

EA16-002

FLAT CHRYSLER

5-12-2016

ENCLOSURE 04

CAIR Backup



From: [REDACTED]

To: customerassistre@chrysler.com

Date: Sat Dec 15 00:36:46 EST 2012

Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

Need recall on 2012 300M LMT - car drove into building almost ran over me while out of car and inside tire repair shop..Four witnesses

Comments:

This could have killed me and/or others who were in tire repair dealer.

Cell # is [REDACTED], also. VERY DANGEROUS!!! I received your customer satisfaction survey, but Chrysler had not contacted me so I couldn't fill out survey

Sender Information:

Title:
First Name: [REDACTED]
Middle Initial:
Last Name: [REDACTED]

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Sat Dec 15 08:58:46 EST 2012
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center. Sorry to hear about this accident with the vehicle, we are glad that no one was hurt. Some questions we like some answers to:

Are you the current owner of the vehicle or are you renting the vehicle?

Can you recall how things happened?

Where is the vehicle now?

When is the best time to contact you?

Thanks again for your email.

Sincerely,

John

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=KMM7953075V79926L0KM&

Original Message Follows:

Recall Information - Chrysler Brand Site

Brief Description:

Need recall on 2012 300M LMT - car drove into building almost ran over me while out of car and inside tire repair shop..Four witnesses

Comments:

This could have killed me and/or others who were in tire repair dealer.

Cell # is [REDACTED] also. VERY DANGEROUS!!! I received your customer satisfaction survey, but Chrysler had not contacted me so I couldn't fill out survey

VIN:

CH [REDACTED]

Mileage:

16000

Servicing Dealer:

Enterprise Holdings rental

Title:

First Name:

[REDACTED]

Middle Initial:

[REDACTED]

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Cullman

State:

AL

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

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WwuY29t
ClldvcmsgUGhvbmlU6CsKgqDCoMKgwqDCoCAyNTYunzM0LjY0MDAK

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Sat Dec 15 10:52:36 EST 2012
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7953075V79926L0KM)
Dear [REDACTED]

Thank you for getting back to us and informing us about this situation. At this time for Chrysler to look into this matter further and since your not the owner of the vehicle it would be a good idea to have Enterprise contact Chrysler.

Sorry I could not provide a more favorable reply.

Sincerely,

John

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=KMM7953122V86756L0KM&

Original Message Follows:

Enterprise rental car. They have it stored at a holding area i think. I had it rented for a couple of days right rear tire indicator came on as low. Enterprise had me to take it to a tire center for repair . Until this occurrence, the only mechanical problem i had noticed duing the several days i had been driving was that it was difficult to get into park. Back to scenario. I parked car outside of bldg. Was inside for approximately 5 -10 minutes waiting to have tire repaired. A man yelled to me. Move! yoir car is coming at you. It seemed to accelerate with no one in it. Repairman tried to get inside car in an effort to stop it but couln't get it into psrk. It crashed into a commercial car jack

Sent from my Samsung smartphone on AT&T

----- Original message -----

Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7953075V79926L0KM)
From: customerassistre <customerassistre@chrysler.com>
To: [REDACTED]
CC:

Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center.
Sorry to hear about this accident with the vehicle, we are glad that no one was hurt. Some questions we like some answers to:

Are you the current owner of the vehicle or are you renting the vehicle?

Can you recall how things happened?

Where is the vehicle now?

When is the best time to contact you?

Thanks again for your email.

Sincerely,

John

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=KMM7953075V79926L0KM&

Original Message Follows:

Recall Information - Chrysler Brand Site

Brief Description:

Need recall on 2012 300M LMT - car drove into building almost ran over

me

while out of car and inside tire repair shop..Four witnesses

Comments:

This could have killed me and/or others who were in tire repair dealer.

Cell # is [REDACTED] also. VERY DANGEROUS!!! I received your customer

satisfaction survey, but Chrysler had not contacted me so I couldn't fill

out survey

VIN:

CH2 [REDACTED]

Mileage:

16000

Servicing Dealer:

Enterprise Holdings rental

Title:

First Name:

Middle Initial: [REDACTED]

Last Name: [REDACTED]

Address 1: [REDACTED]

Address 2: [REDACTED]

City:

Cullman

State:

AL

Zip:

Email: [REDACTED]

Work Phone: [REDACTED]

qDCoMKg
wqDCoMKgIDM1MDU1CkVtYWlsOgrCoMKgwqDCoMKgwqAgamFubml1MDM1NkBnbWFpbC5jb
20KV29y
ayBQaG9uZToKwqDCoMKgwqDCoMKgIDI1Ni43MzQuNjQwMAo=

From: LeAnn.J.Rettler@ehi.com
To: customerassistre@chrysler.com
Date: Wed Jan 09 15:25:06 EST 2013
Subject: FW: Chrysler Group LLC Customer Assistance
(KMM7953122V86756L0KM)
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Content-Transfer-Encoding: quoted-printable
Content-Type: text/plain; charset="us-ascii"

Chrysler:

The renter filed a defect allegation with you on this vehicle.

Could you please contact me to schedule an inspection soon?

EMAIL CASE NUMBER: [REDACTED]

LeAnn
[cid:image001.gif@01CDD16A.1E570390]
<<http://www.enterpriseholdings.com/>>

LeAnn Rettler

Regional Risk Manager

205-989-6424 office
205-989-8545 ext 214 direct
866-346-1534 fax

LEANN.J.RETTLER@EHI.COM<<mailto:LEANN.J.RETTLER@EHI.COM>>

Operating

[cid:image002.jpg@01CDD16A.1E570390]

Enterprise Leasing Co-South Central LLC
1 Riverchase Office Plaza Suite 204
Birmingham, AL 35244

[enterpriseholdings.com](http://www.enterpriseholdings.com)<<http://www.enterpriseholdings.com>>

From: Jannie Ratliff [mailto:[REDACTED]]
Sent: Wednesday, January 09, 2013 2:13 PM
To: Rettler, LeAnn J
Subject: Fwd: Chrysler Group LLC Customer Assistance
(KMM7953122V86756L0KM)

----- Forwarded message -----

From: [REDACTED]
Date: Wed, Jan 9, 2013 at 2:11 PM
Subject: Fwd: Chrysler Group LLC Customer Assistance
(KMM7953122V86756L0KM)
To: leann.j.rettler@erac.com<<mailto:leann.j.rettler@erac.com>>

----- Forwarded message -----

From: [REDACTED]
Date: Sat, Dec 15, 2012 at 10:26 AM
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7953122V86756L0KM)
To: customerassistre@chrysler.com
<mailto:customerassistre@chrysler.com>, cu=
stomerassistre@chrysler.com<mailto:customerassistre@chrysler.com>,
customer=
assistre@chrysler.com<mailto:customerassistre@chrysler.com>,
customerassist=
re@chrysler.com<mailto:customerassistre@chrysler.com>

Okay.thank you

Sent from my Samsung smartphone on AT&T

Okay.thank you

Sent from my Samsung smartphone on AT&T

----- Original message -----

Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7953122V86756L0KM)
From: customerassistre <customerassistre@chrysler.com
<mailto:customerassist=
re@chrysler.com>>
To: [REDACTED]
CC:

Dear [REDACTED]

Thank you for getting back to us and informing us about this situation.

At this time for Chrysler to look into this matter further and since your not the owner of the vehicle it would be a good idea to have Enterprise contact Chrysler.

Sorry I could not provide a more favorable reply.

Sincerely,

John

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=3D=

KMM7953122V86756L0KM&

Original Message Follows:

Enterprise rental car. They have it stored at a holding area i think.
I had it rented for a couple of days right rear tire indicator came on as low. Enterprise had me to take it to a tire center for repair . Until this occurrence, the only mechanical problem i had noticed during the several days i had been driving was that it was difficult to get into park. Back to scenario. I parked car outside of bldg. Was inside for approximately 5 -10 minutes waiting to have tire repaired. A man yelled to me. Move! your car is coming at you. It seemed to accelerate with no one in it. Repairman tried to get inside car in an effort to stop it but couldnt get it into psrk. It crashed into a commercial car jack

Sent from my Samsung smartphone on AT&T

----- Original message -----
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7953075V79926L0KM)
From: customerassistre <customerassistre@chrysler.com
<mailto:customerassistre@chrysler.com>>
To: [REDACTED]
CC:

Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center.
Sorry to hear about this accident with the vehicle, we are glad that no one was hurt. Some questions we like some answers to:

Are you the current owner of the vehicle or are you renting the vehicle?
Can you recall how things happened?
Where is the vehicle now?
When is the best time to contact you?

Thanks again for your email.

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John

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=3D=KMM7953075V79926L0KM&

Original Message Follows:

Recall Information - Chrysler Brand Site

Brief Description:

Need recall on 2012 300M LMT - car drove into building almost ran over me while out of car and inside tire repair shop..Four witnesses

Comments:

This could have killed me and/or others who were in tire repair dealer.
Cell # is [REDACTED] also. VERY DANGEROUS!!! I received your customer satisfaction survey, but Chrysler had not contacted me so I couldn't fill out survey

VIN:

CH[REDACTED]

Mileage:

16000

Servicing Dealer:

Enterprise Holdings rental

Title:

First Name:

Middle Initial:

Last Name:

Address 1:

Address 2:

City:

Cullman

State:

AL

Zip:

Email:

Work Phone:

Dear [REDACTED]

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At this time for Chrysler to look into this matter further and since your not the owner of the vehicle it would be a good idea to have Enterprise contact Chrysler.

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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=3D=](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3D=KMM7953122V86756L0KM&)

KMM7953122V86756L0KM&

Original Message Follows:

Enterprise rental car. They have it stored at a holding area i think. I had it rented for a couple of days right rear tire indicator came on as low. Enterprise had me to take it to a tire center for repair . Until this occurrence, the only mechanical problem i had noticed duing the several days i had been driving was that it was difficult to get into park. Back to scenario. I parked car outside of bldg. Was inside for approximately 5 -10 minutes waiting to have tire repaired. A man yelled to me. Move! yoir car is coming at you. It seemed to accelerate with no one in it. Repairman tried to get inside car in an effort to stop it but couldnt get it into psrk. It crashed into a commercial car jack

Sent from my Samsung smartphone on AT&T

----- Original message -----

Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7953075V79926L0KM)

From: customerassistre <customerassistre@chrysler.com
<mailto:customerassistre@chrysler.com>>

To: [REDACTED]

CC: [REDACTED]

Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center.
Sorry to hear about this accident with the vehicle, we are glad that no one was hurt. Some questions we like some answers to:

Are you the current owner of the vehicle or are you renting the vehicle?

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Sincerely,

John

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=3D=](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3D=KMM7953075V79926L0KM&)

KMM7953075V79926L0KM&

Original Message Follows:

Recall Information - Chrysler Brand Site

Brief Description:

Need recall on 2012 300M LMT - car drove into building almost ran over

me

while out of car and inside tire repair shop..Four witnesses

Comments:

This could have killed me and/or others who were in tire repair dealer. [REDACTED]

Cell # is [REDACTED], also. VERY DANGEROUS!!! I receive=

d your

customer

satisfaction survey, but Chrysler had not contacted me so I couldn't fill

out survey

VIN:

CH27 [REDACTED]

Mileage:

16000

Servicing Dealer:

Enterprise Holdings rental

Title:

First Name:

Middle Initial:

Last Name:

Address 1:

Address 2:

City:

Cullman

State:

AL

Zip:

Email:

Work Phone:

CONFIDENTIALITY NOTICE: This e-mail and any files transmitted with it are intended solely for the use of the individual or entity to whom they are addressed and may contain confidential and privileged information protected by law. If you received this e-mail in error, any review, use, dissemination, distribution, or copying of the e-mail is strictly prohibited. Please notify the sender immediately by return e-mail and delete all copies from your system.

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Content-Type: text/html; charset="us-ascii"

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font-family:"Times New Roman","serif"}
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</p>
<p class=3D"MsoNormal"><span style=3D"font-size:11.0pt; font-family:
&quot;C=
alibri&quot;;&quot;sans-serif&quot;; color:#1F497D">&nbsp;</span></p>
<p class=3D"MsoNormal"><span style=3D"font-size:11.0pt; font-family:
&quot;C=
alibri&quot;;&quot;sans-serif&quot;; color:#1F497D">The renter filed
a defe=
ct allegation with you on this vehicle.</span></p>
<p class=3D"MsoNormal"><span style=3D"font-size:11.0pt; font-family:
&quot;C=
alibri&quot;;&quot;sans-serif&quot;; color:#1F497D">&nbsp;</span></p>
<p class=3D"MsoNormal"><span style=3D"font-size:11.0pt; font-family:
&quot;C=
alibri&quot;;&quot;sans-serif&quot;; color:#1F497D">Could you please
contac=
t me to schedule an inspection soon?
</span></p>
<p class=3D"MsoNormal"><span style=3D"font-size:10.0pt; font-family:
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rial&quot;;&quot;sans-serif&quot;; color:navy">&nbsp;</span></p>
<p class=3D"MsoNormal">EMAIL CASE NUMBER:&nbsp;  2774632</p>
<p class=3D"MsoNormal">&nbsp;</p>
<p class=3D"MsoNormal">LeAnn <span style=3D"font-size:10.0pt; font-
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</span></p>
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style="font-size:7.5pt; font-family:'Arial',"sans-
serif"; col=
or:navy"></p>
</td>
</tr>
<tr>
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libri", "sans-serif"; color:navy"> <span
style="font-size:7.5pt; font-family:'Arial',"sans-
serif"; col=
or:navy"></p>
</td>
</tr>
<tr>
<td style="padding:0in 0in 0in 0in">
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family:'
t;Calibri", "sans-serif"; color:navy">LeAnn Rettler

><span style="font-size:9.0pt; font-family:'Arial',"san=
"s-
s-serif"; color:navy"></p>
</td>
</tr>
<tr>
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"Ca=
libri", "sans-serif"; color:#747273">Regional Risk
Manager</s=
pan><span style="font-size:7.5pt; font-family:'Arial',"san=
"s-
s-serif"; color:#747273"></p>
</td>
</tr>
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<p class="MsoNormal"><span style="font-size:7.5pt; font-family:
"Ca=
libri", "sans-serif"; color:#444444">205-989-6424
office

205-989-8545 ext 214 direct

866-346-1534 fax<span style="font-size:7.5pt; font-
family:'&qu=
ot;Arial", "sans-serif"; color:#444444"></p>
</td>
</tr>
<tr>
<td style="padding:1.5pt 0in 3.0pt 0in">
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"C=
alibri", "sans-serif"; color:navy"><a href=
3D"mailto:LEANN.J.=

RETTLER@EHI.COM">
LEANN.J.RET=
TLER@EHI.COM<span style="font-size:7.5pt; font-
family:="

<p class="MsoNormal"><span style="font-size:7.5pt; font-family:
"Arial";"sans-serif"; color:navy"></p>
<span style="font-size:7.5pt; font-family:
"Arial";"sans-serif"; color:navy"></p>
</td>
</tr>
<tr>
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"Calibri";"sans-serif"; color:#333333">Operating
<span style="font-size:7.5pt; font-family:="

"Arial";"sans-ser=
if"; color:#333333"></p>
</td>
</tr>
<tr>
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libri";"sans-serif"; color:navy"><map name=
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eMap0"></map><span style=
3D"fon=
t-size:7.5pt; font-family:="

"Arial";"sans-serif";
color:n=
avy"></p>
</td>
</tr>
<tr>
<td style="padding:11.25pt 0in 0in 0in">
<p class="MsoNormal"><span style="font-size:7.5pt; font-family:
"Ca=
libri";"sans-serif"; color:#747273">Enterprise Leasing
Co-So=
uth Central LLC<span style="font-size:7.5pt; font-family:
"Ari=
al";"sans-serif"; color:#747273"></p>
<p class="MsoNormal"><span style="font-size:7.5pt; font-family:
"Ca=
libri";"sans-serif"; color:#747273">1 Riverchase
Office Plaz=
a Suite 204</p>
<p class="MsoNormal"><span style="font-size:7.5pt; font-family:
"Ca=
libri";"sans-serif"; color:#747273">Birmingham, AL
35244</sp=
an><span style="font-size:7.5pt; font-family:="

"Arial";"sans=
-serif"; color:#747273"></p>
</td>
</tr>

<tr>
<td style=3D"padding:0in 0in 0in 0in">
<p class=3D"MsoNormal"><span style=3D"font-size:7.5pt; font-family:
"Ca=libri";"sans-serif"; color:navy"><a href=
3D"http://www.enter=priseholdings.com">
enterpriseholdings.com</sp=
an>
<span style=3D"font-size:7.5pt; font-family:"Arial";,
"="sans-serif"; color:navy"></p>
</td>
</tr>
</tbody>
</table>
<p class=3D"MsoNormal"><span style=3D"font-size:11.0pt; font-family:
"C=alibri";"sans-serif"; color:#1F497D"> </p>
<p class=3D"MsoNormal"><span style=3D"font-size:11.0pt; font-family:
"C=alibri";"sans-serif"; color:#1F497D"> </p>
<p class=3D"MsoNormal"><span style=3D"font-size:10.0pt; font=
family:"=t;Tahoma";"sans-serif"">From:<span style=
3D"font=-size:10.0pt; font-family:"Tahoma";"sans-serif"">
Jannie=
Ratliff [mailto: [REDACTED]]

Sent: Wednesday, January 09, 2013 2:13 PM

To: Rettler, LeAnn J

Subject: Fwd: Chrysler Group LLC Customer Assistance
(KMM7953122V867=56L0KM)</p>
<p class=3D"MsoNormal"> </p>
<p class=3D"MsoNormal" style=3D"margin-bottom:12.0pt"> </p>
<div>
<p class=3D"MsoNormal" style=3D"margin-bottom:12.0pt">-----
Forwarded =
message -----

From: [REDACTED]
 [REDACTED]
nie0356@gmail.com>

Date: Wed, Jan 9, 2013 at 2:11 PM

Subject: Fwd: Chrysler Group LLC Customer Assistance
(KMM7953122V86756L0KM)=

To: [REDACTED]
leann. [REDACTED]
>

</p>
<div>
<div>
<p class=3D"MsoNormal">----- Forwarded message -----

From: Jannie0356 < [REDACTED]
target=
=3D"_blank"> [REDACTED] >

Date: Sat, Dec 15, 2012 at 10:26 AM

Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7953122V86756L0KM)<=

To: customerassistre@chrysler.com, customerassistre@chrysler.com, customerassistre@chrysler.com, customerassistre@chrysler.com, customerassistre@chrysler.com

Okay.thank you

Sent from my Samsung smartphone on AT&T

Okay.thank you
Sent from my Samsung smartphone on AT&T
----- Original message -----
Subject: Re: Chrysler Group LLC Customer Assistance (KMM7953122V86756=L0KM)
From: customerassistre <customerassistre@chrysler.com>
To: <customerassistre@chrysler.com>
all.com
CC:

Dear Jannie:

Thank you for getting back to us and informing us about this situation.
>

At this time for Chrysler to look into this matter further and since your not the owner of the vehicle it would be a good idea to have Enterprise contact Chrysler.

----- Original message -----

Subject: Re: Chrysler Group LLC Customer Assistance

(KMM7953075V79926L0KM)

From: customerassistre customerassistre@chrysler.com>

To: [REDACTED]@ [REDACTED].all.com

CC:

Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center.
Sorry

>

to hear about this accident with the vehicle, we are glad that no one

was hurt. Some questions we like some answers to:

Are you the current owner of the vehicle or are you renting the
vehicle?

>

Can you recall how things happened?

Where is the vehicle now?

When is the best time to contact you?

Thanks again for your email.

Sincerely,

John

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: <a href="

3D"http://www.chrysler.com/wccs/brand_forms/us/reply.js=

p?trk_ID=3DKMM7953075V79926L0KM&" target="3D"_blank">

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

3DKMM7953075V7=

9926L0KM&"/>

Original Message Follows:

Recall Information - Chrysler Brand Site

Brief Description:

Need recall on 2012 300M LMT - car drove into building almost ran

Sincerely,

John

Customer Service Representative

Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the <br=

>
following information:

REFERENCE NUMBER:

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK: <a href=

3D"http://www.chrysler.com/wccs/brand_forms/us/reply.js=

p?trk_ID=3DKMM7953122V86756L0KM&"_target=3D"_blank">

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

3DKMM7953122V8=

6756L0KM&

Original Message Follows:

Enterprise rental car. They have it stored at a holding area i think.
I

had it rented for a couple of days right rear tire indicator came on
as

low. Enterprise had me to take it to a tire center for repair . Until

this occurrence, the only mechanical problem i had noticed during the

several days i had been driving was that it was difficult to get into

park. Back to scenario. I parked car outside of bldg. Was
inside for <=

br>

approximately 5 -10 minutes waiting to have tire repaired. A
man yell=

ed

to me. Move! your car is coming at you. It seemed to accelerate
with =

no

one in it. Repairman tried to get inside car in an effort to stop it
but <br=

>

couldnt get it into psrk. It crashed into a commercial car jack

Sent from my Samsung smartphone on AT&T

----- Original message -----

Subject: Re: Chrysler Group LLC Customer Assistance

(KMM7953075V79926L0KM)

From: customerassistre <a href=
3D"mailto:customerassistre@chrysler.com"=
target=3D" blank">customerassistre@chrysler.com>

To:

[REDACTED]
all.com

CC:

Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center.

Sorry

to hear about this accident with the vehicle, we are glad that no one

was hurt. Some questions we like some answers to:

Are you the current owner of the vehicle or are you renting the
vehicle?

>

Can you recall how things happened?

Where is the vehicle now?

When is the best time to contact you?

Thanks again for your email.

Sincerely,

John

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: <a href=

3D"http://www.chrysler.com/wccs/brand_forms/us/reply.js=

p?trk_ID=3DKMM7953075V79926L0KM&" target=3D" _blank">

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

3DKMM7953075V7=

9926L0KM&

Original Message Follows:

Recall Information - Chrysler Brand Site

Brief Description:

Need recall on 2012 300M LMT - car drove into building almost ran
over

me

while out of car and inside tire repair shop..Four witnesses

Comments:

This could have killed me and/or others who were in tire repair
dealer.

rn e-mail and delete all copies from your system.

</body>
</html>

--_000_7874007B5B1F1249A827E0A100F8D5C906523F8EETCEXMB04corper_--

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Sat Jan 12 11:42:05 EST 2013
Subject: Re: FW: Chrysler Group LLC Customer Assistance
(KMM7953122V86756L0KM)
Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center. The best option to arrange an appointment would be to contact your local Chrysler dealership. You may also contact our Chrysler Fleet hotline, (800) 999-3533 for assistance.

Thanks again for your email.

Sincerely,

John

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=KMM7974047V8925L0KM&

Original Message Follows:

Chrysler:

The renter filed a defect allegation with you on this vehicle.

Could you please contact me to schedule an inspection soon?

EMAIL CASE NUMBER: [REDACTED]

[REDACTED]
LEANN RETTLER
Regional Risk Manager
205-989-6424 office
205-989-8545 ext 214 direct
866-346-1534 fax
LEANN.J.RETTLER@EHI.COM

Operating

Enterprise Leasing Co-South Central LLC
1 Riverchase Office Plaza Suite 204
Birmingham, AL 35244
enterpriseholdings.com

From: Jannie Ratliff [mailto:jannie0356@gmail.com]
Sent: Wednesday, January 09, 2013 2:13 PM
To: Rettler, LeAnn J
Subject: Fwd: Chrysler Group LLC Customer Assistance

(KMM7953122V86756L0KM)

----- Forwarded message -----

From: [REDACTED]
Date: Wed, Jan 9, 2013 at 2:11 PM
Subject: Fwd: Chrysler Group LLC Customer Assistance
(KMM7953122V86756L0KM)
To: leann.j.rettler@erac.com

----- Forwarded message -----

From: [REDACTED]
Date: Sat, Dec 15, 2012 at 10:26 AM
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7953122V86756L0KM)
To: customerassistre@chrysler.com, customerassistre@chrysler.com,
customerassistre@chrysler.com, customerassistre@chrysler.com

Okay.thank you

Sent from my Samsung smartphone on AT&T

Okay.thank you

Sent from my Samsung smartphone on AT&T

----- Original message -----

Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7953122V86756L0KM)
From: customerassistre <customerassistre@chrysler.com>
To: [REDACTED]
CC:

Dear [REDACTED]

Thank you for getting back to us and informing us about this situation.

At this time for Chrysler to look into this matter further and since your not the owner of the vehicle it would be a good idea to have Enterprise contact Chrysler.

Sorry I could not provide a more favorable reply.

Sincerely,

John

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=KMM7953122V86756L0KM&

Original Message Follows:

Enterprise rental car. They have it stored at a holding area i think.
I had it rented for a couple of days right rear tire indicator came on as low. Enterprise had me to take it to a tire center for repair . Until this occurrence, the only mechanical problem i had noticed during the several days i had been driving was that it was difficult to get into park. Back to scenario. I parked car outside of bldg. Was inside for approximately 5 -10 minutes waiting to have tire repaired. A man yelled to me. Move! your car is coming at you. It seemed to accelerate with no one in it. Repairman tried to get inside car in an effort to stop it but couldnt get it into psrk. It crashed into a commercial car jack

Sent from my Samsung smartphone on AT&T

----- Original message -----

Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7953075V79926L0KM)
From: customerassistre <customerassistre@chrysler.com>
To: ja [REDACTED]
CC:

Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center.
Sorry to hear about this accident with the vehicle, we are glad that no one was hurt. Some questions we like some answers to:

Are you the current owner of the vehicle or are you renting the vehicle?
Can you recall how things happened?
Where is the vehicle now?
When is the best time to contact you?

Thanks again for your email.

Sincerely,

John

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=KMM7953075V79926L0KM&

Original Message Follows:

Recall Information - Chrysler Brand Site

Brief Description:

Need recall on 2012 300M LMT - car drove into building almost ran over me

while out of car and inside tire repair shop..Four witnesses

Comments:

This could have killed me and/or others who were in tire repair dealer.

Cell # is [REDACTED] also. VERY DANGEROUS!!! I received your customer satisfaction survey, but Chrysler had not contacted me so I couldn't fill out survey

VIN: [REDACTED]

CH2 [REDACTED]

Mileage:

16000

Servicing Dealer:

Enterprise Holdings rental

Title:

First Name:

J [REDACTED]

Middle Initial:

Last Name:

Address 1:

Address 2:

City:

Cullman

State:

AL

Zip:

Email:

Work Phone:

Dear J [REDACTED]