileage***	120,000	***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	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]
	TYNGSBORO MA[redacted]	***Country***	UNITED STATES

Product - Steering - Steering Wheel / Column - Other - Default	Customer seeking warranty or recall coverage for repairs

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Briefly summarize what the customer is expecting:
****End structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler: Customer called in stating their airbag light would not shut off so they brought their vehicle to a dealer. Customer stated the dealer diagnosed the issue to be the clock spring and estimated a repair cost of about $300. Customer stated he is wants to know if this cost will be covered under warranty or recall. Customer stated he looked up online that the clock springs on some 2008-2012 Jeep Wranglers are involved in the M31 recall, and wanted to know if his vehicle is involved. Writer informed customer that their vehicle is not involved in any incomplete recalls so the issue he is experiencing will not be covered under recall. Writer also advised customer that their warranty coverage for the part ended 4 years ago and that it won t be covered. Writer informed customer that unfortunately they will have to cover the costs of the repairs themselves.
Briefly summarize what the customer is expecting: Customer seeking warranty or recall coverage for repairs.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA3H1X	AL[redacted]	***Open Date***	06/23/2015	***Built Date***	11/24/2009	
Model Year	2010	***Body***	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4			
In Service Dt	02/01/2010	***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	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]
	BAYPORT NY [redacted]	***Country***	UNITED STATES

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

Customer called in requesting information on a recall that s not on their VIN.
Customer stated his airbag light is on and now its chiming constantly.
Agent advised customer recalls are VIN specific.
Customer understood and thanked agent.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3919	8L5[redacted]	**Open Date**	06/23/2015	**Built Date**	12/04/2007	
Model Year	2008	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	01/31/2008	**Mileage**	89,139	**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	23633	OVERLAND PARK JEEP INC			
Dealer Address	8775 METCALF AVE				
Dealer City	OVERLAND PARK	**Dealer State**	KS	**Dealer Zip**	66212

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

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	MOPAR TOW BAR

Customer called in seeking dlr information about to have J24.
Customer stated that the he was having an issue with the airbag light is on in the vehicle.
Agent stated that he did not have a recall regarding the airbag light and the only recall that was on the car is recall J24.
Agent informed customer that he could take vehicle to nearest dlr to have the vehicle diagnosed but he would have to pay out of pocket for diagnoses.
Agent provided customer with L&M Motors dlr 423-745-8773 to make an appointment to have J24 completed.
Customer thanked agent

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA391X	9L[redacted]	***Open Date***	06/24/2015	***Built Date***	04/14/2009	
Model Year	2009	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	06/17/2009	***Mileage***	64,000	***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	60380	BAYSTATE CHRYSLER JEEP DODGE RAM			
Dealer Address	777 WASHINGTON ST				
Dealer City	NEWTON	***Dealer State***	MA	***Dealer Zip***	02458

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	WESTON MA 0[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag lights keeps coming on

Customer contacted Jeep Care. Customer claims that the air bag light keeps coming on and making a beeping noise. Customer was advised that some of the customer s model vehicles have the clock spring recall that causes the same issues that the customer is experiencing. Customer is seeking if the recall is on the vehicle. Customer states that the DLR claims that the issue with the vehicle is the same as the clock spring recall symptoms. Agent gathered customer information. Agent advised the customer that there are two pervious recalls on the vehicle that have been completed. However, there is no clock spring recall or extended warranty on the vehicle. Agent advised the customer of the information. Agent advised the customer that if in the future the recall extends to the customer s vehicle the customer can submit for reimbursement if the customer has paid anything out of pocket that is related to the recall. Customer understood and thanked the agent for the information.
[redacted] called. Writer advised that this case is not presently being handled by our department and transferred to Jeep Brand Line. Customer called in seeking information on possible assistance for the clockspring repairs. Agent confirmed the information that was provided previously, and advised the customer keep their documents and proof of payment.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2417	9L[redacted]	***Open Date***	06/24/2015	***Built Date***	10/09/2008	
Model Year	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	09/05/2009	***Mileage***	72,000	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

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***	[redacted]
	MATTHEWS NC 2[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	airbag light is on
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called stating his airbag light is on and he needs to to be repaired under warranty.
Briefly summarize what the customer is expecting: cost assistance.
Agent inquired if there has been a diagnosis done on the vehicle recently. Customer states there hasn t, but he called a DLR and was told that his vehicle isn t under the airbag recall. Agent advised customer that recalls are VIN specific, and there are no active recalls on his vehicle. Agent advised that if his vehicle is ever included in a recall he will receive a letter. Agent advised that there are no active warranties on the vehicle so he would be responsible for all diagnosis charges and repairs. Customer inquired if the current issue would be covered under his MVP. Agent transferred to Renee in MVP for further assistance.
Reassign to TL for bypass no diagnosis, repair possibly covered under MVP

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3915	9L[redacted]	***Open Date***	06/24/2015	***Built Date***	03/25/2009	
Model Year	2009	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	06/17/2009	***Mileage***	80,000	***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	39075	BUHLER & BITTER INC			
Dealer Address	3290 HIGHWAY 35				
Dealer City	HAZLET	***Dealer State***	NJ	***Dealer Zip***	07730

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag 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 called in as he states that the air bag light keeps going on and off and wanted to know how to resolve this issue. Agent looked into the warranty and has expired and looked to see if this is a recall, customer states other people he knows who has this vehicle is expericing this also. Agent stated the dealership would have to diagnose this issue and would be out of pocket but suggested to keep the receipt incase this became a recall issue in the future and would be re embursed. Agent called the dealership to set up an appointment but was busy the receptionist set to have the customer be called back.
Briefly summarize what the customer is expecting: The vehicle to be fixed

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA6917	8L[redacted]	***Open Date***	06/24/2015	***Built Date***	04/15/2008	
Model Year	2008	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	05/30/2008	***Mileage***	140,000	***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	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]
	MEDICAL LAKE WA[redacted]	***Country***	UNITED STATES

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

Briefly summarize why the customer is contacting Chrysler:
Customer states the airbag light has activated and the customer states his concern is that the issue is related to the clockspring
Briefly summarize what the customer is expecting:
Customer seeking recall to be created for Clockspring replacement for this matter similar to the M31 for the RHD Vehicles
Customer states he did not have a diagnosis completed on the vehicle for this matter.
Agent advised a diagnosis would be ideal to verify for the concerns for this nature.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA5417 8[redacted]		***Open Date***	06/25/2015	***Built Date***	06/26/2008	
Model Year	2008	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4			
In Service Dt	08/08/2008	***Mileage***	60,200	***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	41458	SOUTHTOWN DODGE INC			
Dealer Address	7127 S LINDBERGH BLVD				
Dealer City	ST. LOUIS	***Dealer State***	MO	***Dealer Zip***	63125

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	([redacted]
	FAIRVIEW HEIGHTS IL[redacted]	***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light comes on when the steering wheels is turned to the left.
Corporate - Recall - Default - Default - Default	Customer seeking recall information.

Briefly summarize why the customer is contacting Chrysler: Customer called stating that his air bag light comes on when he turns his steering wheel to the left. Customer stated that when the steering wheel is straightened back or turned to the right the light goes out. Customer is seeking information on whether he has a related recall.
Agent advised customer that he has no incomplete recalls on the vehicle. Customer stated that he found something online stating that he had to call and get a ticket issued so that he could get this issue resolved for free. Agent located ANSWERCONNECT ID# 22875 which discusses the X41 Extended Warranty. Agent advised customer that this warranty was only placed on the 2007 Jeep Wranglers, not the 2008 version. Customer understood. Customer asked if he should take the vehicle to a dealer. Agent advised that he should have the vehicle diagnosed by a dealer. Customer thanked agent and ended the call.
Briefly summarize what the customer is expecting: Customer is expecting recall information.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5916	7L2[redacted]	***Open Date***	06/26/2015	***Built Date***	06/28/2007	
Model Year	2007	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	07/24/2007	***Mileage***	110,000	***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	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***	[redacted]
	BRENTWOOD NY 1[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 has contacted Jeep seeking assistance with a vehicle concern. Customer stated that their air bag light is on. Agent advised there are no recalls issued on their vehicle. Agent advised to get the vehicle diagnosed. Customer understood. Agent transferred the customer to service at dealer-42885 to schedule an appointment.
Briefly summarize what the customer is expecting: Customer is expecting assistance with air bag concern.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5910 8[redacted]	**Open Date**	06/26/2015	**Built Date**	05/05/2008		
Model Year	2008	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4			
In Service Dt	05/21/2008	**Mileage**	1,522	**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	44527	FRONTIER DODGE			
Dealer Address	5801 SPUR 327				
Dealer City	LUBBOCK	**Dealer State**	TX	**Dealer Zip**	79424

Owner	[redacted]L	**Contact Type**	TELEPHONE
Address	[redacted]	**Home Phone**	[redacted]
	CEDAR PARK TX[redacted]	**Country**	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states possible M31 concerns

Briefly summarize why the customer is contacting Chrysler: Customer states that her son is currently experiencing issues with the air bag light activating and chiming. Customer states that after doing some research she had found that this could be related to a M31 recall that should be on the vehicle.
Briefly summarize what the customer is expecting: Customer seeking recall information
Agent advised that per available information on the M31 recall it does not apply as this vehicle is equipped with a LHD steering arrangement and therefore not the parts that had initially been deemed defective.
Customer thanked for information

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J8GA3918	8L[redacted]	***Open Date***	06/29/2015	***Built Date***	08/20/2007	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	09/18/2007	***Mileage***	92,000	***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	45021	GEORGETOWN CHRYSLER JEEP DODGE			
Dealer Address	300 WESTPORT AVE				
Dealer City	NORWALK	***Dealer State***	CT	***Dealer Zip***	06851

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	customer states that his airbag light keeps coming on
Product - Drivability - Unknown - Other - Default	customer states that his vehicle has the 'death wobble'

Briefly summarize why the customer is contacting Chrysler: customer states that he is having a death wobble issue with the vehicle. Customer states that he has had the stabilizer bar and the ball joints replaced. Customer also states that he is having an issue with the airbag light as well. Customer state that the air bag light coming on all the time. Customer states that he wants to know what to do.
Briefly summarize what the customer is expecting: customer expecting to find out what to do.
Agent advised that right now she would advise to continue working with the dealer to see if they can diagnose the concerns, and if he keeps having the issue to give us a call back and we would see what we could do.
Customer thanked

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4FA2410 8L[redacted]	**Open Date**	06/29/2015	**Built Date**	08/24/2007		
Model Year	2008	**Body**	JKJL72	JEEP WRANGLER X 4X4			
In Service Dt	10/02/2007	**Mileage**	41,500	**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	42012	LADD HANFORD CHRY DODGE JEEP			
Dealer Address	2247 CUMBERLAND ST				
Dealer City	LEBANON	**Dealer State**	PA	**Dealer Zip**	17042

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

Corporate - Recall - Default - Default - Default	Clockspring

Customer called in stating that when he closes the door the windshield wipers go up.
He stated that he saw online that other consumers were having trouble with the Clockspring and he was told that Chrysler would cover the repairs due to the number of complaints.
Agent informed customer that there are recalls M31 and X41 related to the airbag system and clockspring that causes the airbag light to come on but none have symptoms of the windshield wipers coming on.
Agent informed customer that the vehicle doesn t have a clockspring recall so there would be no coverage for repairs.
Customer stated he will due further research and thanked Agent.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BZ3H10	BL5[redacted]	***Open Date***	06/29/2015	***Built Date***	12/11/2010	
Model Year	2011	***Body***	JKUM74	JEEP WRANGLER UNLIMITED SPORT (RHD) SPORT UTILITY			
In Service Dt	02/12/2011	***Mileage***	150,273	***Dealer Zone***	51	CHICAGO	
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	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]
	STOUTSVILLE MO[redacted]	***Country***	UNITED STATES

Recall - M31: AIRBAG SYSTEM CLOCKSPRING - Advise Owner/Incomplete Recall	AIRBAG SYSTEM CLOCKSPRING
Recall - P61: POWER MIRROR WIRING - Advise Owner/Incomplete Recall	POWER MIRROR WIRING

Customer called in to see if he currently has any open recalls on his vehicle. Customer vehicle currently has the Airbag light on. Writer was able to verify 2 open recalls M31 and P61. Writer contacted LITTLE JESS MOTOR COMPANY and spoke to Caleb who confirmed the parts are available. Writer transferred customer through to set up appointment.
Customer contacted Jeep to say that he is having problems with his fuel filler and understood there was a recall on it. Customer has no recall and was advised to take the vehicle to a CJDR dealer for diagnosis

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4AA2D11	AL[redacted]7	**Open Date**	06/30/2015	**Built Date**	04/21/2010	
Model Year	2010	**Body**	JKJL72	JEEP WRANGLER SPORT 4X4			
In Service Dt	04/29/2010	**Mileage**	47,000	**Dealer Zone**	35	WASHINGTON	
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	67859	MONROEVILLE CHRYSLER JEEP			
Dealer Address	3721 WILLIAM PENN HIGHWAY				
Dealer City	MONROEVILLE	**Dealer State**	PA	**Dealer Zip**	15146

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

Corporate - Recall - Default - Default - Default

Briefly summarize why the customer is contacting Chrysler: Customer is inquiring about recalls on the vehicle.
Briefly summarize what the customer is expecting: Customer states that her airbag light has been on for the past week, and will not go off. Customer feels as though the issue could potentially be in relation to a recall. Agent advised that there are no outstanding recalls on the vehicle at this time- if one was issued in the future, customer would receive a notice at her mailing address. Agent recommended customer visit a CDJR for a diagnosis regarding the concern.
Customer seeking to have a case manager involved regarding an airbag light concern. Agent advised Customer to bring the vehicle into the dealer for a diagnosis and then we can review request for assistance at that time.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4BA6H16	AL[redacted]	***Open Date***	06/30/2015	***Built Date***	06/24/2010	
Model Year	2010	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	07/15/2010	***Mileage***	50,000	***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	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***	
	MIDLOTHIAN VA[redacted]	***Country***	UNITED STATES

Corporate - Survey By-Pass - No Diagnosis - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states his airbag light is on
Briefly summarize what the customer is expecting: Customer is expecting to know why his airbag light is on. Agent advised customer would need a diagnosis at his local DLR. Customer understood
Survey bypass - no diagnosis.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3919	8L[redacted]	***Open Date***	07/01/2015	***Built Date***	06/03/2008	
Model Year	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	02/14/2009	***Mileage***	114,517	***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	41080	CARL BURGER'S DODGE WORLD			
Dealer Address	HWY 8 AT JACKSON DR				
Dealer City	LA MESA	***Dealer State***	CA	***Dealer Zip***	91942

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

Corporate - Recall - Default - Default - Default	Closckspring control module recall J13
Product - Electrical - Occupant Classification System - Unknown - Default	Horn on steering wheel don't work and air bag light comes on

Briefly summarize why the customer is contacting Chrysler: Customer has taken the car in for a diagnosis at the DLR, Carl Burger s Dodge.
Customer dropped vehicle off yesterday and appointment is for today. The airbag light comes on and off in the dash. SA, Andre, thinks it s the clock spring.
The horn don t work at the steering wheel and there is a recall J13 Clock spring control module on the internet for this problem but it s only for the 2007
Briefly summarize what the customer is expecting: Customer is seeking assistance with a possible recall repair.
Agent contacted the SA, Andre. SA stated the problems with the vehicle points to the clock spring but he has not performed a diagnosis yet. SA gave the direct line 619-667-8320. SA stated the customer has bought two vehicles from them and believes the customer deserves assistance. Agent found the vehicle is beyond the goodwill matrix of 5/60000 miles, and the owner is the third owner which is an automatic disqualification for assistance. The recall J13 doesn t apply to customer s vehicle. Agent informed the customer and Andre we could not assist at this time.
Reassign to TL SJ372 for survey by-pass no diagnosis.
Reassigned to CC1723 - survey bypass does not apply.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3911	8L[redacted]	**Open Date**	07/01/2015	**Built Date**	10/11/2007	
Model Year	2008	**Body**	JKJM74	JEEP WRANGLER UNLIMITED X 4X4			
In Service Dt	06/03/2008	**Mileage**	85,800	**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	45520	DON K CHRYSLER DODGE JEEP RAM			
Dealer Address	6219 HWY 93 S				
Dealer City	WHITEFISH	**Dealer State**	MT	**Dealer Zip**	59937

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

Recall - J24: MOPAR TOW BAR - Advise Owner/Incomplete Recall	Agent advised customer of recall.
Recall - L05: TRANSMISSION COOLER LINES - Advise Owner/Incomplete Recall	Agent advised customer of recall.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer is seeking to know if airbag light is recalled.

Briefly summarize why the customer is contacting Chrysler: Customer is seeking to know if there s a recall for airbag light.
Customer states the airbag light keeps coming on.
Briefly summarize what the customer is expecting: Customer is expecting airbag recall on VIN.
Agent advised customer of recalls and Ext warranties on vin.
Agent transferred customer to SA Tim to book appointment.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4HA6H11 A[redacted]	***Open Date***	07/01/2015	***Built Date***	03/18/2010		
Model Year	2010	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4			
In Service Dt	04/07/2010	***Mileage***	105,000	***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	68665	FRANKLIN SUSSEX AUTO MALL INC			
Dealer Address	ROUTE 23				
Dealer City	SUSSEX	***Dealer State***	NJ	***Dealer Zip***	07461

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

Corporate - Recall - Default - Default - Default

Briefly summarize why the customer is contacting Chrysler: Customer inquiring whether he has the recall for the airbags on his vehicle as he is currently had issues with the airbag light coming on and he read on the internet jeep wranglers have a recall on airbags. Agent advised the customer that there are currently no open recalls on his vehicle. Customer requested an address for the head corporate office so he could send a letter of concern. Agent provided Richard Thorntons address as per answer id 17090.
Briefly summarize what the customer is expecting:

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA3913	9L7[redacted]	***Open Date***	07/02/2015	***Built Date***	04/06/2009	
Model Year	2009	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY			
In Service Dt	06/19/2009	***Mileage***	99,000	***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	26620	CRONIC INC			
Dealer Address	2515 N EXPRESSWAY				
Dealer City	GRIFFIN	***Dealer State***	GA	***Dealer Zip***	30223

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

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	customer is seeking cost assistance
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	

Briefly summarize why the customer is contacting Chrysler:
Customer contacted seeking cost assistance with air bag repairs .
Customer states that a plastic circle piece is spinning , when is should not be and this is causing airbag light to go off.
Vehicle is currently located at Chronic INC26620 dealer and customer is working with SA Lorna.
Agent reviewed file, customer does not meet goodwill , and no recalls for concern.
--
Agent declined customer assistance with repairs at this time.
Customer accepted and understood.
Briefly summarize what the customer is expecting:
Customer is seeking cost assistance with repairs.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA6417	9L[redacted]	***Open Date***	07/03/2015	***Built Date***	07/31/2009	
Model Year	2009	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	08/23/2009	***Mileage***	61,000	***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	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

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

Corporate - Recall - Default - Default - Default	Customer experiencing similar issue to M31 - Safety Recall - Airbag Clock
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: To see if the issue he is having with his airbag light being intermittent is covered under a recall. Airbag light is coming on and off. Customer is not happy with his service with metro Chrysler jeep dodge ram 68860.
Briefly summarize what the customer is expecting: For information on whether his vehicle s issue is related to a recall.
Agent Advised: Customer that the issues he is having with the airbag light are not related to any recalls on his vehicle. Advised customer that he would have to go in for a diagnosis to determine the issue.
Directed customer to a new DLR LIA CHRYSLER JEEP DODGE RAM 26968 to go in for a diagnosis.
Survey Bypass No diagnosis.

Customer Assistance Inquiry Record (CAIR)# [redacted]

VIN	1J4GA5914	7L1[redacted]	**Open Date**	07/03/2015	**Built Date**	05/04/2007	
Model Year	2007	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY			
In Service Dt	07/21/2007	**Mileage**	118,783	**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	45148	JACKSONVILLE CHRYSLER JEEP DODGE			
Dealer Address	11101 NURSERY FIELDS DRIVE				
Dealer City	JACKSONVILLE	**Dealer State**	FL	**Dealer Zip**	32256

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

Product - Electrical - Radio/Spkrs/Clock/Antenna - Other - Default	Issue with Sirius.
Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	Seeking assistance.

Chat contact: 150703-000103
Hi, my name is Mathew with Jeep Customer Care, How may I help you today?
Mathew: Hello, how may I help you today?
[redacted]: gOOD MORNING
[redacted] sorry
you have helped me before with issues with my Jeep, so I thought I would give this a try
[redacted]y: I have a 207 Wrangler JK
[redacted] I bought it brand new at the dealership. About 3 months ago my Sirius radio started giving me a lot of trouble. I have called Sirius several times and they cannot fix it. They suggested I go to the dealership
Mathew: If you are experiencing issues with the radio and Sirius is not able to troubleshoot, it could be a problem with the system itself so I would suggest to bring it to one of our dealerships to have it looked at. To pull up the information on your vehicle, the last 8 digits of the VIN are 7[redacted]9 correct?
[redacted] The dealership wants 109.00 for a diagnostic. My concern here is this is a product that has been in my Jeep for 8 years that came already installed in my Jeep and not it is having serious issues. I should not have to pay for a problem that the satellite radio radio is having. Yes that is the last 8 of my Vin
Mathew: It is unfortunately John but anything with the electronics would have been under the basic warranty of 3 years or 36 thousand miles. I can look into this to see if there is anything I can do, so would you mind waiting for a few moments while I do so?
J[redacted] I am reaching out to Jeep for some help. You have helped me in the past with some issues that have come up over the years. Yes that would be fine
[redacted] side note. The other issues you have helped me with were a

spun bearing which was a complete shock to me and my vehicle was out of warranty by 30,000 miles. The other was a spring in my drivers side airbag. So, you do help after warranties are expired. Thank you.
[redacted] The airbag spring was really fun. The dealership would not listen to me after I spoke to a lady on here. She had to send them an e-mail explaining it all. It was like they though I was lying to them.
Mathew: Thank you for waiting [redacted] I did look into this to see if there was anything that we could do at this point but unfortunately due to the age and mileage on the vehicle, as I do see a recent oil change where the vehicle s mileage was 118783, we would not be able to assist. It is true that there are times where we can help but at this point, it is just too far out of any of our parameters to assist. I do apologize for that.
[redacted] hold on. It is the radio. Its not something that is mechanical.
[redacted] you covered a spun bearing at 58,000 miles but not a simple radio because of the mileage
Mathew: It is the time and the mileage sir; at this point, any warranty for the radio has expired by 5 years and almost 80 thousand miles. I do apologize but at this point and time, we are not able to assist with covering this issue. I do see where you spoke with one of our agents in April about the clock spring, and you do have an extended warranty for that, but in the case the agent did advise if it was anything other then the clock spring that was causing your air bag light to be on, you would have had to pay for that repair.
[redacted] oh, and the spring in my drivers side airbag was approved about 3 months ago. I am sure there is a note about it
Mathew: Because there was an extended warranty on that sir.
Mathew: At this point and time though, we are not able to cover issues with the vehicle as it is too far out of any warranty s. You can speak with our Mopar service protection group about purchasing an extended warranty for that vehicle, and their phone number is 1-800-442-2666.
[redacted] why do you have an attitude with me?
[redacted] I have not been rude to you
Mathew: I m sorry if you feel that way sir. I am just advising that at this point, we are not able to assist with this issue.
[redacted] so, you are suggesting that I spend over a thousand dollars on a warranty for something that will cost less than the clock spring.
[redacted] And yes I do feel that way. Read your first messages to me. You were not calling me sir in a condescending way. I am sure your supervisor would not appreciate your change in attitude with a customer
Mathew: All I can do for you at this point is document the concern in our system, but unfortunately we would not be able to assist with the cost of the repair for your radio.
J[redacted] I also feel that you have not been as helpful as the other two individuals were when I made contact the other two times. I would like to speak to a supervisor or a manager at this time. I understand your conclusion but I do not appreciate how your attitude changed simply because I questioned what you typed
Mathew: I can send this up to my supervisor but it is a one business day contact back for that. Could I have the best phone number for my supervisor to contact you back at?
[redacted] When I first made contact with this sit it was explained to me that help is available for problem through no fault of the owners even if the vehicle is out of warranty. That is what I was told the first time I called. So what you are saying about my mileage directly contradicts what this site is for
Mathew: It is a case by case basis if we can assist with something.
[redacted] so you just chose not to help me
Mathew: At this point in time though, the vehicle is just too far out of our parameters to assist.
Mathew: No sir, I looked through our system to see if there was anything we can do to help you this time, but unfortunately there is not.
[redacted] I will print this and read it back to them. I am sure they will be super happy with this conversation.
Mathew: I do apologize for that, and I am sorry that you feel that I am

not providing the same level of assistance that the other agents did.
Mathew: My supervisor will be able to see this chat sir.
[redacted] I know. I am printing it and reading it. You did not call me sir until I questioned your findings
Mathew: Is there anything else I can try to assist you with today Mr. [redacted]
[redacted] um, no
Mathew: Thank you for contacting Jeep Customer Care. Please chat with us again if you need further assistance. You can also look for updates on our website www.Jeep.com. Have a good day!
[redacted] disconnected (Concluded by Agent).
~
Customer is original owner.
Customer has 7 household vehicles, 7 original owned.
Customer does not have a repeat issue with the problem.
Customer does not have a history with the dealership.
Customer does not have a Mopar mechanical service contract.
Customer does not have a repeat/undiagnosed concern.
* * * * 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***	07/03/2015	***Built Date***	05/12/2008	
Model Year	2008	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4			
In Service Dt	09/05/2008	***Mileage***	50,000	***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	41400	THE DAVIS AUTO CENTER			
Dealer Address	2900 N MAIN ST				
Dealer City	LOGAN	***Dealer State***	UT	***Dealer Zip***	84341

Owner	[redacted]	***Contact Type***	TELEPHONE
Address	[redacted]	***Home Phone***	[redacted]
	LOGAN UT 8[redacted]	***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking M31 information.
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 he is having problems with the air bag light illuminating.
Customer states he has the vehicle at DLR 41400-HERITAGE CHRYSLER DODGE JEEP RAM (435-752-0050) for diagnosis and repair. Customer states he was advised the clockspring requires replacement. Customer states he was researching this concern online and came across recall M31 for this concern in righthand drive vehicles. Customer states he also came across a forum detailing many other complaints in similar vehicle make and MY types.
Briefly summarize what the customer is expecting: Customer seeking to find out if there is any way recall M31 could be extended to his vehicle. Agent advised Customer that recalls are VIN specific. Agent advised Customer that recall M31 does not apply to this vehicle. Agent advised Customer in the event a recall is launched in the future, a notification will be mailed to the address on file. Agent advised Customer in the event a notification is received for which Customer has paid out of pocket for a related repair, Customer may submit documentation of that repair to be considered for reimbursement.
Agent advised Customer of extended warranty X47. Customer states he is having problems with fuel spitback. Agent advised Customer to mention this concern to DLR.

Customer Complaint Report [redacted]

VIN	1C4AJWAG2CL[redacted]	***Model Year***	2012	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR	
Built Date	07/25/2011	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PFD	SAHARA TAN CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION					

Open Date	12/13/2011	***Mileage***	0	***Event***	004	1st Warranty Visit	
Dealer	43389	EARNHARDT CHRYSLER JEEP DODGE				***Dealer Zone***	71
Dealer Address	1301 NORTH ARIZONA AVENUE					***Dealer Phone(s)***	480 926-4000
City/State/ZIP	GILBERT, AZ, 85233					***Dealer Fax***	480 497-3915

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 06 (Detractor)

007 : Negative experience / problems with CURRENT vehicle

I have some problem with my vehicle. After our short trip, the air bag light is on. Then last week while it was raining, the check engine light is also on.

Q2 Please rate your satisfaction with your WRANGLER X 4X4 SPORT UTILITY 2-DOOR on a scale of 0 to 10.

Score: 03 (Detractor)

E31 : Check Engine Light Indicated Problem

I have some problem with my vehicle. After our short trip, the air bag light is on. Then last week while it was raining, the check engine light is also on. The same reason because even if it's broken for a new vehicle that's less than very diappointing.

Q3 Please rate your satisfaction with your experience at EARNHARDT CHRYSLER JEEP DODGE on a scale of 0 to 10.

Score: 10 (Promoter)

Q14 Do you want Chrysler to contact you?

003 : Non-Legal/Non-Dealer

NO

SURVEY COMPLETED 2011-12-14 20:42:47, CUSTOMER ID [redacted], RO[redacted]7, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report [redacted]

VIN	1C4AJWAG4CL[redacted]	***Model Year***	2012	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR	
Built Date	09/28/2011	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PX8	BLACK CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Open Date	11/09/2011	***Mileage***	0	***Event***	001	Vehicle sale	
Dealer	66894	WARNOCK DODGE CHRYSLER JEEP				***Dealer Zone***	32
Dealer Address	175 ROUTE 10			***Dealer Phone(s)***		973 515-0800	973 884-2100
City/State/ZIP	EAST HANOVER, NJ, 07936					***Dealer Fax***	973 428-4655

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your WRANGLER X 4X4 SPORT UTILITY 2-DOOR on a scale of 0 to 10.
Score: 08 (Neutral)

Q3 Please rate your satisfaction with your experience at WARNOCK DODGE CHRYSLER JEEP on a scale of 0 to 10.
Score: 05 (Detractor)
023 : Vehicle not fixed first visit
024 : Parts not in stock
I picked up my new Jeep 2 days ago and I had to bring it in for service the following day. There's a problem with the air bag indicator light. The light was on when I picked up the vehicle. The service dept. took it in the shop and said they cleared the error code and didn't find anything wrong. The light came back on as I drove the car home. I brought the car down yesterday and thankfully they looked at it right away and found what they think is the problem. The part needed is not in stock. They are expecting delivery today. It's frustrating not to be able to drive my new car and of course I'm concerned that this may be one of those electrical problems that will continue to be a nuisance.

Q4 1. Other C/D/J dealership shopped in person or online. 44259 - DOVER DODGE CHRYSLER JEEP, INC.
006 : Didn't follow up with me
008 : Did not have vehicle desired

Q14 Do you want Chrysler to contact you?
002 : Dealer
Question Not Asked

SURVEY COMPLETED 2011-11-10 07:41:06, CUSTOMER ID:0[redacted], CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report [redacted]

VIN	1C4BJWDG1C[redacted]	***Model Year***	2012	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY	
Built Date	01/26/2012	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PL4	CRUSH CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Open Date	05/01/2013	***Mileage***	0	***Event***	009	Second+ Warranty Event	
Dealer	43380	LANDERS CHRYSLER DODGE JEEP				***Dealer Zone***	63
Dealer Address	315 EAST GOODMAN RD					***Dealer Phone(s)***	662 349-3006
City/State/ZIP	SOUTHAVEN, MS, 38671-9521					***Dealer Fax***	662 349-0020

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your WRANGLER UNLIMITED X 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 08 (Neutral)

Q3 Please rate your satisfaction with your experience at LANDERS CHRYSLER DODGE JEEP on a scale of 0 to 10.
Score: 03 (Detractor)
023 : Vehicle not fixed first visit
024 : Parts not in stock
002 : Unfilled promises / commitments
Time: It took much longer (5 days) to get the Jeep repaired than I think necessary. The last time the same part was replaced in one day. Communication: I dropped the Jeep off on Wednesday did not hear from the dealer until I called Friday, they finally called Monday morning saying it be ready until later that afternoon. Quality of Repair: When I picked up the Jeep (for a heater core replacement) the air conditioning did not work, the rear speakers did not work, the airbag light is on and the tire pressure light is on. A button on the steering wheel was also replaced and the trim around it is loose. Obfuscation: This is the second replacement of the heater core. The service writer said the parts were bad. The receipt says that the heater core is "stopped up due to stop leak added at factory". I am very concerned that this will happen again after the parts are no longer under warranty and I don't know what is causing it.

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2013-05-05 11:35:10, CUSTOMER ID:7[redacted], RO[redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

VIN	1C4BJWDG6CL[redacted]	***Model Year***	2012	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY	
Built Date	12/10/2011	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Open Date	04/05/2013	***Mileage***	0	***Event***	009	Second+ Warranty Event	
Dealer	45471	LARRY H. MILLER CHRYSLER JEEP				***Dealer Zone***	74
Dealer Address	5212 FREEWAY PARK DR				***Dealer Phone(s)***	801 728-2100	
City/State/ZIP	RIVERDALE, UT, 84405-4063					***Dealer Fax***	

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 06 (Detractor)

001 : Price/cost

002 : Poor quality

007 : Negative experience / problems with CURRENT vehicle

Until jeep fixes there quality problem with there engines and fess up that they are only putting on a patch to fix them instead of replacing the bad machined engines that will fail in the future. I will not recomind them to purchase any of your 2012 models with the penistar motors, and until they stand behind there quality issues I will wait and see if the problem is fixed on there 2013 models. PS quit out sourcing your work and regain the quality that you used to have . The craftsman ship in the past was excellent dont let this bee a foreseen future to come.Also when a customer has a real issue dont sweep it under the rug for with todays blogs and world wide internet people can let the word out really fast about good or bad information abd that videos and pictures of poor craftsmanship can travel really fast.So inshort please fix the real problems in hand and dont fall pray to the short turm fixes and stand up to the quality of the past for which Jeep and your company was Known for.If your company would do this then I would stand behind your product if not there are several different companies that will.So I am sorry that this seems to be a rant but I pay good money for your product and I used to enjoy it but I am willing to give you one more chance before I quit or give up on all of your products.Please feel free to contact me.

Q2 Please rate your satisfaction with your WRANGLER UNLIMITED X 4X4 SPORT UTILITY on a scale of 0 to 10.

Score: 04 (Detractor)

F51 : Airbag/SRS Light-Broken/NW

E31 : Check Engine Light Indicated Problem

P20 : Perception of quality/dependability/reliability/trust/workmanship

Engine and quality problems. poor craftsmanship on machining of yuor motors and poor quilty on your parts. Example my driver airbeg brackets broke and became loose and would not stay in position. Most of my steering bolts and shock bolt keep becomimg loose and making the steering drift. The motor faulting out and enigine light keeps coming on. Plus the motor now sound horrialble it is noisy and squeels loose compression back fires and jolts. along with the loud rattle that it makes now when it is running and I only have 13000 miles on it. poor quilty problems. My 2009 jeep never sound like this or acted like this. I feel that it was a mistake to go with your new upgraded motor .

Q3 Please rate your satisfaction with your experience at LARRY H. MILLER CHRYSLER JEEP on a scale of 0 to 10.

Score: 10 (Promoter)

Q14 Do you want Chrysler to contact you?

Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2013-04-10 04:53:12, CUSTOMER ID[redacted] RO[redacted], CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

VIN	1C4BJWDG7CL[redacted]	***Model Year***	2012	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY	
Built Date	07/14/2011	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Open Date	01/15/2014	***Mileage***	0	***Event***	006	Year 3 Ownership	
Dealer	66999	ED VOYLES CHRYSLER JEEP DODGE				***Dealer Zone***	66
Dealer Address	789 COBB PKWY S					***Dealer Phone(s)***	770 429-1100
City/State/ZIP	MARIETTA, GA, 30060-9222					***Dealer Fax***	770 429-0848

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your WRANGLER UNLIMITED X 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 06 (Detractor)
200 : Suspension - Broken/Not Working
147 : Excessive Wind Noise (from around the vehicle)
050 : Airbag/SRS Light - Broken/Not Working
recently the airbag warning light came on in my wrangler. the dealership (Hayes in Lawrenceville) wanted $100 to run a diagnostic on it to see what the problem was. I took it to my local shop who did the diagnosis for $50 and found that the clock spring behind the steering wheel was faulty. the local shop also found that there is a recall on the clock spring and said that the dealership should fix it at no charge. but with further research, i found that the recall was for right hand drive models only, although there is a recall for left and right hand drive 2008 models. on many of the jeep blogs, i found that this is a consistent problem with the wranglers and there some upset jeep owners. this repair would normally fall under warranty repair, but since I have 60,000 miles on my jeep, the repair will cost me over $500.... again, I wouldn't mind it if this was something that fell under normal wear and tear.. but it isnt there is obviously a problem with the clock spring or another part associated with it... I am disappointed that jeep is only issuing the recall for RHD jeeps... only those used by postal drivers.... tells me that they don't care about there normal customers... and this is my third jeep product.

Q3 Please rate your satisfaction with your experience at ED VOYLES CHRYSLER JEEP DODGE on a scale of 0 to 10.
Score: 08 (Neutral)

Q8 Have you been back for service to ED VOYLES CHRYSLER JEEP DODGE in the last X months?
YES

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?
03 - Do Not Know
097 : Other

Q11 Approximately how long until your household will acquire its next vehicle?
003 : 3-4 yrs

Q12 Will this next vehicle replace your [MODEL YEAR] [MODEL]?
002 : No, will replace other vehicle in household

SURVEY COMPLETED 2014-01-16 06:32:50, CUSTOMER ID[redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	1C4BJWEG1C[redacted]	***Model Year***	2012	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY	
Built Date	12/22/2011	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION					

Open Date	06/18/2012	***Mileage***	0	***Event***	003	1st Service customer pay	
Dealer	45424	DENNIS DILLON CHRYSLER JEEP DO				***Dealer Zone***	71
Dealer Address	2701 CLEVELAND BLVD					***Dealer Phone(s)***	208 459-7405
City/State/ZIP	CALDWELL, ID, 83605-4442					***Dealer Fax***	

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 06 (Detractor)

011 : Poor service experience

007 : Negative experience / problems with CURRENT vehicle

I've had a Jeep Wrangler, which I love because I owned a CJ when I was growing up, so I've always wanted to have another Jeep brand removal top vehicle. But I've owned it for two and a half months. My airbag lights, over temperature lights... My air conditioner hasn't worked. I have four or five problems that haven't even been even into the shop yet because when I took it into the shop to get an oil change, they claimed they couldn't find anything wrong. They said the computer never reported any of them. I have a two and a half month old vehicle with 4,000 miles that today when I was driving an 85 degrees temperature, overheated, and has supposedly according to the dealership, nothing wrong with it. But a two and a half month old vehicle, brand new with 4,000 miles should not overheat, should not have air conditioning that stopped working when I stop driving because my air conditioner totally shuts off, and doesn't even respond when stationary. It only kicks out cold air when I'm moving. But in a 2012 brand new vehicle that I paid $36,000 for, I feel my air conditioner should work whether I'm sitting stand still for 15 minutes, whether I start my remote start or whether I'm moving at 60 MPH. I feel my air conditioner should work the whole time, and it doesn't in a 2012 Wrangler that I paid $36,000 for. If you want me to be frank in an honest service about why I would not recommend... I love the fact I can take my doors off, top off my vehicle. That's the only reason.

Q2 Please rate your satisfaction with your WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY on a scale of 0 to 10.

Score: 06 (Detractor)

X35 : Water Leaks Into Vehicle

Z13 : Any mention of dealership Service experience After SALE

H28 : Other AC

I love the Wrangler brand. I love the way it looks, being able to take my top off, and I understand that I'm going to have some reduce function ability verses, but when I pay $36,000... You guys prices for a new vehicle are very expensive. When a top leaks or the air conditioner doesn't work, they said it is a Jeep Wrangler. That's b******* when you're paying $36,000 for the vehicle. If you're going to pay that much for a brand new vehicle you guys better fix some of the stuff. Right now you guys haven't done that, so I'm pretty unhappy with actually the Jeep brand. I love driving the Jeep. I love waving at people because I had a CJ7. I grew up loving Jeeps, loving driving around with my top off. But as a 35 year old guy buying a $36,000 vehicle that... was going to give me that. I thought I was going to be able to have the in between the Jeep that I paid a lot of money for, and could bring me back to my childhood, but yet I could still live with, and I've got all these problems. I'm only two and half months in. I tend to wonder what's going to happen two and half years out, and are you guys really going to back it up because I already had it in for one oil change. They said, 'we couldn't find anything wrong with it'. I've had a Jeep Wrangler, which I love because I owned a CJ when I was growing up, so I've always wanted to have another Jeep brand removal top vehicle. But I've owned it for two and a half months. My airbag lights, over temperature lights... My air conditioner hasn't worked. I have four or five problems that haven't even been even into the shop yet because when I took it into the shop to get an oil change, they claimed they couldn't find anything wrong. They said the computer never reported any of them. I have a two and a half month old vehicle with 4,000 miles that today when I was driving an 85 degrees temperature, overheated, and has supposedly according to the dealership, nothing wrong with it. But a two and a half month old vehicle, brand new with 4,000 miles should not overheat, should not have air conditioning that stopped working when I stop driving because my air conditioner totally shuts off, and doesn't even respond when stationary. It only kicks out cold air when I'm moving. But in a 2012 brand new vehicle that I paid $36,000 for, I feel my air conditioner should work whether I'm sitting stand

Q3 Please rate your satisfaction with your experience at DENNIS DILLON CHRYSLER JEEP DO on a scale of 0 to 10.

Score: 06 (Detractor)

023 : Vehicle not fixed first visit

027 : Length of time to complete service

018 : Didn’t explain repairs and/or charges clearly

They wouldn't rotate my tires that I wanted. I took it in there with under 4,000 miles, and I wanted all five tires rotated from the spare to the back, all the way around. They told me they couldn't do that. That the fifth tire on the back, the spare tire on the back of a Wrangler couldn't be rotated through the regular tire rotation, which I know is b******. I asked why they didn't rotate it, and they said that it could not be rotated at all. It would throw off the 4WD system. If it's not in 4WD you can throw it through the front tire, let it wear down. They said, they couldn't. So now I'm going ot end up with a spare tire that can easier never go on the vehicle or I haven to replace when the other tires are worn down. They start to say things like they know everything, and they don't necessarily know everything. It was cheap because I bought the vehicle there, so I got a discounted price. I only paid $20 for an oil change and things like that. It took over an hour to do the job. They didn't rotate the tires like I wanted to, and then they gave me some b****** answer when I actually did. I love the Wrangler brand. I love the way it looks, being able to take my top off, and I understand that I'm going to have some reduce function ability verses, but when I pay $36,000... You guys prices for a new vehicle are very expensive. When a top leaks or the air conditioner doesn't work, they said it is a Jeep Wrangler. That's b******* when you're paying $36,000 for the vehicle. If you're going to pay that much for a brand new vehicle you guys better fix some of the stuff. Right now you guys haven't done that, so I'm pretty unhappy with actually the Jeep brand. I love driving the Jeep. I love waving at people because I had a CJ7. I grew up loving

Jeeps, loving driving around with my top off. But as a 35 year old guy buying a $36,000 vehicle that... was going to give me that. I thought I was going to be able to have the in between the Jeep that I paid a lot of money for, and could bring me back to my childhood, but yet I could still live with, and I've got all these problems. I'm only two and half months in. I tend to wonder what's going to happen two and half years out, and are you guys really going to back it up because I already had it in for one oil change. They said, 'we couldn't find anything wrong with it'. I've had a Jeep W

Q14 Do you want Chrysler to contact you?

002 : Dealer

YES

SURVEY COMPLETED 2012-06-21 21:22:46, CUSTOMER ID[redacted]1, RO[redacted]7, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	1C4BJWEG3CL[redacted]5	***Model Year***	2012	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY	
Built Date	06/28/2012	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION					

Open Date	08/17/2012	***Mileage***	0	***Event***	001	Vehicle sale	
Dealer	65673	KIMBERLY CAR CITY				***Dealer Zone***	51
Dealer Address	625 W KIMBERLY RD					***Dealer Phone(s)***	563 391-8300
City/State/ZIP	DAVENPORT, IA, 52806-5705					***Dealer Fax***	

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 00 (Detractor)

011 : Poor service experience

007 : Negative experience / problems with CURRENT vehicle

Things aren't getting done. We've had the airbag light on. We've been in there going on the fourth time and they still don't have parts yet. The time we've owned the vehicle, I think less than 50% we've had it at our residency and that's only been a few weeks, so it's not going so great.

Q2 Please rate your satisfaction with your WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY on a scale of 0 to 10.

Score: 00 (Detractor)

F51 : Airbag/SRS Light-Broken/NW

Z13 : Any mention of dealership Service experience After SALE

Things aren't getting done. We've had the airbag light on. We've been in there going on the fourth time and they still don't have parts yet. The time we've owned the vehicle, I think less than 50% we've had it at our residency and that's only been a few weeks, so it's not going so great. It's just not going so great. Because of the problems. If there's any way that you or anybody that's checking up on this could get our Jeep fixed, we'd be very appreciative. It's got problems.

Q3 Please rate your satisfaction with your experience at KIMBERLY CAR CITY on a scale of 0 to 10.

Score: 00 (Detractor)

023 : Vehicle not fixed first visit

024 : Parts not in stock

Things aren't getting done. We've had the airbag light on. We've been in there going on the fourth time and they still don't have parts yet. The time we've owned the vehicle, I think less than 50% we've had it at our residency and that's only been a few weeks, so it's not going so great. It's just not going so great. Because of the problems. If there's any way that you or anybody that's checking up on this could get our Jeep fixed, we'd be very appreciative. It's got problems. I'm sorry about being negative, but I paid over $40,000 for a vehicle and I can't even drive it, so...not doing so well. It's just what I'm experiencing right now.

Q4 1. Other C/D/J dealership shopped in person or online. 99999

001 : Price too high

Q14 Do you want Chrysler to contact you?

002 : Dealer

YES

SURVEY COMPLETED 2012-08-27 16:14:39, CUSTOMER [redacted]7, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	1C4BJWEG8CL[redacted]	***Model Year***	2012	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY	
Built Date	03/01/2012	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PX8	BLACK CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Open Date	09/26/2013	***Mileage***	0	***Event***	008	Second+ Customer Pay Event	
Dealer	68738	CARL GREGORY CHRYSLER JEEP DOD				***Dealer Zone***	66
Dealer Address	3700 BRISTOL HWY					***Dealer Phone(s)***	423 282-3011
City/State/ZIP	JOHNSON CITY, TN, 37601-1376					***Dealer Fax***	423 283-8659

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 00 (Detractor)
002 : Poor quality
003 : Concerns about reliability / dependability
007 : Negative experience / problems with CURRENT vehicle
Not impressed with dependability. Too many small, aggravating problems.

Q2 Please rate your satisfaction with your WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 08 (Neutral)

Q3 Please rate your satisfaction with your experience at CARL GREGORY CHRYSLER JEEP DOD on a scale of 0 to 10.
Score: 00 (Detractor)
002 : Unfilled promises / commitments
005 : Lack of communication
006 : Consideration of time
Worst service experience I have ever had. Terrible lack of communication. Service staff appeared to be incompetent and did not communicate at all. Kept the Jeep a week and created more problems than it had when we took it in for service. Had to replace radiator and heater core because heater didn't work. Didn't explain why that had to be done, what the problem was or anything...just said that had been an issue. Radio stopped working....said first day it was just wiring problem and that they fixed it. Second day it quit working so they had to replace radio. Forgot to plug satellite antenna back in. Said that it alll was working but obviously they didn't check this. We were told that SRS light came on after they changed radio and that they needed to order ORC? sensor but it would take 4=5 days to get it. Said they couldn't provide rental anymore because it wasn't a safety issue; Jeep was driveable. So I picked it up pulled out onto highway and hood wasn't latched. Sestbelt light and airbag lights both on. If I got hit in front would airbag have worked??? Pulled over latched hood and drove home with the seatbelt alarm dinging the whole way.....sorry that isn't a safety issue just aggravating the service advisor told me. Discovered on way home that satellite radio wouldn't work. Discovered after got home that brake lights and signal lights not working either. Not a safety issue???? Really? Incompetence abounds in the service advisors at this dealership. Absolutely unbelieveable that they weren't concerned in the least. Finally after 7 days got the Jeep fixed because we called and complained to the service manager. Communication to us was non-existent. If i wanted to know anything i had to call and ask...no one bothered to call and update us. I was allowed to drive off the lot with a vehicle that was severely malfunctioning and on top of it all the hood wasn't latched. I lost any trust I may have had for this service department. An absolutely horrible and dangerous service experience.

Q14 Do you want Chrysler to contact you?
Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2013-09-30 19:21:36, CUSTOMER ID[redacted], RO[redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	1C4BJWKG9CL23[redacted]	***Model Year***	2012	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR	
Built Date	03/15/2012	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION					

Open Date	06/21/2012	***Mileage***	0	***Event***	001	Vehicle sale	
Dealer	44912	LAKE KEOWEE CHRY-DODGE LLC				***Dealer Zone***	66
Dealer Address	10815 CLEMSON BLVD					***Dealer Phone(s)***	864 888-1200
City/State/ZIP	SENECA, SC, 29678					***Dealer Fax***	864 888-1204

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 01 (Detractor)
011 : Poor service experience
007 : Negative experience / problems with CURRENT vehicle
We have a problem with air bag system. The air bag light came on when out odometer reached 131 miles. The jeep has been returned (3) three times in the first week of ownership and is not repaired as I type now. The jury is still out.

Q2 Please rate your satisfaction with your WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR on a scale of 0 to 10.
Score: 04 (Detractor)
P17 : Numerous non-specific problems / already have problems
Brand new vehicle with problems in the first three days of ownership. Warning Flag of future problems?? We will see.

Q3 Please rate your satisfaction with your experience at LAKE KEOWEE CHRY-DODGE LLC on a scale of 0 to 10.
Score: 03 (Detractor)
023 : Vehicle not fixed first visit
They are trying to fix the problem. We will see how it works out. The ball is in their court.

Q4 1. Other C/D/J dealership shopped in person or online. 60262 - STATELINE CHRYSLER JEEP DODGE,
008 : Did not have vehicle desired

Q4 2. Other C/D/J dealership shopped in person or online. 43084 - BIG O DODGE CHRYSLER JEEP
008 : Did not have vehicle desired

Q4 3. Other C/D/J dealership shopped in person or online. 44719 - MCKINNEY DODGE-CHRY-JEEP INC
008 : Did not have vehicle desired

Q14 Do you want Chrysler to contact you?
002 : Dealer
Question Not Asked

SURVEY COMPLETED 2012-06-24 15:30:47, CUSTOMER ID:0[redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	1C4HJWEG7C[redacted]	***Model Year***	2012	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY	
Built Date	01/10/2012	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PX8	BLACK CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION					

Open Date	10/17/2012	***Mileage***	0	***Event***	004 1st Warranty Visit
Dealer	45021	GEORGETOWN CHRYSLER JEEP DODGE		***Dealer Zone***	32
Dealer Address	300 WESTPORT AVE			***Dealer Phone(s)***	203 846-1399
City/State/ZIP	NORWALK, CT, 06851-4313			***Dealer Fax***	203 840-8817

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 07 (Neutral)

Q2 Please rate your satisfaction with your WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 05 (Detractor)
R10 : Any mention by customer of a recall
F51 : Airbag/SRS Light-Broken/NW
I was a little disappointed with that. Everything else is fine on the car, it's just the recall situation. Our Cherokee yes. Our Wrangler... because we've had an issue with our airbag light. It's been recalled on that, and we've taken it back a few times and it's still not fixed. So I have to take it back again after just spending two hours there last Friday. So I'm scheduled to go back again. We bought it brand new and it keeps going on, this light, so I don't know. We like it other than that, but just the recall part. Love the Grand Cherokee. We have the 2011. I love the car, it's a great car. They did a great job on it. We have actually. We like it.

Q3 Please rate your satisfaction with your experience at GEORGETOWN CHRYSLER JEEP DODGE on a scale of 0 to 10.
Score: 08 (Neutral)

Q14 Do you want Chrysler to contact you?
003 : Non-Legal/Non-Dealer
Question Not Asked

SURVEY COMPLETED 2012-10-17 17:01:28, CUSTOMER ID:7[redacted]5, RO:0[redacted], CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	1C4HJWEG7CL[redacted]	***Model Year***	2012	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY	
Built Date	01/10/2012	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PX8	BLACK CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION					

Open Date	07/02/2013	***Mileage***	0	***Event***	008	Second+ Customer Pay Event	
Dealer	45021	GEORGETOWN CHRYSLER JEEP DODGE				***Dealer Zone***	32
Dealer Address	300 WESTPORT AVE					***Dealer Phone(s)***	203 846-1399
City/State/ZIP	NORWALK, CT, 06851-4313					***Dealer Fax***	203 840-8817

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 09 (Promoter)

Q2 Please rate your satisfaction with your WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 05 (Detractor)
F51 : Airbag/SRS Light-Broken/NW
992 : Safety/Legal
993 : Informational
I have had an ongoing issue with the airbag light coming on/not working and Jeep has attempted to fix it numerous times. I am waiting for a second wiring harness to be installed to try and rectify the issue. Not only is this a terrible inconvenience/loss of work time, it is a safety concern! It must be rectified this time or I will take this matter further with Jeep. I currently own two Jeeps, but this is pushing my loyalty. Should a senior executive read this, please feel free to contact me directly.

Q3 Please rate your satisfaction with your experience at GEORGETOWN CHRYSLER JEEP DODGE on a scale of 0 to 10.
Score: 05 (Detractor)
999 : No comment
Please see previous explanation.

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2013-07-03 07:33:10, CUSTOMER ID[redacted], RO:0[redacted], CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint [redacted] eport [redacted]

VIN	1J4AA2D10A[redacted]	***Model Year***	2010	***Body***	JKJL72	JEEP WRANGLER SPORT 4X4	
Built Date	07/27/2010	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Open Date	10/29/2010	***Mileage***	0	***Event***	003	1st Service customer pay	
Dealer	67002	SIEMANS CHRYSLER PRODUCTS				***Dealer Zone***	42
Dealer Address	8961 RED ARROW HIGHWAY					***Dealer Phone(s)***	269 465-5344
City/State/ZIP	BRIDGMAN, MI, 49106-9524					***Dealer Fax***	

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 05 (Detractor)
007 : Negative experience / problems with CURRENT vehicle
Verhicle performance.

Q2 Please rate your satisfaction with your WRANGLER SPORT 4X4 on a scale of 0 to 10.
Score: 07 (Neutral)

Q3 Please rate your satisfaction with your experience at SIEMANS CHRYSLER PRODUCTS on a scale of 0 to 10.
Score: 04 (Detractor)
001 : Negative/rude treatment by staff
024 : Parts not in stock
005 : Lack of communication
I thought the service personnel, the guy that I particularly dealt with was kind of rude and they didn't even call me to let me know that it was a warranty issue, the air bags aren't functioning and the air bag light was going on. I took it in and they actually started my ticket and asked me to please wait and they took somebody else and it was just not a very professionally handled situation and they didn't even call me to let me know anything. I dropped it off in the morning and I don't hear anything. The next day I have to call them and said what is going on with my vehicle? and they said well it needs a part, it could take a week, it could take a day, we don't know. I am like well ok I am going t pick it up anyway, I need it and I can still drive it. They made me sign something that said that I understood that the air bags probably wouldn't be working. I said that's OK, whatever. It's been doing that since I bough it in August. Just the whole thing. They did call me and said... It actually only took three days for the parts to come in, then they called me and said the parts are in. I took it in and it didn't seem to be a problem, it was just take it in, they put the new part in and it seemed to be fine, however I haven't driven it since. My husband has been drving it and he said that something is wrong, he said they must not have hooked up a vacuum hose right because it's not running quite right. I have to call and take it back again.

Q14 Do you want Chrysler to contact you?
002 : Dealer
NO

SURVEY COMPLETED 2010-10-29 17:44:20, CUSTOMER ID[redacted], RO[redacted]5, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, WISHES NO FURTHER CONTACT, LANGUAGE:00

Customer Complaint Report [redacted]

VIN	1J4AA2D10BL[redacted]	***Model Year***	2011	***Body***	JKJL72	JEEP WRANGLER SPORT 4X4 SPORT UTILITY 2-DOOR	
Built Date	02/15/2011	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Open Date	08/12/2011	***Mileage***	0	***Event***	004	1st Warranty Visit	
Dealer	60394	DUPAGE DODGE CHRYSLER JEEP, IN				***Dealer Zone***	51
Dealer Address	800 E ROOSEVELT RD					***Dealer Phone(s)***	630 653-4060
City/State/ZIP	WHEATON, IL, 60187-5649					***Dealer Fax***	630 653-1351

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your WRANGLER SPORT 4X4 SPORT UTILITY 2-DOOR on a scale of 0 to 10.
Score: 05 (Detractor)
F51 : Airbag/SRS Light-Broken/NW
P17 : Numerous non-specific problems / already have problems
It's already having problems, and I only got 2000 miles on it. The airbag light is on. Now a part needs to be ordered and replaced or something. I don't know, but it shouldn't be happening after 2000 miles.

Q3 Please rate your satisfaction with your experience at DUPAGE DODGE CHRYSLER JEEP, IN on a scale of 0 to 10.
Score: 10 (Promoter)

Q14 Do you want Chrysler to contact you?
003 : Non-Legal/Non-Dealer
NO

SURVEY COMPLETED 2011-08-12 19:54:35, CUSTOMER ID[redacted]1, RO:0[redacted] CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

VIN	1J4AA2D11E[redacted]	***Model Year***	2011	***Body***	JKJL72	JEEP WRANGLER SPORT 4X4 SPORT UTILITY 2-DOOR	
Built Date	04/08/2011	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Open Date	12/02/2013	***Mileage***	0	***Event***	009	Second+ Warranty Event	
Dealer	60268	ENUMCLAW CHRYSLER JEEP DODGE				***Dealer Zone***	71
Dealer Address	726 ROOSEVELT AVE					***Dealer Phone(s)***	360 802-0200
City/State/ZIP	ENUMCLAW, WA, 98022-2925					***Dealer Fax***	360 802-0400

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 00 (Detractor)

023 : Alternate transportation

007 : Negative experience / problems with CURRENT vehicle

021 : Poor purchase/service experience

I currently own a Liberty, a Wrangler and a Grand Cherokee. I love my vehicles but have had nothing but grief when working with service departments at Jeep dealerships. Each time I call to make a service appointment I am given conflicting information as to the availability of a loaner vehicle. I have purchased extended protection plans and was assured that I would never be without transportation while my vehicles are in for service. I have to fight that point each and everytime and I have experienced the same thing at more than one dealership.

Q2 Please rate your satisfaction with your WRANGLER SPORT 4X4 SPORT UTILITY 2-DOOR on a scale of 0 to 10.

Score: 05 (Detractor)

148 : Water Leaks into Vehicle

027 : Check Engine Light Indicated Problem

I have experienced problems with water leaks since it was purchased. It has been in for repairs that took weeks and the leaks came back. This most recent service was for water leaks again. The vehicle has also had an engine light problem when I called for service I was advised no appointments were available for 5-7 days and told not to drive the vehicle in the interim. I live in a rural area and not driving is not an option. I purchased Jeep vehicles because of my lifestyle.

Q3 Please rate your satisfaction with your experience at ENUMCLAW CHRYSLER JEEP DODGE on a scale of 0 to 10.

Score: 02 (Detractor)

When I picked up the vehicle I didn't make it off the dealer lot and had to return because the airbag and seatbelt warning lights were continuously on.

Q14 Do you want Chrysler to contact you?

Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2013-12-05 12:02:56, CUSTOMER ID[redacted] RO[redacted]5, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	1J4AA2D12BL50[redacted]	***Model Year***	2011	***Body***	JKJL72	JEEP WRANGLER SPORT 4X4 SPORT UTILITY 2-DOOR	
Built Date	08/26/2010	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Open Date	08/31/2011	***Mileage***	0	***Event***	004	1st Warranty Visit	
Dealer	68264	FEENY CHRYSLER JEEP DODGE, INC				***Dealer Zone***	51
Dealer Address	1010 EAST CHICAGO STREET				***Dealer Phone(s)***	847 697-0925	847 697-0900
City/State/ZIP	ELGIN, IL, 60120-6823					***Dealer Fax***	

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your WRANGLER SPORT 4X4 SPORT UTILITY 2-DOOR on a scale of 0 to 10.
Score: 05 (Detractor)
P17 : Numerous non-specific problems / already have problems
Because I have had to have it serviced twice before I even made the first payment.

Q3 Please rate your satisfaction with your experience at FEENY CHRYSLER JEEP DODGE, INC on a scale of 0 to 10.
Score: 04 (Detractor)
027 : Length of time to complete service
017 : Quality of service work performed
Because they sold me a car that broke down within the first month of owning it. I took it in for service on the headlights, interior light and airbag light-the day after picking it up from the shop the airbag light came on again. Now the service department is driving it around (adding miles to it) waiting for it to "fault" so they can figure out what the problem is.

Q14 Do you want Chrysler to contact you?
002 : Dealer
Question Not Asked

SURVEY COMPLETED 2011-09-01 09:18:52, CUSTOMER ID:71[redacted], RO [redacted], CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	1J4AA5D14BL5[redacted]	***Model Year***	2011	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR	
Built Date	12/10/2010	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PGN	NATURAL GREEN PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Open Date	08/31/2012	***Mileage***	0	***Event***	009	Second+ Warranty Event	
Dealer	45189	DCH CHRYSLER JEEP DODGE OF				***Dealer Zone***	71
Dealer Address	26845 YNEZ RD					***Dealer Phone(s)***	951 676-0010
City/State/ZIP	TEMECULA, CA, 92591-4695					***Dealer Fax***	909 676-3466

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 99 (Refused/Left Blank)

Q2 Please rate your satisfaction with your WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR on a scale of 0 to 10.
Score: 09 (Promoter)

Q3 Please rate your satisfaction with your experience at DCH CHRYSLER JEEP DODGE OF on a scale of 0 to 10.
Score: 05 (Detractor)
004 : Hard to deal with
995 : Will never buy there again
017 : Quality of service work performed
The first service I came in for a tire rotation and oil change. I brought my own specialty oil. While the tires were being rotated and the car inspected suposedly underneath I ask them to look at a dented spring retainer. The service man said there would be a $50.00 charge to do so to tell me if it was serious. On billing they charged Me for oil and I had to remind them I supplied the oil which was a delay. Two weeks ago I had the tires rotated again and the oil changed with my oil again. The air bag light was falty and needed to be fixed. They claim they did an inspection of the drive line but again no comment on the damaged spring hanger. This is not logical behavior or customer service. The air bag circuitry was fixed with a new module. And again they charged for oil which I had to wait to get the bill changed. The detail with which your employes work is suspect. So in general I am not happy. When my warentea runs out I will probably not return to your dealer ship. The spring hanger damage will never be addressed by you folks because I will not pay the $50 or $60.00 to have it looked at. When I purchased my 2011 wrangler Sahara with cash I gave your dealer ship the opportunity to meat the price I was going to pay for it at another dealer. I was scoffed and told the discount was impossible. Well I did purchase it for what I offered your dealer ship. A little history here for you to ponder. Best regards, Ron Grace

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2012-09-07 12:42:48, CUSTOMER ID:7[redacted], RO:0[redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report [redacted]

VIN	1J4AA5D17B[redacted]	***Model Year***	2011	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR	
Built Date	10/22/2010	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PGN	NATURAL GREEN PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Open Date	12/06/2011	***Mileage***	0	***Event***	004	1st Warranty Visit	
Dealer	26016	JIM RIEHL'S FRIENDLY CHRY JEEP				***Dealer Zone***	42
Dealer Address	32899 VAN DYKE AVENUE					***Dealer Phone(s)***	586 979-8700
City/State/ZIP	WARREN, MI, 48093-1091					***Dealer Fax***	586 979-9041

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 05 (Detractor)

004 : Poor MPG / fuel economy / gas mileage

007 : Negative experience / problems with CURRENT vehicle

Actually I guess I'm thinking in particular of the car that I have. It's a gas when you're up north driving around and got the top down and all that kind of jazz. For in the city driving, the gas mileage is an abomination. It's a real active driving experience. You're not drinking a cup of coffee and driving that Jeep. It's not as supser comfortable car to drive just in the city. I have the Wrangler, so it's a little bit different from some of the spiffier cars.

Q2 Please rate your satisfaction with your WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR on a scale of 0 to 10.

Score: 05 (Detractor)

D32 : Vehicle Vibrates Excessively-While Driving

E32 : Mileage/gas mileage/miles per gallon (MPG)/fuel efficiency/excessive fuel consumption

X35 : Water Leaks Into Vehicle

Actually I guess I'm thinking in particular of the car that I have. It's a gas when you're up north driving around and got the top down and all that kind of jazz. For in the city driving, the gas mileage is an abomination. It's a real active driving experience. You're not drinking a cup of coffee and driving that Jeep. It's not as supser comfortable car to drive just in the city. I have the Wrangler, so it's a little bit different from some of the spiffier cars. The reason I took it in is it leaks like a sieve when it's raining. It's not anything wrong with the vehicle. It doesn't suit 80 percent of my lifestyle driving.

Q3 Please rate your satisfaction with your experience at JIM RIEHL'S FRIENDLY CHRY JEEP on a scale of 0 to 10.

Score: 01 (Detractor)

001 : Negative/rude treatment by staff

004 : Hard to deal with

021 : No alternate transportation

My airbag light came on. That was last summer. I looked it up in the service manual. It explained that if that light came on that indicated a serious problem with the airbag. It wasn't working. I have two teenage boys that drive my car too, top down and all that kind of jazz, and I was really concerned that I had no airbag. I was going up north for a week long family vacation. I called the dealership because I wanted it to get looked at right away. The person that I spoke with said I could take my chances getting it in, but they would not offer a rental car. No matter how I explained it I could not be without a car, but at the same time it seemed like a serious safety issue with respect to the repair of the car. I wasn't able to bring it in. I wasn't able to make any arrangements to not have a car. I couldn't be without a car. It kept coming up that we needed to get the car in to the shop to get it fixed. Then it started leaking all over the place. I was pulling my hair out because I was sitting in a wet car that had warning lights all over it. My husband said, 'You're just going to have to get it in there, and get a rental, and be done with it.' I said, yes but they won't give me a car without charging me for it when all of this repair work would be under warranty. He said, 'Well that can't be. Of course they'll give you a car.' I said, they already told me they wouldn't. He went in there being the man and talked to this guy. He got the loaner car, which just irritated the h*** out of me to begin with. Then when I went in there to discuss with the guy the problems I was having with the car, he made it seem like he was really doing me a big old favor giving me the loaner car. He told me that I would be without a car for five days. Turns out it was only two, which was fine. It seemed like initially he was challenging me about the problems I was having with the leaks and stuff like that. Then he's like, 'We've been having a lot of that problem with the Wranglers. I'm like, well thank you. While I was standing in line waiting to speak with him there was another guy who was ahead of me. He didn't want to pay. There was some warranty issue with his car. That service guy said, 'That's going to be a $40 just to look at it.' The customer was frustrated and said, 'Why do I have to pay $40 for you to examine a problem that should

Q14 Do you want Chrysler to contact you?

002 : Dealer

NO

SURVEY COMPLETED 2011-12-10 10:35:30, CUSTOMER ID[redacted], RO[redacted] CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

VIN	1J4BA3H13AL1[redacted]	***Model Year***	2010	***Body***	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4	
Built Date	12/01/2009	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PAV	DK. CHARCOAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Open Date	02/09/2010	***Mileage***	0	***Event***	001	Vehicle sale	
Dealer	26427	DELLEN DODGE-CHRYSLER-JEEP				***Dealer Zone***	42
Dealer Address	2640 WEST MAIN STREET					***Dealer Phone(s)***	317 462-9982
City/State/ZIP	GREENFIELD, IN, 46140					***Dealer Fax***	317 467-8147

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 08 (Neutral)

Q2 Please rate your satisfaction with your WRANGLER UNLIMITED SPORT 4X4 on a scale of 0 to 10.

Score: 05 (Detractor)

F51 : Airbag/SRS Light-Broken/NW

Z13 : Any mention of dealership Service experience After SALE

I've got a couple of questions about it. I was told that there was a $750 rebate, I did not see that on the paperwork and I kind of missed that the first day we were going through the paperwork. I called the dealership last night to find out if in fact we got it. The air bag light is on while we are driving. In the manual it says to get it back to a dealership for service as soon as possible. We just picked it up Saturday and the light is already on. My wife is going to be off tomorrow and she is going to check with them and find out what we are going to do. It's kind of unusual that I had it for three days and I already have to take it back and get it checked out.

Q3 Please rate your satisfaction with your experience at DELLEN DODGE-CHRYSLER-JEEP on a scale of 0 to 10.

Score: 08 (Neutral)

Q4 1. Other C/D/J dealership shopped in person or online. 26252 - KAHLO CHRYSLER JEEP DODGE, INC.

008 : Did not have vehicle desired

SURVEY COMPLETED 2010-02-09 16:10:20, CUSTOMER ID[redacted], CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE

Customer Complaint Report [redacted]

VIN	1J4BA3H1XAL[redacted]	***Model Year***	2010	***Body***	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4	
Built Date	01/22/2010	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PAV	DK. CHARCOAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Open Date	07/14/2014	***Mileage***	0	***Event***	008	Second+ Customer Pay Event	
Dealer	67937	ULTIMATE AUTO GROUP INC				***Dealer Zone***	63
Dealer Address	HIGHWAY 62 SOUTHWEST					***Dealer Phone(s)***	870 425-6996
City/State/ZIP	MOUNTAIN HOME, AR, 72653					***Dealer Fax***	970 425-9151

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 00 (Detractor)

002 : Poor quality

007 : Negative experience / problems with CURRENT vehicle

042 : FFV: not repaired

I bought the Jeep brand new. I have had nothing but problems with the vehicle since I bought it. For 4 years now (since he had about 1,000 miles on it), I have been fighting the electronic throttle control light and airbag light. Several times I've had it in for service for these problems, and they are still a problem...not fixed!

Q2 Please rate your satisfaction with your WRANGLER UNLIMITED SPORT 4X4 on a scale of 0 to 10.

Score: 02 (Detractor)

The only thing I like about it, is it's looks. Mechanically, it's crap!

Q3 Please rate your satisfaction with your experience at ULTIMATE AUTO GROUP INC on a scale of 0 to 10.

Score: 05 (Detractor)

023 : Vehicle not fixed first visit

994 : I'm satisfied

They were very nice people, but they were not able to fix the problem, even though the ETC light was on when we took it in. NO ONE has been able to fix the problem. Not Bryden Motors in Beloit, WI or Ultimate Jeep in Mountain Home, AR.

Q14 Do you want Chrysler to contact you?

Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2014-07-16 15:26:25, CUSTOMER ID[redacted], RO[redacted]CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report [redacted]

VIN	1J4BA5H11BL[redacted]	***Model Year***	2011	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY	
Built Date	10/12/2010	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PFD	SAHARA TAN CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Open Date	09/10/2013	***Mileage***	0	***Event***	009	Second+ Warranty Event	
Dealer	44463	FALLS CHRYSLER JEEP DODGE				***Dealer Zone***	42
Dealer Address	4100 STATE RD					***Dealer Phone(s)***	330 929-3066
City/State/ZIP	CUYAHOGA FALLS, OH, 44223					***Dealer Fax***	330 923-3294

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 09 (Promoter)

Q2 Please rate your satisfaction with your WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 09 (Promoter)

Q3 Please rate your satisfaction with your experience at FALLS CHRYSLER JEEP DODGE on a scale of 0 to 10.
Score: 00 (Detractor)
023 : Vehicle not fixed first visit
012 : Vehicle wasn't prepped well
024 : Parts not in stock
i first scheduled an appointment for july 19 to have the drivers seatbelt looked at because it was not retracting and getting caught in the door when closing. they said because it was getting twisted so they order a new seatbelt. i then called back early august and i was told that it had come in. i scheduled an appointment and dropped off my vehicle all day. i had also asked to have the front passenger door lock looked at as well. it had stopped working with the door lock and unlock button or the key fab. when i went back up to pick it up the seatbelt was not repiared or was the door lock. i was told they had to order a new lock mechanism and the seatbelt was not actually in as i was told. once again i have to go back. lost time out of my day and making arrangement to be picked up and dropped off. i was also told that it usually takes a couple of weeks for a seatbelt to come in from an order. i waited and i decided to call in late august early september since i had not heard anything. when i called i was told that the parts just came in that day. i once again scheduled an appointment and took time to arrange transportation. after the work was now completed i picked up the jeep and as i was driving down the road the airbag sensor came on. i looked in the manual that advised to call the service center immediately. i was told the service rep Russ that handles my account had gone for the day. dont worry about the light. not a big deal you have a seatbelt on. he said that Russ could call me in the morning or i could call back. i elllected to call backin the morning. once again i had to make an appointment for a week later and once again take time out of my time to take the jeep back to the dealership. i had also noticed that the service tech had left greasy prints on the paint on both front doors. after this last appointment the airbag light was turned off as i sat and waited for about 10-15 minutes. when i had purchased the jeep along with the other two that i have purchased from this dealership i was told that i could have the vehicle washed anytime just bring it in and find the salesman i worked with and it would be washed. i find it a bit absurd that i bring in a vehicle for service to a location that has a wash bay and they dont even clean the vehicle when it is there. i need to go find the salesma

Q14 Do you want Chrysler to contact you?
Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2013-09-11 16:03:26, CUSTOMER ID [redacted], RO [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	1J4BA6D16E[redacted]	***Model Year***	2011	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR	
Built Date	02/11/2011	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Open Date	07/24/2012	***Mileage***	0	***Event***	008	Second+ Customer Pay Event	
Dealer	68433	JAMES HODGE MOTORS INC				***Dealer Zone***	63
Dealer Address	5100 SE LOOP 286					***Dealer Phone(s)***	903 785-8447
City/State/ZIP	PARIS, TX, 75460-6553					***Dealer Fax***	

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR on a scale of 0 to 10.
Score: 09 (Promoter)
200 : Suspension - Broken/Not Working
050 : Airbag/SRS Light - Broken/Not Working

Q3 Please rate your satisfaction with your experience at JAMES HODGE MOTORS INC on a scale of 0 to 10.
Score: 10 (Promoter)
007 : Price/cost
008 : Deceptive/didn't honor price
042 : Experience: took too long

Q14 Do you want Chrysler to contact you?
Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2012-07-24 22:24:18, CUSTOMER ID[redacted] RC[redacted], CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report [redacted]

VIN	1J4BA6H15AL1[redacted]	***Model Year***	2010	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4	
Built Date	03/23/2010	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Open Date	11/09/2012	***Mileage***	0	***Event***	006	Year 3 Ownership	
Dealer	67860	GRAND JUNCTION CHY-JEEP-DOD IN				***Dealer Zone***	74
Dealer Address	2578 HWY 6 & 50					***Dealer Phone(s)***	970 245-3100
City/State/ZIP	GRAND JUNCTION, CO, 81505					***Dealer Fax***	970 242-9411

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 02 (Detractor)

011 : Poor service experience

012 : Negative/rude treatment by dealer's service employees

007 : Negative experience / problems with CURRENT vehicle

I had a bad experience with Jeep. My Jeep actually has a labeled VIN right now that I'm trying to get removed because we were using it up in the mountain, driving on a normal trail and the front axle broke on it. The whole axle. We actually took it to Jeep and the Jeep guy wasn't too impressed. He said I was just misusing my Jeep and I wasn't using it for the intended purpose. They actually labeled my VIN. I'm desperately trying to get that off, but nobody seems to help me. I got a pretty sour taste in my mouth for Jeep.

Q2 Please rate your satisfaction with your WRANGLER UNLIMITED RUBICON 4X4 on a scale of 0 to 10.

Score: 04 (Detractor)

Z13 : Any mention of dealership Service experience After SALE

P20 : Perception of quality/dependability/reliability/trust/workmanship

D50 : Suspension Concern

I bought the Rubicon and I had the swaybar disconnecter. I finally took it off and went aftermarket, it's been replaced twice. It's gone out three times on me. I just got tired of taking it down to the dealer and having it replaced. I've heard horror stories that they keep going out and the dealer blackballs you at three, once they put three on this. I just gave up. My front axle broke, like I said. I had a gearbox, the whole steering gear brake off on the Jeep. Since it's been blackballed, nobody will warranty that one. I had a cox spring go out and I actually ended up having to drive 70 miles to a different dealer to get service on it. The only reason he did was because of airbag reasons, safety reasons. Things have broken on it. I just slowly replace them with non-Jeep parts. I don't know if that's my fault or what. I'm not very impressed with the craftsmen quality parts that are in it.

Q3 Please rate your satisfaction with your experience at GRAND JUNCTION CHY-JEEP-DOD IN on a scale of 0 to 10.

Score: 00 (Detractor)

023 : Vehicle not fixed first visit

001 : Negative/rude treatment by staff

004 : Hard to deal with

Allan, this service manager, has been nothing but non-help at all since day one. We bought locally. We had a better deal at the shop 80 miles away, down at Montrose Jeep. No one had given us a better deal for the same vehicle. But we decided to shop locally and we felt that if we needed service, that we'd have a better chance of getting service done locally. Since you buy a vehicle here, we're going to take better care of you. That hasn't been the case at all. It's been a problem with that now and I want to say Bati is his last name. He's been a problem since day one. Just saying how I'm abusing my Jeep. I've tried to talk to him after hours about my Jeep and he's just not very friendly at all. Now even in the process of when my front axle broke, I went in to the main store manager, I don't know what his name was. But I talked to him and I asked him, I said 'So you're not going to stand behind your product. You're not going to stand behind your warranty on this thing.' He said there was nothing that he could do. I said 'So, can I have some money back on my warranty because I purchased this vehicle with a warranty and you're not going to offer me the warranty anymore. You red labeled my VIN, can I have some money back.' At that point, he told me to get out of the office. I talked to the service writers, I talked to the service managers and I talked to the head honcho there, I don't know if he's the office manager, branch manager, I don't know. But I've gotten nowhere with him. They've all been unfriendly. My recommendation for Junction Jeep is zero.

Q8 Have you been back for service to GRAND JUNCTION CHY-JEEP-DOD IN in the last X months?

NO

097 : Other

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

02 - Probably Will Not

097 : Other

Q10 Where have you had your most recent service work on your vehicle performed?

001 : A different Chrysler, Dodge, or Jeep dealership other than [DEALER NAME]

SURVEY COMPLETED 2012-11-11 14:42:57, CUSTOMER ID [redacted], CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report [redacted]

VIN	1J4BB3H17AL[redacted]	***Model Year***	2010	***Body***	JKTM74	JEEP WRANGLER UNLIMITED SPORT 4X2	
Built Date	08/21/2009	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Open Date	03/12/2014	***Mileage***	0	***Event***	008	Second+ Customer Pay Event	
Dealer	43290	HUFFINES CHRYSLER JEEP DODGE L				***Dealer Zone***	63
Dealer Address	1024 S STEMMONS FWY					***Dealer Phone(s)***	972 434-2288
City/State/ZIP	LEWISVILLE, TX, 75067-5354					***Dealer Fax***	972 436-1461

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your WRANGLER UNLIMITED SPORT 4X2 on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at HUFFINES CHRYSLER JEEP DODGE L on a scale of 0 to 10.
Score: 01 (Detractor)
018 : Didn’t explain repairs and/or charges clearly
007 : Price/cost
009 : Didn't explain features / poor knowledge of product
I visited Huffines for a recall repair...and wanted them to also check out the airbag light that was coming on after I hit a pothole in the street. The service salesman- told me it could cost anywhere from hundreds to thousands? What? He wasn't able to explain what could be making light operate like this though- I did not feel confident in his jeep knowledge at all...

Q14 Do you want Chrysler to contact you?
Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2014-03-13 06:00:48, CUSTOMER ID [redacted], RO [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	1J4BZ3H15AL[redacted]	**Model Year**	2010	**Body**	JKUM74	JEEP WRANGLER UNLIMITED SPORT 4X4	
Built Date	01/14/2010	**Market**	U	US	**Plant**	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Open Date	07/12/2012	**Mileage**	0	**Event**	006	Year 3 Ownership	
Dealer	42561	BERLIN CITY'S DODGE-JEEP-CHRY				**Dealer Zone**	32
Dealer Address	485 MAIN ST ROUTE 16					**Dealer Phone(s)**	603 752-6644
City/State/ZIP	GORHAM, NH, 03581					**Dealer Fax**	603 752-4527

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 04 (Detractor)

006 : Negative experience / problems with PREVIOUS vehicle

018 : Recall: any mention

007 : Negative experience / problems with CURRENT vehicle

I just want to say that since I bought this I've never had as many recalls and things happen in this short amount of time that I've had this Jeep. Right now out of four of us at the post office that have these Jeeps, three of us can't open our rear gate. Three of us have had our seatbelt lights on. I mean our airbag lights go off. I've have a short in my steering column. My horn has been going off. I had to have that done. Every time I take it over there for a recall I have to take off from work. So, I lose money or I lose a vacation day. That oil coolant line. I've had it replaced twice and they just told me it's leaking again. I tell myself over and over the Jeep...They've always had this motto. It's built tough. There's one that says built born tough and built to stay that way. I just think this is my one, two...This is my third brand-new Jeep. One was a Liberty. One was a Cherokee. That was the best one. The Liberty. I had a bunch of problems with it. Then this Wrangler. I've had a bunch of problems with it. They're undependable. They're not dependable. When every...I just want to say I was on vacation last week. I had stuff done to my Jeep. I put new tires on it. It's just had an oil change. So, today I went back to work knowing that I had serviced my Jeep and everything was fine. The d*** rear gate won't open. My Jeep Liberty, the heater in it never worked right. I froze in it. This one as a wonderful heater. That's the one thing I will say for it.

Q2 Please rate your satisfaction with your WRANGLER UNLIMITED SPORT 4X4 on a scale of 0 to 10.

Score: 04 (Detractor)

R10 : Any mention by customer of a recall

E30 : Fluid leaks

X25 : Trunk/Hatch/Tailgate-Hard To Open/Close

I just want to say that since I bought this I've never had as many recalls and things happen in this short amount of time that I've had this Jeep. Right now out of four of us at the post office that have these Jeeps, three of us can't open our rear gate. Three of us have had our seatbelt lights on. I mean our airbag lights go off. I've have a short in my steering column. My horn has been going off. I had to have that done. Every time I take it over there for a recall I have to take off from work. So, I lose money or I lose a vacation day. That oil coolant line. I've had it replaced twice and they just told me it's leaking again. I tell myself over and over the Jeep...They've always had this motto. It's built tough. There's one that says built born tough and built to stay that way. I just think this is my one, two...This is my third brand-new Jeep. One was a Liberty. One was a Cherokee. That was the best one. The Liberty. I had a bunch of problems with it. Then this Wrangler. I've had a bunch of problems with it. They're undependable. They're not dependable. When every...I just want to say I was on vacation last week. I had stuff done to my Jeep. I put new tires on it. It's just had an oil change. So, today I went back to work knowing that I had serviced my Jeep and everything was fine. The d*** rear gate won't open. My Jeep Liberty, the heater in it never worked right. I froze in it. This one as a wonderful heater. That's the one thing I will say for it.

Q3 Please rate your satisfaction with your experience at BERLIN CITY'S DODGE-JEEP-CHRY on a scale of 0 to 10.

Score: 09 (Promoter)

Q8 Have you been back for service to BERLIN CITY'S DODGE-JEEP-CHRY in the last X months?

NO

003 : Inconvenient location

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

03 - Do Not Know

001 : Too many problems with current or past vehicle

Q10 Where have you had your most recent service work on your vehicle performed?

001 : A different Chrysler, Dodge, or Jeep dealership other than [DEALER NAME]

SURVEY COMPLETED 2012-07-16 16:53:14, CUSTOMER ID[redacted]4, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

VIN	1J4BZ3H19AL[redacted]	***Model Year***	2010	***Body***	JKUM74	JEEP WRANGLER UNLIMITED SPORT 4X4	
Built Date	12/03/2009	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Open Date	05/15/2012	***Mileage***	0	***Event***	006	Year 3 Ownership	
Dealer	66797	POULIN CORPORATION				***Dealer Zone***	32
Dealer Address	301 N MAIN ST					***Dealer Phone(s)***	603 332-0424
City/State/ZIP	ROCHESTER, NH, 03867					***Dealer Fax***	603 332-4543

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 05 (Detractor)

004 : Poor MPG / fuel economy / gas mileage

018 : Recall: any mention

The fuel isn't exactly the greatest and I've had a lot of recalls on it.

Q2 Please rate your satisfaction with your WRANGLER UNLIMITED SPORT 4X4 on a scale of 0 to 10.

Score: 06 (Detractor)

S32 : Seat too low to the ground/hard to get out of

P28 : Non-specific styling complaint (not interior or exterior)

F26 : Side Window-DTU/Controls Poor Location

I have a right-hand drive Wrangler and I use it for work. Seeing where they made the right-hand drive vehicle, you would think they would have thought it out a little more. Like for me, the window should be lower or adjustable seats and easier.

Q3 Please rate your satisfaction with your experience at POULIN CORPORATION on a scale of 0 to 10.

Score: 05 (Detractor)

004 : Hard to deal with

007 : Price/cost

I went in with an air bag light on and they weren't going to cover it. They were going to charge me over $400 to have it repaired. When we fought with them and told them it should be a warranty item, they charged us $50 and then a couple months later, we got a notice of recall in the mail saying it should be a free thing. I did mail that in and I am waiting to see if I get the $50 back. Every time we go there, it seems like we have to fight to get something repaired. It never seems to be covered.

Q8 Have you been back for service to POULIN CORPORATION in the last X months?

YES

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

05 - Definitely Will only

SURVEY COMPLETED 2012-05-15 17:28:23, CUSTOMER ID:7[redacted]0, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	1J4FA24118L[redacted]	***Model Year***	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4	
Built Date	07/25/2007	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Open Date	08/23/2012	***Mileage***	0	***Event***	008	Second+ Customer Pay Event	
Dealer	45525	TATE BRANCH AUTOPLEX				***Dealer Zone***	63
Dealer Address	1044 N CANAL ST				***Dealer Phone(s)***	575 887-5555	
City/State/ZIP	CARLSBAD, NM, 88220-5112					***Dealer Fax***	575 887-6495

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 09 (Promoter)

Q2 Please rate your satisfaction with your WRANGLER X 4X4 on a scale of 0 to 10.
Score: 09 (Promoter)

Q3 Please rate your satisfaction with your experience at TATE BRANCH AUTOPLEX on a scale of 0 to 10.
Score: 02 (Detractor)
022 : Vehicle not ready when promised
006 : Consideration of time
018 : Didn't explain repairs and/or charges clearly
i took my jeep in to get the powertrain check up and was told it wouldnt take that long maybe 45mins...4 hours later it was still not done. when i called as asked about it the person on the other line had no idea what i was talking about or where my jeep was. i rescheduled for another day and just asked them to check and see if there was a recall on my airbags because the light was coming on. the man said he would check he said it should only be a couple of about an hour and a half almost three hours later only after i called about my jeep did they tell me they were just now looking at it. i got a call 15 mins later telling me that it was done and that i owed them $100 for looking at the airbag light! and it would cost close to $500 dollars to fix it. i thought there was a recall and if i would have know there wasnt one i would not have wanted them to look at it if i was going to have to pay $100!! no one told me how much it was going to be just to look at it, since i thought it had a recall. they were all very nice but didnt explain anything about the cost and i really disliked being told it would be done quickly and it took a really long time. i would have rather them over guess and say 5 hours than say 45min and have to wait 4. and since i didnt have to money to pay for the jeep right away and no way to get to the bank because i didnt have my jeep my daughter was late getting picked up from school because of this mess.

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2012-08-28 10:57:35, CUSTOMER ID:708032003, RO[redacted], CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	1J4FA24127L19[redacted]	***Model Year***	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR	
Built Date	04/12/2007	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PJR	RESCUE GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Open Date	02/06/2012	***Mileage***	0	***Event***	009	Second+ Warranty Event	
Dealer	45471	LARRY H. MILLER CHRYSLER JEEP				***Dealer Zone***	74
Dealer Address	5212 FREEWAY PARK DR				***Dealer Phone(s)***	801 728-2100	
City/State/ZIP	RIVERDALE, UT, 84405-4063					***Dealer Fax***	

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 09 (Promoter)

Q2 Please rate your satisfaction with your WRANGLER X 4X4 SPORT UTILITY 2-DOOR on a scale of 0 to 10.
Score: 06 (Detractor)
D47 : Abnormal Noises while driving
E36 : Other Engine
X35 : Water Leaks Into Vehicle
The gas overflowed for years before Jeep finally replaced the tank. The soft top leaks. The throwout bearing makes noise. The airbag light comes on randomly. The transmission drain plug is in a terrible location. The transfer case shifter linkage is weak so I replaced it with an aftermarket product so I wouldn't get stranded.

Q3 Please rate your satisfaction with your experience at LARRY H. MILLER CHRYSLER JEEP on a scale of 0 to 10.
Score: 09 (Promoter)

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2012-02-09 13:11:24, CUSTOMER ID:112121122, RO[redacted], CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	1J4FA24128L[redacted]	***Model Year***	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4	
Built Date	01/22/2008	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Open Date	10/24/2012	***Mileage***	0	***Event***	007	Year 5 Ownership	
Dealer	26793	CASA CHRYSLER JEEP				***Dealer Zone***	63
Dealer Address	9733 COORS BLVD NW			***Dealer Phone(s)***		505 897-8400	505 897-8440
City/State/ZIP	ALBUQUERQUE, NM, 87114-4013					***Dealer Fax***	505 898-2020

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 06 (Detractor)

011 : Poor service experience

012 : Negative/rude treatment by dealer's service employees

007 : Negative experience / problems with CURRENT vehicle

They are a lot of fun to own....as long as you are mechanically inclined and can work on them yourself, otherwise you will go broke. I have had to replace my balljoints, evap canister, three sets of rear brakes, one set of front (with new rotors, after the first set of pads they were too thin) if I didn't know cars I would not have gotten the head gaskets replaced before the warranty expired, as the dealership originally told me it was normal for the headgaskets to leak oil externally at 25,000 miles. I also took it back in several times before they finally replaced the fuel tank because it overflowed every time I fueled the jeep (which is what I think killed the evap canister). They tried to educate me on how to properly work a gas pump! Currently I am gearing up to replace the clock spring because my horn quit working and the airbag light stays on. You had a recall on the 07's and rh drive 08's but refuse to recall the LH 08's, eventhough it's the same part number as the 07's. Mine went out at 40,000 miles. I've been driving it with no airbag and no horn for 40,000 miles. It also burns oil like crazy since 40k. Sucks, I really want a 2014 when they come out because the 4 door would be nice (kids are growing up) but I feel like I will have to start all over working out the bugs. I have many, many hours invested in this one... I love jeeps, I have owned various models since high school, but honestly I would have a hard time recommending them to someone dependent on mechanics for repairs... But it's a Jeep thing I guess, my family and friends think I am nuts.

Q2 Please rate your satisfaction with your WRANGLER X 4X4 on a scale of 0 to 10.

Score: 07 (Neutral)

Q3 Please rate your satisfaction with your experience at CASA CHRYSLER JEEP on a scale of 0 to 10.

Score: 06 (Detractor)

023 : Vehicle not fixed first visit

996 : Other

017 : Quality of service work performed

They didn't want to replace the head gaskets when they were leaking externally at 25k miles, tried to tell me it was "normal" for them to seep oil? When I insisted it was not, they had it evaluated and decided they would take care of it. Also, it took 3-4 trips in with the fuel tank before they finally decided to replace it. It overflowed everytime I fueled it, the first couple of times they tried to convince me it was normal for it to overflow and that I just didn't know how to work the pump! Also when they replaced the head gasket they broke two wiring harness connectors and left everything under the hood a mess. It was really dissapointing. I also had to replace the evap canister at 35,000 miles which I was told was probably due to the fuel overflowing. It was out of warranty and they wouldn't cover it. Some of my complaints may be due to the dealership being told no by chrysler...but I have no way of knowing. I have also read that Chrysler will "blacklist" your VIN if you complain on a survey...I'll take my chances, I think it's important for you to get honest feedback.

Q8 Have you been back for service to CASA CHRYSLER JEEP in the last X months?

NO

002 : Services performed by friends, family, DIY

007 : Inability to diagnose problems

008 : Bad past experience with dealer

010 : Lack of alternate transportation

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

03 - Do Not Know

001 : Too many problems with current or past vehicle

009 : Quality/Reliability

010 : Dependability

SURVEY COMPLETED 2012-10-24 22:12:39, CUSTOMER ID[redacted]7, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	1J4FA24149L[redacted]	**Model Year**	2009	**Body**	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR	
Built Date	11/07/2008	**Market**	U	US	**Plant**	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Open Date	08/21/2009	**Mileage**	0	**Event**	004	1st Warranty Visit	
Dealer	42243	DAYTONA DODGE CHRYSLER JEEP				**Dealer Zone**	66
Dealer Address	1450 N TOMOKA FARMS RD					**Dealer Phone(s)**	386 274-0571
City/State/ZIP	DAYTONA BEACH, FL, 32124-7606					**Dealer Fax**	386 255-0575

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 10 (Promoter)

Q2 Please rate your satisfaction with your WRANGLER X 4X4 SPORT UTILITY 2-DOOR on a scale of 0 to 10.

Score: 02 (Detractor)

F51 : Airbag/SRS Light-Broken/NW

F57 : Horn-Broken/NW

I was looking for a particular vehicle and the salesman and sales manager assured me that it wasn't available. I went back a week later and they had the one that I wanted. Why would they tell me it's not available to me and then have one on order? I had to take mine back for service a few times, because they sold it to me with the air bag not working and the horn not working. Weird things.

Q3 Please rate your satisfaction with your experience at DAYTONA DODGE CHRYSLER JEEP on a scale of 0 to 10.

Score: 08 (Neutral)

SURVEY COMPLETED 2009-08-24 18:09:31, CUSTOMER ID[redacted], RO:[redacted]CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE

Customer Complaint Report

[redacted]

VIN	1J4FA24169L[redacted]	***Model Year***	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR	
Built Date	03/12/2009	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PYB	DETONATOR YELLOW CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Open Date	07/08/2013	***Mileage***	0	***Event***	008	Second+ Customer Pay Event	
Dealer	23248	ADAMS JEEP				***Dealer Zone***	35
Dealer Address	1799 WEST STREET			***Dealer Phone(s)***		410 280-5337	410 263-2341
City/State/ZIP	ANNAPOLIS, MD, 21401-3295					***Dealer Fax***	410 263-8480

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 01 (Detractor)

001 : Price/cost

002 : Poor quality

007 : Negative experience / problems with CURRENT vehicle

Just after two months of buying the 2009 Jeep Wrangler, the clock spring went bad, caused the airbag light to come on, and had to pay almost $600 to get it fixed, where the same model different VINs were recalled for the same issue, not pleased at all!!

Q2 Please rate your satisfaction with your WRANGLER X 4X4 SPORT UTILITY 2-DOOR on a scale of 0 to 10.

Score: 01 (Detractor)

D46 : Other Steering System/Steering Wheels problems

X66 : Hard/Soft Convertible Top Concerns

Same issue as before, the clock spring in the steering column went bad only after 2 months of owning. Also, the soft top that came with the vehicle is almost impossible to put back on after taking it off.

Q3 Please rate your satisfaction with your experience at ADAMS JEEP on a scale of 0 to 10.

Score: 04 (Detractor)

042 : Experience: took too long

Took them a couple of days to fix the problem, also damaged the steering wheel, which they are fixing.

Q14 Do you want Chrysler to contact you?

Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2013-07-09 14:35:58, CUSTOMER ID[redacted] RO:00[redacted] CONTACT METHOD:ONLINE, , LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	1J4FA24199L[redacted]	***Model Year***	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR	
Built Date	01/26/2009	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Open Date	06/03/2013	***Mileage***	0	***Event***	008	Second+ Customer Pay Event	
Dealer	63292	LAWLESS CHRYSLER JEEP DODGE				***Dealer Zone***	32
Dealer Address	196 LEXINGTON ST					***Dealer Phone(s)***	781 935-2212
City/State/ZIP	WOBURN, MA, 01801-4741					***Dealer Fax***	781 932-6708

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 05 (Detractor)

001 : Price/cost

002 : Poor quality

007 : Negative experience / problems with CURRENT vehicle

I love the Jeep, but have had nothing but sensor problems, which are incredibly expensive to fix, are not operator-caused, cant be fixed by my personal mechanic, and cause the car to fail state inspections. Twice i've had airbag sensor problems. Twice i've had tire pressure warning light problems. Some exhaust sensor problem that couldn't even be explained to me cost $650. Twice I had to replace the clockspring mechanism due to manufacturer's defect. But i had to pay for all this. This is ridiculous. I bought a Jeep for its simplicity and supposed ruggedness, not realizing one needed a computer programming degree to fix it. Not realizing that, although the tires would hold up, that the tire sensors would not. How rugged is that? My Jeep has low miles (26,000 after four years), but I've spent well over $2500 to replace technical glitches, even when the car itself runs fine. To fix a tire alone costs over $120 due to these sensors and cant be done by other tire services. Again, i love driving the Jeep and initially recommended it to everyone. Now I want to tell everyone that it's fun, but it's a nightmare of glitches and over-priced fixes. I feel like I've been scammed every time a light starts blinking on the dash--which is ALL THE TIME! For these reasons i cant recommend it any higher.

Q2 Please rate your satisfaction with your WRANGLER X 4X4 SPORT UTILITY 2-DOOR on a scale of 0 to 10.

Score: 05 (Detractor)

P12 : Product Issues - Other

P17 : Numerous non-specific problems / already have problems

I'm not satisfied because the cost and hassle of fixing technical problems which are Jeep's/Chrysler's fault. Faulty sensors, glitches. Monitor systems which break down all the time. Engine, transmission, drive--all fine. Computer, sensors, "systems,"--all terrible. I hate paying through the nose to fix these things when the car is only four years old, has low miles, drives fine, and are the exact opposite types of things i wanted in a car when i bought the Jeep. Maybe you should make your faulty computers as rugged as the rest of the car.

Q3 Please rate your satisfaction with your experience at LAWLESS CHRYSLER JEEP DODGE on a scale of 0 to 10.

Score: 07 (Neutral)

Q14 Do you want Chrysler to contact you?

Question Not Asked

SURVEY COMPLETED 2013-06-04 18:21:09, CUSTOMER ID[redacted], RO[redacted], CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report [redacted]

VIN	1J4FA241X7L[redacted]	***Model Year***	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR	
Built Date	06/21/2007	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Open Date	09/02/2011	***Mileage***	0	***Event***	009	Second+ Warranty Event	
Dealer	60086	THUNDER BAY CHRYSLER JEEP DODG				***Dealer Zone***	42
Dealer Address	832 CHISHOLM					***Dealer Phone(s)***	989 354-4154
City/State/ZIP	ALPENA, MI, 49707-1718					***Dealer Fax***	989 356-3069

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 10 (Promoter)

Q2 Please rate your satisfaction with your WRANGLER X 4X4 SPORT UTILITY 2-DOOR on a scale of 0 to 10.

Score: 04 (Detractor)

D47 : Abnormal Noises while driving

F79 : Other Airbag/SRS

H29 : Other Heater Problems

I purchased my Jeep from the Alpena car dealer(Thunder Bay Dodge, Chrysler) as a second owner. The vehicle was previously owned by an elderly woman, said to be in her 70's. It had low mileage, good tires, very clean and drove very well. However, I was appalled when I had to take it in for service twice in one month. The visit which was to service the problem of overheating really set me off. The heater hose was replaced because of a defect of the insulation around the hose(melted), and it also has two slices in the hose. I asked for this part back and they were happy to oblige. Then two weeks later, the Airbag indicator light came on, the O/D light came on, which made the car surge in and out of gear. I also had a problem with my back hatch making a noise(on my way to the service garage). I realize there will be things that can happen, but why continuously? I only have 19,000 miles on this vehicle and already want to unload it! Today, when I left work to come home the blinker light was flashing rapidly, which indicated the bulb was ready to go. I stopped at the gas station on my way and checked it, sure enough the light WAS not working. I hate to say this, but what NEXT? I dreamed of owning a Jeep Wrangler for years, but now.....

Q3 Please rate your satisfaction with your experience at THUNDER BAY CHRYSLER JEEP DODG on a scale of 0 to 10.

Score: 03 (Detractor)

001 : Negative/rude treatment by staff

004 : Hard to deal with

007 : Price/cost

The day I called for service, I wasn't even greeted by the service associate. He was very rude and treated me like a dumb person. I spoke to my husband on this issue and he immediately called the associate and reamed him. He told him if they wanted our business in the future he'd better get on the ball! I had a little bit of a hassle getting a loaner car, but it all worked out once my husband talked to him. I work at a very low paying company, which I did not expect to dish-out almost $300.00 for the service visits and then have to make my car payment besides. My husband is a very reasonable man, however he did not appreciate the disrespect that I was given. Scott Plowman was gracious enough to walk into the garage with me , to see that all my needs were met. I have dealt with Scott on all my vehicle purchases, he is wonderful.

Q14 Do you want Chrysler to contact you?

Question Not Asked

SURVEY COMPLETED 2011-09-11 19:06:22, CUSTOMER ID[redacted]7, RO[redacted], CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	1J4FA241X9L[redacted]	***Model Year***	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR	
Built Date	11/18/2008	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PYB	DETONATOR YELLOW CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Open Date	06/18/2013	***Mileage***	0	***Event***	007	Year 5 Ownership	
Dealer	45281	RAINBOW CHRYSLER DODGE JEEP OF				***Dealer Zone***	63
Dealer Address	2300 DELAWARE AVE					***Dealer Phone(s)***	601 684-7020
City/State/ZIP	MCCOMB, MS, 39648-6216					***Dealer Fax***	601 684-3168

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 06 (Detractor)

003 : Concerns about reliability / dependability

the jk version of the wrangler is not as well built as the tj. it is more road friendly however.i have owned 2 tj s in the past and they seem to be more reliable

Q2 Please rate your satisfaction with your WRANGLER X 4X4 SPORT UTILITY 2-DOOR on a scale of 0 to 10.

Score: 03 (Detractor)

E31 : Check Engine Light Indicated Problem

T11 : Auto Trans-Slips/Shifts Erratically

D99 : Other Driving Experience

i have had more driveability problems and electrical problems than i should have had.for start it jumps out of 1st gear every now and then.dealership cant duplicate it.when you start the engine there are 3 warning lights on.ck engine,air bag and low tire.i have scanned them and the ck engine is an egr range code which is probably carbon.i can understand that.the air bag light is a srs coil circuit code which the horn operates through also and does not work.have ck'd and reset tire pressures but light will not go off

Q3 Please rate your satisfaction with your experience at RAINBOW CHRYSLER DODGE JEEP OF on a scale of 0 to 10.

Score: 05 (Detractor)

no results from repeat visits,lack of concern

Q8 Have you been back for service to RAINBOW CHRYSLER DODGE JEEP OF in the last X months?

NO

002 : Services performed by friends, family, DIY

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

02 - Probably Will Not

001 : Too many problems with current or past vehicle

009 : Quality/Reliability

010 : Dependability

SURVEY COMPLETED 2013-06-19 12:01:17, CUSTOMER [redacted], CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	1J4FA54108L[redacted]	***Model Year***	2008	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4	
Built Date	08/09/2007	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Open Date	01/23/2013	***Mileage***	0	***Event***	008	Second+ Customer Pay Event	
Dealer	45405	NORTHWEST CHRYSLER JEEP DODGE				***Dealer Zone***	63
Dealer Address	19616 NORTHWEST FWY					***Dealer Phone(s)***	832 912-2500
City/State/ZIP	HOUSTON, TX, 77065-4074					***Dealer Fax***	281 469-6475

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 09 (Promoter)

Q2 Please rate your satisfaction with your WRANGLER SAHARA 4X4 on a scale of 0 to 10.
Score: 08 (Neutral)

Q3 Please rate your satisfaction with your experience at NORTHWEST CHRYSLER JEEP DODGE on a scale of 0 to 10.
Score: 01 (Detractor)
012 : Vehicle wasn't prepped well
002 : Unfilled promises / commitments
027 : Length of time to complete service
017 : Quality of service work performed
They took to long to find & repair the problems, they changed out my fuel tank but did not put the same level of fuel back in it, I now have an airbag indicator light on that was not on before I took it in and they want to argue with me that it was. And when they worked on the console, they re-installed it with one of my bungee cords stuck half under the console. Poorly trained service techs and questionable customer service.

Q14 Do you want Chrysler to contact you?
Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2013-01-26 09:42:40, CUSTOMER ID[redacted]1, RO[redacted], CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	1J4FZ24118L[redacted]	***Model Year***	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4	
Built Date	08/02/2007	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Open Date	01/12/2010	***Mileage***	0	***Event***	006	Year 3 Ownership	
Dealer	23918	TIM PARKER CHRYSLER				***Dealer Zone***	63
Dealer Address	4722 CENTRAL AVE			***Dealer Phone(s)***		501 525-0777	501 525-0218
City/State/ZIP	HOT SPRINGS, AR, 71913					***Dealer Fax***	

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 07 (Neutral)

Q2 Please rate your satisfaction with your WRANGLER X RHD 4X4 on a scale of 0 to 10.

Score: 05 (Detractor)

P99 : Unspecified Other Problems

The air bag light came on and has been on for 8 months. I took it to a dealership just before they were cut from the chrysler dealers. I paid to get it diagnosed. Then they lost their dealership. When I called another dealer I was told that I would have to pay for another diagnosis and then they would see if they could get chrysler to help pay the cost of repair. I feel that I should have to pay an another diagnosis fee. Also I feel that because the air bag will not deploy in an accident that chrysler should repair it at no cost. It is a safety issue. I know of 2 other jeep owners that have had they same problem. They got the repair done and it wasn't very long until they had the same problem occur again.

Q3 Please rate your satisfaction with your experience at TIM PARKER CHRYSLER on a scale of 0 to 10.

Score: 00 (Detractor)

017 : Quality of service work performed

007 : Price/cost

They charge outragious rates and the repairs aren't even done or not done properly.

Q8 Have you been back for service to TIM PARKER CHRYSLER in the last X months?

NO

013 : Dealer wants to perform extra services

005 : Uncompetitive price/cost too high

006 : Quality of work

009 : Express/quick service not available

097 : Other

SURVEY COMPLETED 2010-01-14 00:32:43, CUSTOMER ID:7[redacted], CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE

Customer Complaint Report *8L*[redacted]

VIN	1J4FZ24118[redacted]4	***Model Year***	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4	
Built Date	08/02/2007	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Open Date	01/20/2012	***Mileage***	0	***Event***	007	Year 5 Ownership	
Dealer	23918	TIM PARKER CHRYSLER				***Dealer Zone***	63
Dealer Address	4722 CENTRAL AVE			***Dealer Phone(s)***		501 525-0777	501 525-0218
City/State/ZIP	HOT SPRINGS, AR, 71913					***Dealer Fax***	

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your WRANGLER X RHD 4X4 on a scale of 0 to 10.
Score: 06 (Detractor)
P24 : Unspecified electrical/wiring problem
P17 : Numerous non-specific problems / already have problems
I13 : Inst Panel/Dash-Lights Not Working
Because it's had issues with seat belts. The seat belt light, the air bag light. Just a lot of the electrical things.

Q3 Please rate your satisfaction with your experience at TIM PARKER CHRYSLER on a scale of 0 to 10.
Score: 00 (Detractor)
023 : Vehicle not fixed first visit
017 : Quality of service work performed
They've just never done what they said they would do.

Q8 Have you been back for service to TIM PARKER CHRYSLER in the last X months?
NO
097 : Other

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?
04 - Probably Will only

Q10 Where have you had your most recent service work on your vehicle performed?
001 : A different Chrysler, Dodge, or Jeep dealership other than [DEALER NAME]

SURVEY COMPLETED 2012-01-24 17:56:02, CUSTOMER ID[redacted], CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	1J4FZ24138L[redacted]	**Model Year**	2008	**Body**	JKUL72	JEEP WRANGLER X RHD 4X4	
Built Date	11/20/2007	**Market**	U	US	**Plant**	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PYB	DETONATOR YELLOW CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Open Date	07/11/2012	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	44360	MILTON DODGE CHRYSLER JEEP INC				**Dealer Zone**	66
Dealer Address	6348 HWY 90 WEST					**Dealer Phone(s)**	850 623-6866
City/State/ZIP	MILTON, FL, 32570					**Dealer Fax**	

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 03 (Detractor)

011 : Poor service experience

018 : Recall: any mention

They have a problem of breaking something else while fixing your orignal problem. Then acting like the customer don't know what the hell he is talking about. Example! Recall for air bag light on. Replace clock spring but messed up the horn. Had to bring it back for repair.

Q2 Please rate your satisfaction with your WRANGLER X RHD 4X4 on a scale of 0 to 10.

Score: 02 (Detractor)

R10 : Any mention by customer of a recall

P17 : Numerous non-specific problems / already have problems

Always something wrong with it. I must have had half a dozen recalls on this vehicle. Plus many other problems. If I had not had all these problems I would have loved this vehicle.

Q3 Please rate your satisfaction with your experience at MILTON DODGE CHRYSLER JEEP INC on a scale of 0 to 10.

Score: 03 (Detractor)

999 : No comment

Q14 Do you want Chrysler to contact you?

Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2012-07-17 19:48:17, CUSTOMER ID[redacted]1, RO[redacted], CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report [redacted] 7

VIN	1J4FZ24158L[redacted]	***Model Year***	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4	
Built Date	09/26/2007	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Open Date	03/06/2012	***Mileage***	0	***Event***	007	Year 5 Ownership	
Dealer	60302	MANN CHRYSLER, DODGE, JEEP OF				***Dealer Zone***	42
Dealer Address	1502 INDUSTRIAL PARK DR					***Dealer Phone(s)***	606 759-9603
City/State/ZIP	MAYSVILLE, KY, 41056-9691					***Dealer Fax***	606 759-9804

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 03 (Detractor)
007 : Negative experience / problems with CURRENT vehicle
I've had a right smart of problems with my Jeep.

Q2 Please rate your satisfaction with your WRANGLER X RHD 4X4 on a scale of 0 to 10.
Score: 03 (Detractor)
R10 : Any mention by customer of a recall
E30 : Fluid leaks
P17 : Numerous non-specific problems / already have problems
I've had a right smart of problems with my Jeep. It's constantly been little nit picky things with it. I've had four or five recalls. It's leaked ever since it was brand new. I had the universal joints go out on it. Just the airbag lights come on. A lot of problems with it really.

Q3 Please rate your satisfaction with your experience at MANN CHRYSLER, DODGE, JEEP OF on a scale of 0 to 10.
Score: 08 (Neutral)

Q8 Have you been back for service to MANN CHRYSLER, DODGE, JEEP OF in the last X months?
NO
005 : Uncompetitive price/cost too high

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?
02 - Probably Will Not
009 : Quality/Reliability

Q10 Where have you had your most recent service work on your vehicle performed?
006 : A local non-chain service center (such as an independent mechanic, body shop, garage or gas station)

SURVEY COMPLETED 2012-03-06 18:49:29, CUSTOMER ID[redacted] CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	1J4FZ24158L[redacted]2	***Model Year***	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4	
Built Date	06/16/2008	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Open Date	03/15/2011	***Mileage***	0	***Event***	006	Year 3 Ownership	
Dealer	44433	BONHAM CHRYSLER				***Dealer Zone***	63
Dealer Address	1522 W SAM RAYBURN DRIVE					***Dealer Phone(s)***	903 583-8877
City/State/ZIP	BONHAM, TX, 75418					***Dealer Fax***	903 583-8555

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 00 (Detractor)

002 : Poor quality

It's a Chrysler product. There's always something wrong with the Chrysler product and you can never get it fixed.

Q2 Please rate your satisfaction with your WRANGLER X RHD 4X4 on a scale of 0 to 10.

Score: 05 (Detractor)

P12 : Product Issues - Other

E32 : Mileage/gas mileage/miles per gallon (MPG)/fuel efficiency/excessive fuel consumption

E12 : Engine Doesn't Start At All

I can't depend on it to start. When you deliver mail in it, you're in and out. I've had it in the shop for the last two years for weeks at a time, but you can't drive vehicle you can't depend on to start. I may not start for five minutes. It may not start for two days. They're not built for off road at all. There's no coverage on the grill so in the summer time when grass hoppers are thick, your radiator gets beat in. I had to put a grill guard on there. They have these little speaker things that stick up on the dash. You can't dust behind them. You get a lot of dust out on these gravel roads. Those speakers in my opinion useless because I've had two years. Also can't depend on the windows to roll up or down. They would get stuck at any time. It's computerized and they have all these lights on the dash. They're always coming on. The last light that came on. The first one that came on was an engine light and a neighbor hooked his computer up to it and told me what to do. The second time it was a rear skid thing. That light came on and the airbag light came on. It cost me $767 to get that light taken care of. Then the next day it came right back on. It gets horrible, horrible gas mileage. The 2010 gets a lot better gas mileage for some reason. I don't know why. They're the same engine and everything. The seat, there's no foam on the right hand side of the driver seat. I took it back when I got it and they said that they put more foam in. They didn't. They just fluffed it up with an air gun. There's a website dedicated to Jeeps that won't start just for this very reason just like mines won't start. They can't find why it won't start, but I went to get a back up Jeep because I can't depend on this one to start and they had a lot full of them. They were all the same price. I don't care if they had 100,000 miles or 10,000, they were all $20,000. So, the one I picked with the lowest miles, they couldn't duplicate the problem. I said, "What do you mean you can't duplicate the problem." The woman said it wouldn't start, but they couldn't find any problem. I already have one of those. I don't need a second one.

Q3 Please rate your satisfaction with your experience at BONHAM CHRYSLER on a scale of 0 to 10.

Score: 04 (Detractor)

007 : Price/cost

It just took all day long. I had to go 200 miles to get it and I told them I was going to be there at noon. I was still there all day long, but they were cheaper. They were cheaper at Bonham. For some reason the price jumped $8,000 in two years. So, it wasn't exactly unpleasant, but I bought two Jeeps from Bonham.

Q8 Have you been back for service to BONHAM CHRYSLER in the last X months?

NO

003 : Inconvenient location

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

02 - Probably Will Not

001 : Too many problems with current or past vehicle

009 : Quality/Reliability

097 : Other

010 : Dependability

SURVEY COMPLETED 2011-03-18 19:19:10, CUSTOMER [redacted] METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	1J4FZ2416[redacted]	***Model Year***	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4	
Built Date	08/24/2007	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Open Date	04/17/2012	***Mileage***	0	***Event***	007	Year 5 Ownership	
Dealer	44709	MAGNUSSEN'S AUBURN CHRYSLER JE				***Dealer Zone***	71
Dealer Address	1901 GRASS VALLEY HWY					***Dealer Phone(s)***	530 885-2900
City/State/ZIP	AUBURN, CA, 95603					***Dealer Fax***	530 885-0123

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 00 (Detractor)

011 : Poor service experience

018 : Recall: any mention

007 : Negative experience / problems with CURRENT vehicle

We've had so many recalls on this Jeep it's been ridiculous. I'll just tell you the problems that we've had. We had taken it in because it had a recall. They had taken the steering wheel off for part of the recall. I didn't even get two miles away from the dealership and all my dash lights went on, the airbag and all of that. This place is not close. This is 60 miles away from us is the closest dealership. I get home, and I call him. I tell them what happened. We said you guys had the steering wheel off. We take it back. They tell us it's a clock spring. Then we had to buy another part. My husband would know what it is, but he's not here. Something they probably needed. We ended up getting it. We needed that part. It was $500. The clock spring they ordered three different ones. Three different times we've gone over there to try to get it fixed, and it never got fixed. They were basically saying it was. We just got a recall. That was probably eight or 10 months ago. There's something wrong with the clock spring. They don't have a fix for it yet. We spent that money and all the driving back and forth. We don't even want to deal with that dealership anymore over there in Auburn. We don't want them to call us about this or anything. We're done with the dealership. We've had a really bad experience. Like I said, I can't tell you how many recalls we've had on this Jeep. Just little things that needed to be taken care of. It's gotten to the point where we're just stacking them up and just waiting. Now I've got a problem with my key sticking in the ignition. Of course if I go over there and it doesn't stick in the ignition then how can we fix it if we don't see it? We don't have a clue. I went to a key place. They told me we could see your problem. You probably need tons of springs changed. They'll do it for me for hardly anything. I take it to the dealership. Then I have to go back. Like I told you it's like 60 miles each way. That's my experience. I had bought the Jeep because it's a right-hand drive for my mail route. That's all I use it for. We don't drive around with it going places. It's not a vacation or a day in and day out thing.

Q2 Please rate your satisfaction with your WRANGLER X RHD 4X4 on a scale of 0 to 10.

Score: 99 (Refused/Left Blank)

Q3 Please rate your satisfaction with your experience at MAGNUSSEN'S AUBURN CHRYSLER JE on a scale of 0 to 10.

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2012-04-17 19:13:23, CUSTOMER ID:7[redacted], CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	1J4FZ24168L[redacted]	***Model Year***	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4	
Built Date	10/30/2007	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PBM	STEEL BLUE METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Open Date	02/14/2013	***Mileage***	0	***Event***	007	Year 5 Ownership	
Dealer	26013	MILLER'S CHRYSLER JEEP DODGE				***Dealer Zone***	35
Dealer Address	48 KELLY ISLAND RD					***Dealer Phone(s)***	304 263-8821
City/State/ZIP	MARTINSBURG, WV, 25401					***Dealer Fax***	304 267-3102

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 05 (Detractor)

018 : Recall: any mention

007 : Negative experience / problems with CURRENT vehicle

There's been a lot of recalls a lot, and there's still a lot of things I have problems with. They're minor, but they're just things that... It has a starting issue and it has and issue with, when you put gas in it, you can't fill it up, it won't kick off, it splatters all over you. The airbag light... problem with that. But they're not working. Things like that.

Q2 Please rate your satisfaction with your WRANGLER X RHD 4X4 on a scale of 0 to 10.

Score: 06 (Detractor)

R10 : Any mention by customer of a recall

F51 : Airbag/SRS Light-Broken/NW

E36 : Other Engine

I like it, it's a good vehicle, but it's just had a lot of recalls. There's been a lot of recalls a lot, and there's still a lot of things I have problems with. They're minor, but they're just things that... It has a starting issue and it has and issue with, when you put gas in it, you can't fill it up, it won't kick off, it splatters all over you. The airbag light... problem with that. But they're not working. Things like that.

Q3 Please rate your satisfaction with your experience at MILLER'S CHRYSLER JEEP DODGE on a scale of 0 to 10.

Score: 06 (Detractor)

023 : Vehicle not fixed first visit

025 : Could not duplicate problem / condition

I really haven't had any... recently. The car, it still won't start. Basically, I've had it in there three or four times, and they couldn't find the problem. It still does it. I have to put it in neutral to start it. Sometimes it won't start, so I have to put it in neutral. I like it, it's a good vehicle, but it's just had a lot of recalls. There's been a lot of recalls a lot, and there's still a lot of things I have problems with. They're minor, but they're just things that... It has a starting issue and it has and issue with, when you put gas in it, you can't fill it up, it won't kick off, it splatters all over you. The airbag light... problem with that. But they're not working. Things like that.

Q8 Have you been back for service to MILLER'S CHRYSLER JEEP DODGE in the last X months?

NO

097 : Other

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

03 - Do Not Know

097 : Other

Q10 Where have you had your most recent service work on your vehicle performed?

003 : A mass merchandiser or warehouse club (such as Wal-Mart, Sears, Costco, Sam's Club)

SURVEY COMPLETED 2013-02-16 15:32:12, CUSTOMER ID[redacted]61, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	1J4FZ24178[redacted]	***Model Year***	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4	
Built Date	03/29/2008	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Open Date	10/11/2010	***Mileage***	0	***Event***	006	Year 3 Ownership	
Dealer	26353	NALLEY JEEP				***Dealer Zone***	66
Dealer Address	178 ALTAMA CONNECTOR					***Dealer Phone(s)***	912 267-7000
City/State/ZIP	BRUNSWICK, GA, 31525					***Dealer Fax***	912 264-5802

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 08 (Neutral)

Q2 Please rate your satisfaction with your WRANGLER X RHD 4X4 on a scale of 0 to 10.

Score: 05 (Detractor)

F51 : Airbag/SRS Light-Broken/NW

X35 : Water Leaks Into Vehicle

The service we had. I got it and the top leaked on it and everything. I never got that fixed. It still leaks some. Something went wrong with the airbag. Some kind of pin in there has gone in it. Now I've gone to by like $200 to get that fixed. Just several different little things.

Q3 Please rate your satisfaction with your experience at NALLEY JEEP on a scale of 0 to 10.

Score: 03 (Detractor)

023 : Vehicle not fixed first visit

024 : Parts not in stock

004 : Hard to deal with

We would go down there and you guys had a recall. I took it down there and they told me that they didn't have the part for that recall. Then I had to take it down another day after I called them and told them I was bringing it in for that. You have to pull out teeth to get them to do something. You have to get on them.

Q8 Have you been back for service to NALLEY JEEP in the last X months?

YES

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

02 - Probably Will Not

001 : Too many problems with current or past vehicle

SURVEY COMPLETED 2010-10-17 12:43:07, CUSTOMER ID [redacted], CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	1J4FZ24188L[redacted]	***Model Year***	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4	
Built Date	01/16/2008	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Open Date	08/04/2010	***Mileage***	0	***Event***	006	Year 3 Ownership	
Dealer	67643	JEFF WYLER CHRYSLER JEEP DODGE				***Dealer Zone***	42
Dealer Address	1117 STATE ROUTE 32					***Dealer Phone(s)***	513 752-4561
City/State/ZIP	BATAVIA, OH, 45103-0327					***Dealer Fax***	513 753-2287

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 00 (Detractor)

992 : Safety/Legal

007 : Negative experience / problems with CURRENT vehicle

It is without a doubt, the worst Jeep I've ever owned. I had to replace the steering damper at 16,000 miles. Rain leaks in around the window seals including the back window. I had to install a clamp on the rear washer hose to keep it from coming off. Rear brakes got into the rotor at 23,000 miles. Had a spongy brake pedal until I installed premium brake pads. Uses almost 2 qts. of oil every 3000 miles. Transmission shifts like one that is worn out. The Goodyear tires were worn out at 23,000 miles. I put on a set of Michelins and have 25,000 miles on them and they look great. I've had to stop when it was raining and put the wipers back on, because they came off. Both of the 12 volt power receptacles have quit working. The airbag light stays lit so I guess the clockspring needs replaced. Had a recall notice about having a transmission overheat light installed so I can pull over and let the trans. fluid cool if it gets too hot. I installed a trans. cooler so I know the trans. won't overheat. I'm waiting to see how many idiots are pulled over to let their trans. cool down, that will be funny to see. I've owned quite a few earlier Jeeps and had none of these problems. Chrysler has ruined the Jeep line.

Q2 Please rate your satisfaction with your WRANGLER X RHD 4X4 on a scale of 0 to 10.

Score: 01 (Detractor)

D41 : Brakes wearing unevenly/have to replace brakes too soon

D46 : Other Steering System/Steering Wheels problems

X35 : Water Leaks Into Vehicle

Read my previous statement

Q3 Please rate your satisfaction with your experience at JEFF WYLER CHRYSLER JEEP DODGE on a scale of 0 to 10.

Score: 05 (Detractor)

014 : Financing arrangements / process

Went back to them when I had about 9000 miles on my jeep to purchase a lifetime service contract and they seemed to be in a big rush to get through it. At the time I paid my money for the contract, they did not even know that the right hand drives were not eligible.

Q8 Have you been back for service to JEFF WYLER CHRYSLER JEEP DODGE in the last X months?

NO

002 : Services performed by friends, family, DIY

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

01 - Definitely Will Not

001 : Too many problems with current or past vehicle

005 : Price/deals offered are unacceptable

009 : Quality/Reliability

SURVEY COMPLETED 2010-08-04 19:02:59, CUSTOMER ID[redacted], CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	1J4FZ24188L[redacted]	***Model Year***	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4	
Built Date	01/16/2008	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Open Date	08/09/2012	***Mileage***	0	***Event***	007	Year 5 Ownership	
Dealer	67643	JEFF WYLER CHRYSLER JEEP DODGE				***Dealer Zone***	42
Dealer Address	1117 STATE ROUTE 32					***Dealer Phone(s)***	513 752-4561
City/State/ZIP	BATAVIA, OH, 45103-0327					***Dealer Fax***	513 753-2287

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 01 (Detractor)

992 : Safety/Legal

003 : Concerns about reliability / dependability

007 : Negative experience / problems with CURRENT vehicle

My Wrangler uses almost 2 quarts of oil between changes, (3000 mi.). It has done this since new. At 16000 mi. I had to replace the steering stabilizer with a heavy duty unit to eliminate the "death wobble". The battery only lasted 2 years. The O.E. tires lasted only 20000 mi. The horn has not worked for 2 years. The rear brakes wear out in 15000 mi., makes no difference what brand of pads, which is twice as fast as the front brakes. I've had recalls on the transmission, possible overheat problem, I installed a trans cooler, I am pretty sure that will address the problem better than a light and a chime. The airbag light had been on for a year and a half, finally had a recall. The transmission coolant lines leak at the crimp fittings. I decided to buy another new vehicle in mid 2011, I bought another brand and not a Jeep product.

Q2 Please rate your satisfaction with your WRANGLER X RHD 4X4 on a scale of 0 to 10.

Score: 01 (Detractor)

D41 : Brakes wearing unevenly/have to replace brakes too soon

992 : Safety/Legal

D46 : Other Steering System/Steering Wheels problems

My Wrangler uses almost 2 quarts of oil between changes, (3000 mi.). It has done this since new. At 16000 mi. I had to replace the steering stabilizer with a heavy duty unit to eliminate the "death wobble". The battery only lasted 2 years. The O.E. tires lasted only 20000 mi. The horn has not worked for 2 years. The rear brakes wear out in 15000 mi., makes no difference what brand of pads, which is twice as fast as the front brakes. I've had recalls on the transmission, possible overheat problem, I installed a trans cooler, I am pretty sure that will address the problem better than a light and a chime. The airbag light had been on for a year and a half, finally had a recall. The transmission coolant lines leak at the crimp fittings. I decided to buy another new vehicle in mid 2011, I bought another brand and not a Jeep product.

Q3 Please rate your satisfaction with your experience at JEFF WYLER CHRYSLER JEEP DODGE on a scale of 0 to 10.

Score: 00 (Detractor)

001 : Negative/rude treatment by staff

Very hard to get anyone to talk to you after the sale. Decided to shop with them again in 2011 when I was looking to buy another brand of vehicle and they pulled a "bait and switch" on me.

Q8 Have you been back for service to JEFF WYLER CHRYSLER JEEP DODGE in the last X months?

NO

002 : Services performed by friends, family, DIY

014 : Dealership personnel untrustworthy / dishonest

003 : Inconvenient location

008 : Bad past experience with dealer

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

01 - Definitely Will Not

001 : Too many problems with current or past vehicle

003 : Unhappy with service or past dealings with current dealer

SURVEY COMPLETED 2012-08-10 05:35:14, CUSTOMER ID:1[redacted], CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	1J4FZ24188[redacted]	***Model Year***	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4	
Built Date	01/09/2008	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PYB	DETONATOR YELLOW CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Open Date	07/15/2010	***Mileage***	0	***Event***	006	Year 3 Ownership	
Dealer	56821	C. R. MOTOR SALES, INC.				***Dealer Zone***	42
Dealer Address	518 S. MERIDIAN RD.					***Dealer Phone(s)***	517 448-2741
City/State/ZIP	HUDSON, MI, 49247					***Dealer Fax***	517 448-7052

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 02 (Detractor)

007 : Negative experience / problems with CURRENT vehicle

I wasn't happy with this one I bought. I've had a lot of mechanical problem with it.

Q2 Please rate your satisfaction with your WRANGLER X RHD 4X4 on a scale of 0 to 10.

Score: 00 (Detractor)

F51 : Airbag/SRS Light-Broken/NW

Z13 : Any mention of dealership Service experience After SALE

I am unhappy with the service department. I've had it in there five times for the same problem. Now my airbag light is on and I can't get to go off.

Q3 Please rate your satisfaction with your experience at C. R. MOTOR SALES, INC. on a scale of 0 to 10.

Score: 00 (Detractor)

023 : Vehicle not fixed first visit

About a year after I had it I turned the key and it wouldn't start. I called them and they didn't know what it was and it did it to several times to me and didn't for them and they replaced I don't know how many parts. I kept calling them and tried to get it fixed and they didn't know what to do to fix it.

Q8 Have you been back for service to C. R. MOTOR SALES, INC. in the last X months?

YES

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

03 - Do Not Know

097 : Other

SURVEY COMPLETED 2010-07-18 12:14:09, CUSTOMER ID[redacted] CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report [redacted] *9*

VIN	1J4FZ24188L6[redacted]	***Model Year***	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4	
Built Date	03/28/2008	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Open Date	05/17/2012	***Mileage***	0	***Event***	009	Second+ Warranty Event	
Dealer	68621	WINFIELD MOTOR COMPANY				***Dealer Zone***	74
Dealer Address	1901 SOUTH MAIN					***Dealer Phone(s)***	620 221-2840
City/State/ZIP	WINFIELD, KS, 67156					***Dealer Fax***	316 221-1924

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 05 (Detractor)

002 : Poor quality

007 : Negative experience / problems with CURRENT vehicle

cheap tires and brake pads, poor enginering on door handles, clock spring, nonworking airbag for 65000 miles, trouble with nuetral saftey switch

Q2 Please rate your satisfaction with your WRANGLER X RHD 4X4 on a scale of 0 to 10.

Score: 05 (Detractor)

F51 : Airbag/SRS Light-Broken/NW

D43 : Other Brake problems

D35 : Tires-Other Defects

cheap tires and brake pads, poor enginering on door handles, clock spring, nonworking airbag for 65000 miles, trouble with nuetral saftey switch

Q3 Please rate your satisfaction with your experience at WINFIELD MOTOR COMPANY on a scale of 0 to 10.

Score: 09 (Promoter)

Q14 Do you want Chrysler to contact you?

Question Not Asked

SURVEY COMPLETED 2012-05-18 22:08:31, CUSTOMER ID[redacted] RO:0[redacted], CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	1J4FZ24198L5[redacted]	***Model Year***	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4	
Built Date	09/26/2007	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PBM	STEEL BLUE METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Open Date	07/24/2012	***Mileage***	0	***Event***	008	Second+ Customer Pay Event	
Dealer	45207	COMMERCE AUTO GROUP				***Dealer Zone***	63
Dealer Address	105 STATE HIGHWAY 224					***Dealer Phone(s)***	903 886-4014
City/State/ZIP	COMMERCE, TX, 75428-2170					***Dealer Fax***	903 886-6065

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 05 (Detractor)

011 : Poor service experience

018 : Recall: any mention

007 : Negative experience / problems with CURRENT vehicle

I have 2 right hand jeep wranglers as a rural carrier. My 04 jeep gave me nothing but problems. I replaced the A/C switch 15 times before I finally got my brother to wire around it. I put at least 5 U-joints in it, a heater coil, the back windshield wiper would hang on the spare tire rack. I bought it at Bonham and they did really seem like they cared to work on it. I bought a used 09 from an individual and it had a recall on it. I took it to Bonham Chyrsler and they ask if I bought it there and if it had ever been worked on there before. Since I didn't know that's what I told them. They acted like they really could careless if they worked on it or not. I had the air bag light come on and I took it to Commerce they were most help and polite. I will have my work done there from now on even though I am only 10 miles from Bonham and 35 miles from Commerce. The service I got over there was so much better.

Q2 Please rate your satisfaction with your WRANGLER X RHD 4X4 on a scale of 0 to 10.

Score: 03 (Detractor)

P17 : Numerous non-specific problems / already have problems

As I explained before I had nothing but trouble with my 04, I is perfect for the job if I could just keep it fixed.

Q3 Please rate your satisfaction with your experience at COMMERCE AUTO GROUP on a scale of 0 to 10.

Score: 10 (Promoter)

Q14 Do you want Chrysler to contact you?

Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2012-07-25 21:34:26, CUSTOMER ID[redacted] RO[redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	1J4FZ24198L[redacted]	***Model Year***	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4	
Built Date	10/12/2007	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PGJ	JEEP GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Open Date	03/09/2010	***Mileage***	0	***Event***	006	Year 3 Ownership	
Dealer	62346	BRUBAKER CHRYSLER-JEEP				***Dealer Zone***	35
Dealer Address	1020-60 LITITZ PIKE					***Dealer Phone(s)***	717 299-6541
City/State/ZIP	LANCASTER, PA, 17601					***Dealer Fax***	717 299-9516

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 08 (Neutral)

Q2 Please rate your satisfaction with your WRANGLER X RHD 4X4 on a scale of 0 to 10.

Score: 06 (Detractor)

R10 : Any mention by customer of a recall

E12 : Engine Doesn't Start At All

X35 : Water Leaks Into Vehicle

Has had numerous problems,water leaks,key not starting.dead battery, air bag light coming on(clock spring),recalls,not being able to get an extended warranty(with this many problems).

Q3 Please rate your satisfaction with your experience at BRUBAKER CHRYSLER-JEEP on a scale of 0 to 10.

Score: 10 (Promoter)

Q8 Have you been back for service to BRUBAKER CHRYSLER-JEEP in the last X months?

YES

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

04 - Probably Will only

SURVEY COMPLETED 2010-03-10 14:49:08, CUSTOMER ID[redacted]7, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE

Customer Complaint Report

[redacted]

VIN	1J4FZ24198L[redacted]	***Model Year***	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4	
Built Date	10/27/2007	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Open Date	05/18/2010	***Mileage***	0	***Event***	006	Year 3 Ownership	
Dealer	68960	WESTGATE CHRYSLER JEEP DODGE I				***Dealer Zone***	42
Dealer Address	2695 EAST MAIN STREET					***Dealer Phone(s)***	317 839-6554
City/State/ZIP	PLAINFIELD, IN, 46168					***Dealer Fax***	317 837-7918

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 05 (Detractor)
007 : Negative experience / problems with CURRENT vehicle
under warranty it took a year to find an air conditioning problem.It now has 51,000 miles and out of warranty ac is acting up again, has been using oil since day one, air bag light is staying on,and the transmission is acting up in overdrive.

Q2 Please rate your satisfaction with your WRANGLER X RHD 4X4 on a scale of 0 to 10.
Score: 05 (Detractor)
T23 : Other Auto Trans
F79 : Other Airbag/SRS
H28 : Other AC
previously listed

Q3 Please rate your satisfaction with your experience at WESTGATE CHRYSLER JEEP DODGE I on a scale of 0 to 10.
Score: 99 (Refused/Left Blank)

Q8 Have you been back for service to WESTGATE CHRYSLER JEEP DODGE I in the last X months?
NO
002 : Services performed by friends, family, DIY

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?
03 - Do Not Know
001 : Too many problems with current or past vehicle

Q10 Where have you had your most recent service work on your vehicle performed?
001 : A different Chrysler, Dodge, or Jeep dealership other than [DEALER NAME]

Q11 Approximately how long until your household will acquire its next vehicle?
006 : Don't Know

SURVEY COMPLETED 2010-05-21 17:14:12, CUSTOMER ID[redacted], CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report [redacted] 6

VIN	1J4FZ24198[redacted]	***Model Year***	2008	***Body***	JKUL72	JEEP WRANGLER X RHD 4X4	
Built Date	05/09/2008	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Open Date	10/18/2010	***Mileage***	0	***Event***	006	Year 3 Ownership	
Dealer	45446	ASTORG DODGE CHRYSLER JEEP				***Dealer Zone***	35
Dealer Address	1601 13TH ST					***Dealer Phone(s)***	304 485-8585
City/State/ZIP	PARKERSBURG, WV, 26101-4151					***Dealer Fax***	304 420-2345

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 00 (Detractor)

992 : Safety/Legal

002 : Poor quality

007 : Negative experience / problems with CURRENT vehicle

At the time the Jeep turned over 30,000; all of a sudden it started to have more problems than it had during the warranty. I had to figure out why my Jeep doesn't start all the time by myself--sometimes it doesn't go all the way in park---I had this problem during the warranty and the dealership could not figure it out. So when it doesnt start I have to rock my jeep until it clicks. It still boggs down the same way it did during warranty and when it does it makes this deep vibrating sound--oh yeah they couldn't figure that out during the warranty period either. Now my airbag light keeps coming on--other than the ding it doesnt bother me. Due to the fact that I treated this Jeep like a baby and it has so many problems is the reason why I would never buy another Jeep. You might say it is because of my job but that is not true. Coworkers have Subaru and Toyotas that get treated worse and they do not have as many problems as my Jeep. When I started at the Post Office, all 12 carriers had Jeeps now only 3 carriers have Jeeps. That should tell you something! If the problems I had during my warranty was fixed I might have a different outlook but they weren't! I thought I was doing the right thing by buy american but I guess the craftmanship isnt what it used to be! That is why I wouldn't recommend a Jeep to anyone including myself!

Q2 Please rate your satisfaction with your WRANGLER X RHD 4X4 on a scale of 0 to 10.

Score: 00 (Detractor)

E35 : No engine problem, but unhappy with power/acceleration/speed/horsepower/during passing/from stop

E16 : Engine Stumbles/Hesitates

The same reasons I wouldnt recommend a Jeep because it has too many problems. They are not made like they used to be. The 4.0 inline six cylinder had way more power. Overall my Jeep is a big piece of junk. Last one I will ever own!!!!!!!!

Q3 Please rate your satisfaction with your experience at ASTORG DODGE CHRYSLER JEEP on a scale of 0 to 10.

Score: 00 (Detractor)

023 : Vehicle not fixed first visit

995 : Will never buy there again

Well they could not figure out the problems while it was under warranty and to drag it out till the warranty was over is pretty crappy. They made me late for work one morning even after I told them when I made the appointment what time I had to be to work and they piddled around like there was no care in the world. I will not be back there.

Q8 Have you been back for service to ASTORG DODGE CHRYSLER JEEP in the last X months?

YES

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

01 - Definitely Will Not

001 : Too many problems with current or past vehicle

003 : Unhappy with service or past dealings with current dealer

009 : Quality/Reliability

097 : Other

010 : Dependability

SURVEY COMPLETED 2010-10-18 18:12:29, CUSTOMER ID[redacted]2, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report [redacted]

VIN	1J4GA39119L[redacted]	***Model Year***	2009	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY	
Built Date	03/30/2009	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Open Date	04/19/2010	***Mileage***	0	***Event***	003	1st Service customer pay	
Dealer	66827	PAQUIN MOTORS INC				***Dealer Zone***	32
Dealer Address	2 FRANKLIN PARK W					***Dealer Phone(s)***	802 524-2147
City/State/ZIP	SAINT ALBANS, VT, 05478-1676					***Dealer Fax***	802 257-1395

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 05 (Detractor)

002 : Poor quality

007 : Negative experience / problems with CURRENT vehicle

Since I bought the Jeep, I've had problem after problem. It was not even three months old and it wouldn't even start in the garage so we had to have it brought to the dealership. Then my tire sensor light won't go off and my engine light keeps going on. They fixed the engine light, but the tire light keeps coming on. I got the recall thing in the mail about something to do with my air bag that needs to be replaced so it's like one thing after another.

Q2 Please rate your satisfaction with your WRANGLER UNLIMITED X 4X4 SPORT UTILITY on a scale of 0 to 10.

Score: 06 (Detractor)

E31 : Check Engine Light Indicated Problem

E12 : Engine Doesn't Start At All

D35 : Tires-Other Defects

Since I bought the Jeep, I've had problem after problem. It was not even three months old and it wouldn't even start in the garage so we had to have it brought to the dealership. Then my tire sensor light won't go off and my engine light keeps going on. They fixed the engine light, but the tire light keeps coming on. I got the recall thing in the mail about something to do with my air bag that needs to be replaced so it's like one thing after another.

Q3 Please rate your satisfaction with your experience at PAQUIN MOTORS INC on a scale of 0 to 10.

Score: 98 (Don't know)

SURVEY COMPLETED 2010-04-21 19:27:18, CUSTOMER ID [redacted] RO [redacted] 0, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE

Customer Complaint Report

[redacted]

VIN	1J4GA39148L5[redacted]	***Model Year***	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4	
Built Date	11/13/2007	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Open Date	04/29/2013	***Mileage***	0	***Event***	008	Second+ Customer Pay Event	
Dealer	24100	HUNTINGTON BEACH CHRYSLER JEEP				***Dealer Zone***	71
Dealer Address	16701 BEACH BLVD					***Dealer Phone(s)***	714 841-3999
City/State/ZIP	HUNTINGTON BEACH, CA, 92647-4814					***Dealer Fax***	714 841-4848

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 00 (Detractor)

002 : Poor quality

004 : Poor MPG / fuel economy / gas mileage

005 : Styling of vehicles

This thing is a badly designed lemon. The main design flaw is the wind up, high reving, low torque, lousy gas mileage engine. I could live with that, but this jeep has the death wobble problem for which I've had to invest over $2000 so it didn't kill me or others and now has the airbag fail light on, which occured while it was sitting in the driveway. Last summer I took a trip up to washington state and stayed with a friend for a week, I parked the jeep on arrive and didn't move it until one morning when it woke us with the horn honking the lights on, the windshield wipers wiping and more bad stuff. The jeep had been off, key out of ignition, every light on the dash was on and, why do I bother, you aren't reading this anyway. if you are and really care you can contact me on email with a message I can respond to.

Q2 Please rate your satisfaction with your WRANGLER UNLIMITED X 4X4 on a scale of 0 to 10.

Score: 00 (Detractor)

P24 : Unspecified electrical/wiring problem

D46 : Other Steering System/Steering Wheels problems

E35 : No engine problem, but unhappy with power/acceleration/speed/horsepower/during passing/from stop

weak engine (probably fixed with the new diesel), design problem with the computer bus and steering (track bar?)

Q3 Please rate your satisfaction with your experience at HUNTINGTON BEACH CHRYSLER JEEP on a scale of 0 to 10.

Score: 03 (Detractor)

aparently these guys are idots. I told them the fault system showed multiple and random faults but all they could do is read the faults currently showing and do what those faults told them to do. One of the faults they quoted me a bunch to fix, the bas/??? went away after I left and has been off since them. they didn't even try to reset the faults to see if the computer re-found them.

Q14 Do you want Chrysler to contact you?

Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2013-05-04 23:34:37, CUSTOMER ID[redacted]:0[redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	1J4GA39178[redacted]	***Model Year***	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4	
Built Date	12/10/2007	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Open Date	08/21/2012	***Mileage***	0	***Event***	007	Year 5 Ownership	
Dealer	24221	POLLARD FRIENDLY MOTOR CO				***Dealer Zone***	74
Dealer Address	2360 30TH ST					***Dealer Phone(s)***	303 447-8187
City/State/ZIP	BOULDER, CO, 80301-1104					***Dealer Fax***	303 449-0320

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 04 (Detractor)

011 : Poor service experience

007 : Negative experience / problems with CURRENT vehicle

Too many mechanical problems followed by even worse customer service.

Q2 Please rate your satisfaction with your WRANGLER UNLIMITED X 4X4 on a scale of 0 to 10.

Score: 01 (Detractor)

992 : Safety/Legal

D32 : Vehicle Vibrates Excessively-While Driving

P27 : Complaints involving warranty

Purchased my Jeep brand new in march of 2008 and had continuous and dangerous issues with the Death Wobble for 2 out of 4 years. Now the Airbag light is on and I see Jeep extended the warranty for this issue on right side drive Jeeps but not left side. It's the same issue why would Jeep discriminate...oh because most right side drive are government issued.

Q3 Please rate your satisfaction with your experience at POLLARD FRIENDLY MOTOR CO on a scale of 0 to 10.

Score: 00 (Detractor)

001 : Negative/rude treatment by staff

005 : Lack of communication

017 : Quality of service work performed

TERRIBLE customer service and would question if the service techs are at all trained. At one point installed a stabilizer incorrect to the point my turning radius was cut in half. Also, recommending the wrong parts to "fix" problems at my expense. Have made SEVERAL attempts in the past 3 months to contact service manager and have not received a single call or email...still waiting!!!

Q8 Have you been back for service to POLLARD FRIENDLY MOTOR CO in the last X months?

YES

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

01 - Definitely Will Not

001 : Too many problems with current or past vehicle

003 : Unhappy with service or past dealings with current dealer

Q11 Approximately how long until your household will acquire its next vehicle?

001 : Less than 1 yr

SURVEY COMPLETED 2012-08-23 11:12:41, CUSTOMER ID[redacted]7, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report [redacted]

VIN	1J4GA39197[redacted]	***Model Year***	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY	
Built Date	06/04/2007	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PBM	STEEL BLUE METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Open Date	11/21/2011	***Mileage***	0	***Event***	007	Year 5 Ownership	
Dealer	45455	LARRY H. MILLER CHRYSLER JEEP				***Dealer Zone***	63
Dealer Address	8528 LOMAS BLVD NE			***Dealer Phone(s)***		505 262-1111	505 366-2900
City/State/ZIP	ALBUQUERQUE, NM, 87110-7905					***Dealer Fax***	505 262-5495

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 00 (Detractor)

002 : Poor quality

007 : Negative experience / problems with CURRENT vehicle

My 2007 Jeep Wrangler, which I bought new, is a lot of fun, but I've had more quality issues on this car than any other vehicle I've ever owned. I've spent literally thousands of dollars to fix everything from a "Death Wobble" (google it - it's very real and amazing that no one has died yet in a related accident) to sensor after sensor going bad. Heck, even one of my keys stopped working before the car is even paid off. But yesterday was the proverbial straw that broke the camel's back. I took it into the Larry H. Miller (LHM) dealership after having spent $400 the week before for things like a brake reservoir sensor going bad. This time my air bag light was beeping on and off. They charged me $509.51 to fix a faulty clockspring despite the fact that I told them, and showed them, the recent NHTSA settlement with Chrysler: "Chrysler also informed ODI that it intends to initiate a consumer satisfaction campaign for MY2007 LHD Wrangler which will extend the CS warranty coverage for 10 years or 150,000 miles. Accordingly the investigation is closed. " LHM told me it wasn't in their system, so they couldn't do anything about it, and I'd have to pay for the fix. This month my Jeep, which will be paid off in July, is costing me more than my mortgage. Either through my company, or personally, I have bought over $120,000 of Chrysler/Jeep/Dodge vehicles in the last 10 years. As it stands right now, I won't buy another.

Q2 Please rate your satisfaction with your WRANGLER UNLIMITED X 4X4 SPORT UTILITY on a scale of 0 to 10.

Score: 01 (Detractor)

P16 : No comment

See previous response.

Q3 Please rate your satisfaction with your experience at LARRY H. MILLER CHRYSLER JEEP on a scale of 0 to 10.

Score: 01 (Detractor)

999 : No comment

See previous comments.

Q8 Have you been back for service to LARRY H. MILLER CHRYSLER JEEP in the last X months?

YES

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

02 - Probably Will Not

001 : Too many problems with current or past vehicle

003 : Unhappy with service or past dealings with current dealer

009 : Quality/Reliability

SURVEY COMPLETED 2011-11-21 18:16:19, CUSTOMER ID:0[redacted], CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	1J4GA59107L[redacted]	***Model Year***	2007	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY	
Built Date	06/29/2007	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Open Date	01/11/2012	***Mileage***	0	***Event***	007	Year 5 Ownership	
Dealer	42674	NICHOLS DODGE CHRYSLER JEEP				***Dealer Zone***	66
Dealer Address	988 PLANTATION DR			***Dealer Phone(s)***		336 229-1105	336 229-6901
City/State/ZIP	BURLINGTON, NC, 27215-6713					***Dealer Fax***	336 229-0178

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 07 (Neutral)

Q3 Please rate your satisfaction with your experience at NICHOLS DODGE CHRYSLER JEEP on a scale of 0 to 10.
Score: 00 (Detractor)
026 : Tries to sell extra/unnecessary service
019 : Difficult to schedule service appointment
they are disorganized, i call for an appointment for service calls and they just tell me to come when ever. they dont seem to want to do warranty work when i take it in. matter of factly, today i took it in after experiencing the airbag light coming on. i received a letter about a clockspring issue and that if this light was illuminated that it needed to be taken in to be repaired. i did so today and they told me that there was nothing wrong with it and that the seat needed to be recalibrated and they would have to charge me $90 to do so. i declined. they are also recommending service work that is not necessary.

Q8 Have you been back for service to NICHOLS DODGE CHRYSLER JEEP in the last X months?
YES

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?
04 - Probably Will only

Q11 Approximately how long until your household will acquire its next vehicle?
005 : More than 6 yrs

Q12 Will this next vehicle replace your [MODEL YEAR] [MODEL]?
001 : Yes

Q13 What type of vehicle will you most likely acquire next?
005 : Sport utility/SUV

SURVEY COMPLETED 2012-01-16 19:14:44, CUSTOMER ID [redacted]24, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	1J4GA59127[redacted]	***Model Year***	2007	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY	
Built Date	03/13/2007	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Open Date	11/20/2012	***Mileage***	0	***Event***	009	Second+ Warranty Event	
Dealer	52979	HUNTER DODGE CHRYSLER JEEP				***Dealer Zone***	71
Dealer Address	1130 AUTO MALL DR					***Dealer Phone(s)***	661 948-8411
City/State/ZIP	LANCASTER, CA, 93534-3292					***Dealer Fax***	805 949-7051

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 05 (Detractor)
006 : Negative experience / problems with PREVIOUS vehicle
007 : Negative experience / problems with CURRENT vehicle
019 : General reputation
I have trouble with the last 3 Jeeps. So has my fried.

Q2 Please rate your satisfaction with your WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 05 (Detractor)
F51 : Airbag/SRS Light-Broken/NW
X45 : Exterior Rust/Corrosion
top rotted. Air Bag light came on.

Q3 Please rate your satisfaction with your experience at HUNTER DODGE CHRYSLER JEEP on a scale of 0 to 10.
Score: 10 (Promoter)

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2012-11-21 09:15:54, CUSTOMER ID[redacted]34, RO[redacted]46, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	1J4GA59147[redacted]	***Model Year***	2007	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY	
Built Date	01/08/2007	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Open Date	08/11/2011	***Mileage***	0	***Event***	007	Year 5 Ownership	
Dealer	45249	DAVID DODGE CHRYSLER JEEP				***Dealer Zone***	35
Dealer Address	1801 ROUTE 202					***Dealer Phone(s)***	610 358-5300
City/State/ZIP	GLEN MILLS, PA, 19342-8178					***Dealer Fax***	

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 00 (Detractor)

018 : Recall: any mention

Too many recalls

Q2 Please rate your satisfaction with your WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY on a scale of 0 to 10.

Score: 04 (Detractor)

R10 : Any mention by customer of a recall

P24 : Unspecified electrical/wiring problem

E35 : No engine problem, but unhappy with power/acceleration/speed/horsepower/during passing/from stop

No pick up or acceleration on an incline. Had to repair steering suspension in the first two years. Electrical problem, air bag light goes on randomly. Poor gas mileage. Too many recalls.

Q3 Please rate your satisfaction with your experience at DAVID DODGE CHRYSLER JEEP on a scale of 0 to 10.

Score: 05 (Detractor)

018 : Didn't explain repairs and/or charges clearly

007 : Price/cost

Went for simple oil change. Charged me $50 for an air filter replacement without informing me. Every time I asked for a quote, the response was a couple of hundred dollars. Did some comparison and was less expensive elsewhere.

Q8 Have you been back for service to DAVID DODGE CHRYSLER JEEP in the last X months?

NO

002 : Services performed by friends, family, DIY

005 : Uncompetitive price/cost too high

008 : Bad past experience with dealer

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

03 - Do Not Know

001 : Too many problems with current or past vehicle

005 : Price/deals offered are unacceptable

007 : Unhappy with fuel efficiency of current vehicle

009 : Quality/Reliability

010 : Dependability

SURVEY COMPLETED 2011-08-11 19:51:47, CUSTOMER ID:7[redacted]4, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report [redacted]

VIN	1J4GA59158[redacted]	***Model Year***	2008	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4	
Built Date	11/09/2007	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PBM	STEEL BLUE METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Open Date	04/02/2013	***Mileage***	0	***Event***	008	Second+ Customer Pay Event	
Dealer	59350	MOSS BROS. CHRYSLER JEEP DODGE				***Dealer Zone***	71
Dealer Address	8151 AUTO DRIVE					***Dealer Phone(s)***	951 688-6200
City/State/ZIP	RIVERSIDE, CA, 92504-4190					***Dealer Fax***	951 687-0584

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 09 (Promoter)

Q2 Please rate your satisfaction with your WRANGLER UNLIMITED SAHARA 4X4 on a scale of 0 to 10.
Score: 09 (Promoter)

Q3 Please rate your satisfaction with your experience at MOSS BROS. CHRYSLER JEEP DODGE on a scale of 0 to 10.
Score: 06 (Detractor)
023 : Vehicle not fixed first visit
992 : Safety/Legal
007 : Price/cost
Because I get asked to do a survey each time... If I don't do it via survey card, u email me. If I don't do it via email, u call me. Must we do a survey each and every time? Second, I filed a complaint with Office of Defects Investigation (ODI) National Highway Traffic Safety Administration (NHTSA) and U.S. Department of Transportation (DOT) because after research it seems just as many 2008 wranglers have the same clock spring problem as the 2007's. My airbag light has came on and there is nothing your service managers could do for me just because "it only let's us service recalls by vin" I paid so much for my jeep that I shouldn't have to pay for such an expense that obviously isn't caused by opperator error. This is a known weak link in 2007's and also with many 2008's as I looked in the nhtsa database.

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2013-04-03 11:02:09, CUSTOMER ID [redacted]2, RO [redacted]9, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

VIN	1J4GA59158[redacted]	***Model Year***	2008	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4	
Built Date	05/13/2008	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PEM	RED ROCK CRYSTAL PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Open Date	04/30/2014	***Mileage***	0	***Event***	008	Second+ Customer Pay Event	
Dealer	44391	INTERSTATE DODGE INC				***Dealer Zone***	63
Dealer Address	701 CONSTITUTION DR			***Dealer Phone(s)***		318 388-1270	318 387-2665
City/State/ZIP	WEST MONROE, LA, 71292-8067					***Dealer Fax***	

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your WRANGLER UNLIMITED SAHARA 4X4 on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at INTERSTATE DODGE INC on a scale of 0 to 10.
Score: 00 (Detractor)
992 : Safety/Legal
046 : Parts: recall
007 : Price/cost
I had an apt at 7:30 am. I left at 10:30 am with only an oil change. I went in to check my airbag. my light keeps going on and off. I was informed that it was a clockspring that cost $500 to replace. Then I was told I need to make another apt to get that service done. I did further research and found out that the clockspring on the 2008 Wranglers has several complaints with the government recall department. Why not just replace them before someone gets injured.

Q14 Do you want Chrysler to contact you?
Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2014-05-02 15:22:55, CUSTOMER ID[redacted]6, RO[redacted]8, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report [redacted]

VIN	1J4GA59158L[redacted]	***Model Year***	2008	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4	
Built Date	05/19/2008	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Open Date	03/03/2009	***Mileage***	0	***Event***	004	1st Warranty Visit	
Dealer	37058	R I SURESKY & SON INC				***Dealer Zone***	32
Dealer Address	RTE 17A HATFIELD			***Dealer Phone(s)***		845 294-5177	845 294-5179
City/State/ZIP	GOSHEN, NY, 10924					***Dealer Fax***	

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your WRANGLER UNLIMITED SAHARA 4X4 on a scale of 0 to 10.
Score: 06 (Detractor)
F52 : Airbag/SRS Light-DTU/Controls Poor Location
Because it's been back and forth a number of times since we've had it from July for air bags and nav system. It's been inconvenient.

Q3 Please rate your satisfaction with your experience at R I SURESKY & SON INC on a scale of 0 to 10.
Score: 09 (Promoter)

Q7 Would you be interested in leaving dealer a message?
NO

SURVEY COMPLETED 2009-03-10 18:36:12, CUSTOMER ID:0[redacted], [redacted]3, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE

Customer Complaint Report

[redacted]

VIN	1J4GA64127[redacted]	***Model Year***	2007	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR	
Built Date	04/25/2007	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Open Date	05/28/2013	***Mileage***	0	***Event***	008	Second+ Customer Pay Event	
Dealer	23355	CROSS MOTORS CORPORATION				***Dealer Zone***	42
Dealer Address	1501 GARDINER LN					***Dealer Phone(s)***	502 459-9900
City/State/ZIP	LOUISVILLE, KY, 40218-4550					***Dealer Fax***	502 473-4550

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 05 (Detractor)

001 : Price/cost

018 : Recall: any mention

007 : Negative experience / problems with CURRENT vehicle

My recent service experience was rather unpleasant due to the fact that my 07 Jeep Rubicon 2Dr was under recall, but the service manager told me that the recall was only if the airbag light had been on. This was not the case when I originally received the recall. My original recall letter basically stated that all Clock Rings on my model Jeep should be replaced. It seems as though now Jeep has changed the recall to state that only Clock Springs with the airbag light on should be replaced. Meanwhile, my cruise control, driver side window, windshield wiper fluid pump and a couple other electrical items are not working due to the Clock Spring. Furthermore, when i tried to take in for the recall over a year ago, the Clock Springs were on backorder....I'm assuming the costs to Jeep have outweighed the benefit of having happy customers. I'm very displeased with the Service Dept of Jeep because of this!

Q2 Please rate your satisfaction with your WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR on a scale of 0 to 10.

Score: 05 (Detractor)

D46 : Other Steering System/Steering Wheels problems

Clock Spring recall isn't as advertised.

Q3 Please rate your satisfaction with your experience at CROSS MOTORS CORPORATION on a scale of 0 to 10.

Score: 05 (Detractor)

NA

Q14 Do you want Chrysler to contact you?

Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2013-06-03 13:15:58, CUSTOMER ID:7[redacted], RO[redacted]3, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	1J4GA64188[redacted]	***Model Year***	2008	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4	
Built Date	02/14/2008	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PGJ	JEEP GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Open Date	05/15/2015	***Mileage***	0	***Event***	009	Second+ Warranty Event	
Dealer	59577	LARSON CHRYSLER JEEP DODGE				***Dealer Zone***	71
Dealer Address	2001 N MERIDIAN					***Dealer Phone(s)***	253 845-1725
City/State/ZIP	PUYALLUP, WA, 98371-3303					***Dealer Fax***	253 845-1945

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your WRANGLER RUBICON 4X4 on a scale of 0 to 10.
Score: 00 (Detractor)
376 : Parts: recall
050 : Airbag/SRS Light - Broken/Not Working
1, the airbag light has been on for about 4 years due to the cock spring which was recalled on 07 but not 08 model. As soon as I bought this jeep the airbag flashed on and off. Why won't you guys fix this problem for free? Don't get me wrong - Bought my soon a jeep and will pass this to my younger son in 1.5 years and i will buy a new jeep from Larson Jeep in sumner wa. I have taken my jeep to enucmclaw wa jeep so many times and they never fixed the problems -also had to argue what was covered - this was a brand new Rubicon 32000 dollar jeep

Q3 Please rate your satisfaction with your experience at LARSON CHRYSLER JEEP DODGE on a scale of 0 to 10.
Score: 10 (Promoter)

Q14 Do you want Chrysler to contact you?
Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2015-05-15 20:45:51, CUSTOMER ID:7[redacted]9, RO[redacted]1, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report [redacted]6

VIN	1J4GA64189L[redacted]	***Model Year***	2009	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR	
Built Date	10/13/2008	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Open Date	08/23/2011	***Mileage***	0	***Event***	006	Year 3 Ownership	
Dealer	24100	HUNTINGTON BEACH CHRYSLER JEEP				***Dealer Zone***	71
Dealer Address	16701 BEACH BLVD					***Dealer Phone(s)***	714 841-3999
City/State/ZIP	HUNTINGTON BEACH, CA, 92647-4814					***Dealer Fax***	714 841-4848

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 02 (Detractor)

002 : Poor quality

007 : Negative experience / problems with CURRENT vehicle

Because of the issues that I have had with the vehicle. I have owned the vehicle for two years and have already had to have the entire six speed manual transmission replaced. My clutch is currently slipping, my airbag warning light comes on when I turn my steering wheel, the bushing that holds the steering wheel column in the firewall slipped out. These issues are common to other Wrangler owners as well. In my opinion, it reflects poorly on the design and build quality of the vehicle. It is not all bad though. The vehicle has been a ton of fun.

Q2 Please rate your satisfaction with your WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR on a scale of 0 to 10.

Score: 02 (Detractor)

T11 : Auto Trans-Slips/Shifts Erratically

E35 : No engine problem, but unhappy with power/acceleration/speed/horsepower/during passing/from stop

T26 : Transmission quality/wears out too quickly/replaced too soon

Because of the issues that I have had with the vehicle. I have owned the vehicle for two years and have already had to have the entire six speed manual transmission replaced. My clutch is currently slipping, my airbag warning light comes on when I turn my steering wheel, the bushing that holds the steering wheel column in the firewall slipped out. These issues are common to other Wrangler owners as well. In my opinion, it reflects poorly on the design and build quality of the vehicle. It is not all bad though. The vehicle has been a ton of fun. To make the vehicle more appealing, the one thing that it really needs is an engine with more low RPM torque. The current motor in the 2009 is grossly underpowered and inefficient in comparison with other vehicles on the market today. In my opinion, a small V8 would be perfect in this vehicle.

Q3 Please rate your satisfaction with your experience at HUNTINGTON BEACH CHRYSLER JEEP on a scale of 0 to 10.

Score: 09 (Promoter)

Q8 Have you been back for service to HUNTINGTON BEACH CHRYSLER JEEP in the last X months?

YES

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

02 - Probably Will Not

001 : Too many problems with current or past vehicle

009 : Quality/Reliability

010 : Dependability

SURVEY COMPLETED 2011-08-24 14:32:25, CUSTOMER ID:7[redacted]3, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

VIN	1J4GA64189[redacted]	***Model Year***	2009	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR	
Built Date	10/13/2008	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Open Date	03/05/2013	***Mileage***	0	***Event***	008	Second+ Customer Pay Event	
Dealer	24100	HUNTINGTON BEACH CHRYSLER JEEP				***Dealer Zone***	71
Dealer Address	16701 BEACH BLVD					***Dealer Phone(s)***	714 841-3999
City/State/ZIP	HUNTINGTON BEACH, CA, 92647-4814					***Dealer Fax***	714 841-4848

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 01 (Detractor)

001 : Price/cost

992 : Safety/Legal

007 : Negative experience / problems with CURRENT vehicle

Because I just payed over $550 to have a clockspring replaced due to the air bag light being illuminated. Come to find out through internet research that it appears to be an ongoing problem with Chrysler vehicles for many years. There is a TSB to replace them, no charge on 2007 model year Jeep Wranglers, as well as a reacall on 2008-2012 Right Hand Drive Models. My vehicle which is a LHD 2009, experienced the same issue that the above noted vehicles experienced and I am left to foot the bill. I even discussed the issue with a Chrysler customer service person who told me that she could not do anything about it. She also informed me that if it broke again in a month, that I would have to pay to have it repaired again. The parts used in my vehicle are the same parts used in the other vehicles that were recalled or TSB'd. This is a safety issue and a matter of statistical percentages. It is also a lack of common sense and customer service.

Q2 Please rate your satisfaction with your WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR on a scale of 0 to 10.

Score: 03 (Detractor)

992 : Safety/Legal

T26 : Transmission quality/wears out too quickly/replaced too soon

P20 : Perception of quality/dependability/reliability/trust/workmanship

Because of the reliability issues that I have had with it. I have 62K miles on the vehicle. So far, my steering column needed repair after about 1500 miles, I had a new manual transmission replaced after 35000 miles, clockspring issue (which I had to pay for), my "mygig" navigation unit is inoperable due to touchscreen malfunction, cruise control broken, even though it was used 2 times. Again, reliability is the reason I am not satisfied.

Q3 Please rate your satisfaction with your experience at HUNTINGTON BEACH CHRYSLER JEEP on a scale of 0 to 10.

Score: 05 (Detractor)

007 : Price/cost

Firstly, my car has always been serviced as promised. I have no issue with service in general. My only issue is with the pricing. On my last repair, the bill showed a part priced at $300 on the invoice. i had previously called the parts department to get a price and they quoted me $260. They would be better off having a fixed pricing scheme instead of playing with numbers to inflate the bill.

Q14 Do you want Chrysler to contact you?

Question Not Asked

SURVEY COMPLETED 2013-03-14 15:37:01, CUSTOMER ID [redacted]3, RO [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	1J4GA69117L1[redacted]	***Model Year***	2007	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY	
Built Date	02/07/2007	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PBM	STEEL BLUE METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Open Date	07/14/2009	***Mileage***	0	***Event***	006	Year 3 Ownership	
Dealer	66159	BILL GADDIS CHRY-PLY INC				***Dealer Zone***	42
Dealer Address	1717 N WHEELING AVE					***Dealer Phone(s)***	765 289-2361
City/State/ZIP	MUNCIE, IN, 47303-1667					***Dealer Fax***	765 741-5078

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 09 (Promoter)

Q2 Please rate your satisfaction with your WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY on a scale of 0 to 10.

Score: 05 (Detractor)

F51 : Airbag/SRS Light-Broken/NW

D99 : Other Driving Experience

TRIP TO DEALERSHIP TO RE-FLASH THE COMPUTER. Intermittent problems with the passenger air bag cut-off light and chime. Found some oil in the left wheel, from the axle end. The other indicator lights, other than the air bag cut-off light, have suddenly started working normally, for now.....

Q3 Please rate your satisfaction with your experience at BILL GADDIS CHRY-PLY INC on a scale of 0 to 10.

Score: 10 (Promoter)

Q8 Have you been back for service to BILL GADDIS CHRY-PLY INC in the last X months?

NO

003 : Inconvenient location

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

04 - Probably Will only

SURVEY COMPLETED 2009-07-17 18:23:09, CUSTOMER ID[redacted], CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE

Customer Complaint Report

[redacted]

VIN	1J4GB59187L[redacted]	***Model Year***	2007	***Body***	JKTP74	JEEP WRANGLER UNLIMITED SAHARA 4X2 SPORT UTILITY	
Built Date	10/17/2006	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PGJ	JEEP GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Open Date	01/24/2012	***Mileage***	0	***Event***	008	Second+ Customer Pay Event	
Dealer	45528	CALIFORNIA SUPERSTORES VAN NUY				***Dealer Zone***	71
Dealer Address	6110- 6114 VAN NUYS BLVD			***Dealer Phone(s)***		916 275-2275	818 787-0800
City/State/ZIP	VAN NUYS, CA, 91401-3305					***Dealer Fax***	

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your WRANGLER UNLIMITED SAHARA 4X2 SPORT UTILITY on a scale of 0 to 10.
Score: 08 (Neutral)

Q3 Please rate your satisfaction with your experience at CALIFORNIA SUPERSTORES VAN NUY on a scale of 0 to 10.
Score: 05 (Detractor)
007 : Price/cost
They could not fix airbag warning light without charging me $300 .

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2012-01-24 18:50:30, CUSTOMER ID[redacted], RO[redacted]8, CONTACT METHOD:ONLINE, , LANGUAGE:00

Customer Complaint Report

VIN	1J4GZ39129[redacted]	***Model Year***	2009	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR	
Built Date	09/29/2008	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Open Date	10/10/2012	***Mileage***	0	***Event***	008	Second+ Customer Pay Event	
Dealer	61619	MARMIE MOTORS INCORPORATED				***Dealer Zone***	74
Dealer Address	1724 10TH ST					***Dealer Phone(s)***	620 792-2571
City/State/ZIP	GREAT BEND, KS, 67530-4505					***Dealer Fax***	620 792-5856

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 05 (Detractor)

996 : Other

I use the RHD jeep to deliver mail. None of my friends need a vehicle like that.

Q2 Please rate your satisfaction with your WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR on a scale of 0 to 10.

Score: 06 (Detractor)

D41 : Brakes wearing unevenly/have to replace brakes too soon

E31 : Check Engine Light Indicated Problem

F79 : Other Airbag/SRS

The brakes wear out way too early and I have had alot of repairs done on it. I am getting an intermittent check engine light and the dealer told me it was an emissions problem. I bought a new $16 gas cap that was recommended, but the light still keeps coming on. The Airbag light is on too. I was told that would be about $800 to replace. I can't afford that fix and keep brakes and tires on that vehicle. It just seems like like something is always wrong with it.

Q3 Please rate your satisfaction with your experience at MARMIE MOTORS INCORPORATED on a scale of 0 to 10.

Score: 03 (Detractor)

023 : Vehicle not fixed first visit

024 : Parts not in stock

005 : Lack of communication

the tech that preformed my oil change marked on the check off sheet that my serpentine belt needed to be replaced. The service dept man (allen) that called me to tell me that my service was done and my jeep was ready to go, must not have looked at the check off sheet and didn't mention to me that a new belt was needed. I picked up my jeep and didn't look at the sheet because they usually mention any needed repairs at the time of pick up, but this time nobody caught the note. I found the recommendation the nxt day and called the service dept for an explanation. I was told to just bring it back in again and they would check to see how bad the belt looked. I was not happy to make a second trip to Marmies to have something looked at again, when the problem should have been brought to my attention when they found it. Next I was told that the parts dept didn't have a belt anyway and that it would have to be ordered and could be in a few days later. In the past four years that I have had my jeep serviced at Marmies I have had to make numerous return trips to that shop to have something redone or rechecked. It sure doesn't give me much confidence in their efficiency. I have even visited with one of the owners and a manager of Marmies in the past about the short falls of the service dept. but I don't think much improvement has come about since then.

Q14 Do you want Chrysler to contact you?

Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2012-10-12 21:57:06, CUSTOMER ID:0[redacted], RO[redacted]CONTACT METHOD:ONLINE, , LANGUAGE:00

Customer Complaint Report

VIN	1J4GZ39129[redacted]	***Model Year***	2009	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR	
Built Date	10/15/2008	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Open Date	03/23/2012	***Mileage***	0	***Event***	009	Second+ Warranty Event
Dealer	43680	DOTHAN CHRY-DODGE INC		***Dealer Zone***	66
Dealer Address	4074 ROSS CLARK CIR			***Dealer Phone(s)***	334 794-0606
City/State/ZIP	DOTHAN, AL, 36303-5724			***Dealer Fax***	

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 00 (Detractor)

007 : Negative experience / problems with CURRENT vehicle

Had to spend $4,000 to fix the transmission in the last month.

Q2 Please rate your satisfaction with your WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR on a scale of 0 to 10.

Score: 00 (Detractor)

T24 : Other Manual Trans

X99 : Other Exterior

P20 : Perception of quality/dependability/reliability/trust/workmanship

This vehicle did not stand up to the wear that I thought it was designed to withstand. "trail rated" means don't take it on dirt roads on a mail route or you'll have an expense to repair a part of your axle, Don't drive it on a mail route for more than 36,000 miles or you might have to buy a new transmission, and guess what, Chrysler can't help you, although they are very sorry.

Q3 Please rate your satisfaction with your experience at DOTHAN CHRY-DODGE INC on a scale of 0 to 10.

Score: 04 (Detractor)

023 : Vehicle not fixed first visit

001 : Negative/rude treatment by staff

027 : Length of time to complete service

Many times I have taken it in for service and found it parked in their lot, untouched, when I expected it to be worked on since I explained that I needed it for the mail route. My latest experience was excellent for the clockspring replacement, before that I brought it in for a transmission repair, they told me transmission man had no other work scheduled and it would be a good time. He got a part in for another vehicle and did not touch mine till the next day. When I went to pick it up he was just finished test driving it. He said that he fixed one problem ($1,000), but had found a new problem for another ($1,000) and to bring it back. I had not noticed the 2n d problem before he worked on it and if new problem existed, why didn't they fix it while they had it for 2 days? I also knew the clockspring had to be replaced (estimated cost $500) and told them I would just deal with the airbag light on and they did not tell me that there was a possiblilty the airbag would not function without the repair.

Q14 Do you want Chrysler to contact you?

Question Not Asked

SURVEY COMPLETED 2012-03-29 16:36:02, CUSTOMER ID:7[redacted]4, RO[redacted]1, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	1J4GZ39129[redacted]	***Model Year***	2009	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR	
Built Date	04/30/2009	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Open Date	04/18/2012	***Mileage***	0	***Event***	006	Year 3 Ownership	
Dealer	68583	STERLING CHRY-DODGE-JEEP				***Dealer Zone***	63
Dealer Address	5504 I-49 NORTH SERVICE ROAD					***Dealer Phone(s)***	337 942-1241
City/State/ZIP	OPELOUSAS, LA, 70570					***Dealer Fax***	337 942-1623

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 06 (Detractor)

018 : Recall: any mention

007 : Negative experience / problems with CURRENT vehicle

Two problems. First of all, we had a problem with the transmission overheating, but the dealer did put in a heavy duty cooling system for me. Then we had problems with the horn, but of course it would never not work when I brought it to the dealer, so I still have a problem with it not working sometimes. Then we had a problem with the gas cap light coming on. We changed that when it was under warranty. Unfortunately, it went out again just after it was no longer under warranty. Now the gas light comes on, and sometimes the check engine light comes on which is vapor loss from the gas hose. We had really major problems with the airbag system. I had problem with that for two years before Chrysler actually admitted, and recalled it. We did manage to get that fixed. This vehicle has a lot more electrical problems. It is a right hand drive Jeep, it's put on a mail route, but the Chrysler company has put out Jeeps for many, many years for the Post Office. They don't seem to be able to improve it. You would think after that many years of them doing this they could make the changes to improve it. The engine's not as good as the older ones. The older models had that Straight-6 4.0, and that's not even available anymore. It was a better engine.

Q2 Please rate your satisfaction with your WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR on a scale of 0 to 10.

Score: 06 (Detractor)

P24 : Unspecified electrical/wiring problem

E31 : Check Engine Light Indicated Problem

T23 : Other Auto Trans

Two problems. First of all, we had a problem with the transmission overheating, but the dealer did put in a heavy duty cooling system for me. Then we had problems with the horn, but of course it would never not work when I brought it to the dealer, so I still have a problem with it not working sometimes. Then we had a problem with the gas cap light coming on. We changed that when it was under warranty. Unfortunately, it went out again just after it was no longer under warranty. Now the gas light comes on, and sometimes the check engine light comes on which is vapor loss from the gas hose. We had really major problems with the airbag system. I had problem with that for two years before Chrysler actually admitted, and recalled it. We did manage to get that fixed. This vehicle has a lot more electrical problems. It is a right hand drive Jeep, it's put on a mail route, but the Chrysler company has put out Jeeps for many, many years for the Post Office. They don't seem to be able to improve it. You would think after that many years of them doing this they could make the changes to improve it. The engine's not as good as the older ones. The older models had that Straight-6 4.0, and that's not even available anymore. It was a better engine.

Q3 Please rate your satisfaction with your experience at STERLING CHRY-DODGE-JEEP on a scale of 0 to 10.

Score: 09 (Promoter)

Q8 Have you been back for service to STERLING CHRY-DODGE-JEEP in the last X months?

YES

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

03 - Do Not Know

001 : Too many problems with current or past vehicle

SURVEY COMPLETED 2012-04-24 19:15:03, CUSTOMER ID[redacted], CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	1J4GZ39139[redacted]	***Model Year***	2009	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR	
Built Date	09/02/2008	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PBS	DEEP WATER BLUE PEARL COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Open Date	07/21/2011	***Mileage***	0	***Event***	006	Year 3 Ownership	
Dealer	67897	BILL MARSH CHRYSLER-DODGE & JE				***Dealer Zone***	42
Dealer Address	1655 SOUTH GARFIELD AVE					***Dealer Phone(s)***	231 941-4141
City/State/ZIP	TRAVERSE CITY, MI, 49686-4335					***Dealer Fax***	231 941-1633

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 07 (Neutral)

Q2 Please rate your satisfaction with your WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR on a scale of 0 to 10.
Score: 06 (Detractor)
F51 : Airbag/SRS Light-Broken/NW
E24 : Abnormal Engine Noises
F19 : Tire Press Monitor-Broken/NW
Airbag light, tire pressure light and gas cap light go on and off intermittently. Engine has knocks and ticks during cold start up on cold days.

Q3 Please rate your satisfaction with your experience at BILL MARSH CHRYSLER-DODGE & JE on a scale of 0 to 10.
Score: 08 (Neutral)

Q8 Have you been back for service to BILL MARSH CHRYSLER-DODGE & JE in the last X months?
NO
003 : Inconvenient location
097 : Other

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?
03 - Do Not Know
001 : Too many problems with current or past vehicle
009 : Quality/Reliability

SURVEY COMPLETED 2011-07-21 22:03:03, CUSTOMER ID:104208187, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	1J4GZ39149L[redacted]	***Model Year***	2009	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR	
Built Date	10/15/2008	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Open Date	09/13/2012	***Mileage***	0	***Event***	008	Second+ Customer Pay Event	
Dealer	26325	MUSSON-PATOUT CHRYSLER DODGE J				***Dealer Zone***	63
Dealer Address	1200 E MAIN ST					***Dealer Phone(s)***	337 365-3411
City/State/ZIP	NEW IBERIA, LA, 70560-3922					***Dealer Fax***	337 365-7124

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 01 (Detractor)

001 : Price/cost

992 : Safety/Legal

038 : FFV: could not duplicate

007 : Negative experience / problems with CURRENT vehicle

Because when you go ahead and begin having trouble when your vehicle is just 6 months old and the problem is still not solved. It's horrifying in my opinion to spend $30,000 on a vehicle and still don't feel safe! I have to be able to use the jeep the whole day without any problems. Should I have trouble and have to call someone to help me, I lose the whole day!

Q2 Please rate your satisfaction with your WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR on a scale of 0 to 10.

Score: 01 (Detractor)

P24 : Unspecified electrical/wiring problem

992 : Safety/Legal

376 : Parts: recall

E20 : Engine Runs, Then Dies/Stalls

027 : Check Engine Light Indicated Problem

E36 : Other Engine

F36 : Cruise Control-Broken/Not Working

293 : Electrical or button or switches - additional mentions

P20 : Perception of quality/dependability/reliability/trust/workmanship

Electrical problem which no one can find!!!!

Q3 Please rate your satisfaction with your experience at MUSSON-PATOUT CHRYSLER DODGE J on a scale of 0 to 10.

Score: 02 (Detractor)

001 : Negative/rude treatment by staff

992 : Safety/Legal

005 : Lack of communication

First of all they treated me at first very well. Then when I had to go in and purchase the extended warranty because of a problem never found, I felt the animosity they felt for me. I have had a recall with the airbag and picked it up after a week of being there and they let me drive away without telling me there was no horn. I rely on the horn and blow it on an average of 20 times a day. Therefore I had to get down at every house and knock. I had complained about the horn not working properly once before and was told it was a safety feature to go off so I wouldn't burn it up??? What a line of bull! Upon doing my last complaint I was upset and felt like Robert surely hated to see me coming so I mentioned this to the case worker. Evidently, she had a talk with him and he was much nicer. However, when I first got there Patrick had a smart comment oh Ms Verret are you here for the horn. H*** no I wanted the electrical problem found. I surely didn't appreciate his smart comment.

Q14 Do you want Chrysler to contact you?

Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2012-09-18 06:58:51, CUSTOMER ID:7[redacted] RO:0[redacted], CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	1J4GZ39169L[redacted]	**Model Year**	2009	**Body**	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR	
Built Date	02/05/2009	**Market**	U	US	**Plant**	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Open Date	07/18/2011	**Mileage**	0	**Event**	006	Year 3 Ownership	
Dealer	60344	BLAISE ALEXANDER CHRYSLER, JEE				**Dealer Zone**	35
Dealer Address	1080 E COLLEGE AVE					**Dealer Phone(s)**	814 234-4321
City/State/ZIP	STATE COLLEGE, PA, 16801-6805					**Dealer Fax**	814 237-1022

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 00 (Detractor)

013 : Negative dealer comments - general

Not at all pleased with the customer service provided by Blaise Alexander in State College

Q2 Please rate your satisfaction with your WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR on a scale of 0 to 10.

Score: 05 (Detractor)

D40 : Complaints about visibility or blind spots

X99 : Other Exterior

My jeep wrangler is a right hand drive built for mail delivery. They are too high for boxes and the fenders extend out over the tires making it difficult to see for entering into boxes.

Q3 Please rate your satisfaction with your experience at BLAISE ALEXANDER CHRYSLER, JEE on a scale of 0 to 10.

Score: 00 (Detractor)

023 : Vehicle not fixed first visit

004 : Hard to deal with

Vehicle air bag light came on. Scheduled vehicle at State College for the warranty included when purchased the vehicle. Dropped the jeep off and left it there for the day. They replaced the clock spring module. Discovered that evening that my horn did not work. Left at the dealership the following day again. They found a broken terminal. Did not have and had to order. I had to return to work the following day and was told by Morgan I would have my vehicle at 8:00a.m. Vehicle was needed for my job in mail delivery. My husband left his place of employment and brought the Jeep to me when finished. I loaded my vehicle with mail and the vehicle would not start. Dead battery. Talk to Roy McGarvey that afternoon and he said to send him the receipt for the battery and said he would see what they could do. He was very polite and courteous. That evening a lady called me to a follow-up on customer service. I completed the customer service with all the details of my dissatisfaction. Roy phoned a few days later to say they were not going to do anything based on my response to the survey. I guess I wasn't suppose to tell the truth.

Q8 Have you been back for service to BLAISE ALEXANDER CHRYSLER, JEE in the last X months?

NO

001 : Servicing not required

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

01 - Definitely Will Not

003 : Unhappy with service or past dealings with current dealer

Q11 Approximately how long until your household will acquire its next vehicle?

006 : Don't Know

SURVEY COMPLETED 2011-07-20 17:53:12, CUSTOMER ID:1[redacted], CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report [redacted] *8*

VIN	1J4HA5H11AL19[redacted]	***Model Year***	2010	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4	
Built Date	05/05/2010	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Open Date	03/07/2014	***Mileage***	0	***Event***	008	Second+ Customer Pay Event	
Dealer	45478	GILLMAN CHRYSLER JEEP DODGE				***Dealer Zone***	63
Dealer Address	10585 W SAM HOUSTON PKWY S			***Dealer Phone(s)***		713 776-4900	713 776-4961
City/State/ZIP	HOUSTON, TX, 77099-2844					***Dealer Fax***	713 776-4945

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your WRANGLER UNLIMITED SAHARA 4X4 on a scale of 0 to 10.
Score: 10 (Promoter)
377 : Safety/Legal
050 : Airbag/SRS Light - Broken/Not Working

Q3 Please rate your satisfaction with your experience at GILLMAN CHRYSLER JEEP DODGE on a scale of 0 to 10.
Score: 10 (Promoter)

Q14 Do you want Chrysler to contact you?
Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2014-03-09 14:07:21, CUSTOMER ID:7[redacted], R[redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report [redacted]

VIN	1J4HA6H11BL[redacted]	***Model Year***	2011	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY	
Built Date	11/03/2010	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Open Date	04/13/2011	***Mileage***	0	***Event***	004	1st Warranty Visit	
Dealer	60412	CENTENNIAL CHRYSLER JEEP				***Dealer Zone***	74
Dealer Address	9980 E ARAPAHOE RD					***Dealer Phone(s)***	303 790-9300
City/State/ZIP	ENGLEWOOD, CO, 80112-3712					***Dealer Fax***	303 799-9159

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 05 (Detractor)

007 : Negative experience / problems with CURRENT vehicle

It seems to have inherent problems.

Q2 Please rate your satisfaction with your WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY on a scale of 0 to 10.

Score: 04 (Detractor)

P23 : Unspecified noise/squeak/rattles/sounds

F51 : Airbag/SRS Light-Broken/NW

992 : Safety/Legal

I've already shared those with the dealer. Jeep was in the shop last week for some problems with the noise level, and I picked it up on Wednesday. On Saturday the air bag light came on. I stopped at the dealership and they weren't too concerned about my personal safety. They said I'd have to make an appointment to come back. Other dealerships that I've dealt with, Acura in particular, wouldn't have let me drive that vehicle out of there.

Q3 Please rate your satisfaction with your experience at CENTENNIAL CHRYSLER JEEP on a scale of 0 to 10.

Score: 02 (Detractor)

992 : Safety/Legal

027 : Length of time to complete service

Jeep was in the shop last week for some problems with the noise level, and I picked it up on Wednesday. On Saturday the air bag light came on. I stopped at the dealership and they weren't too concerned about my personal safety. They said I'd have to make an appointment to come back. Other dealerships that I've dealt with, Acura in particular, wouldn't have let me drive that vehicle out of there.

Q14 Do you want Chrysler to contact you?

001 : Legal

NO

SURVEY COMPLETED 2011-04-13 18:12:39, CUSTOMER ID [redacted] RO [redacted] CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report [redacted]

VIN	1J4HA6H18A[redacted]	**Model Year**	2010	**Body**	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4	
Built Date	11/02/2009	**Market**	U	US	**Plant**	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Open Date	09/16/2011	**Mileage**	0	**Event**	009	Second+ Warranty Event	
Dealer	24100	HUNTINGTON BEACH CHRYSLER JEEP				**Dealer Zone**	71
Dealer Address	16701 BEACH BLVD					**Dealer Phone(s)**	714 841-3999
City/State/ZIP	HUNTINGTON BEACH, CA, 92647-4814					**Dealer Fax**	714 841-4848

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 00 (Detractor)

011 : Poor service experience

Extremely poor quality of service.

Q2 Please rate your satisfaction with your WRANGLER UNLIMITED RUBICON 4X4 on a scale of 0 to 10.

Score: 09 (Promoter)

Q3 Please rate your satisfaction with your experience at HUNTINGTON BEACH CHRYSLER JEEP on a scale of 0 to 10.

Score: 00 (Detractor)

023 : Vehicle not fixed first visit

992 : Safety/Legal

007 : Price/cost

I took my Jeep in for a metallic grinding noise in the front end. I suspected wheel bearings going out. They rotated the tires and charged me $65, and told me when the tires need rotated, they make a metallic sound. When I left the dealer, the sound was still there. I then took the Jeep to a 4x4 shop, and they diagnosed that the pinion bearings had gone out. They changed the bearings, and the sound was gone. I called the service manager and explained what happened. He said he would check into it but never refunded my money. NEXT- I brought it in because it was not shifting smoothly in and out of 4 wheel drive. The dealer told me it "was not covered under warranty because of the modifications" BUT they could not tell me what was wrong with it. SO they told me it wasn't covered without knowing what was wrong with it. Does THAT sound like good service and people you can trust with your vehicle? Not me! At the same time I had a problem with the air bag light intermittently coming on. I was told that they fixed it ... but the problem was still there. So before I left the dealer they hooked it back up and then I was told that they don't know what is wrong and not to worry because as long as its flashing the air bag wont go off.

Q14 Do you want Chrysler to contact you?

Question Not Asked

SURVEY COMPLETED 2011-09-23 19:20:08, CUSTOMER ID:1[redacted] RO[redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	1J8FA24127L[redacted]	***Model Year***	2007	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR	
Built Date	10/14/2006	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Open Date	01/25/2013	***Mileage***	0	***Event***	009	Second+ Warranty Event	
Dealer	26743	RANCHO CHRYSLER JEEP DODGE				***Dealer Zone***	71
Dealer Address	8010 BALBOA AVENUE					***Dealer Phone(s)***	858 560-7100
City/State/ZIP	SAN DIEGO, CA, 92111-2417					***Dealer Fax***	

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your WRANGLER X 4X4 SPORT UTILITY 2-DOOR on a scale of 0 to 10.
Score: 08 (Neutral)

Q3 Please rate your satisfaction with your experience at RANCHO CHRYSLER JEEP DODGE on a scale of 0 to 10.
Score: 05 (Detractor)
026 : Tries to sell extra/unnecessary service
Rancho was aware that the issue affecting my Jeep Wrangler was most likely the clockspring. Symptoms: intermittent airbag light and horn not working. However, Rancho service manager said that in addition to replacing the clockspring, the weight sensor for the passenger seat airbag system needed to be "calibrated". They said that this was what was causing the airbag light to illuminate. Knowing that the clock spring was probably directly related to the airbag light, I refused to have the "sensor calibrated". As expected, upon completion of the clockspring service, the airbag system proceeded to function normally. There never was a need for a system calibration and I felt that this should have been obvious to the Rancho techs. Overall, my experience was pleasant and I was appreciative of the service managers efforts to have the repairs performed under warranty as was promised by Chrysler corporate.

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2013-01-28 21:38:20, CUSTOMER ID[redacted]7, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	1J8FA24158L[redacted]	***Model Year***	2008	***Body***	JKJL72	JEEP WRANGLER X 4X4	
Built Date	02/18/2008	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Open Date	01/24/2012	***Mileage***	0	***Event***	008	Second+ Customer Pay Event	
Dealer	68183	LAKESHORE CHRYSLER-DODGE-JEEP				***Dealer Zone***	63
Dealer Address	330 HOWZE BEACH ROAD					***Dealer Phone(s)***	985 641-9595
City/State/ZIP	SLIDELL, LA, 70461					***Dealer Fax***	

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your WRANGLER X 4X4 on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at LAKESHORE CHRYSLER-DODGE-JEEP on a scale of 0 to 10.
Score: 04 (Detractor)
023 : Vehicle not fixed first visit
007 : Price/cost
Took Jeep in because air bag sensor light is coming on intermittently. After two trips and $100, still not fixed.

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2012-01-25 07:59:56, CUSTOMER ID[redacted]81, RO:0[redacted]0, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	1J8FA54167L1[redacted]	***Model Year***	2007	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR	
Built Date	03/12/2007	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PGJ	JEEP GREEN MET. CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION					

Open Date	03/29/2012	***Mileage***	0	***Event***	008 Second+ Customer Pay Event
Dealer	66908	GARY MATHEWS MOTORS INC		***Dealer Zone***	66
Dealer Address	1100 NEW ASHLAND CITY RD	***Dealer Phone(s)***	931 552-7100		931 572-3179
City/State/ZIP	CLARKSVILLE, TN, 37040-4299		***Dealer Fax***		

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 00 (Detractor)

011 : Poor service experience

007 : Negative experience / problems with CURRENT vehicle

010 : Negative/rude treatment by dealer's sales/financing employees

where to begin? lets start with the air bag light that came and off. I took my vehicle to Perkins Jeep and paid $309.58 for a new airbag that did not fix the problem. Once I got back home I took it to Gary Mathews and they tired to make me pay for another airbag, go figure. I told them no it was already replaced and that did not fix the problem. At this point I am pretty hot because here is another jeep dealership trying to take me for more money luckly I had been down this road so I let them know that I was not paying for another airbag. At this point the advisor started getting rude with me about the issue. Finaly the dealership charged me $195.50 to repair a shorted out wire. I have a 1998 Honda accord that after four years the set belt light would come on and off and when I took it to Honda they replaced the seat belt mechanism for free because it was a safety issue. I tell everyone i know to stay away from chrysler dodge Jeep vehicles because they may look nice but they are in the shop more than they are on they road and you pay for every thing even if it is safety related. The worst thing to ever happen to the Jeep name is that Chrysler Dodge bought the name. I love the Jeep Wrangler I just hate that it is a Chrysler Dodge product.

Q2 Please rate your satisfaction with your WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR on a scale of 0 to 10.

Score: 03 (Detractor)

992 : Safety/Legal

E31 : Check Engine Light Indicated Problem

Z13 : Any mention of dealership Service experience After SALE

see first remarks where to begin? lets start with the air bag light that came and off. I took my vehicle to Perkins Jeep and paid $309.58 for a new airbag that did not fix the problem. Once I got back home I took it to Gary Mathews and they tired to make me pay for another airbag, go figure. I told them no it was already replaced and that did not fix the problem. At this point I am pretty hot because here is another jeep dealership trying to take me for more money luckly I had been down this road so I let them know that I was not paying for another airbag. At this point the advisor started getting rude with me about the issue. Finaly the dealership charged me $195.50 to repair a shorted out wire. I have a 1998 Honda accord that after four years the set belt light would come on and off and when I took it to Honda they replaced the seat belt mechanism for free because it was a safety issue. I tell everyone i know to stay away from chrysler dodge Jeep vehicles because they may look nice but they are in the shop more than they are on they road and you pay for every thing even if it is safety related. The worst thing to ever happen to the Jeep name is that Chrysler Dodge bought the name. I love the Jeep Wrangler I just hate that it is a Chrysler Dodge product.

Q3 Please rate your satisfaction with your experience at GARY MATHEWS MOTORS INC on a scale of 0 to 10.

Score: 00 (Detractor)

023 : Vehicle not fixed first visit

001 : Negative/rude treatment by staff

017 : Quality of service work performed

I called to make an appointment to bring my Jeep Wrangler in because the airbag light was on. When I made the appointment I mentioned that I had the airbag replaced and it did not fix the problem. The day of the appointment Ryan from Gary Mathews called me and said the airbag was bad and it needed to be replaced. I to;d him that I was not paying for another airbag when that did not fix it the first time. Ryan then decides to get rude with me on the phone about if I would have mentioned it from the being, which I did when I made they appointment, then they would have looked harded. So he tells me they will give it back to the tech so he can trouble shoot it some more. I then get another call telling me I have shorted out wire and it would cost $195.50 to repair it. I told Ryan that I am OK with this and to repair it. When I go to pick up the Jeep Ryan takes me to the cashier to pay and never once explained to me what exactly was done to my Jeep. I have to ask and when I do he comps an attitude and still does not explain exactly what was done. I will never take my Jeep back to Gary Mathews again.

Q14 Do you want Chrysler to contact you?

Question Not Asked

SURVEY COMPLETED 2012-03-29 20:01:23, CUSTOMER [redacted]:0[redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report [redacted] *8*

VIN	1J8GA39157[redacted]	***Model Year***	2007	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY	
Built Date	10/03/2006	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PBM	STEEL BLUE METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Open Date	01/24/2012	***Mileage***	0	***Event***	008	Second+ Customer Pay Event	
Dealer	23251	ANTWERPEN MOTOR CARS LTD				***Dealer Zone***	35
Dealer Address	6440 BALTIMORE NATIONAL PIKE					***Dealer Phone(s)***	410 788-6600
City/State/ZIP	BALTIMORE, MD, 21228					***Dealer Fax***	410 788-8690

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your WRANGLER UNLIMITED X 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 08 (Neutral)

Q3 Please rate your satisfaction with your experience at ANTWERPEN MOTOR CARS LTD on a scale of 0 to 10.
Score: 02 (Detractor)
023 : Vehicle not fixed first visit
I went in for an oil change,transmission service and a recall on my steering wheel clock spring.I had read on the recall notice that a faulty clock spring could cause the airbag light to come on.I have had this problem since my Jeep was around 30,000 miles old.The service manager came to me while i was waiting and told me i had no problem with the clock spring and the problem was likely in the wiring harness.He then told me that my battery needed to be serviced.I serviced the battery one hour prior to going to the dealership.I usually do all my own service,but it was snowing.I know when someone is trying to get over on me.I know the airbag light problem is something minor,but i no longer trust this dealership.I will be taking my business elsewhere.

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2012-01-26 18:01:11, CUSTOMER ID[redacted], RO[redacted], CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	1J8GA39158L[redacted]	***Model Year***	2008	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4	
Built Date	06/20/2008	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PR4	FLAME RED CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Open Date	03/01/2013	***Mileage***	0	***Event***	008	Second+ Customer Pay Event	
Dealer	24097	TUTTLE-CLICK CHRYSLER JEEP DOD				***Dealer Zone***	71
Dealer Address	40 AUTO CENTER DRIVE				***Dealer Phone(s)***	949 581-5911	949 472-7400
City/State/ZIP	IRVINE, CA, 92618-2827					***Dealer Fax***	949 586-9419

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 02 (Detractor)

018 : Recall: any mention

007 : Negative experience / problems with CURRENT vehicle

When I went in for a recall having to do with the gas tank and other repairs they said it would be "next week" to get the recalled part. Why recall when your not prepared? I don't want to go back. Further they said they did the "inspection" and "car wash." The car was NOT washed which makes me doubt the inspection.

Q2 Please rate your satisfaction with your WRANGLER UNLIMITED X 4X4 on a scale of 0 to 10.

Score: 04 (Detractor)

Z13 : Any mention of dealership Service experience After SALE

P20 : Perception of quality/dependability/reliability/trust/workmanship

Don't like that the safety feature of airbags light costs so much to be diagnosed. Think you should back safety features.

Q3 Please rate your satisfaction with your experience at TUTTLE-CLICK CHRYSLER JEEP DOD on a scale of 0 to 10.

Score: 02 (Detractor)

024 : Parts not in stock

993 : Informational

005 : Lack of communication

Because I would have to return to get my recalled part. Every time I have gone to your dealer they need the car for the day. I prefer dealing with external candidates who offer quicker turnaround. By the way, your recall letter should say "call a week ahead so we have the recalled part."

Q14 Do you want Chrysler to contact you?

Question Not Asked

SURVEY COMPLETED 2013-03-05 11:15:42, CUSTOMER ID:0[redacted], RO:0[redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	1J8GA59129L[redacted]	***Model Year***	2009	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY	
Built Date	11/21/2008	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Open Date	09/11/2009	***Mileage***	0	***Event***	004	1st Warranty Visit	
Dealer	60115	LITHIA CHRYSLER JEEP OF RENO				***Dealer Zone***	71
Dealer Address	3223 MILL STREET			***Dealer Phone(s)***		775 323-5113	775 323-3106
City/State/ZIP	RENO, NV, 89502-2219					***Dealer Fax***	775 348-7587

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 07 (Neutral)

Q2 Please rate your satisfaction with your WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY on a scale of 0 to 10.

Score: 07 (Neutral)

Q3 Please rate your satisfaction with your experience at LITHIA CHRYSLER JEEP OF RENO on a scale of 0 to 10.

Score: 04 (Detractor)

002 : Unfilled promises / commitments

The thing I was disappointed in was I get emails for coupons for Jeep oil changes from Chrysler and they would not accept it. I think also I shouldn't have to take my vehicle to where I bought my vehicle, my airbag light came on because the airbag got disconnected some how and I was out of town and I called six dealerships and they said I have to bring it back to where I bought it from.

SURVEY COMPLETED 2009-09-17 21:44:51, CUSTOMER ID [redacted] RO [redacted] CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE

Customer Complaint Report

[redacted]

VIN	1J8GA64178L[redacted]	***Model Year***	2008	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4	
Built Date	03/25/2008	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Open Date	05/20/2013	***Mileage***	0	***Event***	007	Year 5 Ownership	
Dealer	24100	HUNTINGTON BEACH CHRYSLER JEEP				***Dealer Zone***	71
Dealer Address	16701 BEACH BLVD					***Dealer Phone(s)***	714 841-3999
City/State/ZIP	HUNTINGTON BEACH, CA, 92647-4814					***Dealer Fax***	714 841-4848

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 00 (Detractor)
005 : Styling of vehicles
007 : Negative experience / problems with CURRENT vehicle
It's badly designed, badly built. The choice of materials are, quite honestly, shoddy. It's just not a good vehicle.

Q2 Please rate your satisfaction with your WRANGLER RUBICON 4X4 on a scale of 0 to 10.
Score: 03 (Detractor)
F51 : Airbag/SRS Light-Broken/NW
P17 : Numerous non-specific problems / already have problems
It's had several unexplained issues. In fact, we have another issue right now where the seatbelt warning light is on. That's something else they're going to have to take care of. It's not the seatbelt warning light, it's the airbag warning light that's on now.

Q3 Please rate your satisfaction with your experience at HUNTINGTON BEACH CHRYSLER JEEP on a scale of 0 to 10.
Score: 07 (Neutral)

Q8 Have you been back for service to HUNTINGTON BEACH CHRYSLER JEEP in the last X months?
NO
003 : Inconvenient location

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?
01 - Definitely Will Not
001 : Too many problems with current or past vehicle
009 : Quality/Reliability

Q10 Where have you had your most recent service work on your vehicle performed?
006 : A local non-chain service center (such as an independent mechanic, body shop, garage or gas station)

SURVEY COMPLETED 2013-05-23 21:08:12, CUSTOMER ID:7[redacted], CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	1J8GA69117L[redacted]	***Model Year***	2007	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY	
Built Date	06/08/2007	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Open Date	12/22/2011	***Mileage***	0	***Event***	007	Year 5 Ownership	
Dealer	08564	NORMANDIN CHRYSLER JEEP DODGE				***Dealer Zone***	71
Dealer Address	900 CAPITOL EXPRESSWAY AUTO MA					***Dealer Phone(s)***	408 266-9500
City/State/ZIP	SAN JOSE, CA, 95136-1198					***Dealer Fax***	408 266-1185

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 06 (Detractor)
011 : Poor service experience
HORRIBLE DEALER SERVICE

Q2 Please rate your satisfaction with your WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 06 (Detractor)
F51 : Airbag/SRS Light-Broken/NW
Z13 : Any mention of dealership Service experience After SALE
DUE TO HORRIBLE DEALER SERVICE my airbag light comes on and dings (quite annoyingly to those who have not learned to ignore it) about 2 or 3 times a mile. NO[redacted]

Q3 Please rate your satisfaction with your experience at NORMANDIN CHRYSLER JEEP DODGE on a scale of 0 to 10.
Score: 00 (Detractor)
001 : Negative/rude treatment by staff
007 : Price/cost
They ripped me off when I bought it and they were condesending.

Q8 Have you been back for service to NORMANDIN CHRYSLER JEEP DODGE in the last X months?
NO
003 : Inconvenient location

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?
03 - Do Not Know
003 : Unhappy with service or past dealings with current dealer
097 : Other

Q10 Where have you had your most recent service work on your vehicle performed?
005 : A tire retailer (such as Pep Boys, Discount Tire)

SURVEY COMPLETED 2011-12-22 14:24:18, CUSTOMER ID:1[redacted], CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	1J8GA69148L[redacted]	***Model Year***	2008	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4	
Built Date	06/16/2008	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PYB	DETONATOR YELLOW CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Open Date	04/17/2014	***Mileage***	0	***Event***	008	Second+ Customer Pay Event	
Dealer	52979	HUNTER DODGE CHRYSLER JEEP				***Dealer Zone***	71
Dealer Address	1130 AUTO MALL DR					***Dealer Phone(s)***	661 948-8411
City/State/ZIP	LANCASTER, CA, 93534-3292					***Dealer Fax***	805 949-7051

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 03 (Detractor)

001 : Price/cost

002 : Poor quality

007 : Negative experience / problems with CURRENT vehicle

I'm really disappointed in the fact that an important safety issue is not being taken care of.I was out in Death Valley when my seatbelt light came on. I got out the manual and it said to take it in asap. I looked it up online only to find out that the NTSB is investigating this problem as there have been several complaints about it. The bad part is that when the light comes on it means that the airbag may not employ in the event of a crash. That is a pretty serious safety problem. I feel that Jeep should do a recall and address this issue before somebody loses their life. It cost me $500 to get it fixed. (Bad Clockspring). I dont know why alot of people are having this problem with their Jeeps, but I think it needs to be looked at sooner than later.Ive only got 97,000 original miles on mine. Other than this I truly love my jeep!

Q2 Please rate your satisfaction with your WRANGLER UNLIMITED RUBICON 4X4 on a scale of 0 to 10.

Score: 09 (Promoter)

Q3 Please rate your satisfaction with your experience at HUNTER DODGE CHRYSLER JEEP on a scale of 0 to 10.

Score: 09 (Promoter)

Q14 Do you want Chrysler to contact you?

Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2014-04-22 17:26:30, CUSTOMER ID:[redacted], [redacted], CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	1J8GB59177L[redacted]3	***Model Year***	2007	***Body***	JKTP74	JEEP WRANGLER UNLIMITED SAHARA 4X2 SPORT UTILITY	
Built Date	11/28/2006	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PX8	BLACK CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Open Date	05/15/2013	***Mileage***	0	***Event***	009	Second+ Warranty Event	
Dealer	26141	LEN STOLER DODGE CHRYSLER JEEP				***Dealer Zone***	35
Dealer Address	1001 BALTIMORE BLVD					***Dealer Phone(s)***	410 876-8800
City/State/ZIP	WESTMINSTER, MD, 21157-7023					***Dealer Fax***	410 876-4734

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 09 (Promoter)

Q2 Please rate your satisfaction with your WRANGLER UNLIMITED SAHARA 4X2 SPORT UTILITY on a scale of 0 to 10.
Score: 08 (Neutral)

Q3 Please rate your satisfaction with your experience at LEN STOLER DODGE CHRYSLER JEEP on a scale of 0 to 10.
Score: 01 (Detractor)
046 : Parts: recall
995 : Will never buy there again
040 : FFV: dealer created new problem
Because I came in with ONE Light On-on my dash which was the airbag light which was under a recent recall to be repaired. They repaired this issue under the recall but when I picked up my Jeep the airbag light was OFF and NOW 3 LIGHTS ARE ON plus they wanted me to pay them to service this issue which they caused>>>I will NEVER GO BACK!!!

Q14 Do you want Chrysler to contact you?
Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2013-05-25 13:10:03, CUSTOMER ID[redacted] RO[redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

[redacted]

VIN	1J8GB591X7L[redacted]	***Model Year***	2007	***Body***	JKTP74	JEEP WRANGLER UNLIMITED SAHARA 4X2 SPORT UTILITY	
Built Date	11/17/2006	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PBM	STEEL BLUE METALLIC CLEAR COAT					
Engine	EGT	3.8L V6 SMPI ENGINE					
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS					

Open Date	01/23/2012	***Mileage***	0	***Event***	008	Second+ Customer Pay Event	
Dealer	26118	KEFFER CHRYSLER JEEP DODGE				***Dealer Zone***	66
Dealer Address	8110 E INDEPENDENCE BLVD					***Dealer Phone(s)***	704 532-1050
City/State/ZIP	CHARLOTTE, NC, 28227-7775					***Dealer Fax***	704 532-9574

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 09 (Promoter)

Q2 Please rate your satisfaction with your WRANGLER UNLIMITED SAHARA 4X2 SPORT UTILITY on a scale of 0 to 10.
Score: 09 (Promoter)

Q3 Please rate your satisfaction with your experience at KEFFER CHRYSLER JEEP DODGE on a scale of 0 to 10.
Score: 06 (Detractor)
023 : Vehicle not fixed first visit
007 : Price/cost
Air bag light came on 1 month ago & was told that sensor had to be adjusted. That was done & light has come on again. Had to pay $95 for car to be hooked up to computer (yikes). Was told not to put heavy back packs on front seat. What???? I thought I bought a Jeep Wrangler not a whimpy car!!!!!!!

Q14 Do you want Chrysler to contact you?
Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2012-01-23 20:18:21, CUSTOMER ID[redacted]5, RO[redacted], CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

VIN	1J4FA241X9L[redacted]	***Model Year***	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR	
Built Date	08/11/2009	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Engine	EGT	3.8L V6 SMPI ENGINE			***Serial#***	1208900109	
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS			***Serial#***	K2189E2752	
Color	PX8	BLACK CLEAR COAT					

Report Number	[redacted]	***System Key***	158421054	***Report Version***	3	***Open Date***	10/20/2009
Close Date	10/20/2009	***Narrative Date***	03/24/2010	***Category***		***Mileage***	0

Dealer	19028	CHRYSLER CORPORATION		***Phone***	
Dealer City	AUBURN HILLS	***State***	MI	***ZIP***	48326 -275
Dealer Zone	ZZ				

Welcome>	
Please tell us how many miles are currently on your vehicle.	2500
Are you the primary driver of this vehicle?	Yes.

Category Level	
Selection	Other.

Other>	
Please describe the other trouble you experienced:	the air bag light keeps coming on and one headlight sometimes goes out.
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	most of the time with airbag light
To the best of your recollection, the trouble was first noticed:	1 to 3 months after delivery.
Approximate mileage when trouble was first noticed was:	1500 - 3999 miles.

Overview>	
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Did the materials provide you with the information you were looking for?	Yes.
Did you find the materials easy to use and understand?	Yes.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.

What Can We Do Better?>	
Feedback/Concerns:	airbag light on
What has Chrysler done right?	I love the color of my jeep and it runs very smoothy.

Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.

Customer Complaint Report

VIN	1J4FA24119L[redacted]	***Model Year***	2009	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR	
Built Date	07/09/2009	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Engine	EGT	3.8L V6 SMPI ENGINE			***Serial#***	1187900854	
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS			***Serial#***		
Color	PW1	STONE WHITE CLEAR COAT					

Report Number	[redacted]	***System Key***	160585784	***Report Version***	3	***Open Date***	12/04/2009
Close Date	12/04/2009	***Narrative Date***	03/24/2010	***Category***		***Mileage***	0

Dealer	19028	CHRYSLER CORPORATION		***Phone***	
Dealer City	AUBURN HILLS	***State***	MI	***ZIP***	48326 -275
Dealer Zone	ZZ				

Welcome>	
Please tell us how many miles are currently on your vehicle.	1350
Are you the primary driver of this vehicle?	Yes.

Category Level	
Selection	No Concerns.

No Concerns>	
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Did the materials provide you with the information you were looking for?	Yes.
Did you find the materials easy to use and understand?	Yes.
Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):	Airbag light came on and stayed on.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.

What Can We Do Better?>	
Feedback/Concerns:	This is our 5th Chrysler product, we have had very good luck with them.
What has Chrysler done right?	Lifetime warranty was the reason we purchased new vs. used.

Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Customer Complaint Report

VIN	1J4HA3H14AL[redacted]	***Model Year***	2010	***Body***	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4	
Built Date	11/25/2009	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Engine	EGT	3.8L V6 SMPI ENGINE			***Serial#***	1327902044	
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSI			***Serial#***	Y281970068	
Color	PAV	DK. CHARCOAL PEARL COAT					

Report Number	[redacted]	***System Key***	166613363	***Report Version***	1	***Open Date***	04/12/2010
Close Date	04/12/2010	***Narrative Date***	04/13/2010	***Category***		***Mileage***	0

Dealer	19028	CHRYSLER CORPORATION		***Phone***	
Dealer City	AUBURN HILLS	***State***	MI	***ZIP***	48326 -275
Dealer Zone	ZZ				

Welcome>

Please tell us how many miles are currently on your vehicle.	500
Are you the primary driver of this vehicle?	No.

Category Level

Selection	Features/Controls/Displays. Interior Trim/Storage/Windows.

Interior Trim/Storage/Windows>Operation and Functionality>

Operation and Functionality	Center console is difficult to open/close.

Interior Trim/Storage/Windows>Operation and Functionality>Center console is difficult to open/close>

Please indicate why the center console is difficult to open/close (check all that apply):	It takes several times closing it before it will latch
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	When closing
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Overview>

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Did the materials provide you with the information you were looking for?	No.
Did you find the materials easy to use and understand?	Yes.
If, you answered "No" to either question above, please tell us what information you were looking for and/or why the materials were not helpful.	How to reset the airbag light
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.

What Can We Do Better?>

What has Chrysler done right?	I am really impressed with how it ride and how it is still a "Jeep". The fact that all the doors and top still come off. How it is still made for off road driving

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Customer Complaint Report

VIN	1J4BA3H17AL[redacted]	***Model Year***	2010	***Body***	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4	
Built Date	12/01/2009	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Engine	EGT	3.8L V6 SMPI ENGINE			***Serial#***	1327901549	
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS			***Serial#***	K3229E2154	
Color	PAV	DK. CHARCOAL PEARL COAT					

Report Number	[redacted]	***System Key***	166872600	***Report Version***	1	***Open Date***	04/17/2010
Close Date	04/17/2010	***Narrative Date***	04/19/2010	***Category***		***Mileage***	0

Dealer	19028	CHRYSLER CORPORATION		***Phone***	
Dealer City	AUBURN HILLS	***State***	MI	***ZIP***	48326 -275
Dealer Zone	ZZ				

Welcome>	
Please tell us how many miles are currently on your vehicle.	5,000
Are you the primary driver of this vehicle?	Yes.

Category Level	
Selection	Features/Controls/Displays.

Features/Controls/Displays>Displays and Instruments>	
Displays and Instruments	Other Displays and Instruments Issues.

Features/Controls/Displays>Displays and Instruments>Other Displays and Instruments Issues>	
Please describe the other trouble you experienced:	Airbag sensor keeps going on, Dodge dealership unable to locate cause even tho light is almost constantly on
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	no specific conditions
To the best of your recollection, the trouble was first noticed:	1 to 3 months after delivery.
Approximate mileage when trouble was first noticed was:	1500 - 3999 miles.

Overview>	
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Did the materials provide you with the information you were looking for?	Yes.
Did you find the materials easy to use and understand?	Yes.
Have you taken the vehicle to a dealer to have your trouble corrected?	Yes.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Lake County Dodge
Was the trouble resolved to your satisfaction?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Neither satisfied nor dissatisfied.
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.

What Can We Do Better?>	
Feedback/Concerns:	I feel that after my Jeep has been in a garage for 8 hours or more, there should be a resolution to a problem.

Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Customer Complaint Report

VIN	1J4BA3H1XA[redacted]	***Model Year***	2010	***Body***	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4	
Built Date	01/22/2010	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Engine	EGT	3.8L V6 SMPI ENGINE			***Serial#***	1020001432	
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS			***Serial#***	K0110E4131	
Color	PAV	DK. CHARCOAL PEARL COAT					

Report Number	1[redacted]	***System Key***	172589359	***Report Version***	1	***Open Date***	08/04/2010
Close Date	08/04/2010	***Narrative Date***	08/05/2010	***Category***		***Mileage***	0

Dealer	19028	CHRYSLER CORPORATION		***Phone***	
Dealer City	AUBURN HILLS	***State***	MI	***ZIP***	48326 -275
Dealer Zone	ZZ				

Welcome>

Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle.	2500

Features/Controls/Displays>Displays and Instruments>Instrument panel illumination/warning/indicator lights broken/not working>

To the best of your recollection, the trouble was first noticed:	At delivery.
Please describe in the box below where on the instrument panel/dashboard the trouble with broken/damaged materials is located:	Air bag light comes on for no reason...then goes off. May or may not come back on during the same trip.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Overview>

Did you find the materials easy to use and understand?	Yes.
Was the trouble resolved to your satisfaction?	No.
Did the materials provide you with the information you were looking for?	No.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	They couldn't duplicate the problem, so nothing was done.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
If, you answered "No" to either question above, please tell us what information you were looking for and/or why the materials were not helpful.	It told me what the light was, but didn't tell me what would cause it to come on while driving along.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken the vehicle to a dealer to have your trouble corrected?	Yes.
Would you recommend this vehicle to family or friends?	Yes.

What Can We Do Better?>

Feedback/Concerns:	I would have liked to have had the option of getting this vehicle in a V-8.
What has Chrysler done right?	The staff at Bryden Motors are great people to work with!

Category Level

Selection	Features/Controls/Displays.

Features/Controls/Displays>Displays and Instruments>

Displays and Instruments	Instrument panel illumination/warning/indicator lights broken/not working.

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Customer Complaint Report

VIN	1J4BA3H10A[redacted]0	***Model Year***	2010	***Body***	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4	
Built Date	06/03/2010	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Engine	EGT	3.8L V6 SMPI ENGINE			***Serial#***	1148000924	
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS			***Serial#***	K1480E4102	
Color	PJR	RESCUE GREEN MET. CLEAR COAT					

Report Number	[redacted]	***System Key***	175072140	***Report Version***	1	***Open Date***	09/21/2010
Close Date	09/21/2010	***Narrative Date***	09/22/2010	***Category***		***Mileage***	0

Dealer	19028	CHRYSLER CORPORATION		***Phone***	
Dealer City	AUBURN HILLS	***State***	MI	***ZIP***	48326 -275
Dealer Zone	ZZ				

Category Level	
Selection	Other.

Overview>	
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone only.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.

Other>	
Please describe the other trouble you experienced:	The cruise control doesn't work, and when it does work the airbag light comes on and it accelerates until it reaches 100MPH or until i tap the brakes. Also the horn goes off when i start the vehicle and it also goes off when i turn off the jeep too...
Please describe conditions when this trouble occurs:	normal conditions
Approximate mileage when trouble was first noticed was:	1500 - 3999 miles.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.

Welcome>	
Please tell us how many miles are currently on your vehicle.	3000
Are you the primary driver of this vehicle?	No.

Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Customer Complaint Report

VIN	1J4AA2D12B[redacted]	***Model Year***	2011	***Body***	JKJL72	JEEP WRANGLER SPORT 4X4 SPORT UTILITY 2-DOOR	
Built Date	08/26/2010	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Engine	EGT	3.8L V6 SMPI ENGINE			***Serial#***	1218001191	
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSI			***Serial#***	Y198070006	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					

Report Number	[redacted]	***System Key***	193559345	***Report Version***	1	***Open Date***	08/31/2011
Close Date	08/31/2011	***Narrative Date***	09/01/2011	***Category***		***Mileage***	0

Dealer	19028	CHRYSLER CORPORATION		***Phone***	
Dealer City	AUBURN HILLS	***State***	MI	***ZIP***	48326 -275
Dealer Zone	ZZ				

Welcome>	
Please tell us how many miles are currently on your vehicle.	1985
Are you the primary driver of this vehicle?	Yes.

Category Level	
Selection	Features/Controls/Displays. Interior Trim/Storage/Windows. Other.

Features/Controls/Displays>Features and Controls>	
Features and Controls	Moonroof/convertible top operation/controls. Interior lights. Light switches/controls.

Features/Controls/Displays>Displays and Instruments>	
Displays and Instruments	Instrument panel illumination/warning/indicator lights broken/not working.

Features/Controls/Displays>Features and Controls>Interior lights>	
Interior lights	Dome/map/interior lights broken/not working.

Features/Controls/Displays>Features and Controls>Interior lights>Dome/map/interior lights broken/not working>	
Please indicate what type of trouble was experienced with the dome/map/interior lights (check all that apply):	The interior light doesn't shut off when all the doors are closed
How often does this trouble occur?	Trouble occurs intermittently.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Additional Comments:	I haven't even made my first payment and the Wrangler is in the shop for a 2nd time

Features/Controls/Displays>Features and Controls>Light switches/controls>	
Light switches/controls	Exterior light controls broken/not working.

Features/Controls/Displays>Features and Controls>Light switches/controls>Exterior light controls broken/not working>	
Please indicate which exterior light control feature is broken/not working properly (check all that apply):	Headlights don't turn off even when the switch is off
Please indicate what type of trouble was experienced with the exterior light controls (check all that apply):	Lights cannot be turned on/off properly.
How often does this trouble occur?	Trouble occurs intermittently.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Features/Controls/Displays>Displays and Instruments>Instrument panel illumination/warning/indicator lights broken/not working>	
Please describe in the box below where on the instrument panel/dashboard the trouble with broken/damaged materials is located:	The airbag light keeps coming on. Not sure if there is something wrong withthe airbag or just the light.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Interior Trim/Storage/Windows>Operation and Functionality>	
Operation and Functionality	Center console is difficult to open/close. Floor mats will not stay in place.

Interior Trim/Storage/Windows>Operation and Functionality>Center console is difficult to open/close>	
Please indicate why the center console is difficult to open/close (check all that apply):	You can still open it when it's locked
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Interior Trim/Storage/Windows>Operation and Functionality>Floor mats will not stay in place>	
Please indicate which floor mat will not stay in place (check all that apply):	This is really the only seat that is used in the vehicle. The other floor mats may have problems too.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Other>	
Please describe the other trouble you experienced:	The service department at Feeny Chrysler Jeep in Elgin is horrible. They always screw something up.
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs:	Everytime I took my patriot in for an oil change there would be some idiotic move made by one of the mechanics. Now the Wrangler has been in for service twice before I've even made my first payment.
To the best of your recollection, the trouble was first noticed:	1 to 3 months after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Overview>	
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken the vehicle to a dealer to have your trouble corrected?	Yes.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Feeny Chrysler Jeep Dodge in Elgin, IL
Was the trouble resolved to your satisfaction?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Dissatisfied.
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

What Can We Do Better?>	
Feedback/Concerns:	I'm concerned that this Wrangler is a Lemon and this is only the beginning of a bigger problem. When will the Jeep truck be available?
What has Chrysler done right?	That's a tough question.

Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	Why my Wrangler has had so many problems in the first 1500 miles and why the service department can't seem to get it right. 6[redacted]7

Customer Complaint Report

VIN	1C4AJWAG4CL[redacted]	***Model Year***	2012	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR	
Built Date	09/28/2011	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Engine	ERB	3.6L V6 FFV 24V VVT ENGINE			***Serial#***	1265111030	
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSI			***Serial#***	Y201170203	
Color	PX8	BLACK CLEAR COAT					

Report Number	[redacted]	***System Key***	199658519	***Report Version***	1	***Open Date***	12/19/2011
Close Date	12/19/2011	***Narrative Date***	12/20/2011	***Category***		***Mileage***	0

Dealer	19028	CHRYSLER CORPORATION		***Phone***	
Dealer City	AUBURN HILLS	***State***	MI	***ZIP***	48326 -275
Dealer Zone	ZZ				

Overview>

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

Features/Controls/Displays>Displays and Instruments>Instrument panel illumination/warning/indicator lights broken/not working>

To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please describe in the box below where on the instrument panel/dashboard the trouble with broken/damaged materials is located:	Air bag light was on when I was supposed to pick up the vehicle. They kept the car a couple of days and replaced a part. It was fine for a while, but now it stays on for a few minutes when the vehicle is cold.

Welcome>

Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle.	1200

Features/Controls/Displays>Displays and Instruments>

Displays and Instruments	Instrument panel illumination/warning/indicator lights broken/not working.

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Category Level

Selection	Features/Controls/Displays.

Customer Complaint Report

VIN	1C4BJWDG0CL[redacted]	***Model Year***	2012	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY	
Built Date	12/02/2011	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Engine	ERB	3.6L V6 FFV 24V VVT ENGINE			***Serial#***	1332110137	
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			***Serial#***	J323160328	
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number	[redacted]	***System Key***	201776420	***Report Version***	1	***Open Date***	01/28/2012
Close Date	01/28/2012	***Narrative Date***	01/30/2012	***Category***		***Mileage***	0

Dealer	19028	CHRYSLER CORPORATION		***Phone***	
Dealer City	AUBURN HILLS	***State***	MI	***ZIP***	48326 -275
Dealer Zone	ZZ				

Welcome>	
Please tell us how many miles are currently on your vehicle.	690
Are you the primary driver of this vehicle?	Yes.

Category Level	
Selection	Other.

Other>	
Please describe the other trouble you experienced:	left front wheel had a stripped lug nut air bag light stays on an dealer has not contacted me to have it repaired
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Overview>	
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken the vehicle to a dealer to have your trouble corrected?	Yes.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Was the trouble resolved to your satisfaction?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

What Can We Do Better?>	
Feedback/Concerns:	very dissapointed that dealer charged me $118.00 dollars to replace a stripped lug nut with 90 miles on the jeep an did not corect the air bag system
What has Chrysler done right?	great job on the motor an transmission

Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	air bag, cost of lug nut replacement, an why i can't have a loaner car while its in the dealer for warrenty work [redacted]

Customer Complaint Report

VIN	1C4HJWDG1C[redacted]	***Model Year***	2012	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY	
Built Date	12/06/2011	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Engine	ERB	3.6L V6 FFV 24V VVT ENGINE			***Serial#***	1334110488	
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			***Serial#***	J334160997	
Color	PR4	FLAME RED CLEAR COAT					

Report Number	[redacted]	***System Key***	207627155	***Report Version***	1	***Open Date***	04/20/2012
Close Date	05/04/2012	***Narrative Date***	05/07/2012	***Category***		***Mileage***	0

Dealer	19028	CHRYSLER CORPORATION		***Phone***	
Dealer City	AUBURN HILLS	***State***	MI	***ZIP***	48326 -275
Dealer Zone	ZZ				

Welcome>

Please tell us how many miles are currently on your vehicle.	800
Are you the primary driver of this vehicle?	Yes.

Category Level

Selection	Entertainment/Navigation System/Connectivity. Features/Controls/Displays. Vehicle Exterior. Interior Trim/Storage/Windows.

Vehicle Exterior>Front Doors>

Front Doors	Front doors are difficult to open/close.

Vehicle Exterior>Rear Side Doors>

Rear Side Doors	Rear side doors are difficult to open/close.

Vehicle Exterior>Exterior Appearance/Paint:>

Exterior Appearance/Paint:	Visible rust/corrosion.

Vehicle Exterior>Fuel filler door/cap>

Fuel filler door/cap	Fuel cap difficult to open/close.

Vehicle Exterior>Exterior Appearance/Paint:>Visible rust/corrosion>

Please indicate the location of the rust/corrosion (check all that apply):	Front bumper.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Vehicle Exterior>Fuel filler door/cap>Fuel cap difficult to open/close>

How often does this trouble occur?	Trouble occurs intermittently.
Please describe conditions when this trouble occurs:	Closing Doesn't feel flush
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Vehicle Exterior>Front Doors>Front doors are difficult to open/close>

Please indicate which door is difficult to open/close (check all that apply):	Have to re-close doors several times. Have to re-close doors several times
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Additional Comments:	It's annoying. I feel like I must slam the doors in order for them to close correctly and if the doors are not correctly closed the lights still turn off inside. So I don't have a visual clue to know doors are not securely closed

Vehicle Exterior>Rear Side Doors>Rear side doors are difficult to open/close>

Please indicate which rear door is difficult to open/close (check all that apply):	Have to re-close several times. Have to re-close several times.
How often does this trouble occur?	Trouble occurs regularly.

Vehicle Exterior>Rear Side Doors>Rear side doors are difficult to open/close>	
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Features/Controls/Displays>Displays and Instruments>	
Displays and Instruments	Airbag light broken/not working. Clock works properly, but is difficult to understand/use; controls/displays are in a poor location. Odometer/trip odometer works properly, but difficult to understand/use; controls/displays poor loc..

Features/Controls/Displays>Displays and Instruments>Clock works properly, but is difficult to understand/use; controls/displays are in a poor location>	
Please indicate why the clock controls/displays are difficult to understand/use; are in a poor location (check all that apply):	Sometimes the time is on the radio, and other times it's on the dash. It's annoying and its been difficult to get used to. Still haven't gotten used to it.

Features/Controls/Displays>Displays and Instruments>Odometer/trip odometer works properly, but difficult to understand/use; controls/displays poor loc.>	
Odometer/trip odometer works properly, but difficult to understand/use; controls/displays poor loc.	Controls/displays require too much attention (must take eyes off the road) to operate. Controls/Display are confusing or difficult to operate.

Features/Controls/Displays>Displays and Instruments>Odometer/trip odometer works properly, but difficult to understand/use; controls/displays poor loc.>Controls/displays require too much attention (must take eyes off the road) to operate>	
Please indicate which control/display	A hassle to find the trip odometer and to reset it.

Features/Controls/Displays>Displays and Instruments>Odometer/trip odometer works properly, but difficult to understand/use; controls/displays poor loc.>Controls/Display are confusing or difficult to operate>	
Please select all that applies:	Scrolling through features is confusing / does not make sense.

Entertainment/Navigation System/Connectivity>Speakers>	
Speakers	Speakers vibrate/rattle. Speakers have poor sound clarity. Speakers are not loud enough.

Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth>	
Hands-Free Phone / Bluetooth	Hands-Free Phone / Bluetooth system voice activation doesn't recognize command.

Entertainment/Navigation System/Connectivity>Voice Activation/Recognition>	
Voice Activation / Recognition	Voice Activation / Recognition doesn't recognize command.

Entertainment/Navigation System/Connectivity>Speakers>Speakers vibrate/rattle>	
Please indicate which speaker has trouble (check all that apply):	Rattle with base any level over 20 in the volume. Rattle with base any level over 20 in the volume.
Speaker trouble occurs:	Only at high volume levels.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Entertainment/Navigation System/Connectivity>Speakers>Speakers have poor sound clarity>	
Please indicate which speaker has trouble (check all that apply):	All speakers in the vehicle. Front driver's side speakers.
Trouble with speaker occurs:	Only at high volume levels.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth>Hands-Free Phone/Bluetooth system voice activation doesnt recognize command>	
How often does this trouble occur?	Trouble occurs regularly.
Please describe when this trouble occurs:	When noise from outside is loud. When a window is open. When the moonroof is open.

Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth>Hands-Free Phone/Bluetooth system voice activation doesnt recognize command>	
Do you usually set HVAC vent direction toward ceiling?	No.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Entertainment/Navigation System/Connectivity>Voice Activation/Recognition>Voice Activation/Recognition doesnt recognize command>	
Please describe when this trouble occurs:	When noise from outside is loud. When a window is open. When the moonroof is open.
Do you usually set HVAC vent direction toward ceiling?	No.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Interior Trim/Storage/Windows>Operation and Functionality>	
Operation and Functionality	Cupholder is difficult to open/close. Floor mats will not stay in place.

Interior Trim/Storage/Windows>Operation and Functionality>Cupholder is difficult to open/close>	
Please indicate why the cupholder is difficult to open/close (check all that apply):	Not too many things fit in cup holder (cups from Home not from fast food)
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Interior Trim/Storage/Windows>Operation and Functionality>Floor mats will not stay in place>	
Please indicate which floor mat will not stay in place (check all that apply):	Front passenger's floor mat.
How often does this trouble occur?	Trouble occurs intermittently.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Overview>	
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.

Customer Complaint Report

VIN	1C4BJWKG9C[redacted]	***Model Year***	2012	***Body***	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR	
Built Date	03/15/2012	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Engine	ERB	3.6L V6 FFV 24V VVT ENGINE			***Serial#***	1063210787	
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			***Serial#***	J072261636	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					

Report Number	[redacted]	***System Key***	212584546	***Report Version***	1	***Open Date***	07/25/2012
Close Date	07/25/2012	***Narrative Date***	07/26/2012	***Category***		***Mileage***	0

Dealer	19028	CHRYSLER CORPORATION		***Phone***	
Dealer City	AUBURN HILLS	***State***	MI	***ZIP***	48326 -275
Dealer Zone	ZZ				

No Concerns>

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Overall, how satisfied are you with the quality of your new vehicle?	Neither satisfied nor dissatisfied.
Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):	Air bag light came on at 131 miles on the new vehicle.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

Welcome>

Are you the primary driver of this vehicle?	No.
Please tell us how many miles are currently on your vehicle.	65 miles daily

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Category Level

Selection	No Concerns.

Customer Complaint Report

VIN	1C4BJWDG5C[redacted]1	***Model Year***	2012	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY	
Built Date	06/18/2012	***Market***	U	US	***Plant***	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Engine	ERB	3.6L V6 FFV 24V VVT ENGINE			***Serial#***	1164210909	
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			***Serial#***	J165261628	
Color	PBU	TRUE BLUE PEARL COAT					

Report Number	[redacted]3	***System Key***	214551904	***Report Version***	1	***Open Date***	08/26/2012
Close Date	08/26/2012	***Narrative Date***	08/27/2012	***Category***		***Mileage***	0

Dealer	19028	CHRYSLER CORPORATION		***Phone***	
Dealer City	AUBURN HILLS	***State***	MI	***ZIP***	48326 -275
Dealer Zone	ZZ				

Welcome>	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle.	4500

No Concerns>	
Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):	Nothing necessary yet. I will be there at 5,000 miles for my first oil change. The airbag light keeps coming on intermittently, so I will have them check that as well, but it doesn't concern me enough to make a special trip.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Category Level	
Selection	No Concerns.

What Can We Do Better?>	
What has Chrysler done right?	I owned a 2007 Jeep Wrangler Unlimited, which I was very pleased with, but I felt the engine was lacking. In the 2012 model they have improved the engine performance, definitely a good move. I also like the additional power outlets. There was a grounding issue on the 2007 model, so I'm hoping that has been addressed and the steering damper was not adequate and it apeears that they have made improvements there too. Two thumbs up from me.

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