

EA16-002

FLAT CHRYSLER

5-12-2016

ENCLOSURE 04

CAIR Backup



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2013-10-02 15:35:43.638580

Files Not Recieved: 0

Tow recipr



A+ TOWING INC.
 505 MAIN ST. #407
 WYOMING 83081-5576
 QUALITY TOWING DONE RIGHT

ROAD SERVICE

TIME OF CALL AM PM	DATE IN 9/21	DATE OUT	TIME START AM PM	TIME FINISH AM PM	REQUESTED BY	REG. CASE #	OFFICER NAME
NAME Mo Saliba							
ADDRESS							
CITY						STATE	ZIP
YEAR 2009	MAKE-MODEL Chrysler 300	COLOR White	ODOMETER 21000	DRIVER			
MAJOR PLATE # 1A79113	STATE IL	VIN 2C3CCA63K1		REGISTERED OWNER			
TOWED TO 2409 N. Main St. Walnut Creek							
INSURED BY INSURANCE CO.		APPLICANT NAME		DATE		DRIVER	
RELEASED BY		DATE		PHONE #			
PERSONAL TAKEN BY		DATE		PHONE			
SEASON FOR TOW <input type="checkbox"/> ACCIDENT <input type="checkbox"/> BRAK DOWN <input type="checkbox"/> ABANDONED <input type="checkbox"/> UNREGISTERED <input type="checkbox"/> NEEDS OIL <input type="checkbox"/> OUT OF GAS <input type="checkbox"/> FLAT TIRE <input type="checkbox"/> BURN LOCK <input type="checkbox"/> LOCK OUT <input type="checkbox"/> NO TIRESPIN <input type="checkbox"/> TOW ZONE <input type="checkbox"/> ARREST <input type="checkbox"/> STOLEN <input type="checkbox"/> ABANDONED <input type="checkbox"/> OTHER PERSONAL		TYPE OF TOW <input type="checkbox"/> ALIEN/ADULT <input type="checkbox"/> FLAT (BEHIND) <input type="checkbox"/> TIRES LEFT <input type="checkbox"/> TOWED PER ORDER OF <input type="checkbox"/> STATE POLICE <input type="checkbox"/> LOCAL POLICE <input type="checkbox"/> CHAIRMAN ALIAS <input type="checkbox"/> DEALER OTHER SERVICES <input type="checkbox"/> OIL CHG <input type="checkbox"/> TIRE <input type="checkbox"/> BATTERY <input type="checkbox"/> AIR <input type="checkbox"/> BATTERY <input type="checkbox"/> AIR <input type="checkbox"/> TIRE <input type="checkbox"/> AIR		VEHICLE STORAGE TIME FROM TO DAYS @ \$ INDICATE DAMAGED AREA(S) ON VEHICLE:  KEYS LEFT Y N RADIO Y N			
SPECIAL EQUIPMENT USED <input type="checkbox"/> WINCH <input type="checkbox"/> FLARES <input type="checkbox"/> JACKS <input type="checkbox"/> JACKS <input type="checkbox"/> RAMP <input type="checkbox"/> <input type="checkbox"/> SNATCH BLOCKS		MILEAGE FROM 21000 START 25467 TOTAL 28		TOWING CHARGE MILEAGE 2000 LABOR EXTRA PERSON SPECIAL EQUIPMENT STORAGE EXTRA PERSON SUBTOTAL TAX TOTAL 80.00			
METHOD OF PAYMENT <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> DEBIT CARD <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> EXPIRE DATE							
DRIVER SIGNATURE: [Signature] DATE: [Date]							

We warrant the integrity of services rendered by our employees, drivers, etc. The company accepting the responsibility for loss or damage by third parties and/or other causes beyond our control, is not liable for such loss or damage to property or goods.

THANK YOU!
 PRODUCT #780-3

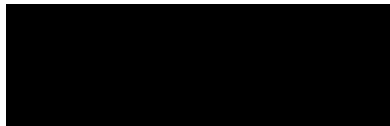
EA16-002

FLAT CHRYSLER

5-12-2016

ENCLOSURE 04

CAIR Backup



From: customerassist@chrysler.com

To: [REDACTED]

Date: Tue Nov 05 19:16:32 EST 2013

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center.

I have contacted Crowley Chrysler Jeep Dodge and spoke with service advisor Matt regarding your vehicle concerns. Matt has requested for you to contact him to bring the vehicle back into the dealership for another diagnosis. You can contact Matt by calling 860-261-3000.

Thanks again for your email.

Sincerely,

Eileen

Customer Service Representative

Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 2 [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8335373V96992L0KM&

Previous Reply Follows:

[REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center.

We are currently researching your inquiry to provide you with the most precise response.

Unfortunately, the cost of accuracy is time, but we are doing our best to answer your questions as quickly as possible.

We apologize for any inconvenience this delay may cause you, and sincerely thank you for your patience.

Thanks again for your email.

Sincerely,

Eileen

Customer Service Representative

Chrysler Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8332327V9082L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Faulty transmission

Comments:

I bought my 2012 Chrysler 300 at the end of March, 2013 from Crowley Chrysler, Bristol, Connecticut, to replace my 2006 Chrysler 300, and from the outset the shifting mechanism on it worked imperfectly, but I figured it was a matter of getting used to shifting with a new-fangled shift lever. Your old shifting mechanism wasn't broke, but you fixed it anyway. Your new one---or at least the one on my car---binds and/or skips: From whatever gear to whatever gear, a movement to shift the car may not take, or it may double take (skip a gear). There is one potentially dangerous aspect to this problem: If you pull over to park, push in the button on the shift lever, shove the shifting lever all the way forward and then touch the "key" spot to turn the car off, you may or may not have turned off the car, because the transmission may or may not actually have moved into the park gear. Unless the car is in park, it cannot be turned off. Several times I have "turned off" the car, left it, and returned later to find that the car was in reverse and had been idling for the time I had been gone. Leaving a car running and in reverse gear may lead to terrible disaster. I think that I am not the first owner to experience this problem, as the 2013 Chrysler 300s have been configured so that when the car really is turned off, the seat moves backwards, making it most unlikely that one will inadvertently leave the car while the motor is still running. The service people at Crowley tell me that they have test-driven the car and done a complete computer checkup on it; that it shifts the way it is supposed to shift; and that the problem of which I complain is just the nature of the beast. When I asked if Crowley had "dropped the transmission" to inspect its working parts, the service manager explained that "Chrysler doesn't pay us to drop transmissions that aren't broken." The upshot is that I am the owner of a car that is a potential killer and the dealership says there is nothing to be done. Is that really true? Will Chrysler step to the plate? I have received two separate "customer satisfaction" surveys from Chrysler and have noted this problem on both of them, but haven't heard anything back from you, and fear that your silence is the answer to my question about Chrysler stepping to the plate. Please prove me wrong. Unless I do hear from Chrysler I will call the situation to the attention of the legal bloggers who interest themselves in auto products-liability litigation, and of the journalist-ombudsmen who appear in most newspapers. Very truly yours, [REDACTED]

VIN:

CH1 [REDACTED]

Mileage:

13000

Servicing Dealer:

Crowley Chrysler

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

plainville

State:

CT

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Sun Nov 03 12:58:20 EST 2013
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Faulty transmission=20

Comments:

I bought my 2012 Chrysler 300 at the end of March, 2013 from Crowley Chrysler, Bristol, Connecticut, to replace my 2006 Chrysler 300, and from the outset the shifting mechanism on it worked imperfectly, but I figured it was a matter of getting used to shifting with a new-fangled shift lever. Your =E2=80=9Cold=E2=80=9D shifting mechanism wasn=E2=80=99t broke, but you= fixed it anyway.

Your new one---or at least the one on my car---binds and/or skips: From whatever gear to whatever gear, a movement to shift the car may not take, or it may =E2=80=9Cdouble take=E2=80=9D (skip a gear). There is one potent= ially

dangerous aspect to this problem: If you pull over to park, push in the button on the shift lever, shove the shifting lever all the way forward and then touch the =E2=80=9Ckey=E2=80=9D spot to turn the car off, you may or m= ay not have

turned off the car, because the transmission may or may not actually have moved into the park gear. Unless the car is in park, it cannot be turned off. Several times I have =E2=80=9Cturned off=E2=80=9D the car, left it, a= nd returned

later to find that the car was in reverse and had been idling for the time I had been gone. Leaving a car running and in reverse gear may lead to terrible disaster. =20

=09I think that I am not the first owner to experience this problem, as the 2013 Chrysler 300s have been configured so that when the car really is turned off, the seat moves backwards, making it most unlikely that one will inadvertently leave the car while the motor is still running. =20

=09The service people at Crowley tell me that they have

test-driven the car and done a complete computer checkup on it; that it shifts the way it is supposed to shift; and that the problem of which I complain is just the nature of the beast. When I asked if Crowley had dropped the transmission to inspect its working parts, the service manager explained that Chrysler doesn't pay us to drop transmissions that aren't broken.

The upshot is that I am the owner of a car that is a potential killer and the dealership says there is nothing to be done. Is that really true? Will Chrysler step to the plate?

I have received two separate customer satisfaction surveys from Chrysler and have noted this problem on both of them, but haven't heard anything back from you, and fear that your silence is the answer to my question about Chrysler stepping to the plate. Please prove me wrong. Unless I do hear from Chrysler I will call the situation to the attention of the legal bloggers who interest themselves in auto products-liability litigation, and of the journalist-ombudsmen who appear in most newspapers.

Very truly

yours, [REDACTED]

Sender Information:

Title: [REDACTED]

First Name: [REDACTED]

Middle Initial: [REDACTED]

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Sun Nov 03 15:04:42 EST 2013

Subject: Re: Chrysler Group LLC Customer Assistance

[REDACTED]
Thank you for contacting the Chrysler Customer Assistance Center.

We are currently researching your inquiry to provide you with the most precise response.

Unfortunately, the cost of accuracy is time, but we are doing our best to answer your questions as quickly as possible.

We apologize for any inconvenience this delay may cause you, and sincerely thank you for your patience.

Thanks again for your email.

Sincerely,

Eileen

Customer Service Representative

Chrysler Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8332327V9082L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Faulty transmission

Comments:

I bought my 2012 Chrysler 300 at the end of March, 2013 from Crowley Chrysler, Bristol, Connecticut, to replace my 2006 Chrysler 300, and from the outset the shifting mechanism on it worked imperfectly, but I figured it was a matter of getting used to shifting with a new-fangled shift lever. Your old shifting mechanism wasn't broke, but you fixed it anyway. Your new one---or at least the one on my car---binds and/or skips: From whatever gear to whatever gear, a movement to shift the car may not take, or it may double take (skip a gear). There is one potentially dangerous aspect to this problem: If you pull over to park, push in the button on the shift lever, shove the shifting lever all the way forward and then touch the key spot to turn the car off, you may or may not have turned off the car, because the transmission may or may not actually have moved into the park gear. Unless the car is in park, it cannot be turned off. Several times I have turned off the car, left it, and returned

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VIN:

CH [REDACTED]

Mileage:

13000

Servicing Dealer:

Crowley Chrysler

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

plainville

State:

CT

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

b3VnaHQgbXkgMjAxMiBDaHJ5c2xlcAzMDAgYXQgdGhIIGVuZCBvZiBnYXJjaCwgMjAxMyBmcm9t
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Cj4gYW55d2F5Lg0KPiAgWW91ciBuZXcgb25lLS0tb3lgYXQgbGVhc3QgdGhIIG9uZSBvbiBteSBjYXItLS1iaW5kcyBhbmQvb3lgc2tpcHM6IEZyb20NCj4gIHdoYXRldmVyIGdlYXlmdG8gd2hhdGV2ZXlgZ2VhciwgYSBtb3ZlbWVudCB0byBzaGlmdCB0aGUgY2FyIG1heSBub3QgDQo+IHRha2UsDQo+
ICBvciBpdCBtYXkgw6LigqzFk2RvdWJsZSB0YWtlw6LigqzCnSAoc2tpcCBhIGdlYXIpLiBUaGVyZSBpcyBvbmUgcG90ZW50aWFsbHkNCj4gIGRhbmdlcm91cyBhc3BIY3QgdG8gdGhpcyBwcm9ibGVt
OiBJZiB5b3UgcHVsbCBvdmVyIHRvIHhcmssIHB1c2ggaW4gdGhIDQo+ICBidXR0b24gb24gdGhIIHNoaWZ0IGxldmVyLCBzaG92ZSB0aGUgc2hpZnRpbmcmgbGV2ZXlgYWxsIHRoZSB3YXkgZm9yd2Fy
ZA0KPiBhbmQNCj4gIHRoZW4gdG91Y2ggdGhII MOi4oKsxZNRZXnDouKCrMKdIHnwb3QgdG8gdHVybiB0aGUgY2FyIG9mZiwgeW91IG1heSBvciBtYXkgbm90IA0KPiBoYXZIDQo+ICB0dXJuZWQgb2Zm
IHRoZSBjYXIsIGJlY2F1c2UgdGhIIHRyYW5zbWlzc2lvbiBtYXkgb3lgbWF5IG5vdCBhY3R1YWxs eSANCj4gaGF2ZQ0KPiAgbW92ZWQgaW50byB0aGUgcGFyayBnZWYyLiBvbm90c3MgdGhII GNhciBp
cyBpbW91YXJrLCBpdCBjYW5ub3QgYmUgdQo+IHR1cm5lZA0KPiAgb2ZmLiBTZXZlcmFsIHRpbWVz
IEkgaGF2ZSDDouKCrMWTdHVybmVklG9mZsOi4oKswp0gdGhII GNhciwgbGVmdCBpdCwgYW5kIA0K
PiByZXR1cm5lZA0KPiAgbGF0ZXlmdG8gZmluZCB0aGF0IHRoZSBjYXlmdG8gd2FzIGluIHJldmVyc2UgYW5kIGhhZCBiZWVulGIkbGluZyBmb3lgdGhIIA0KPiB0aW1IDQo+ICBJIGhhZCBiZWVulGdvbmUu
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ciB0byBleHBlcmlIbmNIDQo+ICB0aGlzIHByb2JsZW0sIGFzIHRoZSAyMDEzIENocnlzbGVyIDMw
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WFs
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bW9z
dA0KPiAgdW5saWtlbHkgdGhhdCBvbmUgd2lsbCBpbmFkdmVydGVudGx5IGxIYXZIIHRoZSBjYXI
g
d2hpbGUgdGhIIIG1vdG9yIGlzIA0KPiBzdGlzA0KPiAgcnVubmluZy4gVGhIIHNIcnZpY2UgcGVv
cGxIIGF0IENyb3dsZXkgdGVsbCBtZSB0aGF0IHRoZkgaGF2ZQ0KPiAgdGVzdC1kcml2ZW4gdG
hl
IGNhciBhbmQgZG9uZSBhIGNvbXBsZXRIIGNvbXB1dGVyIGNoZW5rdXAgb24gaXQ7IHRoYXQg
aXQN
Cj4gIHNoaWZ0cyB0aGUgd2F5IGl0IGlzIHh1cHBvc2VklHRvIHNoaWZ0OyBhbmQgdGhhdCB0aG
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cHJvYmxlbSBvZiB3aGljaCBJDQo+ICBjb21wbGFpbiBpcyBqdXN0IHRoZSBuYXR1cmUgb2YgdGh
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IGJlYXN0LiBXaGVuIEkgYXNrZWQgaWYgQ3Jvd2xleSBoYWQNCj4gIMOi4oKsxZnkcml9wcGVkl
HRo
ZSB0cmFuc21pc3Npb27DouKCrMKdIHRvIGluc3BIY3QgaXRzIHdvcmtpbmcgcGFydHMslHRoZS
AN
Cj4gc2VydmljZQ0KPiAgbWFuYWdlciBleHBsYWluZWQgdGhhdCDDouKCrMWTQ2hyeXNsZXIgaZ
G9l
c27DouKCrOKEonQgcGF5IHVzIHRvIGRyb3AgdQo+IHRyYW5zbWlzc2lvbnMNCj4gIHRoYXQgY
XJI
bsOi4oKs4oSidCBicm9rZW4uw6LigqzCnSBUaGUgdXBzaG90IGlzIHRoYXQgSSBhbSB0aGUgb3
du
ZXIgb2YgYSBjYXINCj4gIHRoYXQgaXMgYSBwb3RlbnRpYWwga2lsbGVyIGFuZCB0aGUgZGVhb
GVy
c2hpcCBzYXlzIHRoZXJlIGlzIG5vdGhpbmcgdG8gDQo+IGJIDQo+ICBkb25lLiBjcyB0aGF0IHJl
YWxseSB0cnVIPyBXaWxsIENocnlzbGVyIHNOZXAgaG8gdGhIIHBsYXRIPyBJIGhhdMUNCj4gIHJl

Y2VpdmVklHR3byBzZXBhcmF0ZSDDouKCrMWTY3VzdG9tZXIgc2F0aXNmYWN0aW9uw6Ligqz
CnSBz
dXJ2ZXIzIGZyb20gQ2hyeXNsZXINCj4gYW5kdQo+ICBoYXZlIG5vdGVklHRoaXMgcHJvYmxlbSB
v
biBib3RoIG9mIHRoZW0sIGJ1dCBoYXZlIbsOi4oKs4oSidCBoZWYyZCBhbnl0aGluZyANCj4gYmFj
aw0KPiAgZnJvbSB5b3UsIGFuZCBmZWYlHRoYXQgeW91ciBzaWxlbmNIIIGlzIHRoZSBhbnN3ZX
lg
dG8gbXkgaXVlc3Rpb24gYWJvdXQNCj4gIENocnlzbGVyIHNOZXBwaW5nIHRvIHRoZSBwbGF0Z
S4g

From: customerassist@chrysler.com

To: [REDACTED]

Date: Mon Nov 11 17:33:04 EST 2013

Subject: RE: KMM8335373V96992L0KM, Ref #24151955

Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center.

Sorry for the miss information with your service advisor name. Please contact your service advisor Mark Antoinetti. Mark does not have a direct extension, please request to speak with Mark when you call Crowley Chrysler Dodge Jeep at 860-261-3000.

Thanks again for your email.

Sincerely,

Eileen

Customer Service Representative

Chrysler Customer Assistance Center

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

REFERENCE NUMBER:

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8342619V91\[REDACTED\]&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8342619V91[REDACTED]&)

Original Message Follows:

E9ileen--

There is nobody at Crowley's service department named "Matt"; they do have someone in their sales depmt named Matt, but that Matt isn't too good about responding to telephone messages. Please send me Matt's full name, and if possible, his extension number.

Thanks,

[REDACTED]

> Date: Tue, 5 Nov 2013 19:38:34 -0500

> From: customerassist@chrysler.com

> To: [REDACTED]

> Subject: Re: Chrysler Group LLC Customer Assistance (KMM8335373V96992L0KM)

>

> Dear [REDACTED]

>

> Thank you for contacting the Chrysler Customer Assistance Center.

>

> I have contacted Crowley Chrysler Jeep Dodge and spoke with service

> advisor Matt regarding your vehicle concerns. Matt has requested for you

> to contact him to bring the vehicle back into the dealership for another
> diagnosis. You can contact Matt by calling [REDACTED]

>
> Thanks again for your email.

>
> Sincerely,

>
> Eileen

>
> Customer Service Representative
> Chrysler Customer Assistance Center

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

> REFERENCE NUMBER: [REDACTED]

> EMAIL CASE NUMBER: [REDACTED]

> REPLY LINK:

[http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8335373V969\[REDACTED\]&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8335373V969[REDACTED]&)

>

>

>

>

> Previous Reply Follows:

> -----

> Dear [REDACTED]

>

> Thank you for contacting the Chrysler Customer Assistance Center.

>

> We are currently researching your inquiry to provide you with the most
> precise response. Unfortunately, the cost of accuracy is time, but we
> are doing our best to answer your questions as quickly as possible.

>

> We apologize for any inconvenience this delay may cause you, and
> sincerely thank you for your patience.

>

> Thanks again for your email.

>

> Sincerely,

>

> Eileen

>

- > Customer Service Representative
- > Chrysler Customer Assistance Center

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

> REFERENCE NUMBER: [REDACTED]

> EMAIL CASE NUMBER: [REDACTED]

> REPLY LINK:

[http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8332327V90\[REDACTED\]&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8332327V90[REDACTED]&)

>
>
>
>

> Original Message Follows:

> -----

> US Customer Service - Chrysler Brand Site

> Brief Description:

> Faulty transmission

> Comments:

> I bought my 2012 Chrysler 300 at the end of March, 2013 from Crowley

> Chrysler, Bristol, Connecticut, to replace my 2006 Chrysler 300, and

> from

> the outset the shifting mechanism on it worked imperfectly, but I

> figured

> it was a matter of getting used to shifting with a new-fangled shift

> lever.

> Your "old" shifting mechanism wasn't broke, but you fixed it

> anyway.

> Your new one---or at least the one on my car---binds and/or skips: From

> whatever gear to whatever gear, a movement to shift the car may not

> take,

> or it may "double take" (skip a gear). There is one potentially

> dangerous aspect to this problem: If you pull over to park, push in the

> button on the shift lever, shove the shifting lever all the way forward

> and

> then touch the "key" spot to turn the car off, you may or may not

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> turned off the car, because the transmission may or may not actually

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> off. Several times I have "turned off" the car, left it, and
> returned
> later to find that the car was in reverse and had been idling for the
> time
> I had been gone. Leaving a car running and in reverse gear may lead to
> terrible disaster. I think that I am not the first owner to experience
> this problem, as the 2013 Chrysler 300s have been configured so that
> when
> the car really is turned off, the seat moves backwards, making it most
> unlikely that one will inadvertently leave the car while the motor is
> still
> running. The service people at Crowley tell me that they have
> test-driven the car and done a complete computer checkup on it; that it
> shifts the way it is supposed to shift; and that the problem of which I
> complain is just the nature of the beast. When I asked if Crowley had
> "dropped the transmission" to inspect its working parts, the
> service
> manager explained that "Chrysler doesn't pay us to drop
> transmissions
> that aren't broken." The upshot is that I am the owner of a car
> that is a potential killer and the dealership says there is nothing to
> be
> done. Is that really true? Will Chrysler step to the plate? I have
> received two separate "customer satisfaction" surveys from Chrysler
> and
> have noted this problem on both of them, but haven't heard anything
> back
> from you, and fear that your silence is the answer to my question about
> Chrysler stepping to the plate. Please prove me wrong. Unless I do hear
> from Chrysler I will call the situation to the attention of the legal
> bloggers who interest themselves in auto products-liability litigation,
> and
> of the journalist-ombudsmen who appear in most newspapers. Very truly
> yours, David Koskoff
>
>
>
> VIN:
> CH [REDACTED]
> Mileage:
> 13000

RECEIVED DATE:

11/7/13

POSTED DATE :

VIN (FIRST 9 DIGITS)

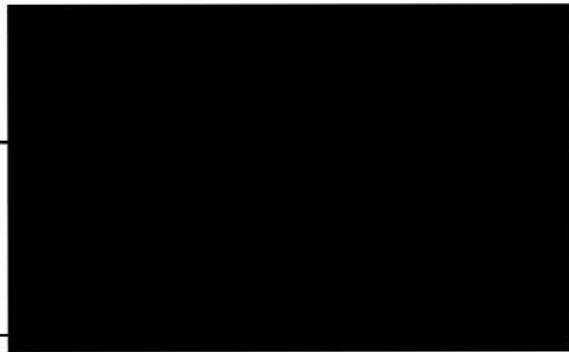
000000000

VIN (LAST 8 DIGITS)

CH



FIRST NAME:



LAST NAME :

CAIR :

00000000

NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES

[REDACTED] Attorney at Law

[REDACTED] Plainville, Connecticut [REDACTED]

[REDACTED] office)

Best way to reach me: Email: [REDACTED]

November 3, 2013

Chrysler Customer Care Center
P O Box 302
Centerline, MI, 48015

Re VIN CH [REDACTED]

Dear People—

I bought my 2012 Chrysler 300 at the end of March, 2013 from Crowley Chrysler, Bristol, Connecticut, to replace my 2006 Chrysler 300, and from the outset the shifting mechanism on it worked imperfectly, but I figured it was a matter of getting used to shifting with a new-fangled shift lever. I've since gotten used to it, and it's still "bad": it binds and/or skips: From whatever gear to whatever gear, a movement to shift the car may not take, or it may "double take" (skip a gear). There is one dangerous aspect to this problem: If you pull over to park, push in the button on the shift lever, shove the shifting lever all the way forward and then touch the "key" spot to turn the car off, you may or may not have turned off the car, because the transmission may or may not actually have moved into the park gear. Unless the car is in park, it cannot be turned off. Several times I have "turned off" the car, left it, and returned later to find that the car was in reverse and had been idling for the time I had been gone. Leaving a car running and in reverse gear may lead to terrible disaster.

I think that I am not the first owner to experience this problem, as the 2013 Chrysler 300s are configured so that when the car really is turned off, the seat moves backwards, making it unlikely that one will inadvertently leave the car while the motor is still running.

The service people at Crowley tell me that they have test-driven the car and done a complete computer checkup on it; that it shifts the way it is supposed to shift; and that the problem of which I complain is just the nature of the beast. When I asked if Crowley had "dropped the transmission" to inspect its working parts, the service manager explained that "Chrysler doesn't pay us to drop transmissions that aren't broken."

The upshot is that I am the owner of a car that is a potential killer and the dealer says there is nothing to be done. Is that really true? Will Chrysler step to the plate?

I have received two separate "customer satisfaction" surveys from Chrysler and have noted this problem on both of them, but haven't heard anything back from you, and I fear that your silence is the answer to my question about Chrysler stepping to the plate. Please prove me wrong. Unless I do hear from Chrysler I will call the situation to the attention of the legal bloggers who interest themselves in auto products-liability litigation, and of the journalist-ombudsmen who appear in most newspapers.

Very truly yours,

[REDACTED]



Chrysler Customer Care Center

NOV -7 P O Box 302

Centerline, MI 48015

4801589302



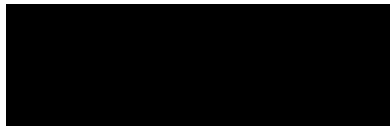
EA16-002

FLAT CHRYSLER

5-12-2016

ENCLOSURE 04

CAIR Backup





December 27, 2013

[REDACTED]
Mount Pleasant, SC [REDACTED]

Re: Our File No.: [REDACTED]
VIN: 2C3CDXHG9C [REDACTED]

Dear Mrs. [REDACTED]

This will further acknowledge contact to Chrysler Group LLC, regarding your 2012 Dodge Charger.

Naturally, we were sorry to learn of the incident described to us during the initial contact. However, we have had the opportunity to review the inspection report and must inform you that we are not led to believe that the incident was due to a manufacturing responsibility. Therefore, we must respectfully decline any assistance associated with this incident.

Based on this information, we can only suggest that you refer this matter to your insurance carrier. Should they feel a manufacturing responsibility exists, they have full subrogation rights under the terms of your policy.

Thank you for allowing us the opportunity in reviewing this matter with you.

Sincerely,

J. S. Susalla
Special Investigations
Chrysler Group LLC
586-274-8171

JSS/ss







2 CUPS

LEADER











68140727AD

68140727AD

SMALLS

RO 170711



P68140727AB



00000000000000

CHRYSLER CORPORATION

ISSUE 1
DATE CODE 1901

Excess 6444

SN

T U1 195 1 00254









R
N
D/L



SW 37316mi 73°
▲
Tire PSI: OK
▶ Vehicle Info
Messages: 0
Turn Menu Off
▼

P
R
N
D



P
R
N
D/L



8W 37816mi 78'
Press Brake and
Push Button to Shift
into Gear

A blue, illuminated push-button with a gear shift icon.

REVERSE



P
R
N
D/L

6W 87816mi 78°

Tire PSI: OK

Vehicle Info

Messages: 0

Turn Menu Off

LYONZ



P
R
N
D/L













MAGNETIC
MATERIALS
MODELING
3311-75

100014









HOOVER



AUTOMOTIVE, LLC
 195 Mary Meade Drive P.O. Box 1518
 SUMMERVILLE, S.C. 29483
 (843) 873-1114 (843) 873-8762 FAX

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
00CHZ36	36,000 MILE SERVICE	MI		00CH32	23 PT INSP.FREE	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/02/13	[REDACTED]	33510	690	603	I	31CHZ2	USED CHECK LIST
				603	I	22CHZZ10	NITROGEN IN TIRES
				603	I	23CHZ	BODY INTERIOR
04/25/13	[REDACTED]	30561	987	603	I	27CHZ2	ROTATE/4WHEEL BAL.
				683	C	00CHZ	OIL AND FILTER
				683	C	27CHZ	23 PT INSPECT/MAINT

CAR# [REDACTED]

SALESPERSON NO. 880 JOHNNY LAVASSAR **S E R V I C E** STATE REG# 00

VEHICLE ID # [REDACTED]		YEAR/MAKE/MODEL		PRODUCTION DATE	STOCK NO.	LICENSE NO.	
[REDACTED]		DODGE/CHARGER/4DR SDN SXT		[REDACTED]	[REDACTED]	[REDACTED]	
CUSTOMER NO. [REDACTED]		SERVICE CONTRACT		DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE
[REDACTED]		ZURICH		11/30/11	31,200	[REDACTED]	11/29/11
MT PLEASANT, SC [REDACTED]		COLOR		CONT.	EXPIRATION DATE	EXPIRATION MILES	TAX NO.
[REDACTED]		WHITE/		[REDACTED]	11/02/18	75,000	9296
NONE		TURBO	M/MC	AIR COND.	P. S.	TRANS	MILEAGE
[REDACTED]		N	CHZZ	Y	Y	A	37,307
[REDACTED]		ADVISOR NO.		ADVISOR			
[REDACTED]		781		DAVID ROBERTS			

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE. A SERVICE CHARGE WILL BE APPLIED TO ALL PAST DUE ACCOUNTS. I hereby authorize the repair work herein set forth to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delay in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I understand that pursuant to said express mechanic's lien, I have no right of possession to the above vehicle until the repairs thereto have been paid in full or until you and/or your employees have voluntarily released the vehicle to me.

APPOINTMENT: Yes No LABOR RATE: 98.00 PRIORITY: 03:36pm 12/03/13 08:00pm

ORIGINAL CUSTOMER ESTIMATE: TOTAL

688

X

C 21CHZ TRANSMISSION
VEH SAYS TO SERVICE TRANS SHIFTER

Do not shift out of second at times or go into park at times
~~ESM P1080-14 PRISM Display Circuit Short to gnd/or open~~
 Test & Replaced Shifter Lever Assy

*5031
236
5/25/13*

Sent to Creek Rats Paint

37316

*Ordered parts
12/21/13*

Take Pic.

ECU	Code	Status	Description
TCM	P1DC7-00	Stored	Clutch Temp Threshold Achieved - Shift Time Reduction-
TCM	P1DC9-00	Stored	Clutch Temp Threshold Achieved - Skip Shift Down Inhibit-
BCM	B168E-2A	Stored	Front Fog Lamp Switch- Stuck
ESM	U1175-00	Stored	Lost Ignition Status Message-
ESM	P1C86-14	Active	PRNDL Display-Circuit Short to Ground or Open

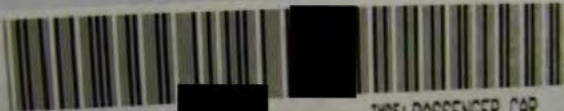
Device Serial Number: WVP-03701

Page 1

Device Software Version: 4.0.2

Mon Dec 2 2013

2C3CDXHG9CH



1
G
B
SAFETY.
VIN: 2C3CDXH69CH

MDH: 100313 662AA

VEHICLE MADE IN CANADA

PRINT: PW7

TYPE: PASSENGER CAR

TRIM: B7X9

4658843

MFD BY CHRYSLER GROUP LLC

DATE OF MFR: 10-11

GWR: 02314 KG

GWR: 01275 KG

GWR: 01275 KG

05100 LB

FRONT: 02810 LB

REAR: 02810 LB

THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S.A. FEDERAL MOTOR VEHICLE SAFETY,
BUMPER AND THEFT PREVENTION STANDARDS IN EFFECT ON
THE DATE OF MANUFACTURE SHOWN ABOVE.



VIN: 2C3CDXHG

MDH: 100313

VEHICLE MADE IN C

37316mi

73°

Press Brake
and
Push Button
to Start



P
R
N
D















LIBRARY
UNIVERSITY OF
MICHIGAN
ANN ARBOR

3105072
SILVER

WELLS RICHMOND
SERIAL NO
CHECK TOWER
MODEL NO
811-45

3105-2010
11/10/12-171

















HOOVER

170711



Dodge

AUTOMOTIVE, LLC

195 Mary Meade Drive P.O. Box 1518
SUMMERVILLE, S.C. 29483
(843) 873-1114 (843) 873-8762 FAX

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CAR# [REDACTED]

SALESPERSON NO. 880 JOHNNY LAVASSAR SERVICE STATE REG# 00

VEHICLE ID: 2C3CDYHG9CH [REDACTED] YEAR/MAKE/MODEL: DODGE/CHARGER/4DR SDN SXT PRODUCTION DATE: 11/30/11 STOCK NO: [REDACTED] LICENSE NO: [REDACTED]

CLIENT: [REDACTED] SERVICE CONTRACT: ZURICH DELIVERY DATE: 11/30/11 DELIVERY MILES: 31,200 SELLING DEALER NO: [REDACTED] R.O. DATE: 11/29/11

MT PLEASANT, SC [REDACTED] COLOR: WHITE/ [REDACTED] CONTRACT NO: [REDACTED] EXPIRATION DATE: 11/02/18 EXPIRATION MILES: 75,000 TAG NO: 9296

NONE TURBO: N M/MC: CHZZ AIR COND: Y P.S.: Y TRANS: A MILEAGE: 37,307 ADVISOR NO: 781 ADVISOR: DAVID ROBERTS

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Test & Replaced Shifter Lever Assy

Sent to Creek Rats Paint

PAGE 1 OF 1

Take Pic.

SERVICE FILE COPY

*5031
236
5/25/13*

37316

Ordered parts 12/21/13

170711

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Device Serial Number: WVP-03701

Device Software Version: 4.0.2

Mon Dec 2 2013