

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1EG9	HF	Open Date	06/13/2016	Built Date	05/11/2016
Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
In Service Dt	05/12/2016	Mileage	10	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	66262	SUBURBAN CHRYSLER JEEP DODGE				
Dealer Address	24315 HAGGERTY					
Dealer City	NOV			Dealer State	M	Dealer Zip 48375
Owner	HEALTH ,AFFILIATED HOME				Contact Type	TELEPHONE
Address	21455 MELROSE AVE STE 9				Home Phone	(248) 974 9028
	SOUTHFIELD M48075 7980				Country	UNITED STATES

Product Dr vab ty Unknown No Start Defau t	veh c e w not start
Product Eng ne Va ve Tra n Defect ve Defau t	veh c e needs va ve body rep aced on veh c e

Veh c e was towed to Suburban Chrys er dea er veh c e d ed unab e to start
 dea er was con acted on 6/13/16 have not ooked at veh c e yet. SA w
 ca wr ter w th de a s on veh c e when ava ab e.
 Wr ter ca ed the dea er spoke to SA they were check ng the va ve body
 st do ng d agnoses today 6/14/16 when further nformat on on repa rs s
 ava ab e dea er w ca wr ter back.
 SA ca ed wr ter back sa d va ve body needs to be rep aced parts are n
 stock on order shou d be n th s week and a repa rs w be done under
 warranty. Customer was contacted s sat sf ed she does not need ren a
 dea er has a renta f needed.
 Customer had contacted on 06/12/2016 stat ng the veh c e wou d not sh ft
 nto park.

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

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1BG5	HR5	Open Date	06/29/2016	Built Date	04/26/2016
Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
In Service Dt	05/01/2016	Mileage	690	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	65674	EAST HILLS CHRYSLER JEEP DODGE				
Dealer Address	2300 NORTHERN BLVD					
Dealer City	GREENVALE	Dealer State		NY	Dealer Zip	11548
Owner					Contact Type	ROADSIDE
Address					Home Phone	
	UNIONDALE				Country	UNITED STATES

Product Dr vab ty Unknown Sta ng Defau t	veh c e has sta ng cond t on
Corporate Roads de Serv ces Warranty Veh c e Inoperab e Defau t	

Roads de Ass stance Con acted DATE : 2016 06 29

Road S de F e Created 06 29 16 FOR WARRANTY

VEHICLE PROBLEMAT: VEHICLE TAKEN TO:

644 WINTHROP DR 3190 HEMPSTEAD TPKE

MITCHELL ST

UNIONDALE LEVITTOWN

NY US ANY

HR516659BATT. LIGHT IS ON BUT CAR IS STA

DEALER CODE : 90416

Wrt r ca ed the customer on 6/29/16 he has the veh c e now t w be
go ng to dea er for nspect on tomorrow wrt r w fo owup w th them to
make sure ssues w th sta ng are f xed.

Prov ded d rect phone number to owner f further ass stance s needed.

Customer was con acted back on 7/1/16 he sa d dea er was ab e to f x
a concerns w th veh c e under warranty no ass stance s needed. Prov ded
d rect number f further ass stance s requ red.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1DG5	HR5	Open Date	07/23/2016	Built Date	04/22/2016
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
In Service Dt	04/22/2016	Mileage	884	Dealer Zone	B6	ESTONIA
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PRV	VELVET RED PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	13264	AS SILBERAUTO				
Dealer Address	J RVEVANA TEE 11					
Dealer City	TALLINN			Dealer State	EX	Dealer Zip 11314
Owner					Contact Type	ROADSIDE
Address	1				Home Phone	(231) 329 0463
	NORTON SHORES				Country	UNITED STATES

Corporate Roads de Services Warranty S art/Sta Defau t

Roads de Assistance Contacted DATE : 2016 07 23

Road Side File Created 07 23 16 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

SEAWAY DR 810 ROBBINS ROAD

AIRLINE CON

NORTON SHORES GRAND HAVEN

M USAM

STALLING

DEALER CODE : 13264 AS SILBERAUTO

Customer Assistance Inquiry Record (CAIR)#

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VIN	2C4RC1GGX	HR50	Open Date	07/26/2016	Built Date	05/13/2016
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	05/16/2016	Mileage	1448	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	60536	OXMOOR CHRYSLER DODGE JEEP RAM,				
Dealer Address	4520 SHELBYVILLE RD					
Dealer City	LOUISVILLE			Dealer State	KY	Dealer Zip 40207
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	WESTFIELD				Country	UNITED STATES

Corporate Roads de Services Warranty	
Product Dr vab ty Unknown Hes tat on/No Power Defau t	Customer veh c e just d ed wh e dr vng

Br ef y summar z e why the customer s contact ng Chrys er: Customer s hav ng ssue w th veh c e sta ng and has had veh c e towed to DLR 60536

Br ef y summar z e what the customer s expect ng: Customer s expect ng to have veh c es ssues reso ved and to have v3h c es operate as des gned.

Customer s ca ng n states that her husband was dr vng and veh c e broke down , customer had veh c e towed to DLR 60536 and s st awa tng repa r customer s seek ng renta veh c e wh e repa rs are n progress as customer s d sab ed and s seek ng spec f cat ons for renta veh c e.

Customer adv sed that theyw be contacted w th n one (1) bus ness day, by COB the r t me

Preferred morn ng/m dday ca bck number

Preferred afternoon/even ng ca bck number

Customer ema address for case updates:

Wou d customer ke to rece ve updates va text message? (Y/N)

Mbb e number:

Who has possess on of the veh c e? Dea er

Has the veh c e been d agnosed by a CDJR

dea er w th n the ast 30 days? Y

If a CDJR dea er has d agnosed w th n 30

days, what s the dea er name or code? 60536

If a CDJR dea er has not d agnosed w th n 30 days, when s the customer's appo ntment schedu ed?

Date:

T me:

Conf rmed appo ntment at [dea er code] w th [name]

Is the customer n a ren a ? N

Who author zed?

From what date?

Reass gned to 82h

7/28...Spoke w th SMCarr e who adv sed cause of stumb e was a bad tranny tube. Part on order. D r has found bypass tube eak ng. Dea er

w rep ace and repa r th s concern under warranty gu de ne. Asked that owner ca us bck est. t me for repa rs next few bus ness days. F x s under warranty and owner was put n a renta by SMCarr e. No bck order on the parts needed for repa rs.

7/29 Left message ask ng f the veh c e repa rs were comp eted as of yet.

Customer states veh c e has not been repa red. Customer states DLR 60536 has ordered wrong parts 3 t mes. Customer states husband s n whee cha r and requ res hand contro s to dr ve, w thout a veh c e. Customer states she does not want the veh c e. Agent adv sed customer CM has been ass gned. Customer request ng contact from CMMFY.

W rter ca ed Carr e SM and asked for serv ce updates, d rect ne prov ded w fo ow up. Left message for dea ersh p

Customer would like to speak right way with his CM

Customer's calling back requesting to be contacted back immediately by CM

8/2 Called Dealer and requested Carrie SM again. Left message for Carrie. Waiting again after DLR update

8/4/2016 Left another message for Carrie SM in service to get up date on fee and wait follow up with owner after service repairs complete

Status update provided via email to the following email address:

[REDACTED]

Dear [REDACTED]

Thank you for your patience. We understand that you have a drivability issue with your 2017 Chrysler Pacifica. We are currently in the process of attempting to review again the work order (Ro# [REDACTED] 6) with your local dealership and have placed several messages for the SM. We will follow up with your dealer and will review any unresolved issues with our STAR Center (Engineer/Tech Support). Best regards, Mr. Yacoub, 586 274 8174

End of Status Update

Carrie McGardy (SM) left another message with direct line. _

Supervisor

Customer looking for a callback from MFY. Customer states this issue has been ongoing for a month. Customer doesn't want the vehicle anymore. Jr1305 advised of lines 55-56. Customer looking for the chance for MFY to speak with them on the phone with regard to this issue. Customer looking for a callback. Richard took over the callback for his wife stating he feels this issue is not acceptable. Customer looking for a follow up from MFY.

Called Customer back but line was busy

Status update provided via email to the following email address:

[REDACTED]

Dear [REDACTED]

Thank you for your patience. We understand that you have a drivability issue with your 2017 Chrysler Pacifica. We are currently in the process of attempting to review again the work order ([REDACTED]) with your local dealership and have placed several messages for the SM. We will follow up with your dealer and will review any unresolved issues with our STAR Center (Engineer/Tech Support). Best regards, Mr. Yacoub, 586 274 8174

End of Status Update

Writer called SAChey today. Requested a status update. Transmission was leaking, and dealer replaced cover plate and gasket and feed tube. Vehicle was repaired and picked up on Sat. Chey advised. Repairs were completed and work order closed.

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VIN	2C4RC1EG4	HF	Open Date	07/27/2016	Built Date	05/30/2016
Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
In Service Dt	06/05/2016	Mileage	949	Dealer Zone		
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	99999					
Dealer Address						
Dealer City		Dealer State		Dealer Zip		
Owner		Contact Type	ROADSIDE			
Address					Home Phone	
	DE PERE WI				Country	UNITED STATES

Corporate Roads de Services Warranty S art/Sta Defau t

Roads de Assistance Contacted DATE : 2016 07 27

Road Side File Created 07 27 16 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

3220 E NORTHLAND AVE 2929 LAWE ST

US 41 S

APPLETON KAUKAUNA

WI USA WI

IN THE MIDDLE OF 4 LANE RD STALLED

DEALER CODE : 94490

Customer Assistance Inquiry Record (CAIR)#

2

VIN	2C4RC1BG8	HF	Open Date	08/10/2016	Built Date	04/20/2016
Model Year	2017	Body	RUC53	CHRYSLER PACIFICA TOURING L WAGON		
In Service Dt	04/21/2016	Mileage	300	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	26780	HAASZ AUTOMALL, LLC				
Dealer Address	4886 STATE ROUTE 59					
Dealer City	RAVENNA	Dealer State	OH	Dealer Zip	44266	
Owner		Contact Type	TELEPHONE			
Address		Home Phone				
	MOGADORE	Country	UNITED STATES			

Corporate	Survey By Pass	No Response / Unab e To Reach	Defau t	Defau t	no response from customer
Product	Eng ne	Unknown	Other	Defau t	Eng ne m sf re and not mob e

Customer ca ed n seek ng ass stance as h s brand new 2017 Chrys er Pac fca w th 300m es had the eng ne ght on wh e dr vng. As a resu t the veh c e d ed and ost a power. DLR has contacted STAR and the veh c e s st at the DLR w th no def n tve repa r at th s t me.

W r ter d a ed dea er, spoke to SM Tom. SM states STAR case s open. SM states they put customer n a Chrys er 200. W r ter ngu red to get a b gger renta , another van. W r ter prov ded contact# for a ca back. Thankd SM. Ended ca .

CUSTOMER CONTACT 8/11 W r ter d a ed customer a message. W r ter adv sed ca ng n regards to offer any ass stance or answer quest ons. W r ter prov ded contact#, hours of operat on. Thankd customer. Ended ca .

CUSTOMER CONTACT 8/15 W r ter d a ed customer , spoke to customer. Customer states he s okay w th t me ne. Customer states h s w fe Debb e s owner of veh c e and her number s . W r ter adv sed customer we w be back n touch upon repa r comp et on. W r ter d a ed dea er, spoke to SAK m on veh c e. SAs states hopes to have veh c e comp eted today. W r ter thanked SA. Ended ca .

W r ter d a ed dea er, eft message for SAK m. W r ter adv sed ca ng for stat. W r ter prov ded contact#

SAK m eft message, veh c e s st undergo ng repa rs at shop Pend ng

Incom ng ca from customer. Customer states she s not very happy that she s gett ng a new eng ne nsta ed but she understands. Customer ngu red f we can offer a month y payment. W r ter adv sed we w reimburse one month y payment as goodw for t me down. W r ter adv sed we w co ect paperwork needed once veh c e s back w th customer. W r ter thanked customer. Ended ca .

W r ter d a ed dea er, spoke to SAK m. SAs ates repa r ETA s by the end of the week.

W r ter d a ed dea er, spoke to SAK m. SAs ates veh c e w be ready today, tech w et t s t co d overn ght and test dr ve.

CUSTOMER CONTACT 8/25 W r ter d a ed customer a message. W r ter adv sed ca ng to offer repa r update. ETA for repa rs s tomorrow. W r ter prov ded contact#, hours of operat on. Thankd customer. Ended ca .

W r ter d a ed dea er, spoke to SAK m. Veh c e was p cked up yesterday.

CUSTOMER CONTACT 8/29 W r ter d a ed customer at , eft message. W r ter adv sed ca ng to fo ow up and ensure sat sfact on. W r ter prov ded contact#, hours of operat on. Thankd customer. Ended ca .

C os ng case no customer contact

CAIR RE OPENED AND FOLLOWING REASON CODE(S) REMOVED

No Response / Unab e To Reach

Incom ng ca from customer. Customer states veh c e s dr vng great.

Customer states she has a concern w th some s ght rumb ng when dr vng.

W r ter adv sed can schedu e dr ve a ong w th the SM. Customer s ates she w ca and schedu e on her own. Customer states she w subm t

payment for reimbursement. Writer provided fax#

Writer dialed dealer, spoke to SAB y. No appt. in the system as of yet.

CUSTOMER CONTACT 9/9 Writer dialed customer at [REDACTED] left message. Writer advised calling to offer further assistance if needed.

Writer provided contact#, hours of operation. Thanked customer. Ended call.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1CG1	HR5	Open Date	08/11/2016	Built Date	05/25/2016
Model Year	2017	Body	RUCL53	CHRYSLER PACIFICA LX WAGON		
In Service Dt	05/25/2016	Mileage	2131	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	45563	UNIVERSITY CHRYSLER DODGE JEEP				
Dealer Address	2354 FLORENCE BLVD					
Dealer City	FLORENCE			Dealer State	AL	Dealer Zip 35630
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	VINA				Country	UNITED STATES

Product Transm ss on / Transaxe Unknown Hard Sh ft ng Defau t

Customer ca ed n s at ng that her veh c e has been nto the DLR for a month and the DLR st doesn't know how to address the veh c es ssues
customer states that she works w th SABr an
Customer has ssues w th the veh c e sta ng and the cru se contro not work ng

As per Answer ID 24544

Customer adv sed that they w be contacted w th n one (1) bus ness day, by COB the r t me

Preferred mom ng/rn dday ca back number 34(home) and 256 436 3227(ce)

Reass gned to 88F

Customer veh c e has been w th the DLR s nce Ju y

What are the customers ssues? These shou d be c ear y documented n the narrat ve.

Per STAR: Star Master Consu ant reviewed case. So you can NOT dup cate any sh ft ng ssues? Correct? If yes then no repa rs are to be made.

As on 8/9/16 concern cou d not be dup cated. Agent contacted owner and adv sed that dup cat on s needed for repa r.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1BG4	HR56	Open Date	08/19/2016	Built Date	07/09/2016
Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
In Service Dt	07/11/2016	Mileage	900	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PTE	MOLTEN SILVER				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	42885	SECURITY DODGE CHRYSLER				
Dealer Address	345 MERRICK RD					
Dealer City	AMITYVILLE			Dealer State	NY	Dealer Zip 11701
Owner					Contact Type	ROADSIDE
Address					Home Phone	
	BELLMORE NYX				Country	UNITED STATES

Corporate Roads de Services Warranty Veh c e Inoperab e Defau t

Roads de Assistance Con acted DATE : 2016 08 19

Road S de F e Created 08 19 16 FOR WARRANTY

VEHICLE PROBLEMAT: VEHICLE TAKEN TO:

2138 SANDERS PL 345 MERRICK RD

NORTH BELLMORE AMITYVILLE

NY US ANY

VEH IS NOT STARTING/CS REQ TOW~~~~~

DEALER CODE : 87326

Wrt r spoke to Brandon n serv ce and fo owed up w th case. We rece ved part today. F rst t me bad gasket we f xed and second t me veh c e d dn't s art we are rep ac ng abs modu e.

Wrt r ca ed the customer and fo owed up w th case. Wrt r d d et the customer know that I rece ved her case and w fo ow up once t s comp ete. The customer ask w I be gett ng her a new veh c e. Wrt r d d et the customer know that at th s t me we w not be ng offer ng you a veh c e but we w f x t and try to offer compensat on for the ssue. The customer sa d she s not fee ng safe n the veh c e and what w I be do ng to get her out r ght sa d I w not be gett ng you of th s veh c e but once the veh c e s f xed I w ook nto goodw not gett ng you out the veh c e.

Wrt r ca ed the dea ersh p and fo owed up w th case. Wrt r was to d the dea ersh p p cked up the veh c e. the customer sa d the veh c e was not p cked up. The customer sa d she has not heard from the dea ersh p . The customer sa d her husband wants to ta k to me. The customer took wr ter nformat on down.

The customer husband ca ed and eft message for me to g ve h m a ca .

The ce number s 05 and work number s

Wrt r ca ed the customer husband and eft message for h m to g ve me a ca .

Wrt r ca ed the dea ersh p and spoke w th Brandon on case. Brandon sa d the veh c e s f xed and the customer shou d be p ck ng up the veh c e ater ton ght or tomorrow morn ng.

Wrt r ca ed the husband and fo owed up w th case. He sa d h s w fe s at the dea ersh p now p ck ng up the veh c e. He w ca me once he speaks w th her.

The customer ca ed me and fo owed up w th case. The customer sa d they p cked up the veh c e and t s now eak ng transm ss on f u d and the veh c e s s pp ng. The customer sa d she a ready ta k to the dea ersh p about th s ssue. The customer sa d she oves her veh c e but wants another veh c e ke th s to many ssues.

Wrt r ca ed AMEr c Perez and eft message for h m to g ve me a ca back. Wrt r exp a ned the customer ssues.

Wrt r a so ema ed the AM

AM s on vacat on. Wrt r ask CRM to rev ew case.

Wrt r ca ed the husband and eft message for h m updat ng h m on h s case.

Wrt r ca ed the husband and eft message for h m to g ve me a ca .

AM called an e-mail message for me to give him a call back. Writer called him back. The customer needs a Transmission and another part. He is working on getting the part around September 5. The transmission is on back order. AM said we can offer the customer two car payments once the issue is fixed. At this time we will not buy back the vehicle.

Writer called the customer and followed up with case. Writer did explain at this time the vehicle will not be bought back but once these issues are fixed I do want to offer two car payments and a service contract. The customer said thank you and at this time the problem with these issues.

Area Manager Eric emailed me and said The parts should be in next week after hearing from senior parts expediting escalation. Once parts arrive, dealership will replace unit.

The customer is very upset that we have no notes stating that she wants a buyback option. She stated that she has a ready to deliver dealership that she wants out of the lease program with Chrysler. The customer's concern with about the safety of the vehicle. She said that the vehicle shut down and start to roll backwards on a ramp. The customer stated that she will not get back in the vehicle. She wanted to speak to a supervisor.

Writer explained that we will document her concern so the agent that has been assisting her is aware.

Writer called the husband and followed up with case. Writer explained to the customer what was going on. The customer thanked me for the call. Task response received from Dealer 42885

Writer was told by the CRM that I can close out case. He spoke with the customer. Writer will close case.

Dealer Update:

Updated By: S70368A Dealer Code: 42885 Date: 09/09/2016 2:06:57 PM

Visit Date : 09/09/2016 SPOKE WITH JOSE AND CHRYSLER AGREED ON A BUYBACK

WITH CUSTOMER AS OF 09/09/2016

NEBC authorizes lease repurchase, discussed with customer.

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VIN	2C4RC1BG3	HF	Open Date	08/25/2016	Built Date	04/19/2016
Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
In Service Dt	04/20/2016	Mileage	6718	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	58525	PAPA'S DODGE INC				
Dealer Address	585 E MAIN ST					
Dealer City	NEW BRITAIN			Dealer State	CT	Dealer Zip 06051
Owner					Contact Type	UCONNECT
Address					Home Phone	
	WETHERSFIELD				Country	UNITED STATES

Corporate	Survey By Pass	No Dagnos s	Defau t	Defau t	
Product	Eectr ca	Ign t on System	Other	Defau t	s a ed n ntersect on

The customer con acted Chrys er because the veh c e sta ed n an ntersect on and they wou d ke to know f we cou d see any codes. The customer stated they were ab e to pu over and restart the veh c e but there were no warn ng ghts.

The customer expects to get nformat on on veh c e sta ng.

The agent adv sed the customer that we cannot see any codes but he shou d have the veh c e checked out at h s oca dea ersh p for a d agnos s.

Survey by pass no d agnos s

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1GG4	HF	1	Open Date	09/17/2016	Built Date	06/07/2016		
Model Year	2017	Body	RUCT53 CHRYSLER PACIFICA LIMITED PLATINUM WAGON						
In Service Dt	06/07/2016	Mileage	450	Dealer Zone	71	LOS ANGELES			
Plant	R	WINDSOR ASSEMBLY PLANT			Market	U	US		
Color	PW7	BRIGHT WHITE CLEAR COAT							
Engine	ERF	3.6L V6 24V WT ENGINE							
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS							
Dealer	60385	STONERIDGE CHRYSLER JEEP DODGE OF							
Dealer Address	6701 AMADOR PLAZARD								
Dealer City	DUBLIN				Dealer State	CA	Dealer Zip	94568	
Owner							Contact Type	LETTER	
Address							Home Phone		
	PLEASANTON							Country	UNITED STATES

Product	Transm ss on / Transaxle	Unknown	Other	Default
Referral	Top Care	Executive Team	Executive	Sergio Marchionne

Top Care customer first contact was 09/17/16 at 08:22 by mam46

Top Care follow up contact was 09/17/16 at 08:22 by mam46

9/17..... Owner sent CEO the following email :

Shawn/Doug/Sergio,

I purchased a brand new 2017 Chrysler Pacifica Limited (VIN: 2C4RC1GG4HR5) less than 2 months back reading all the great reviews and the money and research that had been put into this new generation minivan.

I have less than 1000 miles on my minivan and earlier this week it stalled in the middle of the road and would not turn off. I had to take it to a Chrysler dealer who first told me that the TCM module needs to be replaced. After replacing the TCM module they found that the transmission had failed and needs to be replaced.

I fail to understand how a new minivan that you claim has gone through all these quality checks can have a transmission failure within less than 1000 miles. I am very disappointed and extremely frustrated because of the inconvenience caused and not sure that I would buy or recommend a Chrysler product going forward.

On top of all of this I find out that the transmission that needs to be replaced is back ordered and I have no idea when I will get my new Pacifica back.

I was going to post my experience on your facebook page but I wanted to first bring this to the attention of the senior leadership of FCA and give you a chance to respond back to me because I really want to like the new and trust Pacifica.

I can be reached by email at [REDACTED] or contacted on my cell at [REDACTED] 5.

I wait for 2 business days to hear back from someone from FCA failing which I will start sharing my experience with the 2017 Pacifica on social media and other auto websites that have been giving rave reviews of the new Pacifica.

Hoping to hear back from someone soon.

Regards

[REDACTED]

Writer sent owner the following email :

Good Morning [REDACTED]

My name is Mike MacDonald and your email was forwarded to me by Mr. Marchionne. We apologize for the problems that you're having with your new 2017 Chrysler Pacifica and would like to look into this further.

Can you please let me know which dealership that you're working with so that I can contact them to get some additional information regarding the problem and part or parts needed for your repair.

Once I receive your information and have contacted the dealership service manager, I will give you a call.

Should you have any additional questions or need to speak with me before

then, please let me know.

We value you as a customer and will work to get this resolved.

Thank you

Mike MacDonald

Executive Referrals Manager

Fiat Chrysler Automobiles (FCA)

Office: 586.274.8085

Mobile: 248.376.8340

Fax: 586.497.1294

Email: Mike.MacDonald@FCAGroup.com

9/18..... Writer advised by corporate parts director that parts expected to arrive at the dealership by 6:00am on 9/19. Writer sent owner the following email:

Good Morning Mr. D [REDACTED]

I've been advised by my corporate parts contacts, that the part needed for your repairs expected to arrive at the dealership tomorrow morning by 6:00am.

I will follow up with the dealership tomorrow morning to make sure that happened and will be calling you as well.

Again, I apologize for this entire experience and look forward to speaking with you tomorrow.

Should you have any additional questions in the meantime, please let me know.

Enjoy the rest of your weekend.

Mike MacDonald

Executive Referrals Manager

Fiat Chrysler Automobiles (FCA)

Office: 586.274.8085

Mobile: 248.376.8340

Fax: 586.497.1294

Email: Mike.MacDonald@FCAGroup.com

POSTMARK DATE: 091616; DATE RECEIVED: 091916

9/19..... Writer called dealer and spoke with Ben parts who confirmed that transmission arrived early this morning. Writer left a message for Roger McCoud (SM) and requested that he keep writer updated on this case.

Writer spoke with owner who stated that he's disappointed in the problems that he's had with his new vehicle. Owner stated that vehicle shut down while his wife was driving and dealer had to replace transmission which was on backorder.

Writer apologized for the problem and advised owner that the part came in this morning and writer left a message for service manager requesting that repairs be prioritized if possible. Writer advised owner that once transmission is replaced, writer will make sure that the dealer keeps the vehicle a few extra days for testing. Writer offered to reimburse owner for the fleet maintenance plan he purchased as well as the pre maintenance plan he purchased as well.

Writer advised owner that he would keep him updated on the status of the repairs.

9/20..... Writer spoke with dealer service and was advised that Paul is the service advisor working with owner. Writer was told that part arrived yesterday and repairs should be completed tomorrow. Writer requested that dealer keep vehicle for a day or two extra once the repairs are completed to make sure that the vehicle is not experiencing any other problems before owner is notified to come and pick it up. Writer requested that Paul or Roger McCoud (SM) call writer to discuss further. Writer received payment information from owner showing \$3,195 charge for extended warranty and \$1,875 for maintenance plan. Writer will open two CAIR to process reimbursement for each plan as promised.

Writer advised owner that a field engineer would be going out to the dealership tomorrow to inspect his vehicle. Writer called and left a message for Paul (SA) and Roger (SM) advising.

9/22..... Field engineer called writer to advise that vehicle was inspected after repairs and everything looks good and vehicle drives as designed. Field engineer was unable to duplicate the issues with the

temp. contro not show ng the correct outs de temp or the ratt e when the sunroof was open. Wr ter was advsed that there were a pa r of sung asses n the overhead b n wh ch cou d be mov ng around, but f e d tech. d d not hear th s h mse f.

Wr ter ca ed owner and provided h m w th the update from corporate f e d eng neer. Wr ter advsed owner that f the no se that he s hear ng when the sunroof s fu y extended and the temp. read ngs are st a prob em, to et wr ter know.

Owner asked f there was a way to change h s MMP p an from a \$100 deduct b e to a \$0 deduct b e. Wr ter advsed owner that f he sends wr ter the check back that wr ter just processed, (re mburs ng h m for the fet me MMP p an that he purchased), he can then ca MMP and cance h s p an and get a re mbursement and then wr ter wou d add the same p an on but w th a \$0 deduct b e.

Owner w ta k to h s w fe and et wr ter know what he wou d ke to do.

Owner w p ck up h s veh c e today.

9/23..... Wr ter spoke w th owner who s ated that veh c e was p cked up yesterday and owner was a tte d sappo nted that veh c e was returned d rty and a so d dn't have much fue n t (just enough to get h m to a gas stat on). Owner a so s ated that he was hear ng a h ss ng no se when he app ed the brakes.

Owner sa d that h s w fe was dr vng veh c e today and he d dn't ment on the h ss ng no se he was hear ng, so he cou d get her op n on ton ght when he goes home.

Wr ter advsed owner that he wou d fo ow up w th h m on Monday to see f owner s st hear ng the h ss ng no se.

9/27..... Wr ter spoke w th owner on 9/26 and owner stated that he s sat sf ed w th the performance of h s veh c e and apprec ates everyth ng wr ter d d to ass st h m. Owner w contact wr ter n the future, f he has any other quest ons/concerns.

POSTMARK DATE: 092916; DATE RECEIVED: 092916

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1BG9	HR5	Open Date	09/19/2016	Built Date	05/11/2016	
Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON			
In Service Dt	05/11/2016	Mileage	562	Dealer Zone	74	DENVER	
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US	
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERF	3.6L V6 24V WT ENGINE					
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS					
Dealer	63566	BILLION MOTORS					
Dealer Address	3401 WEST 41ST STREET						
Dealer City	SIOUX FALLS			Dealer State	SD	Dealer Zip 57106	
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	HULL					Country	UNITED STATES

Product	Electr ca	Rad o/Spkrs/C ock/Antenna	Intermittent or	Customer frightened because of vehicle
Inoperative	Default			standing

Customer had been in with her new Pac f ca and dealer had replaced a center s ack and a rad o a her ssues were centered around the rad o. She then had a b gger ssue where the Pac f ca sta ed n the m dd e of an intersect on and the customer became hyster ca . She was a most nvo ved n an acc dent and she does not want th s Pac f ca w th ts nterm ttent ssues. AMagreed to trade ass st for \$3600 customer s go ng nto a new Pac f ca and dealer w have to track down ssue that cou d be someth ng more electr ca /Cam bus re ated. CRM approved.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1BG8	Open Date	09/24/2016	Built Date	04/20/2016
Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON	
In Service Dt	04/21/2016	Mileage	1400	Dealer Zone	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
Engine	ERF	3.6L V6 24V WT ENGINE			
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS			
Dealer	99999				
Dealer Address					
Dealer City		Dealer State		Dealer Zip	
Owner		Contact Type	ROADSIDE		
Address		Home Phone			
	MOGADORE OH	Country	UNITED STATES		

Corporate Roads de Services Warranty Won't Start Poss b e Tow Defau t

Roads de Assistance Contacted DATE : 2016 09 24

Road S de F e Created 09 24 16 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

CANTON RD 4886 STATE ROUTE 59

BEVERLY DR

AKRON RAVENNA

OH USA OH

VEH STALLED// 60 MIN ETA OR BETTER// VEH ON SIDE O

DEALER CODE : 93755

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1BG8	HR5	Open Date	09/24/2016	Built Date	07/14/2016
Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
In Service Dt	07/15/2016	Mileage	16000	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	60489	BAY RIDGE CHRYSLER DODGE JEEP RAM				
Dealer Address	8825 5TH AVE					
Dealer City	BROOKLYN	Dealer State	NY	Dealer Zip	11209	
Owner		Contact Type	TELEPHONE			
Address		Home Phone				
	BROOKLYN NY	Country	UNITED STATES			

Product Dr vab ty Unknown Hes tat on/No Power Defau t Customer s ates veh c e comp ete y shut down

Br ef y summar æ why the customer s contact ng Chrys er: Customer contact ng CAC because her veh c e ost a power wh e dr vng 20 mph. Customer states the car comp ete y shut down when she was com ng out of a tunne . Customer states the veh c e wou d s art but t wou d read codes w th ssues w th the suspens on and the brakes. Customer states that the veh c e wou d say the car was not n park when t actua y was. Customer states the gears weren't sh ft ng e ther. Customer towed veh c e to DLR ast n ght.

Br ef y summar æ what the customer s expect ng: Customer seek ng ass stance as she just bought the veh c e pr mar y for ts safety features and no onger fee s safe w th the veh c e.

Agent adv sed customer that her concerns w be documented. Agent adv sed customer to work w th the DLR to get th s ssue reso ved but to contact CAC f she has any add t on a quest ons or concerns. customer ca ed n because they want to know f they can pay for the payment and seek Re mbursement because her veh c e been n the dea er for a ready one week and w be In the dea er for another two weeks

***** Be ow Customer Contacted for Documentat on Request *****

2016 09 27 @ 15:36 spoke w th t and he w do a one month car payment on the veh c e to send n her Documen at on for the veh c e and we w ook n to th s agent send a documentat on nk to the customer so she can send t a back to CAC and customer even gave the customer the case number and the fax number so they can send t that way f they don't get the documentat on nk and customer was happy w th CAC pay ng on month of her ease on the veh c e

***** Customer Document Rece ved *****

As a onet me good w gesture CAC w re mburse one month veh c e payment n compensat on for the veh c e ssues. Amount of re mbursement s \$425.00. JL1476

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1BG8	HF	Open Date	09/25/2016	Built Date	07/14/2016
Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
In Service Dt	07/15/2016	Mileage	1700	Dealer Zone		
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	99999					
Dealer Address						
Dealer City		Dealer State		Dealer Zip		
Owner		Contact Type	ROADSIDE			
Address		Home Phone				
	BROOKLYN NY	Country	UNITED STATES			

Corporate Roads de Services Warranty S art/Sta Defau t

Roads de Assistance Contacted DATE : 2016 09 25

Road S de F e Created 09 25 16 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

8635 18 AVE 8635 18TH AVE

BATH BEACH BROOKLYN

NY US ANY

STALLED WHILE DRIVING.

DEALER CODE : 94862

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1GG4	HR5	Open Date	09/26/2016	Built Date	06/01/2016
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	06/02/2016	Mileage	8000	Dealer Zone	63	DALLAS
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	45587	TEXAN DODGE CHRYSLER JEEP RAM				
Dealer Address	18555 HIGHWAY 59 N					
Dealer City	HUMBLE	Dealer State	TX	Dealer Zip	77338	
Owner		Contact Type	TELEPHONE			
Address		Home Phone				
	CROSBY	Country	UNITED STATES			

Product Dr vab ty Unknown Sta ng Defau t	customer s ated that veh c e sta ed and towed to DLR.
Corporate Renta Veh c e Defau t Defau t Defau t	customer ca ng for renta wh e veh c e s gett ng f xed.

Br e f y summar ze why the customer s contact ng Chrys er: Customer ca ng as he had h s veh c e towed to the nearest DLR as veh c e kept sta ng, and they a so found that there was not a ot of o n the veh c e.

Br e f y summar ze what the customer s expect ng: Renta wh e he wa ts for veh c e to be d agnos s nce he has a new veh c e w th ow m eage. Agent adv sed that I can ca over to h s DLR to check on th s for h m. Agent ca ed over to TEXAN DODGE CHRYSLER JEEP RAM and spoke w th Sheff e whom stated that Shuck Tay or the dr ve manager wou d approve the renta and that customer wou d have to just come by the DLR and they w get h m a renta for h m, as she stated that they w accommodate veh c es espec a y when they are brand new. Agent et the customer know that the DLR w provide a renta fro h m. Agent w esca ate th s to our CM department as customer s hav ng prob ems w th h s brand new veh c e.

Customer seek ng ass stance w th:

Gett ng veh c e f xed..

Customer expect ng:

Veh c e f xed prompt y

Agent adv sed w esca ate to case manager.

Fo ow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone number:

Ear est ca t me: anyt me

Latest ca t me:

Updates va text: Y/N N

Updates va ema : Y/N Y wa

Veh c e ocat on: Dea er

D agnos ed by FCA dea er w th n ast 30 days: Y

D agnos ng dea er: TEXAN DODGE CHRYSLER JEEP RAM 45587

If no d agnos s, appo ntment date and t me: [DATE AND TIME]

Conf rmed appo ntment w th: [Dea er and Dea er Contact]

Customer n renta : Y

Author zed by: DLR

Renta start date: 9 26 2016

Reass gn to 82H

W rter ca ed the customer on 9/27/16 he sa d veh c e s a ed out the o has not been changed yet current m eage s 8000. Veh c e was towed to dea er and owner s p ck ng up renta today. Dea er w repa r per terms of warranty. Prov ded d rect phone number f further ass stance s needed.

Veh c e has been repa red no concerns at th s t me 10/3/16.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1EGX		Open Date	09/30/2016	Built Date	05/11/2016
Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
In Service Dt	05/13/2016	Mileage	6164	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	43864	ARRIGO DODGE CHRYSLER JEEP				
Dealer Address	6500 OKEECHOBEE BLVD					
Dealer City	WEST PALM BEACH			Dealer State	FL	Dealer Zip 33411
Owner		A				Contact Type TELEPHONE
Address					Home Phone	
	GREENACRES				Country	UNITED STATES

Product Dr vab ty Unknown Sta ng Defau t	Customers veh c e s sta ng
Corporate SurveyBy Pass Lega Defau t Defau t	Lemon Law
Product E ctr ca Unknown Defect ve Defau t	Customers backup camera does not work proper y

Br ef y summar z e why the customer s contact ng Chrys er: Customer ca ed n stat ng that she s hav ng many ssues w th her veh c e and the dea ershp doesn't seem ke they are ab e to repa r them Customer s ated that she shou d not be hav ng th s many ssues w th a brand new veh c e and wou d ke to know what to do. Agent adv sed customer that th s case w be esca ated to a CM for an unreso ved concern. Customer understood. Br ef y summar z e what the customer s expect ng: To have these ssues repa red or another veh c e.

Customer seek ng ass stance w th:

[Gett ng a ssues repa red].

Customer expect ng:

[To have these ssues repa red].

Agent adv sed w esca ate to case manager.

Fo ow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone number:

Ear est ca t me:

Latest ca t me:

Updates va text: N [Mbb e number]

Updates va ema : N [Ema address]

Veh c e ocat on: [Customer]

D agnos ed by FCA dea er w th n ast 30 days: Y

D agnos ng dea er: [43864]

If no d agnos s, appo ntment date and t me: [DATE AND TIME]

Conf rmed appo ntment w th: [Dea er and Dea er Contact]

Customer n ren a : N

Author zed by:

Renta start date: [DATE]

Reass gn ed to 82H

CUSTOMER CONTACT 10/3 Wr ter d a ed customer at , spoke to customer. Customer states has had recurr ng concerns w th veh c e. Wr ter apo og zed for concerns. Customer states a s we w th veh c e current y. Wr ter offered contact# and adv sed f any concerns n future, ca wr ter for ass stance. Customer nqu red about LOF p an, wr ter checked VIN and adv sed customer LOF p an s act ve. Wr ter thanked customer. Ended ca .

CUSTOMER CONTACT 11/10 Wr ter d a ed customer spoke to

customer. Customer states the veh c e s back at dea er for concerns w th touch screen go ng dark, and hes tat on. Customer states hes tat on happens on y once a month or once every two weeks. Wr ter apo og zed for concerns and adv sed w touch base w th dea er. Wr ter thanked customer. Ended ca .

Wr ter d a ed dea er, eft message for SMRob.

Ema to SM

Wr ter d a ed 561 662 4677, spoke to SMRob. SMstates they had a f ght recorder n the veh c e and they are pu ng data out now. Wr ter adv sed w watch a so STAR case.

Wrtter d a ed dea er, eft message for SMRob s out of the shop for next 3 days. Wrtter prov ded contact#, VIN#. Requested ca back.

CUSTOMER CONTACT 11/14 Wrtter d a ed customer at [REDACTED] eft message. Wrtter adv sed return ng phone ca . Wrtter provided contact#, hours of operat on. Thankd customer.

Incom ng ca from customer. Customer states she was adv sed to p ck up veh c e w th no concerns and no repa r performed. Wrtter apo og zed and adv sed customer to wa t unt wrtter not f es customer. Wrtter adv sed w speak w th dea er.

Wrtter d a ed 561 662 4677, eft message for SMRob.

Ema to AM

Wrtter d a ed dea er, eft message for SAB

Wrtter d a ed dea er, spoke to SAB . No Concern dup cated, RRT w be performed and veh c e re eased today.

CUSTOMER CONTACT 11/15 Wrtter d a ed customer at [REDACTED], spoke to

customer. Wrtter adv sed customer that veh c e may be ready ton ght. Customer ment oned other concerns w th app d sappearing from touch screen and a so c ck ng no se when turn ng. Wrtter adv sed w reach out to dea er.

CUSTOMER CONTACT 11/16 Wrtter d a ed customer a [REDACTED], eft message. Wrtter adv sed return ng phone ca . Prov ded contact#, hours of operat on.

Wrtter d a ed dea er, spoke to SMRob. SMs ates most concerns not dup cated but performed RRT.

Wrtter d a ed dea er, eft message for SMRob.

Ema ed SMRob

CUSTOMER CONTACT 1/4 Wrtter d a ed customer a [REDACTED], eft message. Wrtter adv sed ca ng n regards to veh c e. Prov ded contact#, hours of operat on.

Wrtter d a ed dea er, spoke to SMRob. No Pac f ca m ted ava ab e.

Wrtter d a ed Enterpr se, set up reservat on number 6MH0NH they w try and ocate a Pac f ca w th TVs n rear or town and country

CUSTOMER CONTACT 1/4 Wrtter d a ed customer a [REDACTED] 7, spoke to

customer. Wrtter adv sed Enterpr se w contact customer d rect y on the renta . Wrtter and customer d scussed an MMP contract as goodw Wrtter adv sed customer we w d scuss when veh c e s returned.

Customer contacted n s at ng that she wou d ke to speak w th someone h gher than FO507. Agent nformed Customer that the request wou d be documented.

P ease transfer customer to Case Manager FO507 shou d ncom ng ca come n d rect 586 274 8172

Wrtter d a ed 561 662 4677, eft message for SMRob

Wrtter d a ed dea er, conf rmed w th PA that a parts n.

CUSTOMER CONTACT 1/9 Wrtter d a ed customer at [REDACTED] spoke to

customer. Customer states she s pursu ng emon aw to get out of veh c e. Wrtter adv sed we cannot ass st further f that s the case.

Customer states she has f ed out paperwork. Wrtter thanked customer for her t me.

Incom ng ca from customer. Customer states exper enc ng a c ck ng sound at ow speeds when turn ng. Wrtter apo og zed for concern. Wrtter adv sed customer that we may have to get a TA nvo ved. Customer states she dup cated sound w th shop foreman, on prevous vs t before th s ast one, but t was dup cated on y on renta Pac f ca.

Wrtter d a ed 561 662 4677, spoke to SMRob. Wrtter adv sed of c ck ng no se. SMs ates on a vs t n September they rep aced a shock mount and hub bear ng to correct. Wrtter adv sed we w d scuss next steps. SM states he has ava ab ty Wednesday Thursday Fr day

CUSTOMER CONTACT 1/16 Wrtter d a ed customer at [REDACTED] 7, spoke to

customer. Customer states took veh c e on tr p th s weekend. Customer states when they stopped to get gas, veh c e took 3 tr es to turn on.

Wrtter apo og zed for concern. Wrtter adv sed w not fy dea er.

Customer states can go on r de a ong on We3dnesday 10 AM

Ema to SMRob

Wrtter d a ed 561 616 7505, spoke to SMRob. SMs ates he has the customer's veh c e and dup cated some concerns. Wrtter adv sed w try to he p w th a CDI offer.

Wrtter d a ed 561 616 7505, eft message for SMRob.

Ema to SM

CUSTOMER CONTACT 2/3 Wrtter d a ed customer at [REDACTED], eft message. Provded contact#, hours of operat on. Thanked customer. Ended ca .

pend ng

CUSTOMER CONTACT 2/9 Wrtter d a ed customer a [REDACTED], spoke to customer. Wrtter advsed w work w th customer. Customer states she s open to new or used.

Wrtter d a ed dea er, spoke to sa es manager Er c. Advsed to ook at opt ons for new grand caravan. Provded contact#, ema .

CUSTOMER CONTACT 2/9 Wrtter d a ed customer at [REDACTED], spoke to customer. Customer states that sa es manager Er c w work on a dea for her. Customer s ates she w see dea er tomorrow. Thanked customer. Ended ca .

Spoke to Sa es Manager Er c ema Er ck.G o a@arr godcj.com

Ema ed CDI nfo to SM Er ck

CUSTOMER CONTACT 4/5 Wrtter d a ed customer [REDACTED], spoke to customer. Customer states veh c e exper enc ng a c ck ng no se when turn ng at 20 30 MPH. Customer states she was at the shop recent y for th s concern. Wrtter apo og zed and advsed w work w th dea er.

Customer states a so the s d ng door s mak ng a oud no se when open ng and cos ng. Customer states she was advsed t may need a new bear ng.

Customer states she wou d ke dea er to p ck the veh c e up now. Wrtter advsed w check what can be done. Customer states she was offered a grand caravan w th TVs as a renta one t me and she wou d apprec ate that.

Wrtter d a ed 561 616 7505, spoke to SMRob. SMstates he s t ed up r ght now and w ca back. Provded contact#

Wrtter d a ed 561 616 7505, eft message for SMRob.

CUSTOMER CONTACT 4/10 Wrtter d a ed customer at [REDACTED], spoke to customer. Wrtter advsed we are st work ng on a so ut on for a d agnos s. Wrtter advsed we w be back n touch. Provded contact#, hours of operat on. Thanked customer. Ended ca .

Wrtter d a ed 561 616 7505, spoke to SMRob. SMstates that we w try to arrange CTP veh c e for customer to road test that's a ke veh c e for the no ses. SMw not fy wr ter.

Wrtter d a ed 561 616 7505, spoke to SMRob , eft message. Wrtter advsed ca ng to check status of test dr ve.

CUSTOMER CONTACT 4/18 Wrtter d a ed customer a [REDACTED], spoke to customer. Customer states dea ersh p has not reached out to dup cate the no ses. Wrtter advsed w a ert dea er.

Ema to SM

Incom ng ca from customer. Customer states dea ersh p has not ca ed.

Wrtter advsed w esca ate.

Ema sent to CRM

CUSTOMER CONTACT 4/20 Wrtter d a ed customer a [REDACTED], spoke to customer. Customer states she wou d ke to get n a Grand Caravan but wou d not want to be out of pocket on the purchase. Wrtter advsed w speak w th Sa es Manager Er ck. Customer states very upset w th Pac f ca and wou d not purchase another one but wou d accept a Grand caravan.

Wrtter d a ed 561 242 7878 and spoke to Sa es Manager Er ck. Er ck states customer wou d have to come n for appra sa . Er ck states they are open Saturdays as we unt 9pm.

Ema sent to Rob the sa es manager

Incom ng ca from CRMBryan Chapman. Agreed to do Rep acement veh c e, MSRP to MSRP, wa ve m eage fee.

CUSTOMER CONTACT 4/27 Wrtter d a ed customer [REDACTED], spoke to

customer. Wrtter advsed customer of dec s on to offer rep acement, MSRP to MSRP. Wrtter advsed owner shou d be contacted w th n the next 5 days by Ster Cyc e.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1DG0	HR522561	Open Date	10/01/2016	Built Date	05/27/2016
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
In Service Dt	05/28/2016	Mileage	340	Dealer Zone	71	LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	26893	LAKE ELSINORE CHRYSLER DODGE JEEP				
Dealer Address	31400 AUTO CENTER DRIVE					
Dealer City	LAKE ELSINORE			Dealer State	CA	Dealer Zip 92530
Owner					Contact Type	LETTER
Address					Home Phone	
	LAKE ELSINORE				Country	UNITED STATES

Product Drvab ty Unknown Sta ng Default	sta ed wh e dr vng
Corporate Lemon Law Default Default Default	sta ed wh e dr vng
Dea er By Pass Default Default Default	sta ed wh e dr vng

Br ef y summar æ why the customer s contact ng Chrys er: Customer ca ed n due to the fact that h s veh c e s a ed wh e h s w fe was dr vng and t s at DLR now but not gett ng any answer from anyone

Br ef y summar æ what the customer s expect ng: LAKE ELSINORE CHRYSLER

DODGE JEEP 71 26893 and the phone s 951 291 9700 he has not made h s frst payment yet so l was wonder ng f we can do someth ng for h m due to the fact that he st has to make frst payment

Wrt er contacted dea er # 26893 LAKE ELSINORE CHRYSLER and eft message

w th SAMchae to adv se of veh c e repa r status, and the number of days veh c e was down for repa r at the dea ersh p. Wrt er prov ded extens on for ca back.

Wrt er attempted two ca s to dea er # 26893 serv ce department to speak w th SAMchae , and dea er serv ce department d d not answer the phone, Wrt er w fo ow up w th owner d rect y.

Wrt er contacted owner for repa r fo ow up. Wrt er eft message and prov ded extens on for ca back.

Wrt er spoke w th owner. Owner states the veh c e was re eased to owner on 9/29/16, and owner states that veh c e had broken down aga n on 9/30/16 and veh c e s now back at dea er # 26893 for d agnos s. Wrt er w ca owner back for rev ew after speak ng w th SAMchae .

Wrt er contacted dea er #26893 and eft a deta ed message w th SMMatt and requested ca back to rev ew veh c e d agnos s.

Wrt er contacted owner and eft message adv sed owner that the dea er SA Mchae and SMMatt are not return ng wr ters ca s. Wrt er suggested owner contact dea er to ob a n a repa r s atus and then d rect the SA or SM to ca wr ter d rect y when owner s at the dea ersh p. Wrt er prov ded d rect extens on for contact.

Wrt er rev ewed STAR case # , wh ch states that there s a zone techn ca adv sor work ng on th s veh c e w th STAR. Wrt er cos ng f e at th s t me due to no return ca from the dea er and the owner. Wrt er w reopen f e f owner ca s wr ter back.

POSTMARK DATE: 101416; DATE RECEIVED: 102616

Kathryn Abrams Attorney F na Chance to Repa r/Lemon Law Not ce Reass gned to Bus ness Center for rev ew and hand ng.

10/27/16 Rece ved attorney demand etter and ass gned for hand ng. jt

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1GG0	HF	Open Date	10/07/2016	Built Date	05/10/2016
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	05/11/2016	Mileage	932	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	68522	RANDOLPH CHRYSLER JEEP INC				
Dealer Address	572 SOUTH MAIN ST					
Dealer City	RANDOLPH			Dealer State	MA	Dealer Zip 02368
Owner	W				Contact Type	CHAT
Address					Home Phone	
	HINGHAM				Country	UNITED STATES

Corporate Comp a nt Contact Defau t Defau t Defau t sme com ng from the hood vent area

Incident #161007 000147

H, my name s Chery w th Chrys er Customer Care, How may I he p you today?

Chery: He o How are you today?

I w try to make th s short. I purchased a new Pac f ca and have a strange sme com ng from hood vent areas...cat sme I have had the serv ce department take a ook and they cou d not f nd anyth ng. I purchased th s veh c e gent y used and now have approx mate y 1000 m es on t.

Or g na y thought t m ght be new car coat ng n w res burn ng off.

What do you th nk my next step shou d be?

Chery: I can certa n y understand th s s concern ng for you, Roberta, to have a sme com ng from the hood vent area. Congratu at ons on your New Purchase of 2017 CHRYSLER PACIFICA LIMITED PLATINUM WAGON

Chery: Was the Dea ersh p ab e to sme th s odor?

Yes,

Chery: If they were ab e to sme the order, not ab e to ocate where com ng from? When d d you have veh c e nto Dea ersh p for the odor sme ?

Purchased car two weeks ago, gent y used...returned one week ater to have t checked out. Dea ersh p very accommodat ng just cou d not te what the odor m ght be.

Chery: To best serve you, I am go ng to move your case to the group that hand es th s type of s tuat on. Theyw be n the best pos t on to eva uate the c rcumstances of your case and determ ne the r ght course of act on. You w be contacted w th n two bus ness days.

Chery: P ease prov de m eage on veh c e, your comp ete address, Z p, phone number and ema address, to ver fy we have updated nformat on on f e and a so chatt ng w th the correct nd v dua . Name of Dea ersh p you are dea ng w th.

That wou d be great! Aga n, the dea ersh p was a great he p sten ng to my prob em and gett ng me nto for a qu ck v s t to check out odor. Our sa eperson was Gerry Azor, very he pfu ! The car we purchased had 177 m es and I now have 932 m es on t. my name s 781 749 7246, 178 HMS Ha sted Dr., H ngham Ma. 02043.

F ema .. dea ersh p 24 Group...Brockton Ma

Chery: best number to contact you at anyt me

My ce s 781 258 7796

Chery: You wou d ke to be contacted on your ce ,

Yes that works. thank you for your he p!

Chery: Here s your case that I w be document ng your ssue.

Chery: Is there anyth ng e se I can ass st w th today?

No...thanks for your he p!

Chery: You w rece ve a ca back n 2 bus ness days, ook ng at Monday or Tuesday. Thank you for contact ng Chrys er Customer Care.

Please chat with us again if you need further assistance. You can also look on our website www.Chrysler.com. Have a great day!

[REDACTED] disconnected ('Connected by Agent').

Reassigned 82H

Writer contacted customer regarding her concerns on an odor coming from under the hood. Writer left a detailed message awaiting return call.

Writer spoke to customer regarding the cat smell she states the vehicle now has? Writer advised her that if the dealership cannot find the source of the issue that there is really nothing that FCA can do? She also states that her vehicle was picked up this morning as it died a couple miles from her house the stability control light came on and the vehicle would not move. It has been towed to the dealership. Writer advised customer that we will contact dealership to for an update on the issues. Writer spoke to Jennifer service she states that the vehicle has not been in the dealership for any kind of odor or smell. The dealer advised that the customer's vehicle was just brought into the dealership by the tow truck they have not looked at it at this point. They will advise writer once a diagnosis is done on the vehicle awaiting same.

Writer contacted customer and advised that the dealership does not have record of her bringing vehicle in for service. Advised her that once a diagnosis is confirmed writer will advise.

Writer called dealership and spoke to service they are working on customer's vehicle and do not have a diagnosis as of this time. Advised customer of same.

Contacted customer and left a detailed message for a return call. Writer wants to make sure the customer was provided a rental vehicle while her vehicle is in for service.

Writer spoke to customer and she stated that the dealer did offer to give her a loaner while the vehicle is being worked on. Writer just wanted to make sure we are taking care of the customer. Writer will continue to monitor repairs with dealership.

Please refer to case [REDACTED]. Agent escalated file to parts tracking as part customer needs is on back order.

Writer contacted parts department today and the part has been received.

Writer spoke to Jeff in service and he states they will get the part put on the vehicle today and the customer will have the vehicle back tomorrow. Writer advised customer of same. CAIR is now closed.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1GG0		Open Date	10/14/2016	Built Date	07/13/2016
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	07/14/2016	Mileage	2700	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	60009	CENTRAL FLORIDA CHRY JEEP DODGE				
Dealer Address	8675 COMMODITY CIRCLE					
Dealer City	ORLANDO	Dealer State	FL	Dealer Zip	32819	
Owner		Contact Type	TELEPHONE			
Address		Home Phone				
	INDERMERE	Country	UNITED STATES			

Product	Electr ca	Power Seats	Other	Unknown	moves wh e try ng to get out
Product	Electr ca	TV/DVD	Other	Vdeo	sw tches from speaker to headsets
Product	Dr vab ty	Unknown	Sta ng	Defau t	s a ed tw ce
Product	Ar Cond t on ng / Heater	Auto Temp Contro	System		a r w turn off and fee s heat com ng through vents
Other	Defau t				

Br efly summar ze why the customer s contact ng Chrys er: Customer seek ng he p w th her veh c e. She oves her veh c e but she has a st of concerns and her dea ersh p states her veh c e s f ne. Customer states the sa es department at the dea ersh p s wonderfu but there serv ce department acks. Her husband took the veh c e nto the dea ersh p on 9/24/16 and w th n an hour they returned the veh c e stat ng no prob ems found. On her st for the dea ersh p was p ast c mo d ng around second door does not ft proper y veh c e has sta ed tw ce dur ng c tydr v ng, each t me she turned off the veh c e and t restarts

AC w reach the temperature programed n then t turns off and she fee s heat com ng through the vents

when she turns off the veh c e and goes to get out, the dr ver?s seat goes back and before she can get out the seat has moved forward aga n you cannot fo d the back seats down us ng the auto system because there s a message stat ng there s someth ng n the way, she has checked each t me and there s noth ng n the way. Customer can fo d the seats manua y.

wh e watch ng a move the system w sw tch from speaker to headsets on ts own and no one s us ng headsets

se f park ng customer s ates t s ow to respond, she fee s on y 1 s de works

her phone w go from med a center to phone dur ng ca s

Agent adv sed her l wou d esca ate her f e to be reviewed; customer can be reached anyt me a

Br efly summar ze what the customer s expect ng: seek ng he p gett ng veh c e f xed

Reass gned to 82H

Wr ter ca ed the customer on 10/17/16 owner has severa ssues w th veh c e adv sed to br ng veh c e back to se ng dea er for nspect on f renta s needed wr ter w prov de. Customer needs another m n van s nce he has 4 k ds. Adv sed owner w ass st when appo ntment s made. Prov ded d rect phone number to ass st when d agnoses s done. Dea er Rafae ca ed sa d they have the veh c e customer needs renta wr ter approved for t me veh c e s n shop. 10/24/16 customer was put n renta dea er w ca when repa rs are done w RA renta . Customer s ca ng because she has not heard from her CP CM. Agent reopened the case and reass gned to 82H.

Customer wou d prefer to be ca ed back at:

Ca ed the owner back on 11/29/16 she s tak ng veh c e to another dea er unhappy because se ng dea er d d not fx seat and b ue tooth prob em. Owner w contact another dea er then ca wr ter w th updates f renta s needed wr ter w ng to prov de.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1GG6	HF	Open Date	10/17/2016	Built Date	05/17/2016
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	05/24/2016	Mileage	6277	Dealer Zone	63	DALLAS
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	44851	DRIVEWAY DODGE CHRYSLER JEEP				
Dealer Address	8434 GATEWAY BLVD E					
Dealer City	EL PASO	Dealer State	TX	Dealer Zip	79907	
Owner		Contact Type	TELEPHONE			
Address		Home Phone				
	EL PASO	Country	UNITED STATES			

Product	Electrical	Power Seats	Other	Unknown	heated seats come on.
Product	Electrical	TV/DVD	Intermittent or Inoperative	Video	
Product	Air Conditioning / Heater	Blower Motor	Other	Default	

Briefly summarize why the customer is contacting Chrysler: The customer is calling because the DVD player is not working still and the A/C is blowing hot air with the vehicle starts. The customer advised that the seat warmer comes on without the button pushed. The customer advised that the vehicle has not been to the dealer for these issues yet.
 Briefly summarize what the customer is expecting: The customer is expecting help with the vehicle.

The writer advised the customer to go to get a diagnosis.
 survey by pass no diagnosis
 Please review Answer Connect ID 24544 for proper handling
 *****Duplicate*****
 See file # 3 for handling.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1DG9	HF	Open Date	10/17/2016	Built Date	05/13/2016
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
In Service Dt	05/20/2016	Mileage	1136	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PBX	JAZZ BLUE PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	68225	BRUNSWICK AUTO MART INC				
Dealer Address	3031 CENTER RD					
Dealer City	BRUNSWICK			Dealer State	OH	Dealer Zip 44212
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	POLK				Country	UNITED STATES

Corporate Outbound Survey Follow Up Continuous Quality Insight Default	
Product Unknown Unknown Standing Default	customer states he has multiple vehicle issues
Product Engine Unknown Noisy Default	
Product Engine Unknown Check Engine Lamp On/Fashing Default	
Corporate Survey By Pass Default Default Default	
Product Transmission / Transaxle Unknown Seizes, Sticks, Bands Default	
Dealer Service/Body Shop Transaction Repeated Trips Required Default	

customer contacting Chrysler because his 2017 Pacifica is having multiple issues

he purchased the vehicle a Month ago

has been in for Service twice

for the Electronic stability control system

Check engine light system

Throttle body

and is Back in today because its Standing 35 mins at a time

customer is seeking further assistance. DLR 68225

Agent advised we escalate to case manager.

Follow up will occur within 1 business day by COB customer time.

Preferred phone number 5

Earliest call time:

Latest call time:

Updates via text: N

Updates via email: N

Vehicle location: Dealer

Confirmed appointment with:

Customer in rental: N

Authorized by:

Rental start date:

reassigned to 82H

10/19 Spoke with owner today. He advised that dealer just called him and advised his drivability concern was addressed and vehicle was repaired and is ready for pick up. We then advised would call him back tomorrow after the van is picked up to see if they are satisfied with overall operation.

Customer very thankful for call.

Customer was contacted again today. Customer stated that with the vehicle operating just fine after pick up. No further action needed. owner was in dealer for 3 days and a 3 days rental was provided at no cost

Customer Assistance Inquiry Record (CAIR)#

3

VIN	2C4RC1GGX	HR5	1	Open Date	10/24/2016	Built Date	06/03/2016
Model Year	2017	Body	RUCT53 CHRYSLER PACIFICA LIMITED PLATINUM WAGON				
In Service Dt	06/06/2016	Mileage	10000	Dealer Zone	63	DALLAS	
Plant	R	WINDSOR ASSEMBLY PLANT			Market	U	US
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERF	3.6L V6 24V WT ENGINE					
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS					
Dealer	43290	HUFFINES CHRYSLER JEEP DODGE LEWISVILLE					
Dealer Address	1024 SOUTH STEMMONS FRWY						
Dealer City	LEWISVILLE	Dealer State			TX	Dealer Zip	75067
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	NORTH RICHLAND H					Country	UNITED STATES

Product	Transm ss on / Transaxle	Automat c Trans / Transaxle	Defect ve	Defau t
Product	Eng ne	Unknown	Check Eng ne Lamp On/F ash ng	Defau t
Product	Body/Tr m / Pa nt F n sh	BodyHardware	Broken, Cracked	F. Door Dr ver
Product	Eng ne	Unknown	Vbrat on	Defau t
Product	E ectr ca	TV/DVD	Other	Aud o
Product	Body/Tr m / Pa nt F n sh	Unknown	Wnd No se	Unknown

Br efly summar ze why the customer s contact ng Chrys er: customer ca ed n because they been hav ng these on go ng ssues w th the veh c e from day one . so customer ca ed n to CAC to see f we can he p the customer get the ssues fx , customer had sa d they dea er used the word emon aw but d d not br ng that up say ng that they don't want the veh c e no more . the dea er put the customer n a oner veh c e that they are se ng

Agent adv sed w esca ate to case manager.

Fo ow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone numbe

Ear est ca t me: anyt me

Latest ca t me: anyt me

Updates va text: Y/N [Mob e number

Updates va ema : Y/N [Ema address]char s.m

Veh c e ocat on: [Customer/Dea er/IRF] dea er

Conf med appo ntment w th: [Dea er and Dea er Contact]HUFFINES CHRYSLER

JEEP DODGE LEWIS 63 43290

Dea er Phone : 972 434 2288 D a th s Dea er

Customer n ren a : Y/N

Author zed by:

Renta start date: [DATE]

*****82H*****

Wrt er contacted owner to address concerns. Wrt er eft message and adv sed owner to br ng the veh c e to the dea er for d agnos s and veh c e w be repa red accord ng to the factory 3/36 warranty. Wrt er prov ded extens on for contact as needed.

Customer never rece ved vo ce ma the phone number sted as preferred s not and has never been the customer's phone number. The Customer can on y be reached at phone number sted as

Mob e number:

Agent con acted CM and got perm ss on to prov de d rect number. Agent prov ded customer d rect number:

*****82H*****

Wrt er contacted owner to address concerns. Owner states that the accessory door wou d not c ose, the MIL amp s on, and eng ne sta ed. Owner states that the veh c e s at the dea er current y for repa rs, and owner has been prov ded w th a renta Pac f ca veh c e from the dea er. Owner s concerned that the dea er cannot repa r the veh c e, and f the veh c e cannot be repa red owner w request a rep acement veh c e through the Lemon Law. Wrt er adv sed owner that the dea er w repa r the veh c e per the factory warranty. If owner w shes to pursue the Lemon

aw, then owner must contact the state attorney general for the Lemon Law
guide lines. *****Writer notes that currently there are no repairs stated
in warranty history, and the vehicle currently has 10,000 miles. *****
Owner thanked writer for calling.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1BG4	HF	Open Date	10/25/2016	Built Date	04/25/2016
Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
In Service Dt	04/26/2016	Mileage	6247	Dealer Zone	63	DALLAS
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	26962					
Dealer Address						
Dealer City				Dealer State	Dealer Zip	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	MEXIA				Country	UNITED STATES

Product Transmissions / Transaxle Unknown Other Default Vehicle hesitates and jumps

Briefly summarize why the customer is contacting Chrysler: customer is having issues with the vehicle jerking and stalling.

*

Briefly summarize what the customer is expecting: customer wants the vehicle fixed to the normal. customer states that the vehicle jumps. referred to case #3 for further assistance.

*

Customer seeking assistance with: customer is seeking assistance with the vehicle jumping

Customer expecting: customer would like all the bugs that are in the vehicle fixed.

Agent advised we escalate to case manager.

Follow up will occur within 1 business day by COB customer time.

Preferred phone number:

Earliest call time: anytime

Latest call time: anytime

Updates via text: N

Updates via email: Y

Vehicle location: Customer

Confirmed appointment with: [Dealer and Dealer Contact]

Customer present: N

Authorized by:

Rental start date: [DATE]

Writer called the customer on 10/26/16 no answer left message with direct phone number with try back later to go over concerns with vehicle and resolve possible.

Customer called into CAC regarding callback from CMMB97. Customer stated that the callback number provided in message, customer gets an "invalid number" message. Agent advised customer case will be updated, so CM can reach out to customer.

per line 14, customer can be best reached at number provided.

Writer called owner again on 10/28/16 no answer left another message with direct line with try back later to address concerns with vehicle.

Called customer back on 10/31/16 she said software updates were done on vehicle it drove good for a day now it's shifting bad again. Advised to contact dealership back and get them reinspect. Owner will do that dealer will do repairs per terms of warranty. Owner has direct line if needed.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1EG0	HF	Open Date	11/07/2016	Built Date	05/11/2016
Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
In Service Dt	05/12/2016	Mileage	4000	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	54655	J WILDERMAN AUTOPLEX CORP				
Dealer Address	1422 WEST NINTH STREET					
Dealer City	MT CARMEL			Dealer State	IL	Dealer Zip 62863
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	PRINCETON				Country	UNITED STATES

Corporate RRT Default Default Default	16 097 2017 RU AIR CONDITIONING INOPERATIVE 10/21/2016 INCOMPLETE
Product Drvab ty Unknown Sta ng Default	
Product Drvab ty Unknown No Start Default	
Product Drvab ty Unknown Hard Start ng Default	
Dea er By Pass Default Default Default	16 097 2017 RU AIR CONDITIONING INOPERATIVE 10/21/2016 INCOMPLETE

Br ef y summar æ why the customer s contact ng Chrys er: Customer s hav ng ssues w th veh c e sta ng dur ng dr v ng and tw ce now where t wou d not start at a , once hav ng to be towed by roads de ass stance
 Br ef y summar æ what the customer s expect ng: Customer s expect ng a ca back from CM about these ssues. Customer has ment oned buyback of th s veh c e. She s very upset. She has been oya to Chrys er hav ng 7 vans w th them and her ch dren buy Chrys er veh c es but she s at ther w ts end w th th s veh c e. The dea ersh p doesn't know why th s s happen ng.

Customer seek ng ass stance w th: th s ssue
 Customer expect ng: Ca back from case manager about veh c e sta ng and not start ng

Agent adv sed w esca ate to case manager.

Fo ow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone

Ear est ca t me: 8am

Latest ca t me: 8pm

Veh c e ocat on: Dea er

Conf rmed appo ntment w th:

J W derman Autop ex Corp

1422 West N nth Street

Mt Carme , IL 62863 2907

(618) 262 5161

Reass gn to 88F

Customer stated that veh c e on y ex h b ted 1 sta ssue n the r ownersh p. Customer s ated the ssue s ma n y ost of charge, dead battery and NO START more often NOT regu ar y sta ng. Apo og zed that the product qua ty has not met the r expec at ons. Customer says a ways on the road and they bought an aftermarket warranty from the dea ersh p. Customer stated she spoke w th Serv ce Manager John and John prov ded them

w th a renta veh c e. Customer doesn't want the van anymore. Wr ter asked how many repa r v s ts were there? Customer adv sed none as the dea er can not f nd anyth ng wrong w th the veh c e after 3 v s ts. Wr ter exp a ned FCA wou d be repa r ng the veh c e under the mfg warranty and fo ow ng up w th the DLR to see what f anyth ng was found wrong w th the veh c e. Ca ed SM John at dea er on 11/9. Todd SA exp a ned can not ver fy concern and test ng for over 1 week w th no prob found at co d start. RO # r et s t for 3 days. Co d start noth ng found. Let t s t for 4 more days at Co d start and st started up f ne no prb found. Dea er to road test the veh c e a b t to see f there are any

drivability issues before returning to vehicle. Urged owner to consider perhaps showing DLR what is happening as there is nothing here to repair. Caller contacted CAC seeking an update on case.

Advised customer that case is currently being handled by another department.

Advised customer that request for contact would be noted, and that case would be forwarded to 82S for review.

Writer verified customer contact information.

Does customer's address match COIN (Y/N): y

If no, customer's current address:

Customer's current phone number (Daytime): [REDACTED]

Customer's current phone number (Evening): [REDACTED]

Customer's email address: [REDACTED]

Any additional information:

Customer's statement that she has tried to reach the person that was handling the case but the number they called from is not valid.

CAIR assigned to 82S for contact request.

CAIR RE OPENED AND FOLLOWING REASON CODE(S) REMOVED

Close Loop Exception Reason Code

11/28 No accident/injury/freeze Not SI. Reassigned file back to VW53 for proper handling. _

Agent did confirm with TL to re-open the case and handle the same as 82S

Writer called owner and advised that unless the drivability issues or no start issue can be re-presented in presence of dealer no further action that can be taken. Spoke with Dealer SMRO # 6 [REDACTED], John advised he told owner the same thing. Dealer explaining they feel wasting time as they continue road tested vehicle and did series of start up tests all operating as designed. Customer was advised FCAw NOT buyback or honor replacement or repurchase

DLR called in stating that he has had the vehicle for more than 5 days

now. He has set the vehicle's start and tried starting it on day 5 and it started right up. SA stated that he can't find any issues, the vehicle is running perfectly. SA is going to give the vehicle back to the customer.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1BG9	HF	Open Date	11/09/2016	Built Date	05/18/2016
Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
In Service Dt	05/18/2016	Mileage	5000	Dealer Zone	71	LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	26550	BOB BAKER CHRYSLER JEEP				
Dealer Address	5555 CAR COUNTRY DR					
Dealer City	CARLSBAD			Dealer State	CA	Dealer Zip 92008
Owner		NT				Contact Type TELEPHONE
Address					Home Phone	
	MURRIETA					Country UNITED STATES

Corporate Goodw	Esca at on Matr x	Esca ated Defau t	Defau t	
Product Unknown	Unknown	Sta ng	Defau t	sta ng
Dea er	Serv ce/Body Shop	Transact on	Prob em Not Reso ved	Defau t
				dea ersh p cannot repa r

Customer seek ng ass stance w th: Customer states th s veh c e has been to the dea ersh p for weeks. Customer s ates there s no progress on th s repa r. Customer states th s has been esca ated n the past but had no reso ut on. The veh c e n t a ysta ed and then wou d not restart. Th s s the th rd t me th s has happened.

Customer expect ng: Customer states he needs th s veh c e and wants some reso ut on mmed ate y.

Contacted the dea ersh p BOB BAKER CHRYSLER JEEP DODGE and spoke to serv ce who states they are st r y ng to d agnose the veh c e.

Agent adv sed w esca ate to case manager.

Fo ow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone 9

Ear est ca t me: 7 AM

Latest ca t me: 9 PM

Updates va text: Y

Updates va ema : Y

Veh c e ocat on: BOB BAKER CHRYSLER JEEP DODGE

Conf rmed appo ntment w th: N/A

Customer n ren a : Y

Author zed by: Dea ersh p

Renta start date: N/A

Reass gned to 88F.

W rter d a ed dea er, eft message for SMA. Prov ded VIN#, con act#

CUSTOMER CONTACT 11/10 W rter d a ed customer at , spoke to customer. Customer states he trave s w th h s Pac f ca and t has s a ed a readytw ce. Customer states dea ersh p has offered a renta veh c e.

W rter adv sed that corporate resources are nvo ved and we w ensure correct operat on. W rter adv sed updates are pend ng th s com ng week.

W rter prov ded contact#

W rter d scussed repa rs w th SMA n agreement to get f e d tech out

W rter d a ed dea er, spoke to tech Car os. Tech s ates he w try suggested repa r today.

CUSTOMER CONTACT 11/15 W rter d a ed customer eft message. W rter adv sed repa rs are ongo ng. W rter prov ded con act#, hours of operat on. Thanked customer. Ended ca .

CUSTOMER CONTACT 11/16 W rter d a ed custome at spoke to customer. Customer states at th s po nt has ost fa th n h s veh c e.

Customer states he w not take veh c e back on h ghway aga n even after t has been repa red. Customer states he wou d ke a REPLACEMENT veh c e and s okay w th a h gher tr m and pay ng more money f poss b e. Co ors are wh te or b ue. W rter adv sed w see what s poss b e.

CUSTOMER CONTACT 11/18 W rter d a ed customer at spoke to customer. W rter spoke to customer and adv sed we are mov ng ahead w th REPLACEMENT. Customer states he wou d ke to get the dea er done by 12 12 2016, as he s trave ng to Vegas w th fr ends for 3 days. W rter

advised should be no concerns if a dealer stock unit is chosen.

DM has submitted a vehicle replacement template to Stericycle for customer satisfaction.

Writer is currently working with DLR Bob Baker on a different case. SA Anthony is urgently requesting a callback at 619 518 6670 regarding this Customer. Customer is at the DLR and SA Anthony is unable to get a hold of CM Franc. Writer stated she would document SA Anthony reached out. SMA Rodriguez direct 760 494 9860

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1GG1	HF	Open Date	11/10/2016	Built Date	06/13/2016
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	06/13/2016	Mileage	7000	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	26802	DULLES CHRYSLER DODGE JEEP RAM				
Dealer Address	109 CATOCTIN CIR SE					
Dealer City	LEESBURG	Dealer State	VA	Dealer Zip	20175	
Owner		Contact Type	TELEPHONE			
Address		Home Phone				
	PURCELLVILLE	Country	UNITED STATES			

Product	Electrical	Power Seats	Other	Unknown	third row not moving		
Product	Transmission / Transaxle		Unknown	Other	Default	shift drops at high speed	
Corporate	Survey	By Pass	Reopen	Error	Default	Default	
Product	Engine	Oil	ng System	Pan / Pump	Leaks	Default	oil leak on pane
Product	Electrical	uConnect	Climate	Control System	Strus	XM Issues	Default
							weather app wrong

Briefly summarize why the customer is contacting Chrysler.

Customer is calling stating that he has had several mechanical and electrical issues with the vehicle and at this point he no longer even wants this vehicle.

Briefly summarize what the customer is expecting:

Customer is expecting his vehicle bought back

Customer was informed that by making this request they are NOT actually getting a lemon law or any related process.

The request is being escalated for a review of the vehicle's repair history to determine if the request merits further action and that due to the nature of the request, it will require a callback which will take

place within 12 business days. The outcome of the review does NOT determine Lemon Law eligibility.

Preferred Morning/Afternoon callback number is

Who has possession of the vehicle? (Owner/Dealer/IRF) Dr
Reassigned to 91L

Customer contacted in for an update on the CAIR.

Agent advised the Customer to please allow more time for time to be contacted by the buyback/repacement department.

***** 91L Review *****

Contacted the dealership and was advised the customer's vehicle was repaired and awaiting pickup from customer.

Contacted the customer LVM requesting a return phone call.

Follow up 11/15

Called customer who stated the vehicle stalled while on the freeway. He restarted vehicle and drove for 15 minutes before happened again.

Warning lights came on stating severe weather on navigation screen on clear sunny day even though he had been with him. He went out under the hood. Checked under hood and smoke was coming out under the hood on passenger side. Took to dealer who stated leaking antifreeze around engine. Customer called the next day to say it was an oil leak and would need to order a pan. Dealer, David (SA) informed customer car would not be ready for pickup because while removing exhaust in order to get to the pan the bolts broke and would need to order new bolts. Customer requested I reach out to him Friday to provide me with an update with status of vehicle. Sam (Sales Manager) so did him the vehicle. Communicated they enjoy the vehicle but are really concerned with the safety of the vehicle and would need a safe reliable vehicle because they travel across the country for the daughter's sports activities. I asked him to pick up vehicle and test drive and we could touch base on Thursday to check status of vehicle. Customer asks that I contact him on Friday at 9:45 so he would have an extra day to test drive. Customer is very discouraged with vehicle and would like to review all possible resolutions.

Called Dealer 26802 Spoke with (SA) who stated vehicle was ready for pickup. Work performed was replaced oil pan and bolts. Update on radio, sliding door module update. folding seat module update. I asked for an update on most recent repairs and information for previous RO's with incomplete information. Informed dealer customer would be picking up vehicle this evening.

Follow up 11/18

Customer called and stated that he picked up the vehicle and the vehicle smells like mold when the heat is turned on. I reviewed his most recent repairs that included smoke smell from under hood in which a pan was replaced. I asked if his car was repaired and he stated yes but it now smells like mold when the heat is on. Customer wants a resolution to be considered.

Follow up 11/21

Called the customer at [REDACTED]; LVM for the customer to call his CM back at his direction, I advised that I was calling to see if he took the vehicle back to the dealership to get the mold smell checked out, I advised that I will have CM follow up 11/28

Called customer LVM requesting return phone. I explained that I would not be able to offer a replacement of the vehicle they had requested.

Follow up 12/1

Called customer who mentioned he received voicemail regarding me not recommending his vehicle for replacement. However I did provide him with 3rd party arbitration information to seek a satisfactory resolution. He was unwilling to take his vehicle in for service.

Customer refused to take vehicle in for service.

CAIR RE OPENED AND FOLLOWING REASON CODE(S) REMOVED

Survey By Pass

Drivers side window goes up and then down on its own. Refuses to take to dealership. Customer is fed up.

He is looking for replacement. Customer would like a buyback and a new vehicle.

Customer would like someone else other than Anthony. Customer did call 3rd party 866 662 4639 and just hung up. Customer has spoken to Sam at Duas dealership many times.

Agent has advised customer case is closed. Customer is adamant to talk to someone but will not call 3rd party again.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1EGX	HR5	Open Date	11/22/2016	Built Date	07/19/2016
Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
In Service Dt	07/20/2016	Mileage	2178	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PRV	VELVET RED PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	60009	CENTRAL FLORIDA CHRY JEEP DODGE				
Dealer Address	8675 COMMODITY CIRCLE					
Dealer City	ORLANDO	Dealer State	FL	Dealer Zip	32819	
Owner		Contact Type	TELEPHONE			
Address		Home Phone	 &			

Product	Electrical	Radio/Speakers/Clock/Antenna	Defective	customer states radio and uconnect system
Default				faulty
Product	Brakes	Unknown	Brake/Parking Brake Lamp	emergency brake
On/Fashng	Default			

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler stating that her vehicle has been at the dealership for 1 month out of the 3 that she has owned and she is stating she just picked up her vehicle again and her radio system issue is still there and she is fed up with having to take the vehicle in and getting it fixed and does not know what else to do.

Briefly summarize what the customer is expecting: assistance with getting her vehicle issue resolved. Customer states she needs assistance getting the vehicle fixed. agent advised customer a call would be in contact with her to further assist.

Customer seeking assistance with:

[INSERT VEHICLE CONCERN].

Customer expecting:

[INSERT REQUEST].

Agent advised with escalation to case manager.

Follow up will occur within 1 business day by COB customer time.

Preferred phone

Earliest call time: anytime

Latest call time: anytime

Updates via text: N

Updates via email: Y

Vehicle location: customer

Customer name: N

Authorized by: N/A

Rental start date: N/A

CASE UPDATE

CUSTOMER CONTACT

CM contacted customer who stated that she is having multiple issues with the vehicle. She stated that sometimes the doors won't lock or unlock, sometimes the key fob will not be recognized, sometimes the trunk will not unlock from her key fob, customer stated that she is not getting the proper gas mileage, as well as the uConnect locks up intermittently.

CM advised that the vehicle will need to return to a DLR. Customer stated that she is taking to DLR 60009 on 11/26. CM advised that he will contact the DLR on 11/28 and follow up.

Vehicle is at the dealership CENTRAL FLORIDA CHRY JEEP DODGE (60009)

Update triggered by S714131

Customer called with extensions on 4719064 stating she was attempting to get in contact with MC2807.

Agent transferred customer to extensions to LVM

CM contacted DLR and spoke with service who stated that the customer came in stating that she was contacted by the radio manufacturer who asked her to take the vehicle to the DLR and run the codes. SA stated that they

pu ed 4 codes from the veh c e.

CMadv sed that as the veh c e has had mu t p e rep acements w thout reso ut on to reach out to STAR for ass stance.

CMcontacted customer and eft a VMrequest ng a return ca .
Customer ca ed n seek ng to speak w th the r CM. Agent transferred the customer over to the VMas CMwas not ava ab e.
Status update prov ded va ema to the fo ow ng ema address:

He o [REDACTED]
Th s s Matt from uConnect.
I d d reach out to the dea ersh p and suggested that they reach out to our eng neers to ass st n d agnos ng the veh c e.
We wou d need to get the veh c e back to the dea ersh p n order for them to reso ve the ssues you are hav ng.
If you cou d set an appo ntment to return the veh c e to the dea ersh p and get back to me w th the date and t me of the appo ntment that wou d be apprec ated.
You can rep y to th s ema from a PC or MAC but not a mob e dev ce.
You can reach me by phone at 1 877 855 8400 extens on: 4719064.
P ease reach out to me f you have any concerns.
Thank you.
End of Status Update
CMw fo ow up

CMcontacted customer who stated that she had an appo ntment w th the DLR but she was not ab e to make t because of a med ca ssue. Customer stated that they w try to make t to the DLR by the end of the week.
CMadv sed that he w fo ow up on Fr day and customer agreed.
Veh c e s at the dea ersh p CENTRAL FLORIDA CHRY JEEP DODGE (60009)
Update tr ggered by S38467M
The wr ter transferred the customer to the CM

Customer contacted CMand adv sed that she dropped the veh c e off at the DLR and they pu ed 9 codes from the veh c e for mu t p e ssues.

Customer a so stated that when she was dr v ng yesterday the veh c e app ed the emergency brake by tse f.

CMadv sed that he w speak w th the DLR to gather more nformat on and fo ow up.
Customer ca ng to make a comp a nt. Customer s n a renta and was to d to return veh c e today and she has no dea f they f xed the prob em. Agent ca ed over to CENTRAL FLORIDA CHRY JEEP DODGE and spoke to SM. SMstates that the veh c e has been test dr ven and they cou d not f nd anyth ng wrong. Agent nformed customer and customer d sagreed. Customer states she has pr nt out of codes they found and cannot unders and what DLR s say ng. The owner s avo d ng her. SMw take veh c e for another test dr ve and then w ca customer. Customer w be ca ng back today f she st needs a ren a . If customer needs a renta we can put DMnotes n for DLR unt 82H has case. Customer has numerous ssues not just the rad o, r ght now as of 12/07 emergency brake came on by tse f. Customer s afra d to dr ve veh c e unt she knows t s f xed.
Customer ca ng back for the renta that was prom sed, as the DLR has not f xed her veh c e, or even done anyth ng to t. She stated that t had codes that was pu ed up but they refused to f x them. She does not fee safe n her veh c e. Agent approached MR1784 and he stated that he wou d not author ze renta and that 82H wou d ook nto th s for her. Agent d scussed w th MC2807, and SV600, and she stated that she wou d author ze up to 4 days renta wh e wa t ng fro CMto ca her back. Agent ca ed DLR CENTRAL FLORIDA CHRY JEEP and spoke w th E a ne whom stated that they do not use DMnotes but customer wou d have to pay then be re mbursed. Agent then spoke w th SV600 aga n, and she stated that customer cou d be re mbursed from Chrys er, and wou d ncude 4 days renta , up to 35.00/ day. Agent et the customer know, and customer w

do that as she does not want to drive vehicle without being fixed

properly, as it had shut down on her on the freeway.

Called Shay SM. He advised owner stated parking brake is operating on its own and side door doors were not responding. SM Shay stated owner has had multiple UConnect issues (third radio replacement). Yesterday roadtest there was no prob found. SM stated would open STAR case to try repair. SM talking w/AM and AM Wanda Cunningham advised them to continue to try to duplicate and repair per warranty guidelines. SM advised rental has been covered under DSA so far and there was never a bill to the cust for rental use. SM advised vehicle scheduled in for today and would update the field office and star. Writer contacted owner advised if there were any further issues to let me know. Customer wants a Replacement vehicle. Writer advised owner that dealer rec'd instruction from AM to repair vehicle under the warranty stipulation. Writer advised AM ultimately would decide on whether vehicle Replacement would be merited advised without duplication typically FCA US would not offer buyback. Owner said would go to dealer to 'show' them what is 'acting up' on veh. CAIR [REDACTED]

DETAILS FIELD POSITION.

Customer Assistance Inquiry Record (CAIR)#

3

VIN	2C4RC1DG9	HR5	Open Date	11/26/2016	Built Date	05/13/2016	
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON			
In Service Dt	05/20/2016	Mileage	8000	Dealer Zone	42	DETROIT	
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US	
Color	PBX	JAZZ BLUE PEARL COAT					
Engine	ERF	3.6L V6 24V WT ENGINE					
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS					
Dealer	68225	BRUNSWICK AUTO MART INC					
Dealer Address	3031 CENTER RD						
Dealer City	BRUNSWICK			Dealer State	OH	Dealer Zip 44212	
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	POLK					Country	UNITED STATES

Corporate	Outbound	Survey	Follow Up	Continuous	Quality	Insight	
Default							
Product	Unknown	Unknown	Staging	Default	customer states he has multiple vehicle issues		
Product	Engine	Unknown	Noisy	Default			
Product	Engine	Unknown	Check Engine Lamp On/Fashing	Default	engine lights on		
Corporate	Survey	By Pass	Default	Default	Default	engine lights on	
Product	Transmission / Transaxle		Unknown	Seizes, Sticks, Binds			
Default							
Dealer	Service/Body Shop	Transaction	Repeated	Trips Required			
Default							

Briefly summarize why the customer is contacting Chrysler: customer states vehicle has been in and out of the DLR several times for the same problem and is considering lemon law and would like to inquire about having the vehicle bought back or get another vehicle as it has less than 8000 miles on it. Customer claims the check engine light came on and as so the stability control light but states it is shifting improperly and sometimes stalls and she and her 5 children may end up stranded in winter weather conditions and therefore does not feel safe in the vehicle.

Briefly summarize what the customer is expecting: buyback
Customer was informed that by making this request they are NOT actually getting lemon law or any related process. The request is being escalated for a review of the vehicle's repair history to determine if the request merits further action and that due to the nature of the request, it will require a callback which will take

place within 12 business days. The outcome of the review does NOT determine Lemon Law eligibility.

Preferred Morning/Afternoon callback number is 4

Preferred Afternoon/Evening callback number is 4

Who has possession of the vehicle? DLR 68225

Customer has agreed to correspondence by text through email

Reassigned to 91L

Shack, husband of the owner, called to ask why he had not heard from a case manager.

Agent explained that his call came in on Saturday, which is not a business day, so it will be another day or 2 before the case manager gets back to him.

***** 91L Review *****

Monica with I2R Customer Resolution Team is responsible for this CAIR. The customer may contact Monica directly at (214) 583 2106. Monday? Friday, 8:30 AM-5:00 PM CST. Thank you.

Called 68225 Brunswick Auto Mart 330 273 3300, spoke to Sam Chee, assigned SA Robert F, SM Gary L, updated RO, customer is a rental.

Called customer explained that this case has been

escalated for special handling and I would like to assist with the vehicle concerns. Advised CM will be assisting with the repair process, to make sure that the vehicle is repaired per the warranty that is placed on it. Advised we are here to review the case for all possible resolutions available. Advised case manager cannot guarantee any outcome. CM provided direct phone number and office hours. Apologized for concerns. Customer stated husband works for the dealer, has done a road test with service foreman, throttle body has been replaced, this is the same reoccurring concern of vehicle not coming out of third gear, is not in a comparable rental vehicle, customer would like a replacement. Advised would review for best resolution, set follow up 12/5/16.

Called 68225, no answer in service.

Task To Dealer:

Please call case manager Monica 214-583-2106 to update the RO and vehicle repair status.

Called dealer LVM for SAM Chee and SM Gary, to return call to CM to update repair status.

Called customer stated picked up vehicle today, still has clicking sound in between gears, apologized and offered to schedule an appointment, per customer dealer is an hour away, offered to schedule 2nd opinion at another dealer, per customer does not want to continue with repair process for a new vehicle, does not want engine taken apart, gave NCDS contact information. Apologized could not assist further. Thanked customer, customer thanked CM for assistance.

Received voice mail from Service Director Gary, updating RO, stated customer is requesting an MPP.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1GG9	HR5	Open Date	11/28/2016	Built Date	08/25/2016
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	08/26/2016	Mileage	500	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	44264	SPARTANBURG CHRYSLER DODGE JEEP INC				
Dealer Address	1035 NORTH CHURCH ST EXT					
Dealer City	SPARTANBURG	Dealer State	SC	Dealer Zip	29303	
Owner	IS	Contact Type	TELEPHONE			
Address		Home Phone				
	SPARTANBURG	Country	UNITED STATES			

Corporate Outbound Survey Follow Up Continuous Quality Improvement Default	
Product Engine Unknown Other Default	Engine runs, then dies/stalls
Product Engine Unknown Check Engine Lamp On/Fashing Default	

CQI Survey Record Received DATE: 11/28/2016

Survey Number: 10043965

Quality Survey ID Number: 34 [REDACTED]

Survey Date: 11/25/2016

VIN Last 8: HR5 [REDACTED]

CQI Comments: [REDACTED]

Did Customer ask for callback? (Yes/No) Yes

Did Customer specify Email or Phone: (Yes/No) Yes

Customer's Preferred Method of Contact: phone or email

Preferred callback number s: [REDACTED]

Preferred Email address: [REDACTED]

Mileage Updated? (Yes/No) Yes

Dealer code: SPARTANBURG CHRYSLER 44264

Summary Customer concern: Check Engine light indicated trouble. Engine runs, then dies/stalls.

Regression to: 82H

Status update provided via email to the following email address:

[REDACTED] t

My name is Barb and I am following up with you regarding a recent survey that you completed on your 2017 Chrysler Pacifica.

We regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to our attention. To get your satisfaction resolved quickly, I am escalating this case to a Case manager who will contact you within 1 business day at 864 316 1684. Your case number is [REDACTED]. If you wish to be contacted at an alternate number, please advise by contacting Chrysler Customer Assistance. If at any time you require further assistance from Chrysler Customer Assistance please contact us at 800 247 9753 we will be happy to assist you in resolving your vehicle concerns.

End of Status Update

*****82H*****

Writer contacted owner to address concerns. Owner states that the vehicle has been repaired. Owner states that the selling dealer replaced a camshaft sensor. (Writer notes the repair on 11/8/16 in vehicle warranty history.) Owner states that vehicle operates normally at this time. Owner thanked writer for calling.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1BG5	HF	Open Date	11/29/2016	Built Date	06/07/2016
Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
In Service Dt	06/08/2016	Mileage	1500	Dealer Zone		
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PUV	DK. CORDOVAN PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	99999					
Dealer Address						
Dealer City		Dealer State		Dealer Zip		
Owner		Contact Type	ROADSIDE			
Address				Home Phone		
	BASKING RIDGE NJ			Country	UNITED STATES	

Corporate Roads de Services Warranty S art/Sta Defau t

Roads de Assistance Contacted DATE : 2016 11 29

Road S de F e Created 11 29 16 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

75 DORCHESTER DR 130 ROUTE 22 WEST

BERNARDS GREEN BROOK

NJ USANJ

CX CAR STALLING WHILE DRIVING

DEALER CODE : 95801

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1GG0	HR5	Open Date	12/04/2016	Built Date	06/15/2016	
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON			
In Service Dt	06/17/2016	Mileage	1800	Dealer Zone			
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PRV	VELVET RED PEARL COAT					
Engine	ERF	3.6L V6 24V VVT ENGINE					
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS					
Dealer	99999						
Dealer Address							
Dealer City				Dealer State			
Owner					Contact Type	ROADSIDE	
Address					Home Phone		
	JASPER IN					Country	UNITED STATES

Corporate Roads de Services Warranty Won't Start Poss b e Tow Defau t

Roads de Assistance Con acted DATE : 2016 12 04

Road S de F e Created 12 04 16 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

9940 CORPORATE CAMPUS DR 6408 PRESTON HIGHWAY

ORMSBY STATION RD

LOUISVILLE LOUISVILLE

KY USA KY

EMBASSY SUITE HOTEL PARKING LOT

DEALER CODE : 86540

Spoke w th Curt s Sternberg Sternberg CDJR and offered to REPLACE the

veh c e because of an nterm ttent d e out wh e dr v ng cond t on. The

customer to PAY any MSRP d fference and TTL .. M eage (2300m es) w

be wa ved. C J Jeffr es MMBC WAM/ CR Manager

Rep acement Temp ate entered nto the system.

Wh e veh c e was n Lou sv e KY, Bus ness Center T A Shane G sg14,

618 691 8682, was contacted by eng neer ng and was nstructed to get

veh c e back to or g na dea er n Jasper, IN. TA nstructed dea er to

tow veh c e from Lou sv e, KY to Jasper IN, and TA s pay ng for tow

w th d rect check to dea er. Sternberg's n Jasper, IN. \$400.00 wrecker

serv ce nvo ce to be ma ed.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1GG3	HF	Open Date	12/17/2016	Built Date	10/13/2016	
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON			
In Service Dt	10/13/2016	Mileage	2200	Dealer Zone			
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PUV	DK. CORDOVAN PEARL COAT					
Engine	ERF	3.6L V6 24V WT ENGINE					
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS					
Dealer	99999						
Dealer Address							
Dealer City				Dealer State		Dealer Zip	
Owner						Contact Type	ROADSIDE
Address						Home Phone	
	SEVERANCE CO					Country	UNITED STATES

Corporate Roads de Services Warranty S art/Sta Defau t

Roads de Assistance Contacted DATE : 2016 12 17

Road Side File Created 12 17 16 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

4303 4335 EAST MULBERRY ST 3835 S COLLEGE AVE

125 ACCESS RD

FORT COLLINS FORT COLLINS

CO USA CO

VEHICLE STALLED IN THE MIDDLE OF THE ROAD//VEHICLE IS IN

DEALER CODE : 94067

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1GG6	HR5	Open Date	12/23/2016	Built Date	06/30/2016
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	08/01/2016	Mileage	5000	Dealer Zone		
Plant	R	WMDSOR ASSEMBLY PLANT	Market	U	US	
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	99999					
Dealer Address						
Dealer City				Dealer State	Dealer Zip	
Owner					Contact Type	ROADSIDE
Address					Home Phone	
	MIENNA Wx				Country	UNITED STATES

Corporate Roads de Services Warranty Veh c e Inoperab e Defau t

Roads de Assistance Contacted DATE : 2016 12 23

Road S de F e Created 12 23 16 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

179 N 525 DON KNOTTS BOULEVARD

GOSHEN RD

MORGANTOWN MORGANTOWN

WW USA WW

ENGINE LIGHT ON/LOST POWER/OIL LEAKING ON ENGINE/

DEALER CODE : 86060

Wrtter called the customer and followed up with case. The customer said the vehicle is fixed and thanked me for the call. The customer took down my info just in case she has issues in the future.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1EG3	HF	Open Date	12/23/2016	Built Date	10/24/2016
Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
In Service Dt	10/25/2016	Mileage	3700	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PW2	TUSK WHITE				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO 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		Contact Type	TELEPHONE			
Address		Home Phone				
	CUMMING	Country	UNITED STATES			

Product	Engine	Unknown	Other	Default	sta ng
Corporate	Survey	By Pass	Duplicate	CAIR	Default

Customer called stating that he had his vehicle towed to a DLR and the DLR lost the car for three days, when he discovered that he called into CAC to have a case opened. Please refer to case # [REDACTED]. The customer has been waiting for a CM to call him back and has heard nothing, the case has not been assigned to a CM. Customer needs to get from Florida to Georgia and is stuck without a vehicle. We are expected that the case would be escalated to rental to see if a rental could be provided.

Customer was advised that due to the nature of the rental request a callback is required and will take place by close of business today.

Preferred Morning/Afternoon callback number [REDACTED]

Preferred Afternoon/Evening callback number [REDACTED]

Customer email address for case updates: [REDACTED]

Reassigned to 86R

Duplicate call. Reassigned for survey bypass.

Call # [REDACTED] is being handled by 82H

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1EG3	HF	Open Date	12/25/2016	Built Date	08/26/2016
Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
In Service Dt	08/26/2016	Mileage	5055	Dealer Zone		
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PTE	MOLTEN SILVER				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	99999					
Dealer Address						
Dealer City		Dealer State		Dealer Zip		
Owner		Contact Type	ROADSIDE			
Address	2	Home Phone	1			
	STANFORDVILLE NY			Country	UNITED STATES	

Corporate Roads de Services Warranty Electrca Defau t

Roads de Assistance Contacted DATE : 2016 12 25

Road Side File Created 12 25 16 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

U.S. 44 6882 ROUTE 9

NORTH AVE

PLEASANT VALLEY RHINEBECK

NY US ANY

POWER STEERING WARNING AND STALL WHILE DRIVING //

DEALER CODE : 88820

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1DG9	HR5	Open Date	12/26/2016	Built Date	04/06/2016
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
In Service Dt	04/08/2016	Mileage	5232	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	44179	TRANSITOWNE DODGE OF WILLIAMSVILLE				
Dealer Address	7408 TRANSIT RD					
Dealer City	WILLIAMSVILLE			Dealer State	NY	Dealer Zip 14221
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	WILLIAMSVILLE				Country	UNITED STATES

Product Dr vab ty Unknown No Start Defau t Customer seek ng emon aw

Customers states she has had on go ng ssues w th the veh c e. Customers states the veh c e wou dn't start and there are ssues w th the stab ty contro the veh c e wou d shake and cou dn't acce erate. Customer states t has been gett ng worse. Customer s ates the veh c e s at the DLR r ght now and they are wa t ng for a part. Customer s seek ng to be put n another veh c e or bought out of her ease.

Customer was nformed that by mak ng th s request they are NOT actua yf ng emon aw or anyre ated process. The r case s be ng esca ated for a review of the veh c e's repa r h story to determ ne f the r request mer ts further act on and that due to the nature of the r request, tw requ re a ca back wh ch w take

pace w th n 12 bus ness days. The outcome of the rev ew does NOT determ ne Lemon Law e g b ty.

Preferred Morn ng/Mdday ca back number s

Preferred Afternoon/Even ng ca back number s 7

Who has possess on of the veh c e? Dea er

Reass gned to 91L

***** 91L Review *****

*****Case Esca ated to I2R*****

Reviewed Warranty H story wh ch determ ned th s case shou d be esca ated to I2R for case management.

Ca ed and spoke w th customer, comp et ng the n t a contact ca . Adv sed customer I have been ass gned as the case manager and the case has been esca ated to me for Spec a Hand ng. Customer expressed concerns w th the veh c e's sta ng and dash ghts com ng on. Customer stated the veh c e s at Trans towne Dodge Chrys er Jeep Of W amsv e Ram(44179) and conf rmed customer s current y us ng a ren a . Prov ded customer my name and d rect contact nformat on (). Adv sed customer I w be n contact every 2 3 bus ness days wh el review the case for reso ut on. Customer stated she wou d ke to have the veh c e rep aced and a so have a few payments re mbursed.

Fo ow up 01/04/16

Ca ed dea er (44179) spoke w th serv ce recept on st Dawn who adv sed SA Kev n s not n today, but t appears a fue ne assemby was ordered. Updated RO tab.

Fo ow up 01/09/17

***** Fo ow ng Corporate Resource has been con acted *****

TAPS

on 2017 01 04 @ 17:00

Status update prov ded v a ema to the fo ow ng ema address:

I am st n the review process of your case and hope to have an update for you soon. I w be n contact w th you w th n the next 2 3 bus ness days, but n the meant me f you need to reach me p ease contact me v a

phone.

Thank you for your patience,
Raven

Desk: 214/583 2105

To Free: 888/542 7239 X2105

End of Status Update

CAIR ESCALATION UPDATE

SEE STAR CASE# [REDACTED] INFORMATION

CAIR ESCALATION UPDATE

SEE STAR CASE# [REDACTED] FOR INFORMATION

CAIR ESCALATION UPDATE

SEE STAR [REDACTED] FOR INFORMATION

Called dealer (44179) spoke with SA Kevin who advised the vehicles
stalled there and the techs test driving the vehicle. SA stated there
were multiple things done to the vehicle, but the tech has the RO. SA
stated they "paid" with the crankshaft sensor and crank cam sensor,
the timing wheel and some other things. SA agreed to send RO once it's
complete. SA stated they worked with STAR and an engineer.

Follow up 01/12/17

CAIR ESCALATION UPDATE

SEE STAR CASE# [REDACTED] FOR INFORMATION

CAIR ESCALATION UPDATE

SEE STAR CASE# [REDACTED] 5 FOR INFORMATION

Received VM from customer stating she would like an update of she's
going to get another vehicle. Customer stated she's still driving the
rental.

Spoke with customer and advised at this time we are proceeding with
repairs, but another vehicle's not being extended at this point. I
advised customer once she's able to confirm compensation will be
provided. Customer stated she does not want to accept the offer as she
does not think the offer is enough. I advised customer unfortunately we
are not offering to take the vehicle back. I advised customer if she's
not interested in compensation she can try speaking with arbitration for
the offer she's seeking. Provided customer NCDS contact information.

Standby to close

CAIR ESCALATION CLOSURE

SEE STAR CASE# [REDACTED] 5 FOR INFORMATION

dealer to offer owner reimbursement for payment as goodwill. paf

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1GG2	HF	Open Date	12/26/2016	Built Date	06/17/2016
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	07/01/2016	Mileage	6000	Dealer Zone	71	LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	44684	ANTIOCH CHRYSLER JEEP DODGE INC				
Dealer Address	1810 AUTO CENTER DR					
Dealer City	ANTIOCH	Dealer State	CA	Dealer Zip	94509	
Owner		Contact Type	TELEPHONE			
Address		Home Phone				
	ANTIOCH	Country	UNITED STATES			

Product Dr vab ty Unknown Sta ng Defau t	Veh c e s a ed on the customer
Product Dr vab ty Unknown No Start Defau t	Frequent no starts due to dead battery
Corporate Roads de Serv ces Defau t Defau t Defau t	Customer seeks a renta veh c e
Corporate Renta Veh c e Defau t Defau t Defau t	Customer seeks a renta veh c e
Product E ctr ca Battery Comp ete Fa ure Defau t	Battery d es frequent y

Br ef y summar æ why the customer s contact ng Chrys er: Customer states that the veh c e has ongo ng ssues. It sta ed on h m once and t has fa ed to start on severa occas ons. P ease see prevous cases. The customer states that the veh c e s at home. He requested a boost to get the veh c e to the DLR. Customer states that t s a emon. Br ef y summar æ what the customer s expect ng: roads de Customer was nformed that by mak ng th s request they are NOT actua yf ng emon aw or anyre ated process. The r case s be ng esca ated for a review of the veh c e's repa r h story to determ ne f the r request mer ts further act on and that due to the nature of the r request, t w requ re a ca back wh ch w take p ace w th n 12 bus ness days. The outcome of the rev ew does NOT determ ne Lemon Law e g b ty. Preferred ca back number s Who has possess on of the veh c e? Dea er Reass gned to 91L

***** 91L Review *****

*****Case Esca ated to I2R*****

Reviewed Warranty H story wh ch determ ned th s case shou d be esca ated to I2R for case management. *** Oscar w th the I2R Customer Reso ut on Team s now respons b e for th s CAIR. If the customer shou d ca , p ease d rect them to contact Oscar d rect y Thank you. ***

12/29/2016 12:05:14 PM: User Comment by OC163: P aced ca to 44684 Ant och Chrys er Jeep Dodge Inc. 244382 s the RO and the battery and VRM modu e w be rep aced w th an ETA of today. P aced n t a ca to customer. I exp a ned that th s case has been esca ated to me for spec a hand ng and I wou d e o a w h veh c e conce n I p oved my hours and a number for quest ons. Customers concern s that th s repa r m ght be a band a d approach. I apo g æd to customer and adv sed I wou d research to determ ne what k nd of reso ut on we can prov de h m once the repa rs are comp ete.

1/4/2017 3:35:35 PM: User Comment by OC163: P aced ca to 44684 Ant och Chrys er Jeep Dodge Inc. and LVM

1/5/2017 5:14:12 PM: User Comment by OC163: P aced ca to 44684 Ant och Chrys er Jeep Dodge Inc. and spoke w th SAMke to conf rm repa rs.

1/9/2017 3:26:15 PM: User Comment by OC163: P aced ca to customer to conf rm f veh c e was repa red. No answer LVM

1/11/2017 4:42:50 PM: User Comment by OC163: P aced ca to customer, no answer LVM

1/13/2017 4:47:50 PM: User Comment by OC163: P aced ca to customer and conf rm a repa rs are comp ete and he s sat sf ed.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1EG1	HF	Open Date	12/27/2016	Built Date	08/16/2016	
Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON			
In Service Dt	08/17/2016	Mileage	550	Dealer Zone			
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PTE	MOLTEN SILVER					
Engine	ERF	3.6L V6 24V WT ENGINE					
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS					
Dealer	99999						
Dealer Address							
Dealer City				Dealer State		Dealer Zip	
Owner						Contact Type	ROADSIDE
Address						Home Phone	
	STATEN ISLAND NY					Country	UNITED STATES

Corporate Roads de Services Warranty S art/Sta Defau t

Roads de Assistance Contacted DATE : 2016 12 27

Road S de F e Created 12 27 16 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

11 EMMET AVE 1239 HYLAN BLVD

BAY TERRACE STATEN ISLAND

NY US ANY

CAR WILL START NEEDS TOW/// COVERED//

DEALER CODE : 27248

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1CG0	HR5	Open Date	12/28/2016	Built Date	05/18/2016
Model Year	2017	Body	RUCL53	CHRYSLER PACIFICA LX WAGON		
In Service Dt	05/19/2016	Mileage	100	Dealer Zone		
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	99999					
Dealer Address						
Dealer City				Dealer State		Dealer Zip
Owner					Contact Type	ROADSIDE
Address	N/A				Home Phone	
	WILLISTON SC				Country	UNITED STATES

Corporate Roads de Services Warranty S art/Sta Defau t

Roads de Assistance Contacted DATE : 2016 12 28

Road Side File Created 12 28 16 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

POWDERHOUSE RD SE 1666 JEFFERSON DAVIS HIGHWAY

EAST PINE LOG RD

AIKEN GRANITEVILLE

SC USA SC

** PULLED OVER IN THE MEDIAN OF THE ROAD**

DEALER CODE : 27248

Customer Assistance Inquiry Record (CAIR)#
3

VIN	2C4RC1BG6	HF	Open Date	01/05/2017	Built Date	12/01/2016
Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
In Service Dt	12/02/2016	Mileage	150	Dealer Zone	71	LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	59548	STOCKTON DODGE INCORPORATION				
Dealer Address	3333 AUTO CENTER CIR					
Dealer City	STOCKTON	Dealer State	CA	Dealer Zip	95212	
Owner		Contact Type	TELEPHONE			
Address		Home Phone				
	STOCKTON	Country	UNITED STATES			

Product E ectr ca Unknown Intern tment or Inoperat ve Defau t	PDC
Product Dr vab ty Unknown No Start Defau t	shut off wh e c ent was dr v ng
Corporate Dea er Informat on Defau t Defau t Defau t	seek ng update

Br ef y summar z e why the customer s contact ng Chrys er: status update, ass stance w th gett ng veh c e repa red correct y and ren a

Br ef y summar z e what the customer s expect ng: status, repa r correct y and renta

Agent Adv sed: Chrys er was supposed to br ng to the c ents house next day as needed e ectr ca ssue. C ent does not get car next day and rather the Monday. C ent states serv ce to d them battery needed to charge. C ent?s veh c e stops n the m dd e of traff c. C ent has th s moved to s de of road and ca s Dodge tow truck. C ents AAA ended up had t tow ng t to DLR Stockton dodge. C ent s concerned that the veh c e was not checked out thorough y and c ent s current yw th out veh c e. Adv sed by SA Ang e that the SA for the veh c e s on unch and no SM n unt Monday who can g ve me status update and t me for be ng f n shed. Inqu red f veh c e has had d agnost c comp eted and Ang e adv sed that she d dn?t know I needed to speak w th the SA on the veh c e when she got back from unch. Adv sed c ent that I wou d esca ate to CM for further review as I was unab e to reach SA at dea ersh p.

C ent s very frustrated w th roads de ass stance yesterday, very frustrated w th prevous purchas ng DLR. C ent states current DLR has been very he pfu as of now.

Customer seek ng ass stance w th:

repa r concern as prob em reoccurr ng, ren a and update ass stance

Customer expect ng:

renta , update and ass stance w th DLR

Agent adv sed w esca ate to case manager.

Fo ow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone number

Ear est ca t me: 9 am

Latest ca t me: 9 pm

Updates va text n

Updates va ema n

Veh c e ocat on: /Dea er

Conf med appo ntment w th: DLR conf med w th ANGIE

Customer n ren a : N seek ng renta

r/a 86T for CM. Unab e to reach DLR. As per ac24109

Customer ca ed n because they wanted to know f there were any new notes on f e and to say that enterpr se s try ng to charge them an extra 5 do ars a day and they don't be eve that t's fa r that they have to pay that. Agent adv sed that t w be documented on f e.

****DEALER CONTRACT****

Agent ca ed STOCKTON DODGE CHRYSLER JEEP RAM @ 209 956 1920 but was

on yab e

to eave a vo ce ma message.

>>>>INBOUND FROM DEALERSHIP>>>>

Jam e ca ed and eft a vo ce ma message for agent to ca

****DEALER CONTACT****

Agent called Jame back at the dealership and she advised that the vehicle came in with multiple codes. One of the codes indicates that the vehicle needs a new PCM which is expected to take 3-5 days to get in. They did set customer up in a loaner but the \$5 more that Enterprise is charging customer for the commute. Agent provided dealership with the case number and advised that she would be forwarding it to CM for further assistance.

****CUSTOMER CONTACT****

Agent called [REDACTED] and he is frustrated. He doesn't want to pay the \$5.00 extra. Agent advised customer to save receipts and CM will certainly see if there is anything else we can do to assist. He said that he purchased the vehicle on the 30th and had the vehicle delivered and while it was being detailed on them. They advised him that it needed to be refashed, gave him a loaner and then did not call to tell him that it was fixed. Finally a couple of days had passed and he went to the dealership and discovered that it had been completed a couple of days ago. Then he had issues with the vehicle during a rain storm on the freeway, has had issues with roads/debris the 800 number and has been a loyal customer for years. Agent apologized and advised that we do have a new team working on the Pacific launch and will be forwarding this concern to them and they will be following up with this repair and his concerns. Customer seeking assistance with: vehicle has several codes/needs a new PCM

Customer expecting: vehicle fixed/rental and his \$5. commute fee covered. Agent advised warehouse to case manager.

Follow up will occur within 1 business day by COB customer time.

Preferred phone number: 209 [REDACTED]

Updates via text: Yes

Updates via email: Yes [REDACTED]

Vehicle location: Dealership

Customer present: Yes

Authorized by: Dealership

Customer was contacted today and left message with my direct line. Received call back on my direct line from Customer. Voice mail left indicating that Customer is sick and unable to communicate at this time. Will attempt another call back at [REDACTED]

Wrote called owner today. Customer stated that delivered the vehicle with a concern with the dash amps being on upon new car sale. Customer stated that he waited for dealer call back because he wanted a status immediately. Customer stated he is loyal customer to FCA. Dealer called back owner advised that battery is what caused the trouble. Customer stated that battery was recharged and returned to him. Very next day the vehicle cut out in traffic. Tow truck arrived and towed vehicle back to dealer. Customer stated that dealer ordered a new PCM in vehicle and it was installed and car was repaired.

***** Below Customer Contacted for Documentation on Request *****

[REDACTED] on 2017 01 11 @ 11:16

Wrote writing to honor 1 car payment due to poor experience to start with. Customer doubts longevity of this fix. Customer asking that his MMP be paid for. Wrote explained would honor 1 car payment and if owner canceled his MMP let me would offer him a Courtesy Goodwill mvp for 5/100 with \$0 deductible. Owner says he would think about this at MMP offer. Offered owner my direct line and fax.

Customer stated he picked up vehicle and vehicle cut out and they brought back to the same dealership. Created a TAPs for experts to help repair.

***** Following Corporate Resource has been contacted *****

TAPS

on 2017 01 16 @ 14:44

CAIR ESCALATION UPDATE

SEE STAR CASE# 1 [REDACTED] FOR INFORMATION

***** Customer Document Received *****

Customer vehicle repaired. Customer stated still want a Replacement. MMP

and Car payment goes un issued on th s date as owner d d not accept th s
goodw gesture and or terms.

CAIR ESCALATION CLOSURE

SEE STAR CASE# 1 [REDACTED] 7 FOR INFORMATION

Customer veh c e repa red. Customer stated st want a Rep acement. MPP
and Car payment goes un issued on th s date as owner d d not accept th s
goodw gesture and or terms.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1GGX	HR5	Open Date	01/07/2017	Built Date	06/17/2016
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	07/17/2016	Mileage	6000	Dealer Zone		
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	99999					
Dealer Address						
Dealer City				Dealer State		Dealer Zip
Owner					Contact Type	ROADSIDE
Address					Home Phone	
	TUCSON AZ				Country	UNITED STATES

Corporate Roads de Services Warranty S art/Sta Defau t

Roads de Assistance Contacted DATE : 2017 01 07

Road Service Created 01 07 17 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

MM242.0 I 10 850 W AUTO MALL DRIVE

MARANA TUCSON

AZ USA AZ

VEH STALLED. ON THE RIGHT SIDE OF HIGHWAY 5 PASSENGER

DEALER CODE : 89669

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1GGX	HR52	Open Date	01/07/2017	Built Date	06/17/2016
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	07/17/2016	Mileage	6000	Dealer Zone	70	PHOENIX
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	26001	JIMCLICK CHRYSLER JEEP				
Dealer Address	701 W AUTO MALL DR					
Dealer City	TUCSON	Dealer State	AZ	Dealer Zip	85705	
Owner		Contact Type	LETTER			
Address		Home Phone				
	TUCSON	Country	UNITED STATES			

Corporate	Goodw	Esca at on Matr x	Esca ated	Defau t	Defau t
Product	Eng ne	Unknown	Check Eng ne Lamp On/F ash ng	Defau t	

Customer seek ng ass stance w th: Customer states th s veh c e sta ed and eft her on the s de of the road. Customer states the UConnect serv ce was 15 m nutes to reach someone and then roads de was an hour. Customer states the veh c e sta ed and eft her stranded on the road. The eng ne came on and the veh c e had to be f ed w th fue to start. Customer states they bought th s veh c e for the safety features wh ch a fa ed.

Customer expect ng: Customer states the dea ersh p was unab e to see her and then was not w ng to ass st. Customer states th s needs to be addressed and reso ved. Customer s tak ng her veh c e nto the dea ersh p on Tuesday.

Dea ersh p JIMCLICK DODGE was c osed so was unab e to speak to them about the ssue and the veh c e.

Agent adv sed w esca ate to case manager.

Fo ow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone number:

Ear est ca t me: 7 AM

Latest ca t me: 9 PM

Updates va text: Y

Updates va ema : Y

Veh c e ocat on: Customer

Conf rmed appo ntment w th: JIMCLICK DODGE

Customer n ren a : N

Author zed by: N/A

Renta start date: N

Reass gned to 82H.

Customer was con acted today. She adv sed dea er does have the veh c e now. Customer s ated the Roads de serv ces showed up ate. Customer stated that the fue was ow and may have run empty but s unsure. Wr ter adv sed wou d check w th the dea ersh p. Wr ter to con act Dav d Sanderson (SA) Wrt adv sed wou d approve renta use dur ng t me n wh ch veh c e s repa red. Wrt adv sed owner wou d be okay n approv ng renta that s comparab e n s ze for owner's use as she has 3 k ds etc. Left message for Dave today. Prov ded my d rect ne, w review w th Dea ersh p. Left message for Dav d Sanderson (SA) today ask ng for ca bck d rect ne supp ed aga n. Dave ca ed back today adv sed they are st work ng on veh. Needs fue sensor on NBO. Ca ed 520 408 4225 requested to ob a n the part #'s to he p exped te. D r agree to c wr ter back to prov de proper nfo on part numbers etc. part #52029811aa ...26001

***** Fo ow ng Corporate Resource has been con acted *****

PARTS EXPEDITING for

Part#52029811AA,Order#006302,OMC#33417780

on 2017 01 13 @ 15:49

Parts Experts adv se:

Order s on ya da yso t?s not referr ng. Lots of stock n fe d, f dea er reorders as SH t w f next day.

An FCA Brand

N ck O ver

Manager Customer Service & Dealer Support
Mopar Supply Chain

Left message for SA Dave Sanderson advising of the above information.
Requested an update on the following and asked DLR today to upgrade owner to SH/Vor so that the part can be formatted and shipped.
Spoke with owner today. Provided owner with my fax number. Apologized for breakdown on the HW and decided to honor 1 car payment as a refund if owner would like. Fax number was provided. NBO order is closed on the above part number. Advised owner to call me in future needs assistance.

1/23 Left message for Dan

1/23 Dr called back today. Dr asked for 5 car [REDACTED] 5

1/24 Called dealer ship today and left message for Dave Sanderson to get a status of warranty repairs. _

dan calls: [REDACTED]

Rental privileges end today. Fuel sensor was installed. Engine ramps off per Dealer. Vehicle is operating great. Writer advised owner any further UConnect problems she can contact 877 855 8400

Updated GWA rental Goodwill updates for payment. Writer agreed to cover the rental use for duration time in which Fuel Sensor repair was done and owner awaited for back order to close.

Approved 14 days of rental at \$40 per day. \$560 is rental RA updated.

Decided to honor 1 car payment as a refund proof of what owner _ pays still not available after requesting twice. Will Reopen to issue check if/when this becomes available.

Spoke with owner again today reminded them to call me if they needed anything more and advised them for the quality issues so soon would honor 1 car payment and gave fax again. _

Status update provided via email to the following email address:

[REDACTED].com

Dear Mr. and Mrs. [REDACTED]

A check was processed for \$803.98 from FCA US LLC and mailed to your address. Please allow for 5-8 business days. Thank you again. Mr. [REDACTED]

End of Status Update

Placed the proof of payment per month in scan bin for mailing.

POSTMARK DATE: 020217; DATE RECEIVED: 020317

***** START OF SUPPORT ESCALATION by T7221ML *****

**** Update from Expediting Team for ****

Part#52029811AA, Order#006302, OMC#33417780

Part shipped and invoiced per shipper # 0276428 and invoice # W 00174258

***** END OF SUPPORT ESCALATION ***** by T7221ML

OMC# 33417780 Order# 006302 FOR PN: 52029811AA IS RESOLVED

Customer Assistance Inquiry Record (CAIR)#

3

VIN	2C4RC1BG9	HR5	Open Date	01/09/2017	Built Date	07/09/2016	
Model Year	2017	Body	RUC53	CHRYSLER PACIFICA TOURING L WAGON			
In Service Dt	07/11/2016	Mileage	9000	Dealer Zone	32	NEW YORK	
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US	
Color	PTE	MOLTEN SILVER					
Engine	ERF	3.6L V6 24V WT ENGINE					
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS					
Dealer	68958	WHITE PLAINS CHRYSLER JEEP DODGE					
Dealer Address	70 WESTCHESTER AVE						
Dealer City	WHITE PLAINS			Dealer State	NY	Dealer Zip 10601	
Owner					Contact Type	TELEPHONE	
Address					Home Phone	 	
	LINDENHURST					Country	UNITED STATES

Product E ectr ca uConnect Ce u ar System Improper Ins a at on/Mss ng Defau t	System needs to be ref ashed
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Br ef y summar ze why the customer s contact ng Chrys er: Customer adv sed that the veh c e has a prob em w th the u connect because on New Years they had to br ng t to a ndependent dea er to have battery d sconnected. Rad o wou d not turn off. They tr ed to reprogram but were adv sed that the veh c e needs a ref asned.

Br ef y summar ze what the customer s expect ng: customer wants to report the prob em for h s f e and setup appo ntment that dea er adv sed he m ssed on jan 4,

Agent ca ed dea ersh p to conf rm prob em and that t was a warranty tem and got dea ersh p to make apt and a k to customer Customer ca ed back regard ng the same ssue. I?m start ng a new concern and there s an ssue n the rad o. When I ca ed the DLR on New Year?s they sa d you can?t br ng the car. I cou d shut the eng ne off, but the rad o wou d not shut off and w stay on, t was not connect ng, there s no way to shut t off and th s was affect ng the battery. Guy at DLR spoke to severa techn c ans and to d me to d sconnect the cab es to the battery and that w reboot that car and may correct the prob em. I went to mechan c to do that. Took the cab es out and put them back on. Th s stopped the power from a ow ng the rad o. It shut the power off on the car and rad o. t d d correct the prob em n a way, but t stopped the power from stay ng on when the car . It was funct on ng and t wasn?t keep ng the power on very ong when the veh c e s shut off. Once you shut veh c e off the rad o wou d shut off r ght away and t wasn?t do ng that before.

The peop e at DLR ca ed us and the prob em has been happen ng nterm ttent y. They sa d the car had to be re f ashed need software update, and two months ear er th s was done. They sa d that when the car was n the shop n the month of November they d d a the updates necessary for the car. We pa d money and d d everyth ng. Now, I made an appo ntment w th the DLR and they had the car on January 10th and they d d the updates and they sa d the car s f ne. So, my w fe who dr ves my d around he u ed he B ue oo h and he a ey ea u e when I oo the car out the techn c an Chr s who s a serv ce wr ter sa d the car s f ne and my w fe to d me don?t pu out the veh c e out un ess everyth ng s correct prob em s so ved. A the contro systems n the car were programmed to have the safety features. It wasn?t a ow ng us to program back the safety features and that s why we had to go back and do the f ash. When I went there on the 10th, when I pu ed out the car and when I worked on the phone on B uetooth, t wasn?t work ng. It wou d keep echo ng to the person you speak to or bad s at c and the text ng features wasn?t was work ng and he to d me that we screwed up. I to d h m the car s here can you g ve me a renta car? He sa d you w have to come back and make an appo ntment and that was yesterday. Now two weeks we have been dr vng a renta w thout safety features and w thout us ng the phone. I dropped off the car yesterday and they gave us another renta . What happened s that I got a phone ca to come and get my car th s morn ng. They to d me we got a b g prob em here, they have to order a new rad o computer. Noth ng s funct on ng r ght and I sa d to them you to d

me to come back and forth, they said it will take 5-10 days. Why so long they don't know. I'm worried about the safety features not the radio. That's what it takes 5-10 days and asked if they can keep the car they said no you need to work with Chrysler to ask them for a rental car. I'm going in there this morning I don't want to drive the car cause I don't feel safe driving the car. I'm very frustrated and I've said at this moment. Reason I'm calling is my concern is this car I hope not to be a lemon, I'm having issue with confidence in the car. The breaks with the computer thing going on it's breaking just on its own and not when it should. So, it's basically not a safe vehicle to drive. They told me to call Chrysler. SA told me the car is new and we don't know if when we will have the part, and where it is. I have been at the DLR for three times now. I don't feel safe driving the vehicle it's the only one we own we use it to drive our kids and my mother-in-law who's sick and we need the safety features.

Customer is seeking assistance with rental vehicle.

Agent advised customer that she will contact DLR to get more information on the part and when it will arrive. Agent spoke to SA Chris and asked for information about what is going on in the vehicle. SA stated that we ordered the radio and submitted the order yesterday it will take about 5-7 days to arrive. The repair might take 1-2 hours. The vehicle is working fine, the only thing that is not working in the Bluetooth. His concern about the breaks was the sensor at the back of the vehicle. When he tries to reverse every time the car engages the breaks. The vehicle is safe to drive and I don't know what safety features he's talking about.

Customer insists that the breaks are not fine

Agent advised customer that she spoke to SA Chris and advised that the vehicle is safe to drive and the only thing not working in the car is the Bluetooth. Agent apologized and advised customer that he will not be eligible for a rental vehicle as she can see on file that he does not have a service contact.

This has been a problem for three weeks. If I pulled out the car on the January 10th without testing the Bluetooth inform of him, he wouldn't have known that the problem was not fixed. Agent advised customer that SA told her that he did and said that there is nothing wrong with the breaks. Customers stated that SA is 100% not correct about the breaks, my wife and I drive the vehicle and we know what is going on. I asked him if he tried driving the vehicle and he told me no. Customer advised the he appreciates what the agent has done and is wondering if his case can be escalated to someone for further assistance.

Agent contacted the DLR and spoke to SA to get more information on the part in order to seek further help and escalate case. SAs stated that he was able to track the order and the part will arrive tomorrow and we will fix it tomorrow. SA stated that he just called the customer and authorized him to say a rental tomorrow and that they will call him back once the vehicle is ready. SA advised that they have made the order from United Radio. Agent advised customer about this and customer stated that he just spoke to SA about this as well. Customer was very happy at the end of the call and told agent that he appreciated his help and the call was worth an hour because it did fix the situation for him. Customer thanked agent at end of call.

Agent NC Fa1006.

Briefly summarize why the customer is contacting Chrysler: The customer stated the radio is having an electronic issue. The vehicle started at a light and the customer stated he just picked up the vehicle on the 26th of January and the vehicle was to have been repaired. The customer stated there is an electronic issue. The customer is scheduled for an appointment summarize what the customer is expecting:

Customer seeking assistance with: Reoccurring electronic issues

[Insert Vehicle Concern].

Customer expecting:

[Insert Request].

Agent advised we escalated to case manager.

Follow up will occur within 1 business day by COB customer time.

Preferred phone number [REDACTED]

Earliest call time:

Latest call time:

Updates via text: Y/N [Mobile number]

Updates via email : Y/N [Email address]

Vehicle location: [Customer]

Date and Time of Appointment: [Insert Date and Time].

Confirmed appointment with: [WHITE PLAINS CHRYSLER 68958]

Customer name: Y/

Authorized by:

Rental start date: [Date]

*** concerns does not contain just radio customer's having multiple electronic issues. Writer reassigned back to 82h as customer's having multiple issues.

We have contacted Chrysler advisor at the dealership. He explained on the remaining issue is the Bluetooth which they can not seem to get working. I spoke with the owner today who advised they came as soon as when driving the vehicle the radio would turn off by itself and then restart. I've left a

message for Chrysler D/S/SA advising that the issue should be further roadtested after with the customer as to attempt repair. I've advised owner without duplication of the complaint driver can not attempt to repair etc. Writer has provided Customer direct line address and phone number. No reason for rental as vehicle is drivable. Dealer advised that vehicle issues were not duplicated. Customer called back stating he's going to Princeton. Unavailable with his family, unable to get back to dealer for diagnosis. Customer stated that dealer has a ready removed and replaced the radio and problem was not improved. Customer stated would be returning from vacation next week 2/6. Writer agreed waiting for Customer call back today to see if we can reschedule an appointment.

2/7 No call from Owner or voice mail. 2/7 Reached out to Customer again & asked Customer to call back once he's ready to return to DLR the Customer has my direct line if he needs further support from FCA US.

Customer called me back today 2/6. Chrysler SA advised that DLR was unable to duplicate any radio issues or transmission problems.

Left another message for Chrysler Konteck SA. Advised owner that nothing could be found on Monday/Tuesday roadtest of this week unable to further assist. Provided my direct line if/when mechanical issues are present advised owner to return to dealership.

Customer called in seeking a call back from MFY at [REDACTED] customer states the car was running by itself and the car doors were unlocked.

Customer states the radio was replaced twice. Customer states vehicle was brought to dealer where they kept the vehicle for 3 weeks.

Customer states the loaner vehicle was provided and the car that was provided was a very small loaner vehicle and customer states he has a family of 7.

Customer states his wife sent over images of car. There are lights that are on while the vehicle is shut off. Customer states she came out of church the car was running after shutting off car the mirror bulbs and spot lights came on.

Customer states his daughter was driving and the automated brakes applied by themselves but there was no car in front of her for the brakes to apply themselves to stop the vehicle.

The power to the radio Bluetooth was defected twice and customer replaced radio due to the radio shutting on and off.

Customer Assistance Inquiry Record (CAIR)#

3

VIN	2C4RC1CG8	HR5	Open Date	01/11/2017	Built Date	05/30/2016
Model Year	2017	Body	RUCL53	CHRYSLER PACIFICA LX WAGON		
In Service Dt	05/31/2016	Mileage	5000	Dealer Zone		
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	99999					
Dealer Address						
Dealer City				Dealer State	Dealer Zip	
Owner					Contact Type	ROADSIDE
Address					Home Phone	
	BROWNSVILLE TX				Country	UNITED STATES

Corporate Roads de Services Warranty S art/Sta Defau t

Roads de Assistance Contacted DATE : 2017 01 11

Road Service Created 01 11 17 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

FARM TO MARKET ROAD 1575 2101 CENTRAL BOULEVARD

HENDERSON RD

LOS FRESNOS BROWNSVILLE

TX USA TX

STALL OUT WITH SMOKE

DEALER CODE : 90368

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1EGX	HR5	1	Open Date	01/13/2017	Built Date	07/19/2016
Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON			
In Service Dt	07/20/2016	Mileage	3200	Dealer Zone	66	ORLANDO	
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US	
Color	PRV	VELVET RED PEARL COAT					
Engine	ERF	3.6L V6 24V WT ENGINE					
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS					
Dealer	60009	CENTRAL FLORIDA CHRY JEEP DODGE					
Dealer Address	8675 COMMODITY CIRCLE						
Dealer City	ORLANDO			Dealer State	FL	Dealer Zip	32819
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	ORLANDO					Country	UNITED STATES

Corporate	Lemon Law	Default	Default	Default	veh c e needs invest gated
Product	Electr ca	Lamps and Switches	Defective	Default	
Corporate	SurveyBy Pass	Default	Default	Default	veh c e needs invest gated

Br ef y summar z e why the customer s contact ng Chrys er: Customer has been n numerous t mes to get codes checked and ssues that are happen ng. Customer says that when the car s turned off that the prob em goes away as the car reset tse f. She can't get the dea ersh p to agree and they have had the car 29 days n serv ce. Rad o ssues pers st.

Br ef y summar z e what the customer s expect ng: Customer wants the car f xed once and for a

Owner s seek ng re ef under emon aw.

1. What does the customer a ege s wrong w th the veh c e? The car does not work at a ke expected and s n for repa rs
2. Was the veh c e purchased new or used? yes
3. If used, what number owner s the customer and what was the m eage?
4. Is customer c a m ng # of repa r attempts or # of days out of serv ce? 17 serv ce ca s

5. Does the cond t on descr bed by the customer st exst? yes

The on y th ng the customer has been to d s the r f e w be reviewed and/or hand ed by the oca Bus ness Center and Dea er, and f the cond t on st exsts, to take the r veh c e to the dea er regard ess

of th s request. Reass gned to 91L

Next steps:

***** 91L Review *****

***** Case Esca ated to I2R *****

Reviewed Warranty H story wh ch determ ned th s case shou d be esca ated to I2R for case management.

*** Le ghe Anne w th the I2R Customer Reso ut on Team s now respons b e for th s CAIR. If the customer shou d ca , p ease d rect them to contact her d rect y at . Thank you. ***

Ca ed Dea er 60009; spoke w th Shay and customer has been n ast few t mes for the rad o and they have not been ab e to dup cate the ssue.

Ca ed customer at was asked f we cou d ca back ater, they were n the doctor's off ce.

Status update prov ded va ema to the fo ow ng ema address:

ir,

Here s the attachment.

End of Status Update

Ca ed customer at ; et her know that I am her CM and that I w be revew ng her case for a poss b e reso ut ons. She sa d the ssues w th her veh c e started when she frst bought t, she has had 3 rad os put n t s nce she had t and t s st g v ng her ssues. She sa d that now t throws off a these codes, about the doors, ft gate not work ng a the t me, and the s d ng door usua y does not work, they have to manua y get out and pu open from outs de, but she sa d Dea er 60009 just ears the codes and says there s noth ng they can do to f x veh c e. I apo og zed for what she s go ng through, and asked f

she would like to try another dealership to get a fresh set of eyes on it. She said yes, she would like to try Dealer 60338 (Airport Dealership) to see if they can fix it. She can go next Wed, Jan 25th after 8:30. To deliver her vehicle to them and see if I can get her in and I can approve a rental for 40.00 (her current MSRP is 41,000.00) a day as long as it is in for service. To deliver her vehicle back with the info.

Called Dealer 60338; spoke with SA Stephanie, she has them set up for appt on Wed, Jan 25th for 8:40, let her know that I am approving a rental if they need it. She said they would need to diagnose first.

Called customer [REDACTED] 6; let her know about her appt, to deliver her vehicle with both of them on appt date to make sure vehicle got in for service and what they find.

Vehicle is at the dealership AIRPORT CHRYSLER DODGE JEEP (60338)
Update triggered by S005380

Called Dealer 60338; spoke with SA Joe Hoffman, He said that she came in with the side door issue, the radio display having issues, throwing codes and they were unable to duplicate any of the concerns. They were able to do a flash update to possibly help with the radio display. They had her in a rental. He is about to call her to come pick up tonight. Put in rental info.

Called customer at [REDACTED] she was on the other line with dealership asked to be called back.

Called customer at [REDACTED]; spoke with customer, she said that she took it home and the screen went blank and he called dealer again and they told her that Chrysler told him that they cannot do anything about replacing any parts. To deliver her I will have to call dealer back to get that info as we do not authorize parts here in resolutions, and wait her know what I find out. She said OK, she understands. She is having problems with everything, the same as before.

Called Dealer 60338; spoke with SA Joe; He said that the customer has the idea that if a code comes up in her vehicle on her radio that it means that the whole radio needs to be replaced and that is not the case, there can be many different things to fix to fix the issue, but the last couple of times she has brought it in, the radio is not acting up, so they are unable to troubleshoot it. He said they have a so to deliver her that if she is out and about and it starts doing it to please swing by so they can look at what it is doing.

Called customer at [REDACTED] her voicemail, left message for return phone call.

Called customer [REDACTED] she said the car is still acting up but she has not taken it back in and is still saying that the dealer told her that they are waiting on us to tell them it is OK to replace the radio.

To deliver I discussed that with the dealership and that is not what he was saying, he was saying that it can be many different things that are going wrong with the radio, that they may not have to replace it, but to diagnose it down to what is going wrong with it, but they will have to be doing it while it is there. She said she cannot get it in to service for another 2 weeks due to doctors visits. To deliver to call me when she is able to get it back in. closing case.

Vehicle is at the dealership AIRPORT CHRYSLER DODGE JEEP (60338)
Update triggered by S005380

Vehicle is at the dealership GREENWAY CHRYSLER JEEP DODGE, INC. (45091)

Update triggered by S93231B

Vehicle is at the dealership AIRPORT CHRYSLER DODGE JEEP (60338)
Update triggered by S005380

Vehicle is at the dealership CENTRAL FLORIDA CHRY JEEP DODGE (60009)
Update triggered by S98767p

Vehicle is at the dealership NAPLETON'S SOUTH ORLANDO (45155)
Update triggered by S71413I

Vehicle is at the dealership NAPLETON'S SOUTH ORLANDO (45155)
Update triggered by S71413I

Vehicle is at the dealership NAPLETON'S SOUTH ORLANDO (45155)
Update triggered by S42385n

Customer states the vehicle is at the DLR, and the SM has seen the screen blank, rear screens are blank, trunk is off the track, and the rear door opened and closed by itself. Agent referred the customer to the CMs phone number 214 583 2186.

Customer called in and said that she wants her case reopened because she

still having the same issues, she took it to Napleton's 45155 right now with the same issues and the tech saw the door open and close on its own and the radio going back and she needs a rental, but they told her she's not allowed one. To deliver it to them and authorize a rental for up to 40.00 a day. She said in her contract, she's supposed to get another van for up to 45.00 a day. To deliver it cannot give her but up to 40.0 a day and cannot promise her a van, that, that's availability issues. She said the dealer told her to call us to get us to remove her car for all the issues, to deliver we do not handle removal here, we work for repair. To deliver it to the dealer and find out what repairs they are doing (need to get a STAR case opened up on it) and approve a rental through dealer.

Called Dealer 45155; spoke with Mike in service, he said he has no record of that vehicle being there. He said to try the Claremont store 45501; Tried there, spoke to Ka, she said the vehicle's not there. Will try 45155 back tomorrow to verify.

Vehicle is at the dealership NAPLETON'S SOUTH ORLANDO (45155)
Update triggered by s42385n

Vehicle is at the dealership NAPLETON'S SOUTH ORLANDO (45155)
Update triggered by s62729o

Called Dealer 45155; no answer in service dept.

Called customer at [REDACTED]; she said she has not heard from dealership, to deliver it to them right before I called her but could not get an answer. To deliver it keep trying and will be opening up a STAR case. (Need to speak to dealer to find out who her SA is) and will keep her informed

Called Dealer 45155; still no answer in service after being transferred back there. Called back and spoke with Service Advisor Julie. She said that they did updates for the radio and codes coming up and that fixed those issues. They are sending her vehicle to the body shop for the door being out of alignment and her insurance is paying for that part. They had a STAR case open and did the updates per STAR.

Called customer at [REDACTED] got voicemail, left message for return call.

Called Dealer 45155; spoke with Julie in service, she said that she's waiting on a hinge for the door to finish the repair. She said she does not know if it's something we can expedite because that's the way it has been going with the Pacificas, since the vehicles are new, the parts are limited quantity.

Called customer at [REDACTED]; got her voicemail, left message for her to return call so let her know that the dealer is waiting on a hinge to come in to complete repair.

Called Dealer 45155; spoke to Brian Peterson in service, he said customer is there right now at this moment picking up the rvan. He said they replaced the hinge and was in a rental from Enterprise.

Vehicle is at the dealership NAPLETON'S SOUTH ORLANDO (45155)
Update triggered by s62729o

Customer is calling because she just picked up the vehicle from the DLR and she has to take it back because the Radio is getting a blank screen, navigation is taking her to the wrong place and on Saturday The Ebreak turned on by itself as the customer was driving.

Customer states that as so the DLR took her License plate.

Customer states it's sentimental because it was her deceased grandfather and it had sentimental meaning for her.

Called Dealer 45155; spoke with Julie in service and she said the customer did not leave the van because they had no owners, so she's supposed to bring it back next week. I asked her about the scrape and she said that Brian Peterson, her manager is aware of the situation, but she would not tell me anything else as she was abrupt throughout the call.

Customer called in and left message, returned the call to [REDACTED]; 2 kids picked up the phone and was talking on it, she finally got on the phone, she said that they stole her scrape (outside cover) and put their own dealership's cover on it so she could advertise the dealership, she had one on there that was sentimental to her and they no longer have it so they told her to order another one, she was very upset that they would do this because they were not working on that area. She said her vehicle is possessed, the doors open up and close on their own

and the Ebrake works and not works, and her radio is broken again. She said she is very tired of bringing the van in to dealer to get it fixed. She said the Ebrake is very dangerous because it will come on while she is driving down the freeway and the door opens and closes while driving. I told her we are looking into all possible resolutions while her vehicle is being repaired. She wants out of vehicle right now.

Vehicle is at the dealership CENTRAL FLORIDA CHRY JEEP DODGE (60009)
Update triggered by S15300q

Called Dealer 600009; I was told that they were too busy to look it up right now, would have to call me back.

Customer called in and left message that she had to take van again. Called her back [REDACTED] 6; got her voicemail, left her message to return the call.

Customer called in and said her vehicle shut down and had to be jumped off and after the warning lights, radio not working again, so she took it into Dealer 60009 on Monday, June 5th, but they were not able to keep it because they had no loaners or rental available. So, she is wanting to take it back to Dealer 45155. She said she will call them now to make an appointment and make sure they have a rental for her. She said she will call me back and let me know when her appointment is.

Customer returned the call and said Brian with Dealer 45155 called her today and said that the DMover them has asked for them to get her in there with vehicle and after the paperwork they have regarding the issues. She is taking it in this Friday, June 9th. She said she will call after she meets with them to let me know what they tell her.

Customer called in and left message that she took it up to dealership and they told her they are working on a resolution for them and said they would call her today (Monday, June 12th) and she would let me know.

Area manager offered replacement unit...owner to select a vehicle and review terms no repairs needed until vehicle has been replaced.

Vehicle is at the dealership NAPLETON'S SOUTH ORLANDO (45155)
Update triggered by S62729o

Customer called in and said that the sliding doors opened up while they were driving down the freeway 70 mph, she had a her kids in van and she took it immediately to the dealer. I told her the AM took over case, so they should be calling her soon to let her know what she needs to do.

Customer called back very upset that nothing has been done. She does not want this vehicle any longer. She stated radio has been replaced 2 times and there are still issues. Agent transferred her to colleague Anne and customer left voice message

Customer called in seeking Lemon Law address. Customer stated that she is trying to send in Lemon Law documents. Agent advised the customer that Lemon Law do not have a physical address and that she will have to work with her CM. Customer will let the CM to contact her back as soon as possible.

Vehicle is at the dealership NAPLETON'S SOUTH ORLANDO (45155)
Update triggered by S68614M

Vehicle is at the dealership GREENWAY CHRYSLER JEEP DODGE, INC. (45091)
Update triggered by S42734L

Vehicle is at the dealership ORLANDO DODGE CHRYSLER JEEP (41383)
Update triggered by S73450C

Vehicle is at the dealership BONHAM CHRYSLER DODGE JEEP RAM (26908)
Update triggered by S35288N

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1BG6	HR6	0	Open Date	01/24/2017	Built Date	12/01/2016
Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON			
In Service Dt	12/02/2016	Mileage	289	Dealer Zone	71	LOS ANGELES	
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US	
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ERF	3.6L V6 24V WT ENGINE					
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS					
Dealer	26929	SACRAMENTO CHRYSLER DODGE JEEP RAM					
Dealer Address	3610 FULTON AVENUE						
Dealer City	SACRAMENTO			Dealer State	CA	Dealer Zip	95821
Owner						Contact Type	E MAIL
Address						Home Phone	
	STOCKTON CA					Country	UNITED STATES

Product Unknown	Unknown	No Start	Default	Customer seeking lemon law
Corporate Survey	By Pass	Default	Default	Default

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Lemon Vehicle

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Dear Mr / Ms. Customer Service Manager, I am formally requesting that Chrysler Corp. exchange my recently purchased 2017 Chrysler Pacifica VIN 2C4RC1BG6HR60, for another vehicle of my family's choice.

Our family is a repeat customer of Dodge / Chrysler vehicles since 2002. I have purchased new 2004 Dodge Grand Caravan, a Used 2002 Dodge Caravan, New 2002 Dodge 1500 Quad Ram Truck, and a New 2006 Dodge 1500 Quad Ram Truck. The recent purchase of the 2017 Pacifica (VIN 2C4RC1BG6HR60) on occurred on December 31, 2016. On the day of the purchase, Dec, 31, 2016, after concluding the signing of the contract documents, I was asked to wait for the Chrysler Pacifica Minivan to be delivered so that I could drive it home. I waited 2 1/2 hours for the delivery before I was told that the vehicle had an electrical issue which was either related to a bad battery or a requirement to reflash the memory for the vehicle. (My wife had test driven the vehicle the same day without any issue) As I was unable to drive the newly purchased Pacifica Minivan home, and I had already sent my son home with our Grand Caravan, the Dealer ship, Sacramento Chrysler/Dodge had to provide a loaner for us to drive home. Before we left Sacramento Chrysler Dodge, I was told that the Pacifica would be fixed the following day. The Pacifica would then be driven to our home in Stockton, Ca. that day after the technician came in and reflashed the vehicle's electronic memory. The following day Jan 1, 2017, I waited for the Salesman to call. I finally called the salesperson and left a message asking about the status of the Pacifica Minivan. He finally called back and advised me that no technician was available, but that he would now bring it back the following day, Jan 2, 2017. Jan 2nd, after waiting for the Salesman's call, I called the salesman and he advised me that he would reunite the vehicle, and attempt to pick up the repaired vehicle. I arrived about 4:30 pm at Sacramento Dodge Chrysler Dealer ship and was told to see the service department. The manager advised me the Pacifica Minivan had been repaired and that it was ready for delivery since about 1:30 pm. He mentioned the Pacifica Minivan needed to be recharged, and that it had needed to have the electronic modules reflashed / reprogrammed. We took delivery of the Pacifica Minivan on the 2nd, at about 5pm. January 4th, I took my father to University of San Francisco Hospital for his scheduled Cancer Treatment. No issue occurred during the trip up to the Hospital from Stockton Ca. Unfortunately, on the way home after that day, @ 2:30 pm while driving on Freeway 80 in San Francisco, the engine just shut down in the middle of commute traffic. It completely shut down during stop and go traffic and during the first major rainstorm of the season. The vehicle was in drive and was unable to be taken out of gear. I contacted 911. A California Highway Patrol Officer arrived about 15

m nutes ater, ask ng me to put the Pac f ca Van n neutra . After tryng to fgure out how to manua y put the veh c e n neutra , the Patro Off cer was ab e to ook up on YouTube and determ ne how to take the Pac f ca out of gear. I put the veh c e n neutra and my son and I pushed the Pac f ca Mn Van over to the s de of the road to wa t for the Ca trans Tow Truck to remove us from the freeway. Soon after Ca trans arr ved, we contacted the Chrys er Road S de Ass s ance Tow Serv ce, who then put me n contact w th the r oca contracted tow serv ce, who was author zed to tow me to the nearest dea ersh p. It took 2 hours of wa tng outs de the car n the ra n, (as we were on such a busy street) before I was ab e to have the Chrys er Road S de Ass stance conf rm that no tow truck was com ng, nor cou d he contact the tow serv ce who org na y was d spatched. He offered to et me contact my AAA Tow serv ce and have them tow the Pac f ca Mn Van. AAA tow serv ce arr ved w th n 23 m nutes and I was on my way. It was towed to Stockton Dodge Dea ersh p ocated n the Stockton Auto Ma . Stockton Ca. (I arr ved n Stockton at 9:30pm) Stockton Dodge contacted me the next day and sa d that they ordered the part from the factory and sa d that t wou d take about a week. It was on or about Jan 11, 2017 when the car was ready to be p cked up from Stockton Dodge Dea ersh p. They adv sed me that they were requ red to change out the ma n contro modu es. Stockton Dodge has been extreme y he pfu , and Jam e n the serv ce department has been magn f cent. I am a b t fuzzy on the date, as I had gotten the fu from wa tng for the Tow Truck Dr ver that never came, and I had to take a week off work. On January 12 @ 7:10pm, the veh c e aga n d ed tw ce wh e traveng on Stockton C ty Streets wh e my w fe and son were n the car. The car coasted to a stop on both occas ons. The ast t me t was necessary to push t to the s de of the road, as the veh c e had no power. The veh c e aga n just stopped n the m dd e of the street. We ca ed Chrys er Roads de Ass stance and had t towed to the Stockton Dea ersh p. Th s past Tuesday, I was ca ed by the Dodge Dea ersh p and adv sed the Pac f ca Mn Van was ready to be p cked up. The exp anat on of why t stopped work ng was that a p n n one of the modu es was oose and t wou d d scharge the batter y. At th s po nt n t me, my w fe has ost conf dence n the Pac f ca and does not want to take another chance traveng n the veh c e. Th s summer she has p anned vacat ons where we w trav e to Oregon, Southern Ca forn a, and Nevada. She s wrought w th fear that we w end up spend ng our vacat on w th a veh c e that w need to be repa red on the road. I do want to express thanks for your customer Serv ce rep from the east coast who has offered to p ck up the costs for renta s and tow ng charges a ong w th agree ng to provide me w th a free extended warrantee for the Veh c e. However, as I have exp a ned, the rea ssue s that the same breakdowns of the Pac f ca Mn Van have a ready occurred n repeated fash on. The exp anat on that frst, t s the battery and ref ash ng, then t s a fau ty contro modu e, then t s the s ng e p n be ng oose. I am hav ng a hard t me tryng to convnce my w fe and myse f that there s not someth ng e se wrong w th th s spec f c veh c e. She has no fa th n th s veh c e, and her fear s that she w breakdown n the m dd e of the freeway and become, through no fau t of her own, a hazard to herse f , to others n the veh c e w th her, and to others dr vng by her. We have been dea ng w th your customer serv ce rep, a Mr. Marv n Yakub who has been tryng to ass st n reso vng the veh c e ssue. He has offered to provide us w th a 100,000 no cost warranty for th s veh c e, but at th s po nt my w fe s s mp yafra d to be stuck on the road. And to measure the ost fa th n th s veh c e at th s po nt even w th the warranty offer she does not want to be stuck n the road aga n. Aga n, we are request ng your ass stance n chang ng out th s veh c e w th another new Pac f ca of our cho ce.

*****END OF CUSTOMER EMAIL*****

Agent reviewed CAIR #: [REDACTED] Answer ID 25013

Dear D [REDACTED]

Thank you for contact ng the FCA Customer Ass stance Center.

I am sorry to eam of a th e ssues you have exper enced w th your brand new Pac f ca. My apo og zes go out to you and your fam y as a veh c e owner, I can unders and the d sappo ntment and frustrat on th s wou d a cause.

Dav d, we va ue your bus ness and your oya ty w th us has not gone unnot ced. Your conf dence and safety s what matters most to us Dav d.

As a Mbm of three boys and as a Wfe, I can re ate your Wfe?s fee ngs

and concern. I can assure you we are here to assist you 24/7.

I am going to send your case to the group that is better able to assist you. They will be in the best position to evaluate repair history/circumstances of your case and determine the right course of action. You will be contacted within 1-2 business days unless additional research is needed, which may take up to 3 business days.

Thank you for your patience and understanding! I hope you have a great day.

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 800 247 9753.

Sincerely,

Rand

Customer Service Representative

FCA Customer Assistance Center

*****END OF CAC EMAIL*****

Customer was informed that by making this request they are NOT actually engaging Lemon Law or any related process.

The request is being escalated for a review of the vehicle's repair history to determine if the request merits further action and that due to the nature of the request, it will require a callback which will take

place within 1-2 business days. The outcome of the review does NOT determine Lemon Law eligibility.

Preferred Morning/Afternoon callback number s [REDACTED] 8

Preferred Afternoon/Evening callback number s xxx xxx xxxx

Who has possession of the vehicle? Owner

Reassigned to 91L

***** 91L Review *****

*****Case Escalated to I2R*****

Reviewed Warranty History which determined this case should be escalated to I2R for case management.

Outbound call to customer:

>

Customer wants the vehicle repaired. The customer indicated that the loose PIN was not causing the low battery voltage. He indicated that he is on seeking a replacement. He reverted back to lines 4 103. Customer cancelled warranty that he purchased through the dealership.

Outbound call to DLR :26929 Press 4 for service

>

W /SM verified RO information; call DLR back to verify + info on RO

[REDACTED]

Outbound call to customer:

>

LVM for customer

Inbound call from customer:

>

Customer hadn't picked up the vehicle yet although it is ready. Customer wants another vehicle. 91A process given to him again in much depth to clear the air out about what he thought was going to happen. I informed him that he must not pick up his vehicle from the DLR may or may not have consequences from the DLR regarding the vehicle and he needs to reach out to the DLR regarding his vehicle being there even though it is fixed. He is not a renter or a owner. He took the renter/owner back once they told him the vehicle was repaired. He will speak with wife and come back on how he would like to proceed. Trade assistance is something he may seek as so.

Status update provided via email to the following email address:

[REDACTED]

[REDACTED] a,

It was a pleasure speaking to you today regarding your vehicle! I hope I was able to clear some things up for you as well. I will schedule a follow up phone call for you for tomorrow 2/1/17 so that way you can have time to speak to your wife without rushing through it.

Thanks,

Ford

214 583 2114

End of Status Update

*** THE OWNER SUBMITTED A CERTIFIED NOTIFICATION CARD TO FCA
RECEIVED ON
2/1/2017. [REDACTED] BE FORWARD TO THE BUSINESS CENTER.***

Outbound call to customer:

>

LVM for customer

Outbound call to customer:

>

LVM

Outbound call to customer:

>

LVM

Outbound call to customer:

>

LVM indicated that my call efforts have been unanswered. Closing case by COB

2/8 if no response received from customer.

Outbound call to DLR 26929 and 59548:

>

Calling to see if the vehicle is at the 59548 dealership and it's not; No

response from 59548

Outbound call to 59548:

>

No vehicle in the repair shop by that name at 59548

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1DG3	HR5[REDACTED] 7	Open Date	01/25/2017	Built Date	05/16/2016
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
In Service Dt	05/16/2016	Mileage	1052	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO 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]
	MONSEY [REDACTED]				Country	UNITED STATES

Product Transm ss on / Transaxle Gear Selector / L nkage Improper Sh ft
Default Veh c e stops wont change gears

Customer seeking assistance with:

Customer had vehicle stop, would not shift out of park. Issue occurred when customer exited freeway. Vehicle was towed to DLR Jan 24th.

Customer expecting: Vehicle repaired.

Agent advised we escalate to case manager.

Follow up will occur within 1 business day by COB customer time.

Preferred phone number:

Earliest call time: 8:00am

Latest call time: 8:00pm

Updates via text: Y 845 570 1112

Updates via email: N

Vehicle location: DLR 66689

Date and Time of Appointment: DLR

Confirmed appointment with:

Customer present: N

Authorized by: N

Rental start date: N

Correction to the 2*3rd occurrence of same issue.

*****82H*****

Writer contacted owner to address above concern at above stated phone number: . Owners voice mailbox full and writer cannot leave a message. Writer will attempt call back at a later time.

Customer stated, he contacted yesterday and received a call on his cell phone today from his CM, however there was no call back number.

Customer stated he provided agent three contact number yesterday to put on file and customer was only contacted back at one.

Agent obtained all customers preferred contact numbers:

Cell:

**

Agent provided customer with call number name of MJHW5 and contact number, as well as extension.

586 274 8173 ext. 7547235

Agent contacted CM MJHW5, however agent reached VM.

Agent transferred customer through to leave VM for CM.

*****82H*****

Writer contacted owner to address above concern. Writer spoke with owners wife and advised owner the vehicle will be repaired according to the factory 3/36 warranty. Writer provided extension for call back.

Writer spoke with owner and advised owner of lines 3840 above. Vehicle will be repaired according to the factory warranty. Owner states that the dealer gave owner a rental vehicle to drive during repairs. Owner states that he is concerned that the vehicle would lose power again after the vehicle is repaired. Writer advised owner that if the vehicle has any other concerns in the future, the vehicle must be returned to the dealer for repairs. Owner states that he will contact the state attorney general to obtain information on the lemon law.

The customer called back once again in regard to the vehicle shutting off. The customer states that the vehicle is at the dealership currently and the brother is in a rental vehicle. The vehicle was brought to the dealership for the vehicle shutting off while driving. The dealership is telling the customer that the vehicle is damaged on the bottom. The customer states that he thinks that the towing company may have damaged the vehicle. The brother states this is the third or fourth time that the vehicle shut off. First occurrence was in November. The vehicle was taken to the dealership in November for the vehicle shutting off. The dealership could not duplicate and there was no repair done in November. This is the second time that the vehicle has gone to the dealership for the vehicle shutting off. The dealership states that they would not be able to see if the parts that were ordered would fix the vehicle due to the fact that there was other damage found under the vehicle. There are several codes the dealership pulled up from the first visit as we and four were the same as the first time the vehicle went in for diagnosis. The dealership wants \$500 for fixing the new damage (underneath damage) before they can proceed with any repairs. The customer would like to case manager to contact him: AVROHOM at 9 [REDACTED]

The customer is available to that number anytime a day everyday

Friday 3:30

Follow up will occur within 1 business day by COB customer time.

Preferred phone number: [REDACTED] 8 Avrohom

anytime a day and until Friday 3:30pm

Updates via email: [REDACTED]

Vehicle location: DLR 66689

Date and Time of Appointment: The vehicle arrived at the dealership on January 24th

Confirmed appointment with: Dealership was closed as it is Sunday when customer contacted

Customer's rental: Rental the dealership at this point stopped payment on the rental.

Authorized by: Dealership is not authorizing rental at this time

Agent informed the customer he may get a contact back within one business day or by Tuesday 8 pm eastern standard time at the latest.

Writer reviewed above narrative lines 52-66 stating that the dealer has found signs of physical damage to the undercarriage of the vehicle.

Dealer will not proceed with vehicle warranty repairs.

Writer contacted the dealership # 26815 Precisions on CJ and spoke with SA Stephanie who states that the vehicle has not been to this dealership since November 2016.

Writer spoke with owner. Owner states that vehicle is at dealer # 66689

[REDACTED] Owner states that his brother brought the vehicle to the dealer. Owner will call writer back to provide the correct contact person at the Rock and CJ dealership.

Writer spoke with owner. Owner states that the vehicle was brought to the dealership for diagnosis on 2/8/2017. Vehicle has 1,636 miles. Owner states that the SAs Daneen, and the dealer technician Victor Santos.

Writer spoke with SAdaneen, who states that the vehicle was towed into the dealership because the transmission would not shift out of Park gear.

The vehicle has signs of physical damage to the undercarriage, including scrapes and scratches on the suspension, and fuel tank. SAs state that the passenger rear wheel speed sensor has been ripped out, and the wheel sensor wiring is exposed and hanging down. SAs state that owner has been advised that the wheel sensor repairs are not covered by factory warranty due to the physical damage, and the wheel sensor must be replaced at customer pay, before the dealer can diagnose the concern with the transmission and gear shifter. SAdaneen states that owner must contact the towing company and/or owner's insurance company for coverage.

Writer advised owner of above information and no warranty wheel sensor repairs above. Owner states that Roads de Assistance towed the vehicle into the dealer for repair. Writer referred owner to contact Roads de Assistance regarding the vehicle damage claim. Owner states that he is going to refuse to have vehicle returned to him after the vehicle is repaired, and owner wants the vehicle replaced, and will pursue the Lemon Law. Writer has documented owner's intent.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1BGX	HF	Open Date	01/26/2017	Built Date	08/27/2016
Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
In Service Dt	09/26/2016	Mileage	1941	Dealer Zone	71	LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PW2	TUSK WHITE				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO 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					Contact Type	TELEPHONE
Address					Home Phone	
	SAN JOSE				Country	UNITED STATES

Product Dr vab ty Unknown Sta ng Defau t	Veh c e Shut Off at a Stop S gn
Product E ectr ca Cru se Contro Other Defau t	Acce erates We Beyond Set Speed When Dr v ng Downh
Product E ectr ca Power Hatch/Deck L d Other Defau t	Beep ng Aert Not Work ng

T/L overr de as customer cannot access a oca dea er for an extended per od and requ res ass stance n gett ng to a dea er that s capab e of ass st ng n a t me y manner.

Br ef y summar æ why the customer s contact ng Chrys er: Customer states the other day her brand new veh c e shut off on her at a stop s gn and when she ca ed her se ng DLR (STEVENS CREEK CHRYSLER JEEP DODGE)

they to d her that the ear est they cou d get her n s Feb. 15th.

Customer states her se ng DLR to d her the next cosest DLR (Normand n Chrys er Jeep Dodge) has an even further out date ava ab e. Customer states the cru se contro does not sh ft down and acce erates when go ng downh we beyond the set speed, the nter or ght popped off n the rear, the trunk door beep ng nd cator does not work and th s s a on a new veh c e. Customer states she doesn't fee as though she shou d have to wa t so ong to have a new veh c e serv ced for ssues t shou dn't be hav ng.

Br ef y summar æ what the customer s expect ng: Customer s expect ng ass stance w th gett ng the veh c e to a DLR that can serv ce her veh c e sooner than a most a month from now.

Agent con acted both DLRs and conf med that ne ther have ava ab ty unt Feb. 16th.

Agent consu ted TL TG442 and ensured that the best opt on s to esca ate to case manager for further rev ew.

Agent adv sed that her case wou d be sent to a case manager and that she wou d be contacted w th n one bus ness day. Customer thanked agent and d sconnected.

Customer seek ng ass stance w th:

Not be ng ab e to ocate a oca DLR to address warranty concerns for a pro onged per od of t me.

Customer expect ng:

Ass stance w th gett ng warranty concerns addressed n a t me y manner and a oaner/renta veh c e f repa rs w ake a ong t me.

Agent adv sed w esca ate to case manager.

Fo ow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone number: [REDACTED]

Ear est ca t me: 6:15 AM

Latest ca t me: 10:00 PM

Updates va text: Yes [REDACTED]

Updates va ema : Yes [REDACTED]

Veh c e ocat on: Customer

Date and T me of Appo ntment: N/A

Conf med appo ntment w th: N/A

Customer n ren a : No

Author zed by: N/A

Renta start date: N/A

Reass gned to 82H

Agent has no nf uence of when a dea er can make an appo ntment. If owner
st has veh c e and has not made an appo ntment, agent cannot address.

Agent con acted owner, adv sed of th s and eft message w th d rect ne.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1GG1	HR5	Open Date	01/31/2017	Built Date	05/11/2016
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	05/13/2016	Mileage	465	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	44940	MAROONE DODGE OF PEMBROKE PINES				
Dealer Address	13601 PINES BLVD					
Dealer City	PEMBROKE PINES			Dealer State	FL	Dealer Zip 33027
Owner					Contact Type	CERTIFIED LETTER
Address					Home Phone	
	HOLLYWOOD				Country	UNITED STATES

Product Dr vab ty Unknown Sta ng Default	
Corporate Lemon Law Default Default Default	
Dea er By Pass Default Default Default	

POSTMARK DATE: 012417; DATE RECEIVED: 013117

The owner submits a certified letter and not a confirmation card to FCA received on 1/31/2017. It states the customer is having issues with vehicle status. This will be forwarded to the bc for further review and handling.

SEBC RECEIVED.

020117 wr ter sent an owner acknowledgment letter confirming receipt of mvdn and setting appt for owner to drop off vehicle. Hollywood CJ by noon on February 13, 2017 for FCA's inspection/repair for the following concerns as stated on MMDN:

(1) vehicle stalled when turning left at 35 mph. took 2-3 tries to get to start. Previously had two repair attempts for hard to start issue. d r authorized that if requested to provide a transcript as customer goodwill gesture for duration of inspection/repair and to include the following explanation in the claim narrative as justification: " Lemon law rental approved in car #3. wr ter advised a/asm/sm of the above. If owner calls in regarding Lemon Law, please refer owner to [redacted] "

020717 wr ter received vm from owner on 2/6. reports that vehicle currently at AutoNation and has been since Jan 17. wr ter spoke with sd. sd confirms vehicle is at AutoNation and has been since Jan 16. when came in, d r found no codes and utd issue. owner has refused to pick up since contacted on Jan 17. owner is on rental. wr ter advised owner that we have a contact sd to review case and make recommendations, if any, to address the issue.

020817 wr ter received vm from sd advising that has yet to hear from ta. wr ter advised sd that we email a to contact sd and request put in call to ta.

020917 vm for sd to call wr ter.

wr ter spoke with ta. ta requested to have sd make arrangements to have vehicle towed to Arrigo DCJ Sawgrass.

wr ter vm for sd. advised sd that ta wants vehicle at bedded up to Arrigo DCJ Sawgrass so sd need to contact owner to get authorization to do so and advised sd that if owner decides to give authorization then the owner that owner needs to pick up vehicle and return rental by 5 pm or else owner to be responsible for further rental expense. request update wr ter after calling owner.

021017 wr ter spoke with sd. advised sd of the above. sd to contact owner and get back to wr ter.

Vehicle is at the dealership ARRIGO DODGE CHRYSLER JEEP RAM (45426)
Update triggered by s97296n

021417 sm update: vehicle in shop, technician diagnosing.

sm update: ta authorized replacement of spark plugs. that has been done and now to test drive.

021617 sd update: repairs completed and vehicle per ta authorization returned to owner. follow up letter sent.

033417 wr ter received email update from sd at AutoNation: Customer states

that vehicle started out while going in reverse and while turning left. This has happened once since he received the vehicle back. Customer wants Chrysler to contact him.

writer contacted owner. owner reports that yesterday, vehicle started out twice on owner. also owner claims that had issue where vehicle was hard to start. Based upon ongoing unresolved starting and starting issues after fraud, FCA offered to replace vehicle. owner to discuss with spouse and contact writer on Monday as to option owner wishes to pursue. current mileage is 2189.

022717 writer spoke with owner. owner opts for finance repurchase. writer advised owner that file to be forwarded to Sterling who will contact owner in 4-5 working days to initiate the settlement process. repurchase template submitted for approval.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1GG9	HR5	Open Date	02/02/2017	Built Date	06/01/2016
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	06/02/2016	Mileage	5587	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PRV	VELVET RED PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	44334	SOUTH CHICAGO DODGE CHRYSLERJEEP INC				
Dealer Address	7340 S WESTERN AVE					
Dealer City	CHICAGO	Dealer State	IL	Dealer Zip	60636	
Owner		Contact Type	TELEPHONE			
Address		Home Phone	 			
	CHICAGO	Country	UNITED STATES			

Product	Eng ne	Unknown	No sy	Defau t	gears on order
Dea er	By Pass	Defau t	Defau t	Defau t	
Product	Dr vab ty	Unknown	Other	Defau t	wh e dr vng cuts off no power

Br ef y summar æ why the customer s contact ng Chrys er: Customer states that wh e dr vng the veh c e t cuts off and has no power. Customer states that h s veh c e has been at the dea ersh p for 2 weeks for major ssues. Customer states that the to d h m there s an ssue w th the eng ne.

Br ef y summar æ what the customer s expect ng: Customer seek ng Lemon Law

Agent con acted dea ersh p (44334) spoke w th SMRuss and then was transferred to the parts department. Agent was adv sed that the veh c e needs 2 so eno ds, 2 gears and a fazr p us other parts. Customer was nformed that by mak ng th s request they are NOT actua yf ng emon aw or anyre ated process. The r case s be ng esca ated for a review of the veh c e's repa r h story to determ ne f the r request mer ts further act on and that due to the nature of the r request, t w requ re a ca back wh ch w take

p ace w th n 12 bus ness days. The outcome of the rev ew does NOT determ ne Lemon Law e g b ty.

Preferred Mbm ng/Mdday ca back number s 0

Preferred Afternoon/Even ng ca back number s

Who has possess on of the veh c e? (Owner/Dea er/IRF) Dea ersh p Reass gned to 91L

***** 91L Review *****

***** Case Esca ated to I2R *****

Reviewed Warranty H story wh ch determ ned th s case shou d be esca ated to I2R for case management.

Mbn ca w th I2R Customer Reso ut on Team s respons b e for th s CAIR. The customer may contact Mbn ca d rect y at (214) 583 2106. Monday? Fr day, 8:30 AM?5:00 PM CST. Thank you.

Ca ed 44334 South Ch cago 773 476 7800, spoke to SMRuss, state has a STAR case open, updated RO, customer s n a ren a , ass gned SALarry. Transferred to parts, spoke to Demond gave parts 5048044ab so eno d, 5048043ab phaser, 5047785ae gear.

Ca ed customer unab e to eave a message.

Ca ed customer. LVM stat ng that th s case has been esca ated to me for spec a hand ng and I wou d ke to ass st w th veh c e concerns. Prov ded my number and off ce hours request ng a ca back and adv sed I wou d ca aga n.

Customer ca ed stat ng that he m ssed ca back. Customer seek ng ca back from MC2747.

Ca ed customer exp a ned that th s case has been

escalated for special handling and I would like to assist with vehicle concerns. Advised CM will be assisting with the repair process, to make sure that the vehicle is repaired per the warranty that is placed on it. We are here to review the case for a possible resolution available. Case manager cannot guarantee any outcome. Provided my direct phone number and office hours. Apologized for concerns. Per customer's total dissatisfaction, a new vehicle should not need repairs, would like another vehicle. Advised will follow up every 2-3 days during repair process, will work toward best resolution, cannot assert will be offered a replacement, it could take up to 30 days, set follow up 2/9/17, apologized again and thanked customer.

.
** Parts Expediting isn't necessary on Part# 05048043AB and Part# 05047785AE as both parts show to have been received by Dealer on 2/3/17
>> Reassigned CAIR to JV1151 for Parts Expediting on Part# 05048044AB:

Parts to be Expedited

1. Part Number: 05048044AB
2. Order Number: 0201AA
3. CAIR#: 3 [REDACTED]
4. Special Handling # or VOR# if applicable: 0201AA
5. Is the vehicle currently off road? Yes
- 5a. If so, since what date? 1/25/2017
6. Is Customer currently in rental? Yes
7. Has any goodwill been offered? No
8. Provide any details with regard to the case that are relevant:

So ended

*** MC2747 to follow up with customer on 2/9 regarding Parts status

*****96W PARTS UPDATE *****

Writer checked GPOP and found part status as REL to PDC.

Tentative ETA for parts 02/15/17

*****END OF UPDATE *****

***** Following Corporate Resource has been contacted *****

PARTS EXPEDITING for

Part#05048044AB, Order#0201AA, OMC#96240992

on 2017 02 08 @ 12:04

Called 44334 spoke to SALarry, ETA for parts 2/10/17, has given the customer the update.

.
[REDACTED] called customer to advise per SALarry, ETA for parts 2/10/17, has given the customer the update, apologized and thanked customer, set follow up 2/14/17.

.
***** START OF SUPPORT ESCALATION by T9324NC*****

**** Update from Expediting Team for ****

Part#05048044AB, Order#0201AA, OMC#96240992

Order has been shipped.

***** END OF SUPPORT ESCALATION ***** by T9324NC

OMC# 96240992 Order# 0201AA FOR PN: 05048044AB IS RESOLVED

UPS TRACKING# [REDACTED] 31

Delivered On:

Monday, 02/13/2017 at 9:34 AM.

Left At:

Office

Received By:

SAM

Agent contacted driver. Agent spoke to PA John. PA stated vehicle is repaired.

.
Called 44334 spoke to SALarry, updated RO, repairs complete, dealer road tested over 100 miles, customer has picked up vehicle, has not called back to SA with concerns, was in a rental.

.
Status update provided via email to the following email address:

[REDACTED]
Good afternoon,

.
This is Monica your case manager. I have been advised by the dealer that repairs for your vehicle are complete. I will allow time for you to test

drive the vehicle, and follow up in 2-3 business days. Thank you for your patience.
End of Status Update
WB DOWN

2/17/2017 4:19:10 PM: User Comment by Monica : Set follow up 2/21/17

2/17/2017 4:17:51 PM: User Comment by Monica : Called customer, LVM to request call back to CM with an update on vehicle performance.

.
Called customer LVM to request call back to CM, advised have been out of the office, apologized and thanked customer.

.
Per voice mail returned call to customer to inquire if vehicle is in working condition, per customer the vehicle hesitates at a stop, acts like it is going to drop out, rumbles, and noise like something is blowing hard, apologized to customer, CM will schedule appointment early morning Wednesday Friday and call customer back with the details. Thanked customer.

.
Called dealer spoke to Sally, to schedule appointment, per SA dealer does not schedule appointments, customer can come in Monday Friday as early as 7:30am, Enterprise rentals available.

.
Called customer to advise dealer does not schedule appointments, customer can come in Monday Friday as early as 7:30am, Enterprise rentals available, rentals covered at \$35/day in a CDJ product and does not include deposit, gas, navigation or insurance, CM request call back when vehicle is at dealer for service, set follow up 3/2/17, thanked customer.

.
Vehicle is at the dealership SOUTH CHICAGO DODGE CHRYSLER (44334)
Update triggered by s62793b

.
Called [REDACTED] SM Russ, spoke to SA Dave, updated RO, there is a difference with ambient temp/coolant temp to diagnose which sensor is faulty, customer is in a rental.

.
Called customer to advise per dealer is diagnosing temp, apologized for inconvenience and thanked customer for patience, inquire what would be done if this service vs told not repair the vehicle, advised CM would review case to determine course of action, set follow up 3/6/17.

.
Called 44334 per service advised call Sally back in 1 hour for a repair status update.

.
Called 44334, spoke to Sally, stated ordered parts, currently checking for receipt in today's delivery, will contact customer to give an update.

.
Called customer to inquire if received an update from dealer, confirmed and is route to pick up vehicle, advised would allow test drive and follow up 3/10/17, apologized and thanked customer.

.
Called customer to inquire if the vehicle is in working condition, confirmed no concerns are present, apologized to customer offered Max Care 5/60,000 \$100 deductible, customer agreed to accept, apologized for inconvenience and thanked customer for patience, request call back if additional assistance is needed, advised MPP will be available in 7-10 days if needed.

.
>> Max Care 5 year/60,000 \$100 deductible MPP (VM560N) has been applied to vehicle for customer's future reliability concerns due to various vehicle repairs and days down. Contract code 42669147.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1GG6	HR6	Open Date	02/07/2017	Built Date	12/09/2016	
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON			
In Service Dt	12/12/2016	Mileage	440	Dealer Zone			
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US	
Color	PRV	VELVET RED PEARL COAT					
Engine	ERF	3.6L V6 24V WT ENGINE					
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS					
Dealer	99999						
Dealer Address							
Dealer City				Dealer State		Dealer Zip	
Owner						Contact Type	ROADSIDE
Address	N/A					Home Phone	
	MEDFORD MA					Country	UNITED STATES

Corporate Roads de Services Warranty Won't Start Poss b e Tow Defau t

Roads de Assistance Contacted DATE : 2017 02 07

Road S de F e Created 02 07 17 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

11318 WINDY DAWN DR 10585 W SAM HOUSTON PKWYS

WINDY ISLE WAY

PEARLAND HOUSTON

TX USA TX

VEH KEEPS STALLING OUT

DEALER CODE : 94205

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1DG9	HF	Open Date	02/07/2017	Built Date	04/06/2016
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
In Service Dt	04/08/2016	Mileage	5400	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	44179	TRANSITOWNE DODGE OF WILLIAMSVILLE				
Dealer Address	7408 TRANSIT RD					
Dealer City	WILLIAMSVILLE			Dealer State	NY	Dealer Zip 14221
Owner					Contact Type	TELEPHONE
Address					Home Phone	(716) 771-1111
	WILLIAMSVILLE				Country	UNITED STATES

Product Dr vab ty Unknown Sta ng
Defau t re mbursement to dea er for goodw payments made to owner

Veh c e down for extended pero d of t me for d ff cu t repa r d agnos s
requ r ng ass stance from corporate a so backorder part when cause of
fa ure determ ned. At f rst dea er offered to re mburse one payment as
goodw and after d scuss on area manager had dea er re mburse two
payments. Check request s to re mburse dea er for 701.98 pa d to
customer.paf2

***** Be ow Customer Contacted for Documentat on Request *****

on 2017 02 07 @ 12:02

***** Customer Document Rece ved *****

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1BG6		Open Date	02/18/2017	Built Date	04/27/2016
Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
In Service Dt	04/27/2016	Mileage	5000	Dealer Zone		
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	99999					
Dealer Address						
Dealer City				Dealer State	Dealer Zip	
Owner					Contact Type	ROADSIDE
Address				Home Phone		0
	HAZEL GREEN AL			Country	UNITED STATES	

Corporate Roads de Services Warranty Won't Start Poss b e Tow Defau t

Roads de Assistance Contacted DATE : 2017 02 18

Road S de F e Created 02 18 17 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

100 NATALIE JANE DR 6533 UNIVERSITY DR NW

MEADOW RIDGE DR

HAZEL GREEN HUNTSVILLE

AL USA AL

STALLED

DEALER CODE : 93956

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1EG1		Open Date	02/21/2017	Built Date	07/13/2016	
Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON			
In Service Dt	07/13/2016	Mileage	5568	Dealer Zone	32	NEW YORK	
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US	
Color	PBX	JAZZ BLUE PEARL COAT					
Engine	ERF	3.6L V6 24V WT ENGINE					
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS					
Dealer	26915	MAJOR WORLD CHRYSLER DODGE JEEP					
Dealer Address	50 30 NORTHERN BLVD						
Dealer City	LONG ISLAND CITY			Dealer State	NY	Dealer Zip 11101	
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	BRONX					Country	UNITED STATES

Corporate	CNA Change	Default	Default	Default	CNA up to date.
Product	Unknown	Unknown	Hesitation/No Power	Default	Customer calls vehicle lost power while driving.

Customer states that vehicle has had issues ever since it was purchased and more recently the vehicle lost power while driving, since the car has been fixed. however customer states to not feel safe and wants the vehicle replaced. Writer advised that customer should drive vehicle and our offices can make sure repairs are to satisfaction. CNA up to date.

Customer Contact: Dialed [REDACTED] No answer, Writer seeks to know if vehicle is having further issues or concerns.

Customer called in seeking to speak to CMEJ126 call was transfer to ext 40552 for further assistance.

Customer returning Contact: Mr. Tenorio states that vehicle is driving well and customer is just not satisfied with the safety of vehicle, customer to call back if further assistance is needed in the future.

Owner calls writer and advised that owner wants to terminate the lease for this vehicle. Writer advised owner that a lease termination is a sales issue, and referred to owner to the sales lease manager for resolution. Owner thanked writer for the information.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1GG3	HF	Open Date	03/01/2017	Built Date	12/16/2016
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	12/19/2016	Mileage	1534	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	67995	TRONCALLI CHRY JEEP DODGE				
Dealer Address	818 ATLANTARD					
Dealer City	CUMMING	Dealer State	GA	Dealer Zip	30040	
Owner		Contact Type	TELEPHONE			
Address		Home Phone				
	CUMMING	Country	UNITED STATES			

Product Transm ss on / Transaxle Unknown S ps	Customer stated veh c e s d ng even though n dr ve
---	--

Br ef y summar z e why the customer s contact ng Chrys er:
 Customer ca ed n seek ng some ass stance w th her veh c e issues.
 Br ef y summar z e what the customer s expect ng:
 Customer wanted ass stance w th the above nformat on.
 Customer stated that she has been nto the DLR 3 separate t mes regard ng her concerns.
 Customer stated that eng ne ght and tract on ghts come on, on the dashboard.
 Customer stated that her veh c e has s pped out of gear and she was a most n an accident n a huge tractor tra er truck due to the fa ure of the veh c e.
 Customer stated that the veh c e s d ng even though t s n gear or n dr ve.
 Customer stated that the DLR reprogrammed the PCM the frst v s t and the next day the same th ng happened.
 Customer stated that the second t me the sensor was rep aced.
 Customer stated that she went to p ck up her veh c e yesterday and she wasn't even out of the park ng ot and then stayed n d e even though t s n gear on her n the m dd e of the street.
 Customer stated that the veh c e has a rumb ng when t does that.
 Customer stated that the veh c e s st at the DLR.
 Agent ca ed the DLR 67995 to speak to Serv ce Adv sor Todd whom the customer stated she was dea ng w th.
 Agent was unab e to get n contact w th anyone from the DLR for further ass stance.
 Agent adv sed the customer that agent wou d be esca at ng the case to a Case Manager for further ass stance regard ng the customer's concerns.
 Customer understood and thanked agent.
 Agent offered add t ona ass stance but the customer dec ned.
 Agent cosed and ended the ca .
 Customer seek ng ass stance w th:
 The cu ome havng ome a ng on he cu ome and pp ng gea and seems as though t s n d e when t s n dr ve. As the customer's check eng ne ght and tract on ght keep com ng on.
 Customer expect ng:
 Some further ass stance as th s s a new veh c e and as the customer stated the DLR has had the veh c e more than she has.
 Agent adv sed w esca ate to case manager.
 Fo ow up w occur w th n 1 bus ness day by COB customer t me.
 Preferred phone number
 Ear est ca t me: 8AM
 Latest ca t me: 9PM
 Updates va text: Y
 Updates va ema : N
 Veh c e ocat on: Dea er
 Date and T me of Appo ntment: [Insert Date and T me].
 Conf rmed appo ntment w th: TRONCALLI AUTOMOTIVE GROUP, INC 67995
 Customer n ren a : Y

Authorized by: DLR Service Advisor Todd

Rental start date: 02/23/2017

Writer called the dealer spoke to SA Todd he said they reopened STAR case vehicle back in for same issues. Tom Tech was notified waiting for response to have him look at vehicle. Provided direct phone number to further assist the dealer and customer.

Dealer was contacted on 3/2/17.

Customer states her car was escalated yesterday and has not had a return call.

Writer advised the customer, the CM has a one day callback that is set for today. Writer advised they have until end of business day to return call.

Customer called back, as she was told that a one day callback.

Customer would like to know what is going on with her vehicle.

customer would like to know what is going on with the vehicle and would

like a callback from the CM. customer stated that the agent stated that she would get a callback in 24 hours. agent advised customer that it is in the CM and she would need a wait for CM to callback.

customer seeking to speak with CM MB97. customer states she has not been contacted within one business day as advised upon original contact date.

customer is requesting to speak with a supervisor.

AM and GM at Sealing Dealer agree that replacing the Pacific is the best option for all parties especially for the Customer. AM processing Replacement today. RJV13

No further assistance is needed.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1GG0		Open Date	03/01/2017	Built Date	07/13/2016
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	07/14/2016	Mileage	7000	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	41383	ORLANDO DODGE CHRYSLER JEEP				
Dealer Address	4101 WEST COLONIAL DRIVE					
Dealer City	ORLANDO	Dealer State	FL	Dealer Zip	32808	
Owner		Contact Type	TELEPHONE			
Address		Home Phone	 			
	WINDERMERE	Country	UNITED STATES			

Corporate	Survey By Pass	Default	Default	Default	screen freezes	
Product	Electrical	uConnect	Car System	Other	Default	screen freezes

Briefly summarize why the customer is contacting Chrysler: Customer is calling because she has had her car in the DLR multiple times for radio concerns.

Briefly summarize what the customer is expecting: To get this fixed as she is getting disappointed and will consider LL.

Agent advised that having the vehicle fixed is our number one priority.

Agent performed a soft reset and advised customer to see if this resolves concern.

Agent provided a reference number and advised that if issues persist, to call us back to have case escalated to uconnect case management.

Customer is experiencing concerns with the radio freezing and also her EasyExt not moving to the ext position at a .

Customer has appointment next week Tuesday at 10am.

no diagnosis by pass

The customer is calling back on this case because the screen is freezing up.

The customer advised that there has been reset almost every day and hard reset done at the DLR a few times. The customer advised the radio has been replaced as well. The customer would like to have this issue taken care of once and for all.

****Uconnect Case Management Escalation****

Customer advised a callback is required and will take place within one business day by COB the next time.

Preferred Morning/Afternoon callback number is

Preferred Afternoon/Evening callback number

Customer email address for case updates: none

The writer transferred the customer to Case management 241 3363

CAIR RE OPENED AND FOLLOWING REASON CODE(S) REMOVED

Survey By Pass No Diagnosis

UCONNECT CASE MANAGEMENT CUSTOMER CONTACT

Customer's cell phone number:

Customer's email address: a

Customer has been to the dealer 7 times for this issue.

CM advised she will contact the dealer to discuss next steps.

Customer advised that originally there were random reboots and refreezes intermittent and is now a daily occurrence.

Customer disappointed that extra features are not working.

Customer advised she has an appointment on Tuesday, 03/07.

Customer advised that the easyext function is not working either, was random but is now happening regularly.

Customer advised she has been working with Matt Treve .

CM advised she will contact the dealer and let them know that we will be working together.

CM advised she will email contact information.

Customer agreed.

UCONNECT CASE MANAGEMENT ? DEALER CONTACT

CMContacted Dealer # 41383 at 407 299 1120 and left a voicemail for Matt.

CMadvised she will be working with the customer to resolve her issues.

CMadvised the issue is a data occurrence now and will follow up with him after the customer's appointment.

CMprovided callback information: telephone 877 855 8400, extension 471 8326.

UCONNECT CASE MANAGEMENT CUSTOMER CONTACT

Status update provided via email to the following email address:

[REDACTED]
[REDACTED]

This is Sue, your Uconnect Case Manager. I called and left a message for Matt at the dealer. I advised him that we will be working together to get your issue resolved. I will follow up with you after your appointment.

Further to our conversation, my contact information is as follows:

My office hours are 8:00 a.m. to 4:30 pm EST.

Your case number is: [REDACTED] 1.

The Uconnect Case Management telephone number is: 877 855 8400 and my direct extension is 471 8326. Also, for your convenience you can reply via the link within this email. To reply to emails, you will have to use a computer as the email will not work with mobile devices.

Thank you,

Sue

End of Status Update

Brief summary why the customer is contacting Chrysler: Customer calling back for CM.

Brief summary what the customer is expecting: Agent transferred customer over to CM voicemail.

Customer left a voicemail, requesting a callback about other issues with Uconnect.

UCONNECT CASE MANAGEMENT CUSTOMER CONTACT

CMcontacted the customer at [REDACTED].

Customer advised she has an appointment tomorrow.

Customer advised she has been trying to call the dealer.

Customer advised that Matt is no longer with the dealer, that she is now working with Shawn.

Customer advised there is a new incident, when she was driving, the screen froze on the backup camera screen so she couldn't touch the screen. Customer turned off the screen and it reset.

Customer inquired what the dealer is going to do.

Customer advised she has two young children so it is difficult to have a loaner vehicle.

UCONNECT CASE MANAGEMENT ? DEALER CONTACT

CMContacted Dealer # 41383 at 407 299 1120 and spoke with Shawn.

Shawn advised they will check for software updates, fault codes and flashes and make a thorough check of the system.

CMadvised the customer of this information.

CMadvised she would follow up with the customer after her appointment.

Vehicle is at the dealership: ORLANDO DODGE CHRYSLER JEEP (41383)

Update triggered by 49631p

UCONNECT CASE MANAGEMENT CUSTOMER CONTACT

CMcontacted the customer [REDACTED].

Customer advised the vehicle is still at the dealer.

UCONNECT CASE MANAGEMENT ? DEALER CONTACT

CMContacted Dealer # 41383 at 407 299 1120 and left a voicemail for Shawn.

CMrequested a callback regarding the vehicle diagnostics.

CMadvised she left a voicemail and would call the customer when she hears from the dealer.

Dealer to call with diagnostics.

UCONNECT CASE MANAGEMENT ? DEALER CONTACT

CMContacted Dealer # 41383 at 407 299 1120 but got voicemail.

CMrequested a callback regarding the customer's diagnostics.

UCONNECT CASE MANAGEMENT CUSTOMER CONTACT

CMcontacted the customer at [REDACTED] but got voicemail.

CMrequested a callback regarding dealer diagnostics.

CMprovided callback information: telephone 877 855 8400, extension 471 8326.

customer calling seeking to speak with the r CMSR1488 ,
CM's current unavailable, sent customer over to leave voicemail .
UCONNECT CASE MANAGEMENT CUSTOMER CONTACT
CM contacted the customer at [REDACTED] .
Customer advised the dealer applied the update.
Customer advised she could not reproduce the issue but everything seems to be working properly.
Customer advised she had an oil change done and they hadn't reset the gauge. When she went back to have them reset it, her easyext issue happened to the technician. Customer advised she would work with the dealer regarding this issue.
Customer advised that today everything is working well .
CM advised the case will be closed but to call if she has issues in the future.
Customer agreed.
Customer called and advised that the radio has rebooted twice.
Customer advised her husband is not happy with this and is considering emotion law.

Customer requested a callback.
UCONNECT CASE MANAGEMENT CUSTOMER CONTACT
CM contacted the customer at [REDACTED] but got voicemail .
CM apologized that the customer is having these issues again.
CM advised the customer that the vehicle will have to go back into the dealer.
CM advised she would contact the dealer and explain the situation.
CM suggested the customer make an appointment.

UCONNECT CASE MANAGEMENT ? DEALER CONTACT
CM contacted Dealer # 41383 at 407 299 1120 and spoke with Shawn.
CM advised Shawn that the radio is rebooting and the customer will call to make an update.
Shawn advised he doesn't think this is a wiring issue but more a software problem and thanked CM for the info.

UCONNECT CASE MANAGEMENT CUSTOMER CONTACT
Status update provided via email to the following email address:

[REDACTED]
[REDACTED]
Did you make an appointment with the dealer? Please let me know when you have a moment.
Thank you.

Sue
End of Status Update
Begin Customer Message reviewed:
Currently out of town on a road trip. Have had several frozen screens and then goes back. Eventually you have to go to the Uconnect menu and it reboots automatically. Very frustrating!!!
End of Reviewed Customer message

UCONNECT CASE MANAGEMENT CUSTOMER CONTACT
Status update provided via email to the following email address:

[REDACTED]
I am so sorry, Asha. When will you be back from your road trip? We will work together to get this issue resolved.
Thank you.

Sue
End of Status Update
Customer wanted to speak to her Uconnect Case Manager. We'll transfer the customer to extension 4718326 to leave a voice mail message.
Customer left a voicemail .
Customer advised she is not going to make another appointment.
Customer advised her husband is going to go for emotion law as there is nothing they can fix.
Customer advised the radio keeps freezing and rebooting.

UCONNECT CASE MANAGEMENT CUSTOMER CONTACT
CM contacted the customer at [REDACTED] but got voicemail .
CM advised that the customer's case will be escalated accordingly.

Customer was informed that by making this request they are NOT actually fixing emotion law or any related process. The case is being escalated for a review of the vehicle's repair history to determine if the request merits further action and that due to the nature of the

request, it will require a callback which will take

place within 1-2 business days. The outcome of the review does NOT determine Lemon Law eligibility.

Preferred Morning/Midday callback number is [REDACTED]

Preferred Afternoon/Evening callback number is [REDACTED]

Who has possession of the vehicle? Owner

Reassigned to 91L

***** 91L Review *****

***** Case Escalated to I2R *****

Reviewed Warranty History which determined this case should be escalated to I2R for case management.

*** Bridgett with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please direct them to contact

[REDACTED] Thank you. ***

**Placed in a call to customer and explained that the case has been escalated to me for special handling. Advised I will be the Case Manager throughout the process. Provided CAIR #, my hours and direct toll-free numbers. Customer stated when first purchased, the vehicle sold twice. Recently, Uconnect freezes after driving awhile then reboots and easyext feature stops randomly. DLR wasn't able to duplicate the easyext concern but during an oil change recently, service technician stated she loves her vehicle functions properly. But, after dealing with these issues through 9 repairs, she just wants it repaired. Advised I will be reviewing for a possible resolution options outside the repair process but cannot guarantee any particular outcome at this time. Advised vehicle needs to go back in for service and a rental can be authorized. She stated the owner/rental needs to be a large vehicle because she has 3 car seats. She stated she? have to talk with her husband first but she will call DLR to schedule appointment and owner. Advised I will get repair history from DLR and let them know she will be calling. Advised follow up Friday to confirm appointment.

Called Orlando DCJ (41383) advised SA Shawn the vehicle needs to come back in for service. Advised the customer will call him to schedule appointment for a Saturday. She will need a large owner/rental. Advised once vehicle is there, a STAR case will be opened for support.*LVM for SMBran requesting a return call to confirm RO history or get copies of RO's.

**Follow up 3/31 with customer (appt)

**Called customer and she stated vehicle has been in so many times already. They have 4 children and one is a cardiac patient so she doesn't have time or flexibility to keep taking the vehicle to the shop. Customer stated at this time, they will not take vehicle for any more repairs. They will just seek the lemon law. Offered arbitration and customer verified email.

Status update provided via email to the following email address:

[REDACTED]
Good Afternoon,

We apologize that we were unable to assist you further in the I2R Process. Chrysler appreciates you as a customer and understands that you may still not be satisfied. Chrysler has expanded its third party Customer Arbitration Process to allow customers in your state the opportunity to file for arbitration. For more information about how to initiate arbitration, please call the National Center for Dispute Settlement (NCDS) at (866) 662-4639 option 5 or (586) 226-2470 extension 114, or visit their website at www.ncdsusa.org.

Sincerely,

Bridgett with Chrysler Resolution

End of Status Update

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1CG0	HF	Open Date	03/09/2017	Built Date	05/18/2016
Model Year	2017	Body	RUCL53	CHRYSLER PACIFICA LX WAGON		
In Service Dt	05/19/2016	Mileage	1000	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	68426	THOMSON MOTOR CENTRE				
Dealer Address	2158 WASHINGTON RD NE					
Dealer City	THOMSON	Dealer State		GA	Dealer Zip	30824
Owner	YMCA DVLPMNT ACDMY ,YMCA				Contact Type	TELEPHONE
Address	621 TROLLEY LINE RD				Home Phone	(706) 829 0590
	GRANITEVILLE SC29829 2530				Country	UNITED STATES

Corporate Outbound Survey Follow Up Continuous Quality Improvement Default

CQI Survey Record Received DATE : 03/09/2017

Survey Number : 10792081

Quality Survey ID Number: 356018783

Survey Date : 03/08/2017

VIN Complete 17 : 2C4RC1CG0HF

CQI Comments : If you would like to know more about the engine issues: 803 507 4861, Message

Did Customer specify Email or Phone: No

Customer's Preferred Method of Contact: Phone or Email

Preferred callback number : 803 507 4861

Preferred Email address: cwr@thefamily.org

Mileage Updated? Yes

Dealer code: 68426

Summarize Customer concern: Engine runs, then dies/stalls and Engine won't start at a

Status update provided via email to the following email address:

cwr@thefamily.org

My name is Greg and I am following up with you regarding a recent survey

that you completed regarding your 2017 CHRYSLER PACIFICA

We regret the problem your vehicle has experienced and appreciate the

time and effort you took to bring this matter to our attention. To get

your satisfaction resolved quickly, I am escalating to a Case manager who

will contact you at 803 507 4861. If you wish to be contacted at an

alternate number, please advise by contacting Chrysler Customer Care. If

at any time you require further assistance from Chrysler please contact

us and we will be happy to assist you in resolving your vehicle concerns.

You may contact us back by calling 1 800 247 9753.

Thank You.

End of Status Update

This vehicle is a fleet vehicle with no specific owner listed for

contact.

Customer Assistance Inquiry Record (CAIR)#

3

VIN	2C4RC1DG4	HR5	Open Date	03/15/2017	Built Date	04/27/2016
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
In Service Dt	04/28/2016	Mileage	3600	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	08299	BOSAK MOTOR SALES INC				
Dealer Address	3111 W LINCOLN HWY, RT 30					
Dealer City	MERRILLVILLE	Dealer State	IN	Dealer Zip	46410	
Owner		Contact Type	TELEPHONE			
Address		Home Phone				
	LAKE VILLAGE	Country	UNITED STATES			

Product	Eng ne	Camshaft and Bear ngs	Defect ve	Defau t	Backorderd parts concern
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Customer ca ed stat ng h s veh c e has been n the DLR s nce February 22 due to h s veh c e comp ete y shut off. Customer stated when he took the veh c e n to the DLR he on y had 3,000 m es but s nce they have had the veh c e they have put 600 p us m es on t w th test dr v ng. The DLR current y has the veh c e because of parts be ng on back order. The camshaft s st n process of be ng rep aced the fazors. Customer a so stated anyt me the veh c e s drove 30 m es or further the veh c e comp ete y shuts off. These are other parts that where comp eted Cy nder head [4893805ab] Camshaft [5047912ac]. Agent contacted DLR to conf rm a the facts DLR conf rmed everyth ng the customer stated was accurate.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1GG8	HF	Open Date	03/15/2017	Built Date	12/08/2016	
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON			
In Service Dt	12/08/2016	Mileage	70	Dealer Zone	71	LOS ANGELES	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PW2	TUSK WHITE					
Engine	ERF	3.6L V6 24V VVT ENGINE					
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS					
Dealer	59578	GLENDALE DODGE LLC					
Dealer Address	1101 S BRAND BLVD						
Dealer City	GLENDALE			Dealer State	CA	Dealer Zip 91204	
Owner					Contact Type	TELEPHONE	
Address					Home Phone	 	
	DENVER					Country	UNITED STATES

Dea er By Pass Defau t Defau t Defau t	
Corporate SurveyBy Pass Defau t Defau t Defau t	Customer Seek ng Lemon Law
Product Dr vab ty Unknown Other Defau t	Customer Seek ng Lemon Law

Br ef y summar z e why the customer s contact ng Chrys er:
 Customer s contact ng CAC because h s veh c e had just random y shut down wh e on the h ghway. He s ates a the nd cator ghts had come on and the veh c e wou d not move. He says he has brought t to the DLR but they cannot f x h s ssue and he s ook ng for a rep acement veh c e as he on y drove t for (4) hours.

Br ef y summar z e what the customer s expect ng:
 Customer s seek ng to have h s veh c e rep aced as he s hav ng catastroph c ssues w th s veh c e w th n the frst (4) hours of own ng t. Agent adv sed h m h s case w be sent for review and he w be contacted back.

Customer was nformed that by mak ng th s request they are NOT actua yf ng emon aw or any re ated process. The r case s be ng esca ated for a review of the veh c e's repa r h story to determ ne f the r request mer ts further act on and that due to the nature of the r request, t w requ re a ca back wh ch w take p ace w th n 12 bus ness days. The outcome of the review does NOT determ ne Lemon Law e g b ty.

Preferred Morn ng/Mdday ca back number s
 Preferred Afternoon/Even ng ca back number s
 Who has possess on of the veh c e? Dea er
 Reass gned to 91L

***** 91L Review *****

*****Case Esca ated to I2R*****

Reviewed Warranty H story wh ch determ ned th s case shou d be esca ated to I2R for case management.
 Crysta w th the I2R Customer Reso ut on Team, s now respons b e for th s CAIR. If the customer shou d ca , p ease d rect them to contact Crysta d rect y at 214 583 2118. Thank You.

Ca ed dea er 59578 SA San LVM to return ca .

Ca ed customer at he states h s veh c e d es on h m wh e on the h ghway. He s ates he had to have h s veh c e towed to the dea er for further ass stance. He states the a r bag ghts came on & the custer ght come on. He states he was dr ven h s veh c e for no more than 9 hours and he veh c e broke down on h m. Customer states he does not want h s veh c e back because of a the safety ssues.

Customer ca ed LVM ask ng for a ca back.

Ca ed customer a he adv sed dea er 59578 ca ed h m and to d h m h s veh c e s f xed. Customer states he w test dr ve h s veh c e and et me know how the dr ve went. Customer states f the veh c e s repa red he wou d ke for Chrys er to re mburse h m for the frst month veh c e payment and he p h m w th the tow truck fee. Customer states he s hav ng h s veh c e towed from CA to CO because that s where he current y s. I adv sed customer that I w review h s case for the

best possible resolution and follow up with him on Thursday.

Called dealer 59578 SASan advised the vehicle has been repaired. Dealer confirms they tested and drove once repairs complete and no trouble found.

Called customer at [REDACTED] I advised the customer that we can offer him \$900 Cash & Keep for the time his vehicle was down and the fact he only drove his vehicle for 2 days before needing to take his vehicle to the dealer for repairs. Customer asked if he could have \$1,000. I advised the customer that I will need to continue to review his case. I advised the customer that I'm offering him \$900 right now if he is willing to take it. I advised that I will follow up on Tuesday.

***** Beow Customer Contacted for Documentat on Request *****

[REDACTED] on 2017 03 24 @ 18:37

**** Customer Document Received ****

Please print, read, sign and send back to me.

Thank you

Crysta

214 583 2118

FAX: 866 849 3869

Chrysler Customer Care

Below documents are also attached to the email :

Release Agreement Andran k Davtyan.pdf

End of Status Update

Follow up with customer on Wednesday to allow for him to send his CRO documentations

***** Beow Customer Contacted for Documentat on Request *****

[REDACTED] on 2017 04 05 @ 13:55

Status update provided via email to the following email address:

Hello Mr. D [REDACTED]

I hope this message finds you well. Can you please read, sign, and fax back to me the Release Agreement I sent you. If you do not have a fax please take a picture of the document and send back to me using the link I sent to you in the previous email. If you have any question please feel free to contact me.

Below documents are also attached to the email :

Release Agreement Andran k Davtyan.pdf

End of Status Update

***** Beow Customer Contacted for Documentat on Request *****

[REDACTED] on 2017 04 05 @ 13:58

Called customer at [REDACTED] could not LVM due to one not being set up yet.

Called customer at [REDACTED] to return call

4/11/2017 5:56:58 PM User Comment by OC163: Placed call to customer and LVM stating we would be stepping away at this time via VM. VM set up so as to not confuse as it does not prompt you to LVM.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1GGX	HR5	Open Date	03/16/2017	Built Date	09/27/2016
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	10/01/2016	Mileage	100	Dealer Zone		
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	99999					
Dealer Address						
Dealer City				Dealer State		Dealer Zip
Owner					Contact Type	ROADSIDE
Address					Home Phone	
	MLTON MA				Country	UNITED STATES

Corporate Roads de Services Warranty S art/Sta Defau t

Roads de Assistance Contacted DATE : 2017 03 16

Road Service Created 03 16 17 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

CENTRE ST 56 PROVIDENCE HWY

RANDOLPH AVE

MILTON NORWOOD

MA USA MA

VEH STALLED/// DASH LIGHTS COMING ON///POLICE AT S

DEALER CODE : 86279

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1GG5	HR5	Open Date	03/17/2017	Built Date	08/26/2016
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	08/27/2016	Mileage	15559	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	65673	KIMBERLY CAR CITY				
Dealer Address	625 W KIMBERLY RD					
Dealer City	DAVENPORT	Dealer State	IA	Dealer Zip	52806	
Owner				Contact Type	OUTBOUND CONTACTS	
Address				Home Phone		
	BETTENDORF				Country	UNITED STATES

Corporate Survey By Pass Dup cate CAIR Defau t Defau t	31000756
Corporate Enhanced Customer Satisfaction Program (ECS) Defau t Defau t Defau t	

Veh c e has been dent f ed for outreach re ated to the Enhanced Customer Satisfaction (ECS) Program. ECS start date for veh c e s 2017 03 18.

*****ECS OUTBOUND AGENT FIRST ATTEMPT *****

Vo cema Reached

*****ECS OUTBOUND AGENT FIRST ATTEMPT *****

Customer's w f e s ates she s st hav ng ssues w th the veh c e.

Customer states the veh c e has e cctr ca ssues.

Customer states the ssues keep gett ng worse.

Customer states veh c e s mak ng a rumb ng sound as f the veh c e s go ng to cut off.

Customer states the DLR had the veh c e at one po nt for 42 days.

Customer states the DLR had damaged the veh c e 4 days after customer had the veh c e when she took the veh c e n.

Customer d d state she obta ned an attorney, to seek Lemon Law.

Customer states FCA has never offered to do anyth ng for her such as a buyback.

Customer states the veh c e d ed wh e she was dr v ng tw ce.

Customer states she or her ch dren are not comfortab e be ng n the veh c e because t's unsafe.

Customer states unfortunate y she has no other opt on but to dr ve the

veh c e because t's hers and her on y means of transpor at on.

Customer states she was not prov ded w th a renta veh c e that had adequate space for a fam y of four.

Customer s seek ng to have the ssue reso ved and wou d be happy to work w th FCA f there can be a reso ut on such as buyback.

Agent apo og zed and stated that her case w be esca ated and she w rece ve a ca from a CM w th n 1 bus ness day for further ass stance.

Customer understood and thanked Agent.

Reass gn ng to 88W for further hand ng.

CLOSED LOOP UPDATE no need for add t on a fo ow up.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1BGX	HF	Open Date	03/24/2017	Built Date	11/14/2016
Model Year	2017	Body	RUC53	CHRYSLER PACIFICA TOURING L WAGON		
In Service Dt	11/14/2016	Mileage	400	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	68748	PARKWAY CHRYSLER JEEP, INC				
Dealer Address	21560 HALL RD					
Dealer City	CLINTON TOWNSHIP			Dealer State	M	Dealer Zip 48038
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	SHELBY TWP				Country	UNITED STATES

Product Dr vab ty Unknown Sta ng Defau t veh c e shut down on freeway

Br e f y summar z e why the customer s contact ng contact ng Customer stated h s w fe was dr v ng on the freeway and the veh c e stopped . Customer stated everyth ng stopped work ng. Customer stated h s w fe s afra d to dr ve the veh c e and he doesn't want t anymore.

Br e f y summar z e what the customer s expect ng :: see above

Agent Adv sed

Agent ca ed DLR and spoke w th Conn e n serv ce department . Conn e stated that they changed a fuse and d d some updates. Conn e stated that they a so test drove the veh c e. Agent exp a ned to the customer that a h s concerns are be ng documented and w be esca ated to CM. CUSTOMER CONTACT 3/28 Wr ter d a ed customer at

automated message states customer does not have vo cema box set up. Unab e to Reach.

Status update prov ded v ema to the fo ow ng ema address:

f He o Ms. Turner, Th s s Franc w th FCA/Chrys er Corporate, I have tr ed reach ng you regard ng your Chrys er Pac f ca. If you have any quest ons or concerns, we wou d ove to he p. P ease reach me d rect y at my number be ow.

Thank You

Franc

Corporate Spec a st ?FCA/CHRYSLER/DODGE/JEEP/RAM/FIAT/ALFA ROMEO

Phone: 586 274 8172

Hours: Monday Fr day 7:30AM 4:15 PM Eastern

End of Status Update

CUSTOMER CONTACT 3/28 Wr ter d a ed customer , spoke to customer. Customer states he s an emp oyee at the Ster ng He ghts fac ty. Customer s ates h s w fe exper enced a sta ng concern w th veh c e. Customer s ates dea er has adv sed that veh c e s ready to be p cked up and repa red. Customer states he s request ng a rep acement veh c e. Wr ter adv sed we cannot offer a rep acement veh c e as th s s h repa W e adv ed any u he nqu e abou ea ng can be d rected at bank or dea er. Wr ter adv sed owner that we w fo ow terms of warranty. Wr ter apo og zed to customer for any concerns exper enced. Wr ter thanked customer. Ended ca .

Customer Assistance Inquiry Record (CAIR)#

3

VIN	2C4RC1GG7	HF	Open Date	03/30/2017	Built Date	10/06/2016
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	10/10/2016	Mileage	2500	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PTE	MOLTEN SILVER				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	43125	SUNSET DODGE JEEP				
Dealer Address	7745 SOUTH TAMAMI TRAIL					
Dealer City	SARASOTA	Dealer State	FL	Dealer Zip	34231	
Owner		Contact Type	TELEPHONE			
Address		Home Phone				
	PARK RIDGE	Country	UNITED STATES			

Product	Electrical	Ignition System	Intermittent or Inoperative	Default	Vehicle keeps starting
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Briefly summarize why the customer is contacting Chrysler: Electrical problem, dead again. DLR looked at vehicle 3 days ago. Unable to duplicate concern, no codes coming up. This is the third or fourth time this has happened. Vehicle being towed today to same dealer (SUNSET DODGE CHRYSLER JEEP RAM.) At times after 10 or 20 minutes, vehicle will start up again.

Briefly summarize what the customer is expecting: To get vehicle fixed. Customer states DLR will be putting customer in another vehicle. Agent provided case no.

Writer called the Dealership and spoke to Bobby. Bobby said the vehicle is at the dealership and he plans on opening up a STAR case.

Writer called the customer and followed up with case. The customer thanked me for my call.

Writer called the dealership but was not able to get through. They kept me on hold.

The vehicle is still at the dealership. They had to order a module. The customer is back home in Chicago. The vehicle is in Florida.

The customer called and said he picked up vehicle today and it would not start. Writer said he spoke to the Service Manager Rick and he doesn't know what is going on. The customer said to call him on his cell.

Rick said they replaced a wiring harness and the vehicle wouldn't start. Rick said he will be opening up a STAR case.

Writer called the customer and followed up with case. The customer thanked me and said he will call me today if he doesn't hear from the dealership.

Writer called the dealership and followed up with case. Rick Service Director said he will go to the technician and make him open one.

Writer called the customer and followed up with case. Customer thanked me for the call.

STAR case is open.

Writer called the customer and followed up with case. The customer thanked me for the call.

Writer spoke to Rick and followed up with case. Rick said the customer is picking up the vehicle tomorrow morning.

Writer called the customer and followed up with case. The customer said that they are picking up the vehicle tomorrow morning. If they have any issues they will call me.

Writer called the customer and followed up with case. The customer said everything is going good so far. The customer said if he has any issues he will call me.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1GG3	HF	Open Date	03/30/2017	Built Date	08/18/2016
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	08/18/2016	Mileage	7400	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	65674	EAST HILLS CHRYSLER JEEP DODGE				
Dealer Address	2300 NORTHERN BLVD					
Dealer City	GREENVALE	Dealer State	NY	Dealer Zip	11548	
Owner		Contact Type	TELEPHONE			
Address		Home Phone				
	JAMAICA	Country	UNITED STATES			

Referra	Soc a Med a	Automotive Forums	Default Soc a Too	
Product	Body/Trim/Package	Unknown	Water Damage, Mildew	Unknown
				Leaking doors, water damage

Customer sent the following private message to pacificforums.com (dssse1364) several weeks ago: "Good Morning, I have several issues with my Pacifica. I am copying my forum post here. I would appreciate some guidance. Thanks,

My Pacifica Is Annoying Me!

Good Morning,

I have a few issues with my Pacifica Limited Edition that are really starting to annoy me. It has 5500 miles on it. I am curious if anyone else has experienced any of these problems or would like to comment on them.

1 Almost from the start when we would drive over uneven roads or into a driveway that was a little steep, the van would make creaking noises. It got so bad that you could hear the weatherstripping in the driver's door moving and making noise. Almost like the van was "flexing" too much. I took it to the dealer for an oil change and to do them about the noise. They said that the door needed to be adjusted, which they did and it was ok for about one week. Now not only is the noise back, now the passenger side door does not close properly. The door, when closed, sits about 1/8" 1/4" away from the rest of the car. So it does not sit flush with the van. You can just hear the wind noise coming through.

2 Last night during a rain storm, I saw water dripping in over the gray plastic by the passenger side on the right side where your foot would rest. I don't think this is related to the door issue because they are far apart. But who knows when it comes to water leaks.

3 Over the last week I noticed that automatic high beams would stop working. The option is still set in the Uconnect menu. When I try to move the stick on the left of the steering wheel forward and back, nothing happens. Nothing appears on the display to say that it is on or off. Strange. Eventually they will come back.

4 The lane departure seems to turn itself off on its own. There is a message that flashes on the display, but it is too fast to see. The light on the lane departure actually turns blue to show that it is off. Eventually they will come back on.

5 The handle on the rear sunroof shade makes so much noise. It rattles everything I hit a bump. It does not matter if the shade is open or closed.

I feel like I bought a very expensive rattlebox! Lots of money for a few annoying things to happen.

Any ideas? I am going to schedule a service appointment to check these issues.

Thanks,"

Writer responded: "Hi

I know your post said you were going to schedule an appointment, but have you done so already? That's definitely going to be the first step at this point. If you'd like me to make the appointment for you, I would be happy to do so. Please send your VIN if I can help.

Kor

Chrysler Social Care Specialist

Customer replied: "Hi Kor,

I made a service appointment for February 28th at my dealer.

I hope they can fix the issues.

Thanks,

██████"

Writer replied: "Thanks for the update Dan! If you feel you need any additional support or would like me to step in, please let me know!

Kor

Chrysler Social Care Specialist

Customer replied: "Hi Kor,

I had my Pacifica service for a week at East Hills Chrysler in East Hills NY.

They adjusted the passenger door and I am assuming they fixed the leak at the same time. It has not rained yet, so we will see.

They were not able to fix the noise from the latch on the rear sunroof.

The thing that is driving me nuts is the noise from the drivers door.

Whatever they did lasted just for the drive home. The noise is now not only the cunking noise, but now I hear the weatherstripping creaking worse than before. This has been an issue since I got the van.

I called the service dept. today and they said to bring it back to road test again.

This will be the third time trying to fix this problem, not to mention the other issue.

I have a brand new car that really sounds like an old rattie box.

What can you suggest to do at this point?

Thanks,

██████"

Writer replied ████████

I'd be happy to follow up with the dealership when you schedule your next appointment. If you'd like me to do that, please send me your VIN and let me know when it's scheduled.

Kor

Chrysler Social Care Specialist

Customer sent the following message on 03/27/17: "Hi Kor,

I am going to have to take the van back to the dealer again. The water leak is back again. Which means that they never found it the first time.

Is there a way that I can start some kind of record with Chrysler to document all of these issues? I would like to do that as soon as possible.

Or, to speak with a Chrysler rep.

The van is becoming more of an annoyance every day.

My VIN#: 2C4RC1GG3HR ████████

Thanks,

██████

Writer called Customer on 03/28/17. Writer was not able to get through to the numbers on file and sent Customer the following message: "Hi Dan, I have two phone numbers on file for you - one went to a plumbing service and one failed right as the voicemail was kicking in...can you let me know if either is correct, or if there is a better one for you?"

██████████
██████████

Thanks!

Kor

Chrysler Social Care Specialist

Customer responded today: "Hi Kor,

Yes those are my phone numbers. 917 921 7081 is my cell and I can be reached on that number usually. I will try to call you back after this morning, or you can try me again.

Thanks,

██████"

Customer called Writer today and discussed concerns. Customer is scheduled to bring the vehicle in on Monday 04/03/17 around 11 AM. Rental has been set for him, as he does need a minivan for his children.

Customer stated saleswoman has been involved with assisting and she may do a test drive of the vehicle, along with Service. Writer stated she would call Service and leave case and contact information. Writer also

advised she can try STAR f DLR s unsure how to proceed once veh c e arrives.

Writer called DLR and spoke with Danny n Service who took Writer's contact and case nformat on down, and advised they would call Writer when veh c e arrives on Monday. Writer will check n Monday afternoon.

***** Be ow Customer Contacted for Documentat on Request *****

on 2017 03 30 @ 16:14

***** Customer Document Received *****

Customer nvo ce received from previous service.

Customer sent the following message to pac fcaforums.com: "Kor , I dropped the van at the dealer yesterday.

They will look for the leak and try to find out what s going on with the door noises again.

The noises are still there but now with the warmer weather s might muffled. So the weather does affect the noise.

The noise from the rear sunroof handle s still there as well .

I emailed a video of the leak to the service rep. Can I send you the video as well ?

Dan"

Writer advised Customer can send video to

Writer received Customer's video on 04/04/17.

Writer called DLR and spoke to SAdanny who advised leak was found n the windsh e d, which has now been sealed. DLR also addressed the ratt e, which was caused by a piece of bad f e t ape.

Writer called Customer and LVMadv s ng DLR update, and requested Customer call back to confirm a repairs are to h s satisfaction once he s back n the veh c e. Writer planning to check n 04/10/17 f no response prior.

Customer called from . Customer stated he would key bike picking up the veh c e tomorrow morning. He stated t would key need to be warmer to hear any of the creaks he's experienced, and also would need t to rain to ensure the windsh e d s not leaking. Customer will call Writer back once he s back n the veh c e tomorrow just to follow up.

Customer called and stated SAdanny called h m th s morning and advised when SA turned on the veh c e to move t, a check engine light came on.

They will be updating the Customer on what they find soon. Writer offered to call and check n with DLR, which Customer declined. He stated he s a bit annoyed and also stated t seems "f shy," but would like to wait for SAdanny to call h m before Writer does any further follow up.

Customer called and advised he spoke with DLR and they told h m they had to order a fuel evap hose. Repairs should be completed by Monday.

Customer s not happy that he has had th s many issues with a brand new veh c e. Writer to follow up with DLR Monday morning, and also will look n to goodw options for Customer.

Customer sent the following message to pac fcaforums.com on 04/13/17:

"Kor ,

Here s a follow up.

I picked up the van on Monday. The service guy did not have the service report ready yet. He said he would email t to me th s week.

He did say that they found that the drain ne from the sunroof was clogged. That may have been causing the leak. Frankly, t was more than

likely crushed or just nstaled mproperly. I have seen that issue talked about on th s group. It could not have been clogged already. He also said that they re sealed the windsh e d. But he could show me NO evidence of that when I asked to see t. So I really do not buy that one.

The noise from the rear sunroof was quiet for about one day. They put some f e t ape on the patch which worked for the drive home.

The noise from the door I was told was from the seat. Again, I am starting to hear that noise again. The noise s affected by the weather.

When t was colder the noise was louder.

I had an oil change done there as well , but they did not reset the oil f e ndicator or put a new oil change sticker on the window. I asked f they did the oil change and was told yes. Just leaves me with a feeling that I have to question what they did.

And just for fun, on the drive home after that night, the van shut off while at a red light. Everything was off. Had to restart and the van had a rough ride for about 30 seconds. If that happened while on the highway??

The h ts keep com ng.

I w be n touch w th you next week to d scuss what we can do about my two weeks of ost use.

As for the eak, I w have to wa t and see what happens.

Dan"

***** Be ow Customer Contacted for Documentat on Request *****

on 2017 04 20 @ 14:41

W rter ca ed Customer who adv sed he st hears the sounds he ment oned, but s wa t ng to see f the eak s f xed before tak ng the veh c e back n. He a so re terated that the veh c e shut off at a comp ete stop. W rter sent nk to re mburse for one month's car payment as goodw .

***** Customer Document Rece ved *****

Customer LVM yesterday even ng stat ng he tested the w ndsh e d by spray ng t w th a hose and the eak s st present. Customer s very upset and wou d ke a ca back today to d scuss other opt ons, as he does not want the veh c e w th th s pers stent eak and the no ses and the eng ne cutt ng out.

W rter ema ed CRM Jose about TA ass stance to proper y d agnose Customer's veh c e.

Per CRM, veh c e needs to go back to the DLR and have a STAR case before TA wou d become nvo ved.

W rter ca ed Customer @ and he went over the fact that when he ordered the veh c e, t came w th ncorrect seats than he had ordered, so the dea ersh p gave them a d scount on the veh c e, so Customer was a ready upset from the beg nn ng of the purchase. The Customer does not have fa th n the dea ersh p r ght now, as t s st eak ng and the veh c e s st mak ng no se, and t seems they ake a week to f x th ngs and eave d rt and marks a over the veh c e. W rter adv sed per d scuss on w th CRM, veh c e has to go back and have a STAR case opened before a TA wou d be author zed to come ons te. Customer wou d ke W rter to speak w th the Serv ce Manager about everyth ng before Customer agrees to go back n.

W rter ca ed DLR and spoke w th SM John regard ng Customer concerns. John stated they d d not have a m n van ava ab e r ght now, but he took down the Customer nformat on and stated as soon as they have one, he w persona y ca Customer to et h m know and get an appo ntment schedu ed.

W rter ca ed Customer and adv sed she w check n tomorrow morn ng w th DLR on m n van ava ab ty, and then speak n person w th the AM, who w be n the off ce w th W rter tomorrow. Customer stated he was gett ng a ca from the DLR as he spoke to W rter, so he w ca them back, and f there s anyth ng he wants documented, he w ca W rter back. Otherw se, W rter w check n tomorrow.

Customer LVM request ng ca back.

W rter ca ed DLR and spoke w th SM John, who adv sed Customer s set to come n next Wednesday 05/03/17.

W rter ca ed Customer and he conf rmed he w be dropp ng veh c e off next week Wednesday. Customer stated veh c e s s art ng have a wet m dew sme as we w th the heavy ra n they are hav ng n NY. Customer a so ta ked to SM John about the d rty f ngerpr nts and marks n the head ner, and w be speak ng d rect y w th h m when he drops the veh c e off.

W rter spoke w th AM Chr s who adv sed he has a w ndsh e d on ho d f DLR needs to rep ace fu w ndsh e d. W rter w fo ow up on whether that s needed once veh c e goes n next week.

***** Fo ow ng Corporate Resource has been con acted *****

TAPS

on 2017 05 03 @ 11:42

CAIR ESCALATION UPDATE

SEE STAR CASE# 1 FOR INFORMATION

STAR has reached out to DLR. DLR has s ated they are resea ng the w ndow ag n.

Customer ca ed around 1:40 PM and requested a ca back to d scuss severa th ngs.

W rter ca ed back to Customer and he s upset about the w ndsh e d be ng rep aced as th s s rea y not a new veh c e anymore. Customer states he probab y wants out of the veh c e. Customer s w ng to g ve the

dealer's chance to fix the windshield. Customer drove with a tech regarding the noises and sun roof and was told maybe the weather

stripping had dried out and they could re-ubricate it. Customer is very concerned that the dealer thinks these measures will fix the vehicle.

CAIR ESCALATION UPDATE

SEE STAR CASE# 1 [REDACTED] FOR INFORMATION

Per STAR update, windshield is being resealed tomorrow by a windshield tech.

CAIR ESCALATION UPDATE

SEE STAR CASE# [REDACTED] 67 FOR INFORMATION

CAIR ESCALATION UPDATE

SEE STAR CASE# 1 [REDACTED] 7 FOR INFORMATION

Per STAR update, windshield has been resealed and will be water tested tomorrow.

Customer called and LVM requesting call back. Writer called Customer back and wanted to record that this is his fourth week without the vehicle. Customer spoke with SM John and was told they would reseat the windshield and would replace the windshield if that does not work. Writer advised she will call DLR and check on this, and Customer wants the vehicle cleaned as well.

Writer called DLR to speak with SM John. Writer was advised John was not in his office and Writer was transferred to voicemail. Writer LVM requesting call back ASAP to go over everything.

SM John called back around 2 PM and LVM advising they are water testing again tomorrow and today he is taking care of all the rattles Customer has complained of previously.

CAIR ESCALATION UPDATE

SEE STAR CASE# [REDACTED] 7 FOR INFORMATION

Per STAR update, vehicle is being sent to the body shop because they found the leak to be above the windshield seal.

Customer LVM yesterday afternoon requesting call back.

Writer called Customer back. Customer states this is the 30th day the DLR has been working on the vehicle and Customer is concerned with all that they have taken apart, it will not be like a new vehicle when it is returned to him. Writer called SM John who advised the leak is in the body above passenger side windshield, which is very uncommon, and they had to take roof rails off the car. He advised they will have to remove the windshield, and it is possible it may break in the process. DLR Brown has the other windshield on hold in case DLR needs it. SM John stated "a day or two" for repair to be complete (if windshield does not break).

CAIR ESCALATION UPDATE

SEE STAR CASE# 1 [REDACTED] 7 FOR INFORMATION

STAR trying to reach SM John.

CAIR ESCALATION UPDATE

SEE STAR [REDACTED] FOR INFORMATION

CAIR ESCALATION UPDATE

SEE STAR CASE# [REDACTED] FOR INFORMATION

STAR update; leak repair complete, SM John now addressing rattles and cleaning vehicle for Customer.

CAIR ESCALATION UPDATE

SEE STAR CASE# [REDACTED] 67 FOR INFORMATION

CAIR ESCALATION CLOSURE

SEE STAR CASE# [REDACTED] FOR INFORMATION

STAR case closed.

***** Below Customer Contacted for Documentation Request *****

komeca.thomas@fcagroup.com on 2017 05 24 @ 14:10

Customer LVM Friday afternoon advising he was told by DLR vehicle should be done by 05/22/17. Customer reiterated how annoyed he is with the process, how long this has taken, and how unhappy he has been with the service at the DLR.

***** Below Customer Contacted for Documentation Request *****

komeca.thomas@fcagroup.com on 2017 05 25 @ 09:15

Lines 308 309 and 314 315 can be disregarded.

Customer monthly payment is \$584 per month. Writer reimbursing for two months payment to total \$1168.

Check over mail, reassigned to 82C, Writer requesting approval from Manager.

Check approved.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1EGX	HR5	Open Date	03/30/2017	Built Date	06/27/2016	
Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON			
In Service Dt	06/28/2016	Mileage	7100	Dealer Zone	35	WASHINGTON	
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US	
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ERF	3.6L V6 24V WT ENGINE					
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS					
Dealer	44995	SOLOMON CHRYLER JEEP DODGE BROWNSVILLE					
Dealer Address	409 NATIONAL PIKE W						
Dealer City	BROWNSVILLE			Dealer State	PA	Dealer Zip 15417	
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	PITTSBURGH					Country	UNITED STATES

Product Unknown Unknown Sta ng Default

Dea er By Pass Default Default Default

Br ef y summar z e why the customer s contact ng Chrys er: customer s seek ng why the ssue for the s a ng that the veh c e keeps hav ng.

*

Br ef y summar z e what the customer s expect ng: customer s seek ng to get ass stance

*

Agent adv sed customer that the case s be ng esca ated to another department for ass s ance.

*Customer adv sed that they w be contacted w th n two (2) bus nesses days, by COB the r t me

Customer ema address for case updates:

Preferred mom ng/m dday ca back number s

Preferred afternoon/even ng ca back number

Who has possess on of the veh c e? Customer

Customer's preferred dea er:

Veh c e Concerns: customer stated that the veh c e s s a ng out aga n for the 3rd t me and wou d ke the veh c e buyback or the veh c e f xed Reass gned to 82H

*

*****See f e# for same concern addressed by MFY.*****

Wt ter w ass gn back to MFY for hand ng.

Ca ed owner back today. Owner was n for no s art back n Dec 2016 and Jan (2017) battery was found fau ty and rep aced at 68305 THREE RIVERS. I ca ed the dea er, spoke w th SM Frank at 68305 he stated that owner s a bus ness nk Customer and wou d be better for owner to return to 44995 Customer stated that veh c e wou d not start aga n so towed to SOLOMON to se ng dea ersh p (44995). Customer stated he may need a renta veh c e. Customer upset as th s veh c e s spec a zed for funera home and has mod's to the foor board ns de the veh c e (ro ers for caskets). Cust stated veh c e s at 44995 SOLOMON r ght now and w g ve them a few days to see f they can repa r th s under the warranty. I prov ded Customer my d rect ne for any future event. Ca ed dea er SM J m Leventy..724 785 8000 n the po nt of contact.

***** Fo ow ng Corporate Resource has been con acted *****

TAPS

on 2017 04 03 @ 11:30

CAIR ESCALATION UPDATE

SEE STAR CASE# FOR INFORMATION

CAIR ESCALATION UPDATE

SEE STAR CASE# 1 FOR INFORMATION

CAIR ESCALATION UPDATE

SEE STAR CASE# FOR INFORMATION

Techn ca support has adv sed d spatch of the oca TA to perform a bus og test.

CAIR ESCALATION UPDATE

SEE STAR FOR INFORMATION

Techn c an updates nd cates that M dtron x test ng performed passed. J m states battery vo tage was at 12.70 vo ts after s tt ng overn ght.

J m reviewed w th F e d Tech and st unab e to dup cate. Ro #88852.
Provided J m w th my d rect ne f anyth ng can be found or rep cated
n next few days. No sta or hard start or no s art s revea ng tse f.

CAIR ESCALATION UPDATE

SEE STAR CASE# [REDACTED] 1 FOR INFORMATION

J m Leventry SM road tested for 112 m es road tested to h m home and
back cou d not f nd anyth ng wrong he says dur ng dr ve cyc e ent re tr p
vo ts were we over 14.0 14.3 vts ma nta ned and no sta , cut out or
anytroub e was fe t or present. Adv sed d r ets check w th STAR one
f na t me now that test ng s comp eted and have them adv se of a re ease
f so.

CAIR ESCALATION CLOSURE

SEE STAR CASE# [REDACTED] FOR INFORMATION

Incom ng ca from owner. Owner states he has rece ved no sat sfact on.

Wr ter apo og zed. Customer requests to speak to a case manager. Wr ter
adv sed w refer to CM work ng w th customer just recent y.

Rece ved a ca back from customer who eft me 1 vo ce ma today w th
profane nguage. Customer used derogatory word n h s vo ce ma on my
d rect ne. Customer has eft a vo ce ma today. Wr ter w fo ow up
w th customer e ther today or Monday and Wr ter s track ng f e.

J m stated he ta ked w th Customer. J m exp a ned he s send ng Doug
Achenbach (TA) an ema back today. J m adv sed Customer ca ed dea er
and adv sed h m veh c e needed to be jumped to start the car aga n.

Veh c e was re eased on 4 11 but owner has ca ed back 4 21 adv s ng aga n
of a resurface of the ow battery amp. customer jump s arted the veh c e
aga n and t s arted up okay.

Tech support has not reso ved. Wr ter ema ed TA Doug as Achenbach w th
request for nvo vement. Contacted customer back today and exp a ned our
nterest s to exam ne whatever may be wrong w th the veh c e and repa r
t. Wr ter offered owner 1 car payment refund. Customer dec ned he sa d
he just wants the veh c e repa rs done r ght. Ca ed dea er today, veh c e
worked f ne over the weekend so owner d d not return to dea er. Wr ter
adv sed owner to et me know f he had any other prob ems and prov ded my
d rect ne. TA adv ses wou d be more cose y nvo ved f owner br ngs
back to the dea ersh p.

Customer stated that veh c e was okay for about two weeks. Now, the
veh c e w not s art aga n. Referred owner back to the dea er and
roads de phone. W author ze a renta to further exam ne and test t.
Customer stated he s nterested nstead of f ng for t gat on,
customer swore many profan tes. Wr ter apo og zed to owner exp a ned
mportance of another dea er vs t. He d sconnected on wr ter us ng many
swear words. Wr ter adv sed n order for FCA to he p he needs to br ng
back to an author zed dea er.

Incom ng ca from customer. Customer states he s try ng to get re ef
w th veh c e repa rs. Customer states h s Pac f ca s n the dr veway
w th a no s art cond t on. Wr ter offered to setup renta and tow on
beha f of customer, customer dec ned. Customer states he s work ng w th
h s se ng dea er SOLOMON CHRYSLER. Customer states he w ca back.
Customer states best contact# [REDACTED]. Wr ter ca ed J m Leventry SM
who sa d h s Tom Sheehan AM. Wr ter spoke w th AM about owner's concerns
and J m and Tom both agree to d spatch a tow truck to p ck up veh c e
and br ng back to dea er. Wr ter agreed to ass st w th refund ng dea er
for the tow. Contacted the Customer today and adv sed both TA and AM
agreed to further be nvo ved f owner wou d be a ow ng us to tow t
back.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1GG0	HF	Open Date	04/02/2017	Built Date	11/01/2016
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	11/04/2016	Mileage	1200	Dealer Zone	63	DALLAS
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PRV	VELVET RED PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	44565	FRANK FLETCHER DODGE CHRYSLER JEEP				
Dealer Address	5922 WARDEN RD.					
Dealer City	SHERWOOD			Dealer State	AR	Dealer Zip 72120
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	JACKSONVILLE AR				Country	UNITED STATES

Product Unknown	Unknown	Sta ng	Defau t	sta ed a coup e of t mes
Product Electr ca	Body Wr ng	Defect ve	Defau t	
Corporate E Re mbursement	Defau t	Defau t	Defau t	Goodw Payment

Br ef y summar æ why the customer s contact ng Chrys er: customer s seek ng to have the ssue w th the sta ng and that the veh c e had th s ssues 3 t mes. Customer nformed that t been to the 2nd t me for the ssue. He just bought th s veh c e on 03/20/2017

*

Br ef y summar æ what the customer s expect ng: customer wou d ke the veh c e f xed.

*

Agent adv sed customer that the case s be ng esca ated to another Department for revew.

*

Customer adv sed that they w be contacted w th n two (2) bus nesses days, by COB the r t me

Customer ema address for case updates:

Preferred mom ng/r m dday ca back number s

Who has possess on of the veh c e? Customer

Customer's preferred dea er: FRANK FLETCHER DODGE CHRYSLER JEEP

Veh c e Concerns: customer s hav ng ssues w th the veh c e s a ng

out 3 t mes s nce they bought the veh c e

Reass gned to 82H

*

CUSTOMER CONTACT 4/4 Wr ter d a ed customer , spoke to customer. Customer states he s n a oaner Pac f ca. Customer states the veh c e has sta ed prevous y. Wr ter apo og zed for concerns and adv sed w work w th dea er. Wr ter prov ded contact#. Thanked customer. Ended ca .

Wr ter d a ed dea er, eft message for SMR chard. Prov ded VIN#, contact#

Incom ng ca from SM SMs ates the shop foreman Dav d s work ng on veh c e and has dup cated. SMs ates the d rect contact# for Dav d s 501 690 5809

Incom ng ca from customer. Customer states h s frst payment s due n May. Wr ter adv sed upon repa r, we w goodw frst month y payment. Customer states s apprec at ve. Wr te thanked customer. Ended ca . Wr ter d a ed 501 690 5809 , eft message for Tech Dav d. Prov ded VIN#, contact#. Requested ca back

CUSTOMER CONTACT 4/7 Wr ter d a ed customer spoke to customer. Customer states w fax over statement. Wr ter prov ded fax number.

Wr ter d a ed 501 690 5809 , spoke to tech Dva d. Dav d states he d d a gn some p ns on PDC w th no contact. Tech states he w re ease veh today.

***** Be ow Customer Contacted for Documentat on Request *****

fo507@chrys er.com on 2017 04 07 @ 11:19

***** Customer Document Rece ved *****

Customer Document Revewed.

CUSTOMER CONTACT 4/10 Writer dialed customer at [REDACTED], spoke to customer. Customer states all's well with vehicle and he's satisfied.

Writer advised w/ goodwill 629.97 as one time goodwill. Writer confirmed address. Thanked customer. Ended call.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1DG2	HF	Open Date	04/03/2017	Built Date	06/21/2016
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
In Service Dt	06/22/2016	Mileage	11000	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	60388	PERFORMANCE CHRYSLER JEEP DODGE				
Dealer Address	1130 AUTO MALL DRIVE					
Dealer City	COLUMBUS			Dealer State	OH	Dealer Zip 43228
Owner					Contact Type	TELEPHONE
Address	N				Home Phone	
	OCEANSIDE				Country	UNITED STATES

Product Dr vab ty Unknown Sta ng Defau t	Customer's vehc e w shout off wh e dr vng.
Product Dr vab ty Unknown Hes tat on/No Power Defau t	

Customer seek ng ass stance w th:

[Customer ca ed n because the veh c e s at the DLR r ght now and the DLR have tr ed to fx the ssues she s havng but aren't ab e to.

Customer states that the veh c e s just turn ng off wh e dr vng, a the ghts w come on then veh c e shouts off. The rpm's w go up and the veh c e doesn't move for a moment. The customer states the a started a few months ago, it started w th the ghts ns de the veh c e wou d shout off wh e dr vng. Then the back up came wou dn't come on. Customer states they have been havng a ot of ectr ca ssues.

Customer states that the DLR has been tryng but now are bas ca yte her to p ck the veh c e. Customer states she s stuck n OH because of th s veh c e. Customer s not happy, Customer fee s that f th s doesn't get fxed that next tme t shouts off t w be on the h ghway.]

Customer expect ng:

[Customer s ask ng for he p to get her veh c e fxed].

Agent adv sed w esca ate to case manager.

Fo ow up w occur w th n 1 bus ness day by COB customer tme.

Preferred phone number: [REDACTED]

Ear est ca tme: 8am

Latest ca tme: 8pm

Updates va text: Y/N [REDACTED]

Updates va ema : Y/N [REDACTED]

Veh c e ocat on: [Dea er]

Date and Tme of Appo ntment: [Veh c e s at the DLR].

Conf med appo ntment w th: [60388 PERFORMANCE CHRYSLER JEEP DODGE(614 272 0000)]

Customer n ren a : N

Author zed by: N/A

Renta start date: [Date] N/A

Customer states that she has not rece ved a ca back from a CM. Customer states that she does not fee safe dr vng the veh c e espec a yw th her ch dren n t. Customer states that t has shut off once on her a ready. Customer states that the dea ersh p ca ed her to p ck up the veh c e ton ght, that they put a f ght recorder and for her to dr ve t for a week then br ng the veh c e back.

Agent adv sed customer that her Ca r has been sent for further revew and that she w rece ve a ca back.

Customer s seek ng a ca back as soon as poss b e as she fee s that th s an urgent ssue.

customer ca ng ssue w th the car does not fee safe n the car they want her to p ck up her car wants to speak to a case manger soon

Chrys er CAC agent ca s to be transferred to the CM

Wr ter adv sed the agent that the case s n 82H area and she needs to speak w th her TL to f nd out the rest.

agent adv se customer w get a ca back w th n end of bus ness day

Customer ca ed back seek ng to speak to a CM as her case was sent up 2 days ago and she was to d t wou d be a 1 bus ness day ca back. AC 24544 says t w be a 1 to 2 bus ness day ca back. Agent nformed TL AC1475

and he will send an email to 82H.

Customer is calling again and would like to speak to a manager or supervisor. Customer has been waiting for a phone call since Monday. Customer isn't happy and wants this to be dealt with, Customer is stating that the vehicle needs to be picked up from the DLR, Customer doesn't feel safe and doesn't want to drive the vehicle until it's fixed.

****Agent Advised****

Writer advised the customer that an email was sent to that department last night and she will get a call back today. The customer is very upset and would please like a call back today. The customer is 3000 miles away from home because of this. Customer states she needs a call by noon she will be able to take further action. Customer states she has been waiting long enough.

*****82H*****

Writer contacted owner to address above engineering concern. Owner states that the dealer cannot duplicate the starting issue and have placed a copy of the vehicle, and wants the owner to drive the vehicle for a week with the copy to assist in duplicating the starting concern. Owner states that the dealer has provided owner with a rental vehicle to use while the owner's vehicle was down for diagnosis. Writer advised owner that the vehicle will be repaired according to the factory 3/36 warranty. Owner states that she does not feel safe in the vehicle and will contact her lawyer and the state attorney general regarding the lemon law. Writer advised owner that owner's intent is documented. SMM is calling from performance Dodge. He has had the vehicle over a week had since 29th of March and driven 90 miles on it has had prior issues in California, Customer wants DLR to have another week, to week and a half to see about diagnosing. Customer says the complete electrical failure happens within a 3 week period. He is looking for extended loaner time, he is willing to open a star case.

Agent advised the SM to contact his AM to get the extended loaner coverage and that yes he should open the star case on his own.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1GG6	HF	Open Date	04/03/2017	Built Date	11/30/2016
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	12/01/2016	Mileage	4000	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PW2	TUSK WHITE				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	68596	TOWN & COUNTRY JEEP CHRYSLER DODGE				
Dealer Address	3156 HEMPSTEAD TPKE					
Dealer City	LEVITTOWN			Dealer State	NY	Dealer Zip 11756
Owner					Contact Type	TELEPHONE
Address	T				Home Phone	
	BROOKLYN NY1				Country	UNITED STATES

Product Electr ca Power Seats Defect ve Unknown Seek ng Lemon Law

***** Be ow Customer Contacted for Documentat on Request *****

on 2017 04 03 @ 12:10

*****Customer Email Address Updated*****

Customer has updated the email address from to

for further communication or for surveys.

Status update provided via email to the following email address:

H, th s s Paula from Chrysler Customer Care. As requested your case number s 31387307. Thank you for choosing Chrysler.

PP939

End of Status Update

***** 91L Review *****

*****Case Escalated to I2R*****

Reviewed Warranty History which determined this case should be escalated to I2R for case management.

Customer called in because she hasn't got a callback yet. Customer states she would like her issue to be done. Customer is going out of the country on 04/09/2017 and would like some answers before then.

Customer was told that she would receive a callback today because it was sent to another department yesterday.

CASE HAS BEEN ASSIGNED TO I2R, CASE MANAGER PATRICIA. IF CUSTOMER CALLS

IN PLEASE HAVE THEM CALL CMPATRICIA AT 214 583 2171. THANK YOU.

Status update provided via email to the following email address:

Your case has been assigned to me for Special Handling. I am your case manager Patricia and I am available to speak with you Monday through Friday, 8:00 a.m. to 4:30 p.m. C.S.T. If I am not available, please leave a voice message at and let me know the best time that I may reach you.

End of Status Update

28 AM User Comment by Patricia Johnson: Placed in a callback queue. I explained that she has been escalated to me for special handling and I would like to assist with her concerns. I provided my name and number.

>>Customer states vehicle has stalled on her three times, she has been stuck in the snow, sensors are delayed, having issues with doors and a so back seat is stuck. Customer states vehicle had to be towed to dealer. Customer states at this point she has wasted too much money on repairing this vehicle and it's more trouble than it's worth so wants to return vehicle. Apologized to customer for issues and explained resolution process. Inquired about what vehicle dealer has been too customer advised a private dealer. Advised our resolutions always start with repairing vehicle under manufacturer warranty and since vehicle has not been to an authorized DJC dealer we will need to get it there for diagnosis and repair. Customer states she has receipts from the private dealer of repairs. Advised unfortunately would not be able to use those. Customer then inquired about buy back or replacement advised would not be

able to offer at this time. Customer requested I can make her an appointment at the closest dealer to Zip 11204 advised looks like it would be Bay Ridge (60489). Customer states she will contact them to make appointment. Advised please let me know when vehicle goes to dealer. Customer agreed<<

4/11/2017 11:05:41 AM: User Comment by Patricia Johnson: >>Made attempt to reach customer concerning status of vehicle but unable to reach LVM with contact info<<

4/14/2017 2:50:21 PM: User Comment by Patricia Johnson: Returned call to customer due to VM received but unable to reach LVM with contact info

4/18/2017 2:33:09 PM: User Comment by Patricia Johnson: >>Made attempt to reach customer concerning status of vehicle but unable to reach LVM with contact info<<

4/18/2017 2:34:35 PM: User Comment by Patricia Johnson: >>Called dealer 60489 and spoke with Ashley who states customer has appointment 04/26 at 9:30<<

4/26/2017 10:49:48 AM: User Comment by Patricia Johnson: >>Received call from customer who states vehicle is at dealer 60489 as of this morning. Customer also states she took vehicle on vacation and while on vacation had an issue with vehicle braking on its own due to front vehicle not free safe in vehicle they rented a vehicle while on vacation. Customer wants to know who will reimburse for that. Advised I can only reimburse for rental vehicle and for repairs. Customer requested we will reimburse for vehicle being at dealer now advised up to 35.00 a day. Customer also requested about being reimbursed for towing vehicle to dealer advised we do have free roadside assistance. Also advised customer if she has concerns about the brake safety feature it can be disabled. Customer states she does not want to disable it that was one of the reasons she purchased it she just does not like how fast it stops vehicle. It does not slow into process like other brands of vehicles that she has driven with feature. Advised unfortunately it is determined that feature is working as it should there would be nothing I can do about that. Customer then stated safety feature is unsafe. Apologized that she feels that way and advised will follow up on 05/01<<

***** Following Corporate Resource has been contacted *****

TAPS

on 2017 04 26 @ 12:19

4/26/2017 11:31:13 AM: User Comment by Patricia Johnson: >>Called dealer 60489 and spoke with SAM Ke who verified vehicle at dealer and provided RO info<<

CAIR ESCALATION UPDATE

SEE STAR CASE# [REDACTED] 3 FOR INFORMATION

CAIR ESCALATION UPDATE

SEE STAR CASE# 1 [REDACTED] FOR INFORMATION

4/27/2017 12:23:56 PM: User Comment by Patricia Johnson: >>Returned call to SAM Ke at dealer 60489 due to VM received dealer states will not be able to look at vehicle until Monday<<

4/27/2017 12:39:02 PM: User Comment by Patricia Johnson: >>Received call from customer who states she just got a call from the dealer who states they will not be able to look at vehicle until Monday. Customer states she is on rental and wants it covered advised can cover rental up to 35.00 a day as previously discussed customer states she could not find a rental for that amount so her rental is 65.00 a day advised unable to cover that amount. Customer requested to speak with someone who could advise unfortunately no one here would be able to do that. Customer requested what is her other option advised she can pick up her vehicle and return rental until dealer can look at vehicle. Customer states she does not have the time for that. Apologized to customer who disconnected call <<

CAIR ESCALATION UPDATE

SEE STAR CASE# [REDACTED] FOR INFORMATION

5/2/2017 12:23:19 PM: User Comment by Patricia Johnson: >>Called dealer 60489 and spoke with SAM Ke who advised technician so will have to give me a call back with a status update<<

5/3/2017 3:17:45 PM: User Comment by Patricia Johnson: >>Called dealer 68596 and spoke with SAM Ke who states vehicle repaired and ready for pick up. Inquired if he worked with STAR dealer states was not aware that he was supposed to advise STAR has been trying to reach him concerning

vehicle and reviewed STAR notes. Advised to please reach out to STAR before returning vehicle to customer<<

5/3/2017 3:22:41 PM: User Comment by Patricia Johnson: >>Returned car to customer who states dealer contacted her and advised vehicle was repaired and ready for pickup so she will be picking it up tomorrow. Expended that I spoke with dealer and they never responded to STAR concerning vehicle repairs so I requested that they keep vehicle until that's done. Customer agreed to let dealer keep vehicle as long as rental will be covered advised will reimburse the 35.00 a day. Advised once out of rental will have her send me final receipt then will process reimbursement<<

CAIR ESCALATION CLOSURE

SEE STAR CASE# 1 [REDACTED] 3 FOR INFORMATION

5/5/2017 11:27:48 AM: User Comment by Patricia Johnson: >>Made attempt to reach customer but unable to reach LVM with contact info<<

5/5/2017 11:46:55 AM: User Comment by Patricia Johnson: >>Received call from customer who verified picked up vehicle. Advised to please take time to test drive and will follow up on 05/10. Customer inquired about reimbursement for rental. Advised to please send receipt and sent documentation on request<<

***** Below Customer Contacted for Documentation on Request *****

[REDACTED] on 2017 05 05 @ 12:47

***** Customer Document Received *****

5/11/2017 12:48:18 PM: User Comment by Patricia Johnson: >>Called dealer 60489 and spoke with SAM who requested to have copy of RO faxed<<

5/11/2017 12:51:37 PM: User Comment by Patricia Johnson: >>Called customer to inquire about status of vehicle but customer advised would have to give me a call back<<

***** Below Customer Contacted for Documentation on Request *****

[REDACTED] on 2017 05 11 @ 13:56

5/11/2017 12:58:01 PM: User Comment by Patricia Johnson: >>Received call from customer inquired about status of vehicle customer states seems to be repaired at this time. Offered to reimburse one month payment customer accepted. Advised of documentation needed and sent request. Advised once received should receive check for payment and rental reimbursement in about 3-4 weeks<<

***** Customer Document Received *****

***** Below Customer Contacted for Documentation on Request *****

Patricia.Johnson@stercycle.com on 2017 05 22 @ 10:31

5/22/2017 9:41:38 AM: User Comment by Patricia Johnson: >>Returned car to customer who states her AC's not working again and wants to know the next step. Advised compensation would be put on hold and would have to get vehicle back to dealer. Customer does not want to go back to dealer 60489. Provided alternate dealer 60698. Customer will contact dealer and give me a call about appointment<<

***** Customer Document Received *****

5/23/2017 12:30:48 PM: User Comment by Patricia Johnson: >>Received call from SA Lewis at dealer 60698 who states diagnosed vehicle and there's a puncture in condenser and it needs to be replaced. Dealer advised not covered under warranty<<

5/23/2017 12:42:19 PM: User Comment by Patricia Johnson: >>Made attempt to reach customer but unable to reach LVM with contact info<<

5/23/2017 1:27:27 PM: User Comment by Patricia Johnson: >>Received call back from customer due to VM received advised that dealer states her condenser has a hole and needs to be replaced but unfortunately it would not be covered under warranty. Also advised since current issue not a warranty matter would not be able to reimburse for current rental. Advised will go ahead and reimburse for first rental. Customer inquired about previous offer to reimburse one month payment advised due to vehicle was repaired at the time I can go ahead and process reimbursement<<

Writer is suggesting reimbursement as a goodwill gesture for customer satisfaction.

Customer's proof of payment attached to CAIR (Y/N): Y
Mileage: 5623

Date of repairs(s): 5/3/17

Additional pertinent information: Offered to reimburse 1 payment of \$529.43 for repairs on (AC, Alignment) and days down + \$326.36 for 9

days Renta (4/27/17 5/5/17) wh e veh c e was n for Serv ce for var ous
veh c e concerns, reference RO [REDACTED] \$855.79 tota re mbursement.
Wr ter s subm tt ng check for approva n the amount of: \$855.79
CNA f ag (Y/N): N

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1DG7	HF	Open Date	04/04/2017	Built Date	11/22/2016
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
In Service Dt	11/22/2016	Mileage	2000	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	68567	SHELBY MOTORS LLC				
Dealer Address	1310 EAST DIXON BOULEVARD					
Dealer City	SHELBY	Dealer State		NC	Dealer Zip	28150
Owner		H	Contact Type		TELEPHONE	
Address				Home Phone		
	SALISBURY		Country		UNITED STATES	

Product: Electr ca TV/DVD Interm tment or Inoperat ve Vdeo DVD screen w not turn on

Br ef y summar z e why the customer s contact ng Chrys er: Customer had ca ed to nqu re about h s veh c e because he had just p cked t up from the DLR and the customer s s tt ng n the veh c e and was try ng to watch a move on the DVD p ayer but the DVD p ayer w not turn on and the screen rema ns b ack. Agent adv sed the customer that he wou d have to take the Veh c e back to the DLR and get t ooked at. Agent a so nformed the customer that the case wou d be esca ated to CM for further ass stance.

Br ef y summar z e what the customer s expect ng: DVD p ayer to work
 ****UConnect Case Management Esca at on****

Customer adv sed a ca b ack s requ red and w take p ace w th n one bus ness day by COB the r t me

Preferred Morn ng/Mdday ca b ack number s

Preferred Afternoon/Even ng ca b ack number s

Customer ema address for case updates:

****Outbound Customer Contact 1st attempt****

CM contacted customer and rece ved a message that sa d memory s fu , p ease enter access code.

Veh c e s at the dea ersh p GERRY WOOD CHRYSLER JEEP DODGE (68709)

Update tr ggered by S22225L

Ce S Customer eav ng better contact number for case manager DB1793 Customer ment on ng on go ng ssues has been n for 3 attempts to repa r no reso ut on.

****Outbound Customer Contact****

CM contacted customer and rece ved Vo ce Ma . CM eft message for a ca b ack.

Br ef y summar z e why the customer s contact ng Chrys er: Customer ca ed seek ng to speak w th CM. Agent nformed she w document and have CM return the ca .

****Outbound Customer Contact****

CM contacted customer. Customer states she dropped veh c e off at GERRY WOO dea e h p on he 5 h and cu ome go a ca o p c veh c e up today as the DVD p ayer s now work ng and reso ved. CM adv sed that once the veh c e s p cked up to contact CM to adv se that everyth ng s work ng. Customer s ates she has had other ssues w th the veh c e s nce purchase. Customer states she purchased veh c e n January and ts been n the dea ersh p 3 4 t mes a ready. Customer states that on FEB 2nd the veh c e wou d not s art. Customer states about 5 10 m nutes ater t started. Customer s ates on March 7th the veh c e sta ed and had no power. Customer states she con acted roads de and about 5 m nutes ater the veh c e started so customer cance ed roads de and drove the veh c e to the dea ersh p. Dea ersh p had veh c e from March 7th unt March 11th. Customer states she p cked veh c e up and the veh c e then sta ed aga n on March 23rd and then started back up after a few m nutes. Dea ersh p then had the veh c e from March 27th unt Apr 4th and dea ersh p s ated they were not ab e to dup cate the ssue. CM adv sed that she wou d send case up to the proper department as soon as customer conf rms the DVD p ayer s work ng proper y.

****Outbound Customer Contact****

CM contacted customer. Customer advised that she picked vehicle up and the DVD player is now working great. Customer stated the starting issue is still not resolved and is looking for further assistance on resolving the issue.

Customer seeking assistance with:

Customer states her vehicle is at the time and takes about 5 minutes to start once started. As per notes 3148 has a dates of the starting issue and dealer appointments.

Customer expecting:

Customer expecting resolution for her vehicle to be repaired.

Agent advised we escalate to case manager.

Follow up will occur within 1 business day by COB customer time.

Preferred phone number: 3

Earliest call time: 9:00AM

Latest call time: 9:00PM

Updates via text: N

Updates via email: N

Vehicle location: Customer

Date and Time of Appointment: [Insert Date and Time].

Confirmed appointment with: [Dealer and Dealer Contact]

Customer reference: N

Authorized by:

Rental start date: [Date]

*****82H*****

Writer contacted owner to address above intermittent engine starting concern at listed phone number. There was no answer and no voicemail to leave a message. Writer will attempt call back at a later time.

Writer made second call to listed phone number. Again, there was no answer and no voicemail to leave a message.

*****ATTN*****

If customer calls back, please obtain a valid phone number with a working voicemail to contact the customer. Thanks!!

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1BG1	HF1	Open Date	04/04/2017	Built Date	10/05/2016	
Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON			
In Service Dt	10/06/2016	Mileage	12833	Dealer Zone	35	WASHINGTON	
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US	
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ERF	3.6L V6 24V WT ENGINE					
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS					
Dealer	63474	JONES CHRYSLER					
Dealer Address	1510 BELAIR ROAD						
Dealer City	BEL AIR			Dealer State	MD	Dealer Zip 21014	
Owner					Contact Type	UCONNECT	
Address					Home Phone		
	ROSEDALE					Country	UNITED STATES

Product Dr vab ty Unknown Sta ng Defau t	the vehc e s a ed and shut down
Corporate SurveyBy Pass No D agnos s Defau t Defau t	

Br ef y summar ze why the customer s contact ng Chrys er: Customer stated he has had a ot of prob ems w th the veh c e. Customer stated he has been n the DLr 7 10 t mes w th d fferent ssues. Customer s ated h s veh c e shut off wh e dr vng and when he got t off the road t sa d to park and turn veh c e back on . Customer sa d t took aw h e to get the veh c e started. Customer stated a so when the veh c e sta ed that ghts were f ash ng on the dash. Customer stated he doesn't ke dr vng the veh c e . Customer stated what f he's n an acc dent.

Br ef y summar ze what the customer s expect ng: see above

****Agent Adv sed****

Agent adv sed the customer to take the veh c e nto a d fferent d r s nce the DLR he took t too sa d they are too busy to ook at h s veh c e and cou dn't ook at t unt next Wednesday. Agent gave customer DLR Thompson Chrys er Dodge Jeep
124 N Po nt B vd
Ba t more, MD 21224 1819
(410) 288 3100 nformat on. Agent adv sed customer to ake h s veh c e to th s dea er to get t serv ced faster.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1GG7	HR5	Open Date	04/07/2017	Built Date	09/20/2016
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	09/20/2016	Mileage	8000	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	41383	ORLANDO DODGE CHRYSLER JEEP				
Dealer Address	4101 WEST COLONIAL DRIVE					
Dealer City	ORLANDO	Dealer State	FL	Dealer Zip	32808	
Owner		Contact Type	TELEPHONE			
Address		Home Phone				
	CLERMONT	Country	UNITED STATES			

Corporate Product Information Default Default Default Engine code information

Customer called because he had a sudden power loss with his car for a brief moment and then it got reconnected. Customer took the car to the dealership but they couldn't replicate the problem after keeping it for 1.5 days. Customer called to see if we could tell him anything about it. Agent advised that we would apologize on the dealership and the technician who worked on the car and offered to make a call on his behalf at the dealership. Customer decided stating that he is going to the dealership as a ready.

Briefly summarize why the customer is contacting Chrysler: Refer to line 1 to 8

Briefly summarize what the customer is expecting: Information as to why his engine lost power once. Agent offered to act as a dealer on his behalf. Customer decided stating he is ready going there.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1GG9	HF	Open Date	04/09/2017	Built Date	06/17/2016
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	06/18/2016	Mileage	12222	Dealer Zone		
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PRV	VELVET RED PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer						
Dealer Address						
Dealer City		Dealer State		Dealer Zip		
Owner		Contact Type	E MAIL			
Address		Home Phone				
	SEVERNAPARK MD2	Country	UNITED STATES			

Corporate	Survey By Pass	No Response / Unab e To Reach	Defau t	Defau t	
Product	Unknown	Unknown	Sta ng	Defau t	Sta ng wh e dr vng

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Van stops go ng wh e t s n Dr ve

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Tw ce now t has occurred that wh e I am dr vng forward, sudden y the car stops mov ng forward when I am app yng the gas peda . I have had to pu over. The dash te s me that the "car needs to be p aced n Park and then can be put nto the gear of cho ce" The car was a ready n dr ve. I took t to my dea er after both occurrences. They were not ab e to reproduce the prob em, and the car d d not g ve them any prob em codes, so they sa d there wasn't anyth ng they cou d do about t. I'm not rea y happy about th s s tuat on. Thankfu y both t mes t happened I was ab e to safe ypu over. I am concerned that t w happen aga n, as there has been no address ng of the prob em. P ease contact me about a so ut on, th s s my da ydr vng veh ce and t s our fam y car as we .

*****END OF CUSTOMER EMAIL*****

Dear A

Thank you for contact ng the FCA Customer Ass stance Center.

I am sorry to eam of the ssue you are exper enc ng w th your 2017 Pac f ca. As a veh ce owner I can certa n y understand the concern th s can cause not to ment on the frustrat on.

Due to the nature of your concern, I have forwarded your case to a more appropr ate area for the r attent on and response. One of our Case Managers w be n con act you w th n 12 bus ness days at the number provided n your ema to d scuss your concerns further.

Our hope s that th s referra w prov de you the best opportun ty to address the ssues you are exper enc ng.

Thank you aga n for your ema . Shou d you requ re add tona ass stance, or have any new nformat on to prov de, p ease rep y to th s ema message or ca 1 800 247 9753.

S ncere y,

Be nda

Customer Serv ce Representat ve

FCA Customer Ass stance Center

*****END OF CAC EMAIL*****

As per Answer ID 24544 Reass gned to 82H

CUSTOMER CONTACT 4/10 Wr ter d a ed customer at , eft message. Wr ter adv sed ca ng regard ng ema concern. Prov ded contact#, hours of operat on. Thanked customer. Ended ca . Status update prov ded v a ema to the fo ow ng ema address:

He o Mr. or Mrs. Th s s Franc w th FCA/Chrys er Corporate, I have tr ed reach ng you regard ng your Chrys er Pac f ca. I have tr ed reach ng you regard ng the ema you sent. If you need add tona he p or have any quest ons, p ease ca me d rect y f needed.

Thank You

Franc

Corporate Spec a st ?FCA/CHRYSLER/DODGE/JEEP/RAM/FIAT/ALFA ROMEO

Phone: 586 274 8172

Hours: Monday Fr day 7:30AM 4:15 PM Eastern

End of Status Update

CUSTOMER CONTACT 4/11 Wrtter d a ed customer [REDACTED], eft
message. Prov ded contact#, hours of operat on. Thanked customer. Ended
ca .

CUSTOMER CONTACT 4/14 Wrtter d a ed customer at [REDACTED], eft
message. Prov ded contact#, hours of operat on. Thanked customer. Ended
ca .

Customer Assistance Inquiry Record (CAIR)#

3

VIN	2C4RC1BG5	HR6	Open Date	04/09/2017	Built Date	10/12/2016	
Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON			
In Service Dt	10/12/2016	Mileage	1348	Dealer Zone			
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PRV	VELVET RED PEARL COAT					
Engine	ERF	3.6L V6 24V WT ENGINE					
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS					
Dealer	99999						
Dealer Address							
Dealer City				Dealer State		Dealer Zip	
Owner						Contact Type	ROADSIDE
Address						Home Phone	
	FRANKFORT IN					Country	UNITED STATES

Corporate Roads de Services Warranty S art/Sta Defau t

Roads de Assistance Contacted DATE : 2017 04 09

Road S de F e Created 04 09 17 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

VETERANS MEMORIAL PKWY S 650 SAGAMORE PKWY S

U.S. 231

LAFAYETTE LAFAYETTE

IN USA IN

STALLED // CUST IS ABOUT 1/2 MILE FROM US 231//

DEALER CODE : 87875

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1CG4	HF	Open Date	04/13/2017	Built Date	05/03/2016
Model Year	2017	Body	RUCL53	CHRYSLER PACIFICA LX WAGON		
In Service Dt	05/08/2016	Mileage	13970	Dealer Zone		
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	99999					
Dealer Address						
Dealer City		Dealer State		Dealer Zip		
Owner		Contact Type	ROADSIDE			
Address		Home Phone				
	BROOKLYN NY	Country	UNITED STATES			

Corporate Roads de Services Warranty S art/Sta Defau t

Roads de Assistance Contacted DATE : 2017 04 13

Road Service Created 04 13 17 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

MEMORIAL PARK DR 60 ROUTE 304

DUTCH LN

SPRING VALLEY MANUET

NY US ANY

VEHICLE STALLED OUT ON MONDAY AT AN INTERSECTION

DEALER CODE : 88454

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1BG8	HF	Open Date	04/13/2017	Built Date	10/07/2016
Model Year	2017	Body	RUC53	CHRYSLER PACIFICA TOURING L WAGON		
In Service Dt	10/07/2016	Mileage	1397	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PUV	DK. CORDOVAN PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	26778	SANSONE JEEP				
Dealer Address	90 100 ROUTE 1					
Dealer City	AVENEL	Dealer State	NJ	Dealer Zip	07001	
Owner				Contact Type	TELEPHONE	
Address		O	Home Phone			
	BROOKLYN		Country		UNITED STATES	

Product Unknown Unknown Sta ng Defau t Veh c e Sh ft ng Into Park Wh e Dr v ng

Br e f y summar z e why the customer s contact ng Chrys er:

Mchae s contact ng Chrys er n order to seek a renta veh c e, tow and nformat on on gett ng out of h s ease. Veh c e sta ed three t mes wh e dr v ng on the HWY w th h s fam y.

Br e f y summar z e what the customer s expect ng:

F rst to be prov ded a renta unt the veh c e can be d agnos ed and repa red by Sansone Chrys er. Second, to have the veh c e towed to a nearby dea er to h m s nce he s trans ent after t s repa red. Th rd, customer wou d ke to be adv sed as to how he can get out of h s ease on the veh c e s nce now he s concern ed for h m and h s fam y's safety. Customer was adv sed that due to the nature of the r renta request a ca back s requ red and w take p ace by c ose of bus ness today.

Preferred Morn ng/Mdday ca back number s

Preferred Afternoon/Even ng ca back number s

Customer ema address for case updates:

Reass gn ed to 86R

Dea er Contact

Agent ca ed and spok w th the SMJ m and asked f he wou d accept DM notes. He sa d that he wou d. TL Adam Ver f ed DM notes and nducted them nto the system for 2 days.

Agent Adv sed

That a renta agent w be fo ow ng up to ook nto prov d ng more renta f needed. Afterwards the customer w be referred to a Pac f ca CM (82H) and be adv sed as to the tow and the ease nformat on.

R
Reviewed for esca at on ac1475

Agent adv sed w esca ate to case manager.

Fo ow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone number

Ear est ca t me:

Latest ca t me:

Updates va text: n

Updates va ema :

Veh c e ocat on: d r

Date and T me of Appo ntment: [Insert Date and T me].

Conf med appo ntment w th: [Dea er and Dea er Contact]

Customer n ren a : Y

Author z ed by: cac

Renta start date: 4 13

W r ter ca ed the customer and eft message for a ca back

W r ter ca ed the customer and fo owed up w th case. The customer sa d he w be on vacat on Monday and Tuesday. The customer sa d he wou d ke the veh c e to be towed to h m after the repa r. W r ter to d h m I cant prom se that but I w ook nto t. You m ght have to go p ck up the veh c e and turn n renta at the dea ersh p. The customer thanked me for the ca and sa d he wou d ca me Wednesday.

The customer ca ed and eft message for me to g ve h m a ca back.

W r ter ca ed the customer and fo owed up w th case. The customer sa d

he spoke with his wife and they don't want the vehicle anymore. The customer asked what options do he have for the vehicle to be bought back. Writer did explain that at this time FCA will not buyback your vehicle but we do want to fix this issue. The customer doesn't want the vehicle. Writer did explain he has two options lemon law or arbitration. Writer explained he can look in the back of his owners manual for both. The customer said he would do that. The customer asked we tow the vehicle to his dealership that is closer to him. Writer said I still have to look into this option. I can't promise this. The customer thanked me for my time.

Writer called the dealership and followed up with the case. Writer did get a response from the dealership.

Writer called the customer but his voicemail is not set up.

DLR contacted FCA stating that they finished the repairs on the vehicle and that the customer was on his way to pick the vehicle up. Agent advised DLR information will be documented.

The customer called and left message for me to give him a callback.

Writer will callback and follow up with case.

Writer called the customer and followed up with case. Writer did apologize but to the customer we will not get his vehicle towed to the nearest dealership. The customer said he will go pick it up and drop the rental off at the dealership today. The customer said if he has any more issues he will give me a call.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1BG0	HR7	Open Date	04/14/2017	Built Date	02/08/2017
Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
In Service Dt	02/09/2017	Mileage	20	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PTE	MOLTEN SILVER				
Engine	ERC	3.6L V6 24V WT ENGINE UPG I W/ESS				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				

Dealer	60698					
Dealer Address						
Dealer City				Dealer State	Dealer Zip	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	BROOKLYN				Country	UNITED STATES

Product Dr vab ty Unknown Sta ng Defau t	
Corporate Survey By Pass No D agnos s Defau t Defau t	
Corporate Dea er Informat on Defau t Defau t Defau t	Appo ntment

Br ef y summar æ why the customer s contact ng Chrys er: The customer s ca ng because the veh c e s s a ng and wou d ke to get an appo ntment .

Br ef y summar æ what the customer s expect ng: The customer s expect ng to make an appo ntment

The wr ter ca ed the DLR and transferred the customer to make an appo ntment for the veh c e
Survey by pass no d agnos s

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1CG4	HR#		Open Date	04/15/2017	Built Date	05/03/2016	
Model Year	2017	Body	RUCL53	CHRYSLER PACIFICA LX WAGON				
In Service Dt	05/08/2016	Mileage	13970	Dealer Zone				
Plant	R	WINDSOR ASSEMBLY PLANT			Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT						
Engine	ERF	3.6L V6 24V WT ENGINE						
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS						
Dealer	99999							
Dealer Address								
Dealer City					Dealer State		Dealer Zip	
Owner						Contact Type	ROADSIDE	
Address						Home Phone		
	BROOKLYN NY					Country	UNITED STATES	

Corporate Roads de Services Warranty S art/Sta Defau t

Roads de Assistance Contacted DATE : 2017 04 14

Road Side File Created 04 15 17 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

MEMORIAL PARK DR 60 ROUTE 304

DUTCH LN

SPRING VALLEY MANUET

NY US ANY

VEHICLE STALLED OUT ON MONDAY AT AN INTERSECTION

DEALER CODE : 88454

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1GG6	HR5	Open Date	04/19/2017	Built Date	08/20/2016
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	08/21/2016	Mileage	4487	Dealer Zone	71	LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	60385	STONERIDGE CHRYSLER JEEP DODGE OF				
Dealer Address	6701 AMADOR PLAZA RD					
Dealer City	DUBLIN			Dealer State	CA	Dealer Zip 94568
Owner					Contact Type	TELEPHONE
Address	CT				Home Phone	
	SAN RAMON				Country	UNITED STATES

Product Transmissions / Transaxle Unknown Complete Failure Default

Briefly summarize why the customer is contacting Chrysler: Customer states wife upset was driving vehicle about 30 minutes an hour with kids then it just died out had vehicle towed to dealership, customer wants to know what his options are wife upset does not want vehicle. Customer states dealer has had a couple days have not set him up in rental yet he had to call and ask them.

Briefly summarize what the customer is expecting assistance

Customer seeking assistance with vehicle issue dealer has had a couple days now

Agent advised we escalate to case manager.

Follow up will occur within 1 business day by COB customer time.

Preferred phone

Earliest call time: anytime

Latest call time:

Updates via text: Y/N [Mobile number]

Updates via email: N

Vehicle location: Stoneridge Chrysler Jeep Dodge of Dublin code 60385

Date and Time of Appointment: [Insert Date and Time]

Confirmed appointment with: [Dealer and Dealer Contact]

Customer in rental: not yet

Authorized by:

Rental start date: [Date]

Writer called the customer and left message for a callback.

The customer called back and followed up with case. The customer said the vehicle stopped while his wife was driving. The customer said the vehicle wouldn't start and he doesn't feel safe in the vehicle. The customer wants FCA to buy back his vehicle. Writer did explain at this time we won't buy back the vehicle but I do want to get this issue fixed and offer some type of goodwill. The customer doesn't want the vehicle and wants it bought back. Writer explained that at this time FCA won't buy it back but if he is wanting out of the vehicle he can go to the back of his owners manual and follow a step by step on what he needs to do. The customer said he would do that or feel more aware.

Customer calling back, yesterday he was at DLR and was to drive his vehicle has been fixed and that the vehicle just has to get used to his driving habits. Customer states he had not gotten out of the parking lot when the vehicle started. DLR took car for a test drive and testified for them. Vehicle is now at the dealer and customer is in a rental.

Writer called Dealer ship (925) 479 9090 and left voicemail for Paul to give me a call.

Customer posted on Chrysler Facebook Page: We bought a new Chrysler Pacifica 2017, its just 3 months old, last week it stopped in the middle of road and had to be towed to the dealer, dealer called me yesterday and thought everything was fixed and started to drive, it again stopped for no reason. I am now scared to drive the car again with my kids.

Writer told customer we are sorry to hear about experience and confirmed what dealership they are working with.

Thank you so much I would really appreciate if you could help me, its

stoner dge dr ve p easanton, d nt get any updates about my car ast week , had eft coup e of messages , yesterday heard from them and d nt pass the park ng ot of the dea er t stopped have been hav ng tough t me w thout the car for the past 10 days

Wrtter asked customer to send us a pr vate message w th VIN and further de a s regard ng concern.

Cr st na as you know have ssues w th my pac f ca wou d apprec ate f you cou d he p me move forward . I had spoke to manufacturer, am ook ng for a rep acement as ts a new car and unsafe for me to take chances w th k ds. The car s w th the dea er for the past 2 weeks 2c4rc1gg6hr3 [REDACTED]

Wrtter to d customer that we were ab e to ocate case w th n system and to d customer to cont nue work ng w th CMas they are best ab e to ass st mov ng forward. Wrtter to d customer we wou d document feedback w th n case.

Wrtter ca ed the customer and fo owed up w th case. The customer s upset but w get the ssue f xed.

Wrtter ca ed Denn s The Serv ce Manager and eft message for h m to g ve me a ca back.

Wrtter ca ed Pau the Serv ce Adv sor and eft message for a ca back.

The serv ce adv sor ca ed and eft me message say ng they order transm ss on. They are wa t ng for part.

Wrtter spoke to Pau and fo owed up w th case. Pau sa d the Transm ss on shou d be n th s week. Part number RL311996AA.

Wrtter ca ed the customer and fo owed up w th case. The customer thanked me for the ca .

1 PC de vered on 4 1, anothe p ece s due to de ver today v a UPS fre ght track ng# [REDACTED] 2

Wrtter ca ed the dea ersh p and fo owed up w th case. Wrtter eft Pau a message.

The part was de vered on 5/4/2017

Wrtter ca ed Pau and eft message for a ca back.

Wrtter ca ed the customer and fo owed up w th case. The customer thanked me for the ca .

Wrtter ca ed Pau and fo owed up w th case. Pau sa d the tech was out for a coup e days but veh c e shou d be done today no ater than tomorrow.

Wrtter ca ed Pau and eft message for a ca back.

Wrtter spoke to the customer and fo owed up w th case. The customer sa d he p cked up the veh c e and everyth ng went we .

Serv ce Manager Pau ca ed and eft message for me to g ve h m a ca back.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1CG8	HR50	Open Date	04/25/2017	Built Date	04/22/2016
Model Year	2017	Body	RUCL53	CHRYSLER PACIFICA LX WAGON		
In Service Dt	04/30/2016	Mileage	11000	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	42885	SECURITY DODGE CHRYSLER				
Dealer Address	345 MERRICK RD					
Dealer City	AMTIVILLE	Dealer State	NY	Dealer Zip	11701	
Owner		Contact Type	FAX			
Address		Home Phone				
	BROOKLYN N	Country	UNITED STATES			

Product Dr vab ty Unknown Sta ng Defaul was at DLR 60489 for 5 weeks for th s ssue and now ts back

Br e f y summar z e why the customer s contact ng Chrys er:

Br e f y summar z e what the customer s expect ng:

Customer ca ed to d scuss ssue w th the eng ne. Customer stated that h s veh c e was at the DLR for 5 weeks and when he went to p ck t up the veh c e sta ed 3 m es from the DLR. Customer s ated that the veh c e s at another DLR 42885 because he does not fee that DLR 60489 d d anyth ng after they have had the veh c e for 5 weeks. Customer s ated that he no longer wants the veh c e and DLR adv sed to ca CAC.

Customer seek ng ass stance w th:

veh c e w not s art and sta ed after DLR had t for 5 weeks

Customer expect ng:

veh c e repa red

Agent adv sed w esca ate to case manager.

For ow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone number:

Ear est ca t me:

Latest ca t me:

Updates va text: Y/N [Mbb e number]

Updates va ema : Y/N [Ema address]

Veh c e ocat on: DLR

Date and T me of Appo ntment: [Insert Date and T me].

Conf rmed appo ntment w th: [Dea er and Dea er Contact]

Customer n ren a : Y/N...customer s pay ng \$400 a week has a 5 week b and now had to start another one

Author zed by:

Renta start date: [Date]

Rev ewed w th SME CT831

W rter ca ed The dea ersh p and fo owed up w th case. N co e took down my number and w g ve t to the Serv ce Adv sor work ng the case.

W rter ca ed the customer to fo ow up w th h s case. W rter was te ng the customer I am nvo ved and w get a my resources nvo ved to fx the veh c e. The customer sa d no I want a new veh c e. W rter exp a ned at th s t me FCA w not buy back your veh c e but we do want to fx the ssue and offer goodw . The customer sa d no. W rter d d et customer know f he doesn't want h s veh c e he can traded t n at the dea ersh p eve or ook n the back of h s owners manua and tw exp a n step by step for h m to try and get out of the veh c e. W rter asked the customer do you want me to get nvo ved and get the veh c e f xed? The customer sa d he wou d ca me back. W rter gave the customer my contact nfo.

Fred from Serv ce ca ed back and fo owed up w th case. Two reca s. The veh c e s f xed.

Br e f y summar z e why the customer s contact ng Chrys er: Customer

ca ed CAC stat ng h s veh c e was down at BAY RIDGE CHRYSLER 60489 for sta ng concerns. Customer states wh e the veh c e was down he had to pay for a renta out of pocket. Customer states dea er 60489 d d not prov de h m any type of ass stance. Customer s ates he then had the veh c e towed to h s se ng dea er SECURITY DODGE 42885. Customer

states he wants reimbursement for the rental and the tow as it was promised when he called Chrysler. Agent unable to see where it is noted reimbursement will be provided to customer. Customer states the vehicle was released back to him yesterday and as of now he is not having issues with the vehicle directly. Agent provided customer the reimbursement fax number and additional information. Agent advised customer the documentation will be reviewed but no guarantees will be made. Customer inquired about Chrysler buying back the vehicle. Agent advised customer of lines 32-34.

Briefly summarize what the customer is expecting: Customer is expecting reimbursement for rental

Writer called the customer and followed up with case. Writer did let customer know as a goodwill gesture I will reimburse him for rental.

Writer gave the customer fax number.

Writer called the customer and left message. Writer did let customer know I didn't get fax. Writer left phone number.

POSTMARK DATE: 050217; DATE RECEIVED: 050217

Writer reviewed the customer fax. Writer will not reimburse the customer the entire bill for rental. Writer will explain to customer what I will reimburse him for.

Writer called the customer and followed up with case. Writer did let the customer know I will not reimburse him for \$2083.87. Writer did let customer know We usually only reimburse \$30 a day max \$40. Writer will not reimburse him the \$993 for the one rental or Airport fees of \$231.41. Writer will reimburse the customer \$371.69 for 31 days and \$401.45 for the other 31 days. Writer will also reimburse sales tax as Goodwill \$120.25. In total The customer will be reimbursed \$893.39.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1BG7	HR7	Open Date	04/27/2017	Built Date	02/15/2017	
Model Year	2017	Body	RUC53	CHRYSLER PACIFICA TOURING L WAGON			
In Service Dt	02/16/2017	Mileage	600	Dealer Zone	32	NEW YORK	
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US	
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERC	3.6L V6 24V WT ENGINE UPG I W/ESS					
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS					
Dealer	26062	MANHATTAN JEEP CHRY DODGE INC					
Dealer Address	678 ELEVENTH AVENUE						
Dealer City	NEW YORK			Dealer State	NY	Dealer Zip	10019
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	FOREST HILLS NY				Country	UNITED STATES	

Product Dr vab ty Unknown Sta ng Defau t	veh c e shut down on customer
Product Eng ne Cy nder Head / Gskt Leaks Defau t	Gasket K t Leak
Corporate Renta Veh c e Defau t Defau t Defau t	Goodw Veh c e Payment
Corporate E Re mbursement Defau t Defau t Defau t	Goodw Veh c e Payment

Please review CAIR#

Customer was advised that due to the nature of the rental request a callback is required and will take place by close of business today.

Preferred Morning/Afternoon callback number is

Preferred Afternoon/Evening callback number is

Customer email address for case updates: n/a

Reassigned to 86R

...

CASE UPDATE

Dealer Contact

Outbound Call ? 26062 MANHATTAN JEEP CHRY DODGE INC @ 212 765 6634

agent contacted SA Frank. SA Frank stated vehicle was towed in to the facility yesterday (04/26/2017) would not be able to look at vehicle until at least 04/28/2017. SA Frank stated does not have owners unable to take DM notes

CASE UPDATE

Customer Contact

Outbound Call ?

agent contacted Mr. L. N. agent advised customer of rates 11.15. agent advised could authorize up to 4 days @ \$40/day plus tax & extras were customer expense. agent advised would escalate to senior case management that would be in contact with customer within 2 business days. customer inquired as to possibility of getting vehicle monthly payment covered agent advised customer could discuss with senior case manager but could not guarantee anything could be done

*****Rental Value Updated*****

Estimated Rental Amount: \$180 Provided By: Customer Pay Days Authorized:

4

Customer sent message to Chrysler Facebook Page: After doing my research on different minivans, I have chosen the 2017 Chrysler Pacifica because it seems to be the best American branded minivan in the market. I leased the minivan on 3/17/2017 and it broke down on me 1 month later. Below is a sequence of events that makes me feel like I have made the wrong choice by choosing Chrysler.

4/24/2017 ? Called Chrysler to notify Chrysler that there seems to be something wrong with the minivan [sudden jerks when in motion, sometimes coming from car]. Chrysler could not find a dealer to take my minivan and told me to look for a dealer on my own who? be able to accommodate. If not found a dealer that can take my minivan and made an appointment for 4/26/2017 at 9:00 AM after calling multiple dealers. I called Chrysler back to notify Chrysler that I need a rental car.

4/25/2017 ? The minivan shutdown completely [engine off, lights flashed on and off] while I was driving around mid night. I called Chrysler roadsides assistance and was told that the dealer that I have an

appointment with us not open and they can't pick up the minivan until the morning. I was told that the tow truck would pick up the car between 7:00AM-7:30AM.

4/26/2017 ? I received a text message stating that the tow truck was on the way around 6:30AM. The tow truck never showed up at that time and I got a ticket around 7:45AM. After notifying Chrysler of the missing tow truck and the subsequent resulting ticket, Chrysler claimed that they are not responsible for even though it's because the tow truck never showed up. I called roadside assistance again and was told that a tow truck was never dispatched to pick up the minivan that they have to request to send the tow truck again. The minivan was finally picked up around 10:15AM, 3 hours after the original pick up time!

4/27/2017 ? I called the dealer for an update on the car but never received a callback. I called Chrysler to ask for a rental car again and was told that someone from the rental department was coming back. Rental department called me back and told me that the dealer was not looking at the minivan until 4/28/2017 at the earliest and that I would only get \$40/day reimbursement for the rental and I have to pay anything extra. I live in NYC and \$40/day can't even rent half a car.

After this whole ordeal, my perspective on Chrysler is this:

Chrysler is telling us [the customers] that they'll get to our car if they have time regardless of whether an appointment was set or not because we don't matter. If our car breaks down, we will continue to pay for the monthly dues/fees/payments. While paying those dues/fees/payments, we will not be able to use the car that we're paying for and we'll have to figure out another way to get a replacement car in the meantime. If it takes a month to fix our car, please continue to pay for the rental, it's really not Chrysler's problem. Tough luck that you thought Chrysler was a reputable American company and could trust to provide the service and care you need.

Writer apologized to customer about experience and asked to send VIN so we could look into further.

This is especially frustrating because I have a 2 year old and I'm 9 months pregnant. Which means that this is a huge safety concern and inconvenience. Most use the care to go to the doctors and back. the VIN is HR7[REDACTED]

Writer told customer we were able to locate case within system and see that the records being escalated to another team for further assistance. Writer told customer we will document this feedback in case and notify that the customer reached out on Facebook.

Writer was assigned back to FO507 due to prior handling of case # [REDACTED].

CUSTOMER CONTACT 5/1 Writer dialed customer at [REDACTED], left message. Writer advised calling to offer assistance if needed. Provided contact#, hours of operation. Thanked customer. Ended call.

Incoming call from customer. Customer states vehicle is at Manhattan. Customer states he had a lot of trouble getting a rental and now he's driving a friend's vehicle. Writer apologized for concerns. Customer states nobody in NYC had loaners and a rental car costs \$100 per day. Customer states dealer advised vehicle will be ready by tomorrow possibly. Writer advised we accommodate goodwill one car payment. Customer states he's appreciative of effort. Writer thanked customer. Ended call.

Writer dialed 212 765 6634, left message for SMBryan. Provided contact# Writer dialed dealer, spoke to SMBryan. SM states a gasket kit and adapter plate cover was replaced. SM states vehicle ready to go, customer has been notified. SM states vehicle leaving within 689 miles.

CUSTOMER CONTACT 5/5 Writer dialed customer at [REDACTED] spoke to customer. Customer states vehicle is working okay. Writer advised we goodwill one month payment for experience. Customer will send feedback document link. Customer provided email [REDACTED]

***** Below Customer Contacted for Documentation Request *****

[REDACTED] on 2017 05 05 @ 10:54

***** Customer Document Received *****

Customer Document Reviewed.

CUSTOMER CONTACT 5/5 Writer dialed customer [REDACTED], left message. Writer advised document received and reviewed. Payment of \$403.00 monthly. Writer advised need to confirm address. Provided contact#, hours of operation. Thanked customer. Ended call.

Incom ng ca from customer. Customer conf rmed address.

Customer Assistance Inquiry Record (CAIR)#

3

VIN	2C4RC1EG3	HR5	Open Date	05/01/2017	Built Date	06/21/2016
Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
In Service Dt	06/21/2016	Mileage	8500	Dealer Zone	71	LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	08564	NORMANDIN CHRYSLER JEEP				
Dealer Address	900 CAPITOL EXPRESSWAY AUTO MALL					
Dealer City	SAN JOSE			Dealer State	CA	Dealer Zip 95136
Owner					Contact Type	TELEPHONE
Address				Home Phone		
	SAN JOSE			Country		UNITED STATES

Corporate Outbound Survey Follow Up Continuous Quality Improvement Default

CQI Survey Record Received DATE : 05/01/2017

Survey Number : 11248438

Quality Survey ID Number: 361611199

Survey Date : 04/29/2017

VIN Complete 17 : 2C4RC1EG3HR5 2

CQI Comments :

Did Customer ask for callback: Yes

Did Customer specify Email or Phone: No

Customer's Preferred Method of Contact: Yes, by phone or email.

Preferred callback number s:

Preferred Email address:

Mileage Updated: 8500

Dealer code: 08564

Summary Customer concern: Other 1. Brake Alert: When driving in narrower street, or one way street when you need to share street, if the oncoming car slows down and give way to me, the brake alert was activated. 2. Car died in the middle of driving: There were 2 times happened while was driving, the car dashboard showed shift to P to start the engine. I realize the engine just died in the middle of road. Status update provided via email to the following email address:

m

Dear

This is Taylor from FCA Customer Assistance and I am following up with you regarding a recent survey that you completed on your 2017 CHRYSLER PACIFICA TOURING L PLUS WAGON. We regret the problems your vehicle has experienced and appreciate the time and effort you took to bring this matter to our attention. To get your satisfaction resolved quickly, I am escalating to a Case manager who will contact you at 408 693 5952. If you wish to be contacted at an alternate number, please advise by contacting Chrysler. If at any time you require further assistance from Chrysler please contact us and we will be happy to assist you in resolving your vehicle concerns. You may contact us back by calling Chrysler at 1 800 247 9753.

Thank you,

Taylor

FCA Customer Assistance

End of Status Update

*****82H*****

Writer contacted owner to address above concern. Writer left message and advised owner to bring the vehicle to the dealer for diagnosis. Writer advised owner that the vehicle will be repaired according to the factory 3/36 warranty. Owner states he will bring vehicle to the dealer for diagnosis during the next oil change. Owner thanked writer for calling.

Customer Assistance Inquiry Record (CAIR)#

3

VIN	2C4RC1GG5	HR5[REDACTED]1	Open Date	05/01/2017	Built Date	10/06/2016
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	10/06/2016	Mileage	13200	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PUV	DK. CORDOVAN PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
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	UCONNECT
Address	[REDACTED]				Home Phone	[REDACTED]
	CLARKSBURG [REDACTED]				Country	UNITED STATES

Product Dr vab ty	Unknown	Sta ng	Defau t	Veh c e sta s and then stops		
Product E ectr ca	Transm ss on	Contro	Modu e	Other	Defau t	Veh c e fash ng ghts for transm ss on

Veh c e s at the dea ersh p CRISWELL CHRYSLER JEEP DODGE RAM
(60433)

Update tr ggered by s65005p

Br ef y summar z e why the customer s contact ng Chrys er:

Veh c e fash ng ghts for transm ss on and veh c e s a s and then
ceases

Br ef y summar z e what the customer s expect ng:

Repa rs w th warranty coverage.

Agent updated f e and veh c e at dea ersh p.

Reass gn 861

Reass gned to CL1052

P ease refer to Answer ID 24544

customer ema ed CAIR #: 3

*Customer contacted CAC, p ease see CAIR 3

W r ter revewed STAR case f e # STAR has author zed a
rep acement transm ss on and dea er has ordered the parts as of 5/8/17
for warranty repa rs.

*****82H*****

W r ter contacted owner to address above concern at the sted phone
number: . Th s phone number for a aw f rm, and the wrong
customer phone number.

If owner ca s back, p ease obta n a va d phone number to contact the
customer and reass gn f e to JHW5. Thanks!

*Customer contacted CAC, p ease see Ema ca r,

*Customers contact number 5

W r ter contacted owner at above sted phone number. Th s phone number s
the wrong phone number. If owner ca s back p ease transfer ca to JHW5,
and have owner prov de a va d contact phone number for th s customer.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1EG5	HR6	Open Date	05/01/2017	Built Date	12/08/2016	
Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON			
In Service Dt	12/08/2016	Mileage	2000	Dealer Zone	42	DETROIT	
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US	
Color	PW2	TUSK WHITE					
Engine	ERF	3.6L V6 24V WT ENGINE					
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS					
Dealer	45634	SUBURBAN CHRYSLER DODGE JEEP RAM					
Dealer Address	32850 FORD ROAD						
Dealer City	GARDEN CITY	Dealer State	M	Dealer Zip	48135		
Owner					Contact Type	TELEPHONE	
Address	D				Home Phone		
	SHELBY TWP					Country	UNITED STATES

Product	Fue System	Fue Pump	Defect ve	Defau t	fue pump modu e fa ed
Corporate	Comp a nt	Contact	Defau t	Defau t	customer seek ng renta re mbu rsement
Corporate	Survey By Pass	Defau t	Defau t	Defau t	customer seek ng renta re mbu rsement

*****Customer Email Address Updated*****

Following email address is added for communication or survey with the customer

Briefly summarize why the customer is contacting Chrysler: MR Mart nez called as he was quite upset, vehicle had broken down on customer while driving with customers 2 of 4 children customer wife had called customer and he had called for roadside assistance where they were able to get started vehicle go to the dealer where they were closing went next door to hertz rental they had was a Nissan pathfinder did not have any Chrysler vehicle to fit 4 children, customer called dealer 65399 where they determine a fuel pump module was faulty Attempted repair but had broken a part of required piece had to order a new one customer had to pay for another day of rental due to the delayed part customer was told that rental was not covered because it was not a Chrysler product (that rental agency did not have available) customer is seeking a reimbursement for rental

Briefly summarize what the customer is expecting:

***** Beow Customer Contacted for Documentation Request *****

on 2017 05 01 @ 14:06

***** Customer Document Received *****

Customer has requested Supervisor callback

Preferred daytime number 8

Preferred evening number:

Reason for request: please review to seek coverage of rental for customer CAIR assigned to: CR887

CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within one (1) business day Customer calling to confirm we received his documentation. Agent informed customer we have.

^^

SUP CALL

Writer attempted to follow up with the customer at . Customer was not available, writer LVM advising the customer that we would attempt to follow up within one business day

NEXT AGENT

If customer calls back, verify address, and advise customer we will reimburse the \$250.14.

Customer called back.

Agent verified address, and spelling of name, as confirmed above.

Agent told customer of his reimbursement of \$250.14.

Customer would like a callback, to discuss a question, about the frustration of this happening.

Customer states a good callback time is, after 4pm

Agent documented his concerns.

SUP CALL

Writer reached out to the customer at . Writer apologized to the customer for the concerns they are having. Customer states that he

would like further compensation with this being such a new vehicle.
Writer advised the customer we would look into this and follow up.
Customer called back stating the vehicle would be towed back to the same
DLR tonight for a repeat issue. Customer states he would like someone to
contact him regarding buyback or replacement as his wife will no longer
drive the vehicle. Agent advised that as there is an open case, agent
would document his requests for CR887 to observe and review. Customer
states he understands and is working with CR887 anyway for reimbursement
and compensation.

Vehicle is at the dealership ROCHESTER HILLS CHRYSLER JEEP (65399)
Update triggered by s54017a

Vehicle is at the dealership ROCHESTER HILLS CHRYSLER JEEP (65399)
Update triggered by s25475g

customer called in because he is frustrated because the dealer did not have
a suitable loaner for him and his family agent advised they would leave
notes to have CR887 call him back at [REDACTED]

SUP CALL

This customer is very frustrated and wants the SUP to call him ASAP!

Agent told customer it would take one business day in order to talk to
SUP, customer was very mad!

Customer is calling in stating that he wishes to speak to the supervisor
again regarding this issue.

Agent advised the customer that she would put them in the documents and that
the Supervisor would contact and work back in one business day.

Customer is seeking rental for him and his family while the vehicle is at
the dealership.

Agent advised that he could get a rental but out of pocket expense and
then once he speaks with the supervisor he can request the reimbursement
or any other questions regarding this issue.

Agent mentioned that she would be documenting everything and she would be
calling him back.

Dealership called him while on phone with Agent and stated that the
dealership is going to put him in a journey

Customer was informed that by making this request
they are NOT actually going forward or any related process.

The request is being escalated for a review of the vehicle's repair
history to determine if the request merits further action and that due
to the nature of the request, it will require a callback which will
take

place within 1-2 business days. The outcome of the review does
NOT determine Lemon Law eligibility.

Preferred Morning/Afternoon callback number is [REDACTED]

Preferred Afternoon/Evening callback number is [REDACTED]

Who has possession of the vehicle? Dealer

Reassigned to 91L

****INBOUND CUSTOMER****

Customer very frustrated with the experience he has had with the vehicle.

Customer would like to know where to send his reimbursement request.

AGENT ADVISED

Agent advised the customer that the case has been sent to a DPT who
handles escalated issues. Customer is expecting to hear back shortly.

Customer was advised to callback with the rental receipt.

***** 91L Review *****

*****Case Escalated to I2R*****

Reviewed Warranty History which determined this case
should be escalated to I2R for case management.

Called 65399 and spoke to SA Matt and updated RO and he stated that the
vehicle isn't there currently.

Made note to call the customer and LVM

**Follow up with the customer on 5/24.

Customer called seeking contact advised to allow more time Customer
states that early morning contact will work for him

Called the customer and LVM

**Follow up with the customer on 5/26.

Customer called seeking to speak to supervisor. Agent informed customer
he is to be expecting a call from KL565 by end of business on 05/26/17 as
per line 111. Customer stated he is not bringing his rental back in today
and needs compensation for the inconvenience. Customer is seeking to get

an answer and would like to talk to KL565 supervisor. Agent provided customer with 1 888 542 7239 ext. 2185 directly to Kean, and informed customer to leave a voicemail requesting callback, as per AC # 25013.

***** Below Customer Contacted for Documentation Request *****

[REDACTED] on 2017 05 26 @ 10:02

Called the customer and he stated that he needs to be compensated for his rental that he got for the second trip to the DLR for service after they replaced a fuel pump stating that would fix it. The customer stated that this vehicle is unsafe and has shut down while his wife was driving numerous times with the kids in the car. The customer stated that this is a nightmare of a situation and he stated that his wife would not drive this vehicle again and he stated he would pick it up and take it to Surburban in Troy and they have the DLR owner vehicle. I informed the customer of my process and stated that I would email him a link to get his rental bill to look into reimbursing him on it. I stated that I cannot guarantee a replacement vehicle but I just got his case the other day and would need some time to review. I informed the customer that I am calling Troy today and would follow up with him on Wednesday.

Called 45476 and spoke to SA Gary and updated RO and he stated that they have replaced fuel pump and drove 11 miles and they will test drive once more later today before trying to release to the customer.

Called 65399 and spoke to SA and requested he send me RO for the customer's possible rental reimbursement.

**Follow up with the customer on 5/31.

***** Customer Document Received *****

Called 45476 and spoke to SA Gary and he stated they replaced a TIPM and Fuel pump and while test driving it stalled on them at the DLR and he was informed that the customer is on a buyback situation and was instructed to leave the vehicle alone until that is resolved.

Called the customer and informed him that I received his rental bill and I informed him it may be acceptable and I still am checking on the rental reimbursement possibility. I informed him that I got the info today from Gary at Surburban and am updating his case today and received the fax from Rochester Hills to conclude with the rental bill dates. I informed the customer that I don't have a resolution on for him but would try to speed things up if at all possible. The customer stated that he is eager to find out and he has a hole in his ducks in a row for this end result and he would not accept anything but a buyback for this vehicle issue. The customer stated that he talked to the DLR and realized that on the first test drive it stalled and they were just about to give him his vehicle. The customer stated that this has been horrible and he asked me exactly what I would expect from his shoes. I informed the customer that I would call him back on Monday and would take me some time to look into this.

**Follow up with the customer on 6/5.

Called 45476 and LVM for SMDoug to call me back.

Called the customer and LVM.

**Follow up with the customer and dealer on 6/7.

Spoke to SMDoug and he stated that after the TIPM and fuel pump were replaced they have driven the vehicle and there has been no indication of the issues still being present and they are ready to release the vehicle to the customer.

Called the customer and he informed me that the DLR called this morning to let him know that his vehicle is repaired. I informed the customer that I have spoken to the SM and the customer stated that they have put 100 miles on this new repairs. The customer stated that he doesn't want to pick up the vehicle and his family would not be put back in this situation and he stated that they wouldn't be stranded again while he is away on business and he stated he doesn't want to be the guy that test drives it. I informed the customer that I would try to get to a resolution on his case but the process involves a test drive and I stated I would wait for some info but would not know his resolution this week. The customer stated that he doesn't think Chrysler understands this situation and he informed me of the vehicles he has purchased in the past from Chrysler.

**Follow up with the customer on 6/9.

Called 45476 and could not reach SMDoug and then I was transferred to sales and LVM for Brandon to call me back regarding CDI.

Called the customer and LVM.

**Follow up with the customer and dealer on 6/15.

Vehicles at the dealership SUBURBAN CHRYSLER DODGE JEEP RAM (45634)

Update triggered by s32583n

Called 45634 and spoke to SM Steve and he informed me that the customer picked up his vehicle from the Troy location and on y dropped it there to get a rental until he gets through the resolution process and supposedly the AM knows about this.

Called the customer and LVM.

Emailed the AM.

**Follow up with the customer on 6/19.

6/15/2017 Please contact the customer and dealer review concern and handle on merits. GPJ

Dealership working on trade certificate to get customer out of vehicle.

Called 45634 and left message with Jason in sales to give to sales manager Ryan Burke to call me back when he is out of his meeting.

Called the customer and LVM.

**Follow up with the customer and dealer on 6/21.

Called 45634 and LVM for Ryan to call me back.

Called the customer and LVM.

**Follow up with the customer and dealer on 6/22.

Spoke to the customer and he stated that he called the SM at his seeing DLR and was told to bring the vehicle to them and get the loaner since the DLR in Troy wanted him to pick up the vehicle. The customer stated that he was working with Ryan but he didn't know if he should be working with me still and I stated that's what I am trying to figure out too. I informed the customer that I have left a couple messages for Ryan and would wait to talk to him before closing his case. The customer was informed that I would call him back on Friday.

**Follow up with the customer and dealer on 6/23.

Called 45634 and spoke to Sales manager Ryan and he stated that the DM is handling this from her on out and she would make the VIN number once the customer can come up there and the deal will be done. I informed the SM that I would be closing the case out on my end.

Customer calling to see if the reimbursement has been sent agent read lines 39-44 which state the reimbursement was approved and to give it the end of the week and call back if it has not been received.

Customer calling for update on reimbursement, previous agent advise to contact back in a week if not received. This was 07/03/2017. Check still not received. Writer advised customer she would forward his request to the appropriate department to review this further.

Called the customer and informed him that I am working to get the rental reimbursement to him and that I am missing his RO hard copy for the first service trip. The customer was informed that I would call him once I have the documentation and have created the check and I verified his address on file. The customer stated that he was okay with my follow up.

Customer Assistance Inquiry Record (CAIR)#

3

VIN	2C4RC1BG8	0	Open Date	05/02/2017	Built Date	03/21/2017	
Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON			
In Service Dt	03/22/2017	Mileage	375	Dealer Zone			
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PRV	VELVET RED PEARL COAT					
Engine	ERC	3.6L V6 24V WT ENGINE UPG I WESS					
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS					
Dealer	92450	CHRYSLER MTRS					
Dealer Address	BOX 857 CIMS 414 0646						
Dealer City	DETROIT			Dealer State	M	Dealer Zip 48231	
Owner						Contact Type	ROADSIDE
Address						Home Phone	
	OKLAHOMA CITY OK					Country	UNITED STATES

Corporate Roads de Services Warranty Won't Start Poss b e Tow Defau t

Roads de Assistance Contacted DATE : 2017 05 02

Road S de F e Created 05 02 17 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

NARROWLEAF LN 11001 WRENO AVE

SOUTHWEST 29TH TER

OKLAHOMA CITY YUKON

OK USA OK

VEH IS STALLING/ CX IS COVERED FOR TOW

DEALER CODE : 92450 CHRYSLER LLC.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1GG2	HF	Open Date	05/02/2017	Built Date	10/03/2016
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	10/04/2016	Mileage	7305	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	66429	GOLDSTEIN CHRY PLYM JEEP				
Dealer Address	611 613 LOUDONVILLE RD					
Dealer City	LATHAM	Dealer State	NY	Dealer Zip	12110	
Owner		Contact Type	LETTER			
Address		Home Phone	 			
	MENANDS	Country	UNITED STATES			

Product Electr ca Hom Intern tent or Inoperat ve Defau t

Agent adv se the customer that theyw be requ red to subm t the
or g na repa r order and proof of payment for re mbursement
cons derat on. Depend ng on the s tuat on, they may be asked to provide
add t on a documen at on. Agent adv sed customer to fax support ng
documents to 877 768 5076 or ma the r support ng documents to:
FCAUS Customer Care
P.O. Box 21 8007
Auburn H s, M 48321 8007.
Reass gned to 96Y
POSTMARK DATE: 050517; DATE RECEIVED: 050517
customer wanted to know her re mbursement s atus, she had f nanc a
d ff cu ty she wanted the re mbursement as soon as poss b e, she wanted
to ta k to someone regard ng th s re mbursement.
Wr ter adv sed customer that t took up to 60days for process ng /
review ng. Wr ter to d customer that wr ter cou d not transfer customer
to CM, wr ter cou d on y he p customer to eave a message to CM.
Customer sa d she was go ng to contact the previous re mbursement CM.
Agent reviewed documentat on and found customer s seek ng re mbursement
n the amount of \$532.72 due to severa prob ems aous ng dur ng a road
tr p she took n her new 2017 Chrys er Pac fca.
Customer stated n the documentat on that the tr m on the dr ver s de
wndow came oose, the carpet c p was m ss ng, the hom d d not work
pr or to the tr p and wh e down n F or da on the road the veh c e was
sta ng and the check eng ne ght came on. Aso stated she had to stay
two extra n ghts at the hote , pay for food and expenses, and a so rented
a veh c e for two days due to her car be ng n the shop for serv ce.
Agent found that due to the customer not hav ng a trave interrupt on
serv ce contract we can't cover the expenses for food and hote but we
w re mburse for the renta as a one t me courtesy n the amount of
\$184.30
Agent tr ed contact ng customer to nform them of nes 27 30 but there
was no answer.

*****OUTBOUND CALL TO CUSTOMER*****

Agent reached out to customer at [REDACTED] eft a vo cerna
request ng a ca back @ 855 525 5085 EXT 4720880 n regards to
documentat on subm tted per customer.
Customer ca ed to get a ho d of Tb1167 cm and was ab e to eave a
message

*****OUTBOUND CALL TO CUSTOMER*****

Agent reached out to customer at [REDACTED] and eft a vo cerna
request ng a ca back @ 855 525 5085 EXT 4720880 n regards to
documentat on subm tted per customer.

*****OUTBOUND CALL TO CUSTOMER*****

Agent reached out to customer at [REDACTED] eft a vo cerna
request ng a ca back @ 855 525 5085 EXT 4720880 n regards to
documentat on subm tted per customer.
Customer ca ed n and asked to speak w th TB1167. Agent transferred the
customer over to TB1167 for further review.

Agent contacted customer to inform them of lines 27-30.

Customer stated that she was informed by SA Fred at the DLR GOLDSTEIN CHRYSLER JEEP DODGE 32 66429 that she does have a travel interrupt on contract.

Agent contacted DLR and was informed SA Fred no longer works there.

Agent tried contacting customer back to inform that she doesn't have a travel interrupt on contract through Chrysler so we can't reimburse for the expenses but if she does in fact have that contract possibly through a third party she can contact them for reimbursement.

*****OUTBOUND CALL TO CUSTOMER***** Agent reached out to

customer [REDACTED] left a voicemail requesting a callback @ 855 525 5085 EXT 4720880 in regards to documentation submitted per customer.

*****OUTBOUND CALL TO CUSTOMER*****

Agent reached out to customer [REDACTED] left a voicemail requesting a callback @ 855 525 5085 EXT 4720880 in regards to documentation submitted per customer.

Vehicles at the dealership GOLDSTEIN CHRYSLER JEEP DODGE (66429)
Update triggered by s37746p

Vehicles at the dealership GOLDSTEIN CHRYSLER JEEP DODGE (66429)
Update triggered by s37746p

*****OUTBOUND CALL TO CUSTOMER***** Agent reached out to

customer at [REDACTED] left a voicemail requesting a callback @ 855 525 5085 EXT 4720880 in regards to documentation submitted per customer.

06/09/2017

[REDACTED]
[REDACTED]
GLENVILLE, NY [REDACTED]

UNITED STATES

Reference # [REDACTED]
[REDACTED]

Thank you for your recent letter regarding a recall on your 2017 CHRYSLER PACIFICA LIMITED PLATINUM WAGON.

We regret you experienced a problem with your vehicle. Unfortunately, the repair order which you submitted to our office does not show replacement of parts or services involved in a recall on this particular vehicle.

Therefore, we are unable to accommodate your request for reimbursement.

Thank you for writing and giving us the opportunity to review this matter with you.

Sincerely,

Tara

Case Manager

Letter sent.

POSTMARK DATE: 071717; DATE RECEIVED: 071717

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1GG5	HR5	Open Date	05/03/2017	Built Date	10/06/2016
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	10/06/2016	Mileage	8207	Dealer Zone		
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PUV	DK. CORDOVAN PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer						
Dealer Address						
Dealer City				Dealer State		Dealer Zip
Owner					Contact Type	E MAIL
Address					Home Phone	
	CLARKSBURG MD2				Country	UNITED STATES

Corporate SurveyBy Pass Dup cate CAIR Defau t Defau t

Product Dr vab ty Unknown Other Defau t

***** EMAIL BRIEF DESCRIPTION CONTENT *****

New van brokedown n the m dd e of the road

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

I got a new 2017 pac f ca, t brokedown n the m dd e of the road, show ng

a sorts of warn ngs. I am now concerned about the re ab ty of th s veh c e, I have p ans to dr ve ong d s ance w th fam y and ch dren. I got onear car (m d s æ car) from the dea er as they need coup e of days

to f x t. Its not even a van, I am very d sappo nted and exper enc ng had

t me tak ng fam y around w thout a van. How are you go ng to address th s

ssue and assure me a safe veh c e for future ?

*end of customer ema *

Dear

Thank you for contact ng the FCA Customer Ass stance Center.

I def n te y understand your concern w th your Chrys er Pac f ca s a ng on you n the m dd e of the road.

I do see you have a case current y open w th one of our customer serv ce reps. I have updated your case w th th s nformat on and you w be contacted back once an update s ava ab e.

Your case number s .

Thank you aga n for your ema . Shou d you requ re add t ona ass stance, or have any new nformat on to prov de, p ease rep y to th s ema message or ca 1 800 247 9753.

S ncere y,

Kate ynn

*end of CAC ema *

*Dup cate 3

Hi,

Its been three days s nce we gave the Pac f ca to the dea er. We are jugg ng w th the oaner car , t s becom ng qu et d ff cu t to mange transportat on of my fam y and k ds w th th s sma car. I apprec ate f you can arrange a m n van as oaner wh e the ssues w th Pac f ca are addressed.

Cou d you p ease he p.

*end of customer ema *

Dear S

I do see your case s be ng revewed by another agent, your f e has been updated w th the atest nformat on you have prov ded.

S ncere y,

Kate ynn

*end of CAC ema *

He o,

I am not sure who's address ng my request, no one responded me so far.
It's a week s nce I am out van. Afer t brokedown, I gave my Chrys er
Pac f ca to the dea er (C rswe Auto n Ga thersburg MD). We got a
oaner car, and we are jugg ng w th drop and p ckups of fam y members
and k ds, the oaner car s not a m n van, t s becom ng qu et
d ff cu t to mange
transportat on of my fam y and k ds w th th s sma car. I apprec ate f
you can arrange a m n van as oaner wh e the ssues w th Pac f ca be ng
addressed.

Cou d you p ease he p.

[REDACTED]

[REDACTED]

*end of customer ema *

*Customer contacted CAC, p ease see Ema ca r, [REDACTED]

*Customers contact number:30 [REDACTED] 5

[REDACTED]

Our records show a case manager attempted to contact you on 05/09/2017.

Your case has been updated w th the nformat on you have prov ded n th s
ema & you w be contacted n 1 bus ness day.

S ncere y,

Kate ynn

*end of CAC

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1GG5	HF 1	Open Date	05/02/2017	Built Date	10/06/2016
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	10/06/2016	Mileage	8207	Dealer Zone		
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PUV	DK. CORDOVAN PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer						
Dealer Address						
Dealer City				Dealer State		Dealer Zip
Owner					Contact Type	E MAIL
Address					Home Phone	
	CLARKSBURG M				Country	UNITED STATES

Product Dr vab ty Unknown Sta ng Defau t	
Corporate SurveyBy Pass Dup cate CAIR Defau t Defau t	

***** EMAIL BRIEF DESCRIPTION CONTENT *****

New Pac fca brokedown

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

I got new 2017 pac fca, t brokedown n the m dd e of the road, ooks
ke
dea er needs coup e of days to fx, I got a onar car, not even a van ,
how
can I trust that my veh c e s safe n future ? I got pac fca to take
fam y on trave th s summer, what f t breaks down ke th s on the
m dd e of the road ?

***** END OF CUSTOMER EMAIL *****

Dear
Thank you for contact ng the FCA Customer Ass stance Center.
We are very sorry to eam of the prob ems you have encountered, and your
frustrat on n the matter s understandab e.
I have seen that you have ca ed n regard ng the concerns w th your
veh c e and your case s be ng revewed and worked on. Your case number
s

Thank you aga n for your ema . Shou d you requ re add tona
ass stance, or have any new nformat on to prov de, p ease rep y to th s
ema message or ca 1 800 247 9753 and reference case number

S ncere y,
Jenn fer
Customer Serv ce Representat ve
FCA Customer Ass stance Center

***** END OF CAC EMAIL TO CUSTOMER *****

dup cate CAIR
CAIR RE OPENED AND FOLLOWING REASON CODE(S) REMOVED
SurveyBy Pass Dup cate CAIR
*Opened n error

Customer Assistance Inquiry Record (CAIR)#

7

VIN	2C4RC1DG8	HR57	Open Date	05/04/2017	Built Date	09/01/2016
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
In Service Dt	09/01/2016	Mileage	2000	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	66689	ROCKLAND CHRYSLER JEEP DODGE				
Dealer Address	60 ROUTE 304					
Dealer City	NANUET			Dealer State	NY	Dealer Zip 10954
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	MONSEY				Country	UNITED STATES

Corporate	Renta Veh c e	Default	Default	Default	
Product	Eng ne	Unknown	Defect ve	Defau t	shuts off occas ona y

Customer ca ed CAC to request renta veh c e because he fee s unsafe dr v ng the veh c e when the veh c e shuts off occas ona y.

Customer booked appo ntment at the DLR on 5/08/2017 and w take 3 5 days to fx t and he need a renta veh c e r ght now because he fee s that th s veh c e s unsafe. Customer s ates that the DLR don't have a oaner veh c e.

Customer was advsd that due to the nature of the r renta request a ca back s requ red and w take p ace by c ose of bus ness today.

Preferred Mom ng/Mdday ca back number s 9

Preferred Afternoon/Even ng ca back number s

Customer ema address for case updates:

Reass gned to 86R

R

***** Customer contact *****

The agent contacted the customer and author zed renta veh c e for the customer the customer w be pay ng out of pocket to be re mbursed at 40\$ a day.

The agent s reass gn ng th s case for case management due to the fact th s ssue has been hav ng throughout the durat on of the veh c e be ng owned,

Renta has been ass sted the case w be esca ated for management for unreso ved ssue.

Customer advsd that they w be contacted w th n one (1) bus ness day, by COB the r t me

Preferred mom ng/m dday ca back number

Preferred afternoon/even ng ca back number s

Customer ema address for case updates: e

Wou d customer ke to rece ve updates v a text message? (N)

Who has possess on of the veh c e? (The customer s dropp ng the veh c e off r ght now)

Has the veh c e been d agnosed by a CDJR dea er w th n the ast 30 days? (N)

If a CDJR dea er has d agnosed w th n 30 days, what s the dea er name or code?

If a CDJR dea er has not d agnosed w th n 30 days, when s the customer's appo ntment schedu ed?

Date: 5/8/2017/

T me: 8:00 am.

Conf rmed appo ntment at WESTBURY JEEP CHRYSLER DODGE, INC

Is the customer n a ren a ? (y)

Who author zed? Customer care.

From what date? 5/4/2017/ 5/8/2017/

Reass gned to 88F

Rev ewed by TL JM2545

CUSTOMER CONTACT 5/5 W rter d a ed customer a , spoke to customer. Customer states veh c e s at ROCKLAND CHRYSLER JEEP DODGE.

Customer states dea er offered a renta . W rter advsd w ass st

dealer with repairs needed. Writer provided contact# for customer.

Thanked customer. Ended call.

Writer dialed dealer, left message for SM John. Provided VIN#, contact# Incoming call from SM John. SM states vehicle not diagnosed yet. SM states another point of contact is Gary Feenberg. Provided contact# 845 623 7873

Writer dialed 845 623 7873, left message for Gary. Provided contact#, VIN#

Writer dialed 845 623 7873, spoke to SA Gary. SA states that transmission assembly has been ordered. Customer has been notified. CUSTOMER CONTACT 5/9 Writer dialed customer at 845 304 4859, spoke to customer. Customer states he is in a Jeep but would prefer a van. Writer advised wait and locate a van.

Writer dialed 845 623 7873, left message for Gary. Writer advised needing to set up customer with a van. Provided contact#

Writer dialed 845 623 7873, left message for Gary

Writer dialed 845 623 7873, spoke to SA Gary. SA states he did not swap the customer into a van because they did offer them a loaner. SA states they do not usually work with Enterprise unless they absolutely have to. SA states will check on status of repairs and call writer back.

Incoming call from SA Gary. SA states transmission repairs complete.

Incoming call from SA Gary. SA states customer picked up. SA states needed 12 days warranty authorization for rental.

CUSTOMER CONTACT 5/18 Writer dialed customer at [REDACTED], left message. Writer advised calling to ensure satisfaction. Provided contact#, hours of operation. Thanked customer. Ended call.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1CG9	HR5	Open Date	05/07/2017	Built Date	05/17/2016
Model Year	2017	Body	RUCL53	CHRYSLER PACIFICA LX WAGON		
In Service Dt	05/18/2016	Mileage	1600	Dealer Zone	GS	VENEZUELA
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	12173	RUSTIACO FALCON				
Dealer Address	AV LOS MEDANO PROLONACION SUR					
Dealer City	CORO			Dealer State	EX	Dealer Zip 00000
Owner					Contact Type	ROADSIDE
Address				Home Phone		
	WEST VALLEY CITY UT			Country		UNITED STATES

Corporate Roads de Servces Warranty F u d/Fue Leak Defau t

Roads de Ass stance Con acted DATE : 2017 05 07

Road S de F e Created 05 07 17 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

3896 CLIFFHAVEN LN 2309 S STATE ST

S CLIFFHAVEN LN

WEST VALLEY CITY SALT LAKE CITY

UT USA UT

STALLING NOT ABLE TO GET OUT OF FIRST GEAR LEAKIN

DEALER CODE : 12173 RUSTIACO FALCON

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1DGX	HR5	Open Date	05/11/2017	Built Date	05/19/2016
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
In Service Dt	05/19/2016	Mileage	8000	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PRV	VELVET RED PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	44940	MAROONE DODGE OF PEMBROKE PINES				
Dealer Address	13601 PINES BLVD					
Dealer City	PEMBROKE PINES			Dealer State	FL	Dealer Zip 33027
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	HIALEAH				Country	UNITED STATES

Product	Engine	Unknown	Other	Default	shuts off
Corporate	Survey	By Pass	Default	Default	Default

Br e f y summar ze why the customer s contact ng Chrys er: Customer s contact ng Chrys er because the r veh c e has shut off n the m dd e of dr vng mu t p e t mes and th s cou d have ser ous y hurt the customer. Customer does not fee safe dr vng th s veh c e w th the r fam y and wou d ke to get t exchanged for a d fferent veh c e.

Br e f y summar ze what the customer s expect ng: Customer s expect ng to get a d fferent veh c e.

Customer was nformed that by mak ng th s request they are NOT actua y f ng emon aw or anyre ated process.

The r case s be ng esca ated for a review of the veh c e's repa r h story to determ ne f the r request mer ts further act on and that due to the nature of the r request, t w requ re a ca back wh ch w take

p ace w th n 12 bus ness days. The outcome of the review does NOT determ ne Lemon Law e g b ty.

Preferred Mbm ng/Mdday ca back number s

Who has possess on of the veh c e? (Dea er)

Reass gned to 91L

***** 91L Review *****

*****Case Esca ated to I2R*****

Reviewed Warranty H story wh ch determ ned th s case shou d be esca ated to I2R for case management.

*** Br dgett w th the I2R Customer Reso ut on Team s now respons b e for th s CAIR. If the customer shou d ca , p ease d rect them to contact Br dgett d rect y at . Thank you. ***

**Ca ed (44940) SMBrandon was unava ab e. SAJosh hand ed veh c e and prov ded RO update. Found sma eak n va ve purge so eno d and rep aced t. SA w be ca ng customer today for p ck up. SA to ca back w th m es out. **LVM for SMBrandon request ng a return ca to conf rm RO h story.

**Paced n t a ca to customer . LVMstat ng that the r case has been esca ated to me for spec a hand ng. Prov ded my hours and d rect/to free numbers for a return ca and adv sed l w ca aga n.

**Fo ow up 5/16 w th customer

**Rece ved ca back from . He stated customer s h s grandmother and has no dea of what's go ng on w th the veh c e. He requested a return ca .

**Returned ca to grandson Adv sed l w have to speak w th customer fr st to get perm ss on to cont nue w th h m regard ng veh c e. Apo og zed for the nconven ence. Mchae stated he w then have to ca back Wednesday or Thursday w th customer. He asked f he shou d p ck up the veh c e. Adv sed f the veh c e s ready, t's ok to p ck t up.

**Fo ow up 5/18 w th customer (n t a)

**Customer's grandson ca ed w th the customer. Ms. S speaks m ted Eng sh and asked that we speak w th

her grandson about the vehicle. [REDACTED] stated the DLR has not called him yet to pick up the vehicle. He stated he contacted the Attorney General about the Lemon Law and wants to know Chrysler's position. Advised at this time, the vehicle has been repaired so the next steps for him to pick up the vehicle to confirm if the repairs resolved the issue. He stated the vehicle is unsafe and he doesn't want to put his family back in it. He wants another vehicle. Advised we have to allow every opportunity for the dealership to repair the vehicle if possible. Customer resisted on picking up the vehicle. Offered arbitration and he accepted the information. Advised if he should decide to continue with the repair process, fee free to call back.

**Closing case

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1GG1	HF	Open Date	05/13/2017	Built Date	10/06/2016
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	10/07/2016	Mileage	6000	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	23171	HUNTINGTON JEEP CHRYSLER INC				
Dealer Address	1220 EAST JERICO TURNPIKE					
Dealer City	HUNTINGTON	Dealer State	NY	Dealer Zip	11743	
Owner		Contact Type	TELEPHONE			
Address		Home Phone				
	HUNTINGTON	Country	UNITED STATES			

Corporate	Survey By Pass	No Diagnosis	Default	Default	
Product	Engine	Unknown	Check Engine Lamp On/Fash ng	Default	engine ght s on

Br ef y summar ze why the customer s contact ng Chrys er: p ease see
CAIR customer sa d the eng ne ght w com on and the
ca w not acce erate then the car w shut off

Br ef y summar ze what the customer s expect ng: Customer s ook ng
to the veh c e towed to h s DLR

agent adv sed that the a tow w take the veh c e to the nearest
DLR

customer wants ren a

agent adv sed that customer can set up renta and send n for
re mbursement

customer ca ed the DLR to see f the DLR wou d be ab e to pay
for the d fference n cost agent ca road s de , to f nd out the
extra cost , t can be from 200 10.00 .do ars. The DLR to
have the veh c e towed to the DLR

customer w ca up for a renta h mse f

Customer Assistance Inquiry Record (CAIR)#

1

VIN	2C4RC1GG1	HR59	Open Date	05/13/2017	Built Date	10/06/2016
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	10/07/2016	Mileage	6000	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	23171	HUNTINGTON JEEP CHRYSLER INC				
Dealer Address	1220 EAST JERICO TURNPIKE					
Dealer City	HUNTINGTON	Dealer State	NY	Dealer Zip	11743	
Owner		Contact Type	TELEPHONE			
Address		Home Phone				
	HUNTINGTON	Country	UNITED STATES			

Product	Eng ne	Unknown	Check Eng ne	Lamp On/F ash ng	Eng ne	ght com ng on
Default						
Corporate	Survey By	Pass	Default	Default	Default	Eng ne
						ght com ng on
Product	Dr vab ty	Unknown	Other	Default	Customer s ask ng for	
					buyback/rep acement	

Br ef y summar æ why the customer s contact ng Chrys er: Customer s upset because the eng ne ght has come on aga n and he s on l 95 and no tow ng w p ck h m up as a spec a tow serv ce s needed when you are on l 95. He states he s go ng to have to dr ve h s unsafe veh c e to a dea ersh p. He states th s w be the 4th t me to the dea ersh p for th s ssue and no longer wants the veh c e. He s ask ng for a repurchase/buyback.

Br ef y summar æ what the customer s expect ng: Rep acement/buyback

**Agent adv sed that l wou d open ca r and gave customer the ca r number.

Customer was nformed that by mak ng th s request they are NOT actua yf ng emon aw or anyre ated process.

The r case s be ng esca ated for a review of the veh c e's repa r h story to determ ne f the r request mer ts further act on and that due to the nature of the r request, t w requ re a ca back wh ch w take

p ace w th n 12 bus ness days. The outcome of the rev ew does

NOT determ ne Lemon Law e g b ty.

Preferred Morn ng/Mdday ca back number s 9

Preferred Afternoon/Even ng ca back number s 64

Who has possess on of the veh c e? Owner s head ng to dea ersh p Reass gned to 91L

Veh c e s at the dea ersh p HUNTINGTON JEEP CHRYSLER DODGE (23171)

Update tr ggered by S71488L

Customer ca ed n w sh to speak to the r CM

Agent nformed customer the r case has been esca ated to the CMTeam and they are supposed to ca you back w th n 12 bus ness days.

Customer stated the r veh c e s at the DLR and has been dent fed as a Lemon.

Customer wants to speak to the r CMon rea urgent bas s to d scuss next steps as they are out of veh c e now.

***** 91L Review *****

*****Case Esca ated to I2R*****

Reviewed Warranty H story wh ch determ ned th s case

shou d be esca ated to I2R for case management.

Customer ca ed n ook ng to see f a case manager has been ass gned to h s ca r.

Agent: Informed the customer that h s ca r has been esca ated to case management and that a ca shou d take p ace w th n 12 bus ness days.

Customer was ok to wa t unt the end of the bus ness day today.

Customer can be reached at 646 ny t me of day

CASE HAS BEEN ASSIGNED TO I2R, CASE MANAGER PATRICIA. IF CUSTOMER CALLS

IN PLEASE HAVE THEM CALL CMPATRICIA AT 214 583 2171. THANK YOU.

5/16/2017 12:25:50 PM: User Comment by Patricia Johnson: >>Made attempt to reach dealer 23171 but unable to reach LVM with contact and customer info<<

5/16/2017 12:50:23 PM: User Comment by Patricia Johnson: Placed in a call to customer. I explained that the case has been escalated to me for special handling and I would like to assist with vehicle concerns. I provided my name and number.

>>Customer states about a month after purchasing vehicle they started having a problem with CEL coming on and then vehicle would not accelerate. Customer states vehicle has been to dealer several times for this issue and still back again. Customer states they were driving 65 MPH on the turnpike and vehicle just shut down with high water and kds in vehicle. Customer states this vehicle has had too many issues within three months and he wants vehicle replaced with the same vehicle and features. Apologized to customer for issues and explained resolution process. Advised would be happy to review for resolution but unable to guarantee a certain resolution at this time. Customer states he knows that his vehicle meets his states emission requirements and he is entitled to another vehicle. Advised emission is a legal matter that we do not assist with. Customer states he understands but that is a route that he does not want to have to go and he knows we probably don't either. Advised again would be happy to review. Will follow up on 05/18<<

5/18/2017 12:50:21 PM: User Comment by Patricia Johnson: >>Called dealer 23171 and spoke with SA Eric who verified RO info and advised customer picked up<<

5/18/2017 12:51:31 PM: User Comment by Patricia Johnson: >>Made attempt to reach customer but unable to reach. Unable to LVM due to line continued to ring then disconnected. Made two attempts<<

Huntington Jeep service Centre gave the car back earlier in the week. Turned off check engine light. Could not find any issues. Took the car back. While driving the vehicle home from work on 05/19/2017 the check engine light comes on and car fails to accelerate to the point of stalling. Reoccurring issues referenced above. Customer is patient with the situation but feeling unsafe in the vehicle. Customer potentially seeking medical issues he is experiencing. Car is to be dropped off at Huntington Jeep later today.

5/23/2017 9:45:11 AM: User Comment by Patricia Johnson: >>Returned call to customer who states they picked up vehicle but had issue again so vehicle is back at dealer. Advised will contact dealer and continue my review<<

5/23/2017 9:46:22 AM: User Comment by Patricia Johnson: >>Made attempt to reach dealer 23171 but unable to reach LVM with contact info<<

5/26/2017 12:13:39 PM: User Comment by Patricia Johnson: >>Called dealer 23171 and verified RO info. Dealer received part<<

5/26/2017 12:14:42 PM: User Comment by Patricia Johnson: >>Made attempt to reach customer but unable to reach LVM advising of vehicle status and contact info<<

***** Following Corporate Resource has been contacted *****

TAPS

on 2017 06 01 @ 11:11

6/1/2017 10:27:30 AM: User Comment by Patricia Johnson: >>Called dealer 23171 and spoke with SM John who states ordered part but then STAR advised to try other things so did not install part. Inquired about STAR involvement due to not showing open STAR case dealer provided STAR case number [REDACTED]<<

6/1/2017 10:31:30 AM: User Comment by Patricia Johnson: >>Made attempt to reach customer but unable to reach LVM with contact info<<

CAIR ESCALATION CLOSURE

SEE STAR CASE# [REDACTED] 047 FOR INFORMATION

Customer called in stating he believes his CM is out of the office and would like to have someone from CMs department reach out to him to discuss his case. As agent was unable to reach anyone in CMs department as we are being met with a VM, agent advised that a callback request would be documented. Customer thanked agent and disconnected.

6/5/2017 12:42:10 PM: User Comment by Patricia Johnson: >>Called dealer 23171 and spoke with SM John who verified vehicle repaired and customer was notified on 06/02 to pick up vehicle but has not<<

6/5/2017 12:42:32 PM: User Comment by Patricia Johnson: Returned call to

customer due to VM received but unable to reach LVM with contact info

6/5/2017 12:58:21 PM: User Comment by Patricia Johnson: >>Received call from customer advised dealer states vehicle is repaired and ready for pickup. Customer inquired about repair advised of repair done. Advised case is to be reviewed for resolution and to please pickup vehicle and test drive while I continue my review<<

6/7/2017 3:20:13 PM: User Comment by Patricia Johnson: >>Made attempt to reach customer concerning status of vehicle but unable to reach LVM with contact info<<

6/8/2017 3:39:02 PM: User Comment by Patricia Johnson: >>Received call from customer who states picked up vehicle yesterday advised to please take time to test drive to verify repair and will follow up on 06/13<<

6/13/2017 3:44:02 PM: User Comment by Patricia Johnson: >>Made attempt to reach customer concerning status of vehicle but unable to reach LVM with contact info<<

6/16/2017 2:40:39 PM: User Comment by Patricia Johnson: >>Made attempt to reach customer concerning status of vehicle but unable to reach LVM with contact info<<

Customer Assistance Inquiry Record (CAIR)#

1

VIN	2C4RC1DG5	HR52	Open Date	05/13/2017	Built Date	06/16/2016
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
In Service Dt	06/17/2016	Mileage	2997	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PUV	DK. CORDOVAN PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	45027	SAFFORD MOTORS DODGE				
Dealer Address	5202 JEFFERSON DAMS HWY					
Dealer City	FREDERICKSBURG			Dealer State	VA	Dealer Zip 22408
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	FREDERICKSBURG				Country	UNITED STATES

Product	Eng ne	Unknown	Check Eng ne Lamp On/F ash ng	veh c e shut off wh e they were at a stop
Defau t				s gn

Br ef y summar æ why the customer s contact ng Chrys er: Customer was just dr v ng and stopped at a ntersect on and veh c e sta ed, veh c e a so went out of gear. Park ng ght was f ash ng.

Br ef y summar æ what the customer s expect ng: to f nd out what s go ng on

*****82 H*****

Wrt er notes dea er R.O.# on 5/15 5/16/17 n warranty h story.

Wrt er contacted dea er # 45027 w th SAG to conf rm that the veh c e s repa red, and re eased to owner. Wrt er prov ded extens on for ca back.

SAG ca ed back states that veh c e pos t ve battery cab e was oose.

Dea er re attached pos t ve cab e and t ghtened the cab e con act.

Veh c e has been repa red and re eased to owner on 5/15/17.

Customer Assistance Inquiry Record (CAIR)#

9

VIN	2C4RC1GG6	HR50	Open Date	05/16/2017	Built Date	06/11/2016	
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON			
In Service Dt	06/11/2016	Mileage	15840	Dealer Zone	66	ORLANDO	
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US	
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERF	3.6L V6 24V WT ENGINE					
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS					
Dealer	41337	GULF CHRYSLER DODGE JEEP INC					
Dealer Address	3781 S MCKENZIE ST						
Dealer City	FOLEY			Dealer State	AL	Dealer Zip	36535
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	ORANGE BEACH					Country	UNITED STATES

Product	Electrical	Unknown	Other	Default	Customer states vehicle shut down while driving
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Briefly summarize why the customer is contacting Chrysler: Customer states his wife was driving vehicle when it suddenly flashed a light on the EVIC screen and then shut down. Customer states wife advised him that the gas wouldn't work, steering wouldn't work and a power to vehicle was off. Customer states he took it to DLR and they had vehicle for 10 days but advised they were unable to find an issue with the vehicle nor duplicate the problem.

Briefly summarize what the customer is expecting: Customer feels unsafe in his vehicle.

Agent advised customer there are no recalls or restrictions on vehicle at this time. Agent advised customer he can take his vehicle back to DLR for further testing or take it to another DLR for a second opinion if he wants to. Phone rebooted and call dropped. Agent attempted to contact customer back but phone rang busy.

Refer to case number [REDACTED]. Customer calling to state he wanted an update on the vehicle. Dealer still unable to diagnose problem and customer states they need a vehicle to drive as it doesn't seem these issues are going to be solved any time soon.

Agent advised customer that we would certainly look into getting a rental vehicle to drive while these issues are going on. Agent informed customer he would be getting a call on Monday from a CM regarding the rental vehicle.

Per STAR case [REDACTED] 89, no further action can be taken without a duplication, customer should duplicate issue for DLR before sending to 88W. Per TL TB1064.

CT1074 Please follow up with customer.

Customer has case open with 91L as per case 3 [REDACTED]. Customer no longer wants vehicle. Agent closing case as issue being dealt with on that case.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1EG7		Open Date	05/17/2017	Built Date	10/24/2016
Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
In Service Dt	10/24/2016	Mileage	3000	Dealer Zone	71	LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	42081	CROWN DODGE				
Dealer Address	6300 KING					
Dealer City	VENTURA	Dealer State	CA	Dealer Zip	93003	
Owner		Contact Type	TELEPHONE			
Address		Home Phone				
	SANTA BARBARA	Country	UNITED STATES			

Product Transm ss on / Transaxle Automat c Trans / Transaxle Improper Sh ft Defau t	veh c e does not sh ft correct y
Product Dr vab ty Unknown No Start Defau t	customer seek ng emon aw
Product Body/ Tr m / Pa nt Fn sh BodyHardware No sy Door S d ng	door gr nd and then thye dont open

Br ef y summar æ why the customer s contact ng Chrys er: Customer s hav ng ssue w th veh c e not sh ft ng proper y. Also, the doors gr nd and don't open up. Customer veh c e does not start even many t mes. When customer ca ed dea er for d agnos s she was adv sed t cannot be repa red a these veh c e hav ng the ssue.

Br ef y summar æ what the customer s expect ng: buyback

Customer was nformed that by mak ng th s request they are NOT actua yf ng emon aw or any re ated process.

The r case s be ng esca ated for a review of the veh c e's repa r h story to determ ne f the r request mer ts further act on and that due to the nature of the r request, t w requ re a ca back wh ch w take

p ace w th n 12 bus ness days. The outcome of the rev ew does NOT determ ne Lemon Law e g b ty.

Preferred Morn ng/Mdday ca back number s 8

Preferred Afternoon/Even ng ca back number s 8

Who has possess on of the veh c e? Owner

Reass gned to 91L

***** 91L Review *****

*****Case Esca ated to I2R*****

Reviewed Warranty H story wh ch determ ned th s case shou d be esca ated to I2R for case management.

Ca ed the customer and ntroduced myse f as her case manager. The customer stated the ast veh c e has been bought back by Chrys er due to s m ar ssues. The customer stated the doors gr nd and make a oud no se and the doors does not open somet mes. The customer a so stated sh ft ng concerns a so oss of power. The customer stated the frst prob em w th the car shutt ng off happened Easter weekend. The customer stated the veh c e powered off wh e operat ng on two separate occas ons. The customer stated frustrat ons w th the Chrys er process and go ng back and forth to the dea ersh p. Customer a so ment oned concerns w th hav ng a renta car that wou d support her 5 ch dren and 2 car seats. I exp a ned that I wou d reach out to the dea ersh p and see f the renta car company cou d make such an accommodat on to ensure the correct veh c e that wou d support her fam y. The customer stated that she s pay ng 45k for a veh c e that s not operat ng proper y and dea er 42081 has refused to take her veh c e n for serv ce because they stated there s no fx for the door. I adv sed that I wou d con act the dea ersh p and express her concerns and attempt to have the ren a car s tuat on taken care off. I exp a ned once that's comp eted, I wou d adv se her to contact dea er 42081 and schedu e her appo ntment.

Fo ow up 5/23

***Anthony w th the I2R Customer Reso ut on Team s now respons b e for th s CAIR. If the customer shou d ca , p ease d rect them to contact Anthony d rect y at 214 583 2119. Thank you ***

*Called customer on behalf of CM [REDACTED]. LVM advised I will call Crown Dodge and get appointment set with a rental. Customer concerns per lines 25-29: 1. doors make loud grinding noise and sometimes do not open 2. shifting concerns a loss of power 3. vehicle powered off while driving twice. Set appointment for 5/31 9:00am with a minivan as a loaner. *Called customer [REDACTED] LVM advised of appointment, loaner and to see SA Scott. Follow up 5/31 and escalate to STAR. Called customer LVM requesting return phone call. Advised that I was aware of her scheduled appointment and was checking to make sure she was able to make it.

Follow up 6/2

Received VM from customer stating that she did not make the appointment and rescheduled for Thursday 6/1 at 7am.

Follow up 6/2

Vehicle is at the dealership CROWN DODGE CHRYSLER JEEP (42081)

Update triggered by S01197H

***** Following Corporate Resource has been contacted *****

TAPS

on 2017 06 02 @ 17:40

Called dealer and learned the (SA) is Scott. I opened a case with STAR and will contact the customer on Tuesday.

Follow up 6/6

CAIR ESCALATION UPDATE

SEE STAR CASE# [REDACTED] FOR INFORMATION

CAIR ESCALATION UPDATE

SEE STAR CASE# 1 [REDACTED] 0 FOR INFORMATION

CAIR ESCALATION CLOSURE

SEE STAR CASE# 1 [REDACTED] FOR INFORMATION

Reviewed STAR case notes and reported problems were unable to be duplicated. The vehicle was released back to the customer.

1. shifting doors make loud grinding noise and sometimes do not open
2. shifting concerns a loss of power
3. vehicle powered off while driving twice.

Called customer LVM requesting return phone call.

Follow up 6/9

Called customer LVM requesting return phone call. Will advise of lines 78-82 and the dealership put 50 miles on the vehicle with no reported problems.

Follow up 6/9

Received call from customer and advised of lines 78-82 and advised concerns were not duplicated. The customer stated she has picked up the vehicle and now has it in her possession. She asked if Chrysler was advising her to drive an unsafe vehicle and I explained that Chrysler is stating they have not been able to duplicate the concerns she has mentioned that are unsafe. I mentioned NCDS information and she stated that's what she will have to do so pursue that before hanging up the phone.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1DG7	HF	Open Date	05/18/2017	Built Date	03/02/2017
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
In Service Dt	03/03/2017	Mileage	500	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PW2	TUSK WHITE				
Engine	ERC	3.6L V6 24V WT ENGINE UPG I WESS				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	60619					
Dealer Address						
Dealer City				Dealer State	Dealer Zip	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	BOYNTON BEACH				Country	UNITED STATES

Product Transm ss on / Transaxle	Unknown Other Defau t	code for transm ss on
Corporate Outbound Survey Follow Up	Continuous Qua ty Ins ght Defau t	
Product Eng ne	Unknown Check Eng ne Lamp On/F ash ng Defau t	3 codes sent to ema v a veh c e hea th report
Product Fue System	Carburetor /Thrott e Body Other Defau t	code for thrott e body

CQI Survey Record Received DATE : 05/18/2017

Survey Number : 11441023

Qua ty Survey ID Number: 363661039

Survey Date : 05/17/2017

VIN Complete 17 : 2C4RC1DG7HR7

CQI Comments : the code and lock out

Did Customer specify Email or Phone: (Yes/No) Yes

Customer's Preferred Method of Contact: email only

Preferred callback number s: no number provided

Preferred Email address: .com

Message Updated? (Yes/No) Yes

Dealer code: SCHUMACHER CHRYSLER 60619

Summary Customer concern: at 100 miles the hard lock out and vehicle went into creep mode, stopped shut off, restarted and it drove fine with check engine light on. after 30 miles the light went off. I am a snowflake and spend most of my time in New York next time I'm does I? have the scanner at the service check it out.

Status update provided via email to the following email address:

My name is Barb, and I am following up on a survey that you recently completed regarding your 2017 Chrysler Pacifica.

First, I would like to thank you for taking the time to complete the survey and offering us valuable feedback. Comments like yours are one way we have to learn of problems that may develop, as well as improvements desired by customers.

You mentioned in the survey you were experiencing concern with the code and lock out.

If you would like to discuss the survey further, please contact me at 855 675 9291 ext. 4718729 or you can reply to this email.

End of Status Update

ed and left a message asking for a callback to 845 742 1901

Vehicle s at the dealership SCHUMACHER CHRYSLER DODGE JEEP (60619)

Update triggered by S61387E

CUSTOMER CONTACT: 1901, spoke with customer who

asked for a callback in 30 minutes,

CUSTOMER CONTACT: , left message on 05/22/2017 at 3:10 PM for customer to callback with any questions or concerns regarding the survey.

CUSTOMER CONTACT: , Spoke with customer who

stated that he had the check engine light came on as well as a brake light came on, he turned the vehicle off and back on, the check engine

ght was st on. Customer advsed that he drove for a tte b t and check engine went out. Customer stated that the codes were sent to h s ema saying must see the dea ersh p. Customer went to the dea ersh p and was advsed that the codes are now nact ve. Customer advsed that the codes were for the throtte sensor, transm ss on and he does not remember the th rd one. Customer s ated that he has the pr nt out of the codes that the veh c e had. Customer s unsure f th s veh c e s safe. Agent advsed the customer that we w send h s case to our Case Management Team for further ass stance w th s ssue and theyw contact h m back w th n 1 2 bus ness days.

Agent advsed w esca ate to case manager.

Follow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone number: [REDACTED]

Updates va ema : [REDACTED] Prefers contact by ema

Re ass gn to 82H

Wrtter ca ed owner today. Customer stated that transm ss on nput sensor was rep aced veh c e was f xed. Engine amp s OFF now. Thanked owner for h s t me and w return to dea er f needed. Provded h m my d rect ne. Customer stated that there s noth ng wrong current y w th the veh c e.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1DG8	HR5	Open Date	05/18/2017	Built Date	04/26/2016
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
In Service Dt	04/27/2016	Mileage	7000	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	60451	LESTER GLENN CHRYSLER DODGE JEEP				
Dealer Address	101 ROUTE 37 E					
Dealer City	TOMS RIVER	Dealer State	NJ	Dealer Zip	08753	
Owner		Contact Type	TELEPHONE			
Address		Home Phone				
	BAYVILLE	Country	UNITED STATES			

Product Unknown Unknown Sta ng Defau t	Customer s ates the veh c e shut down comp ete y
Dea er By Pass Defau t Defau t Defau t	
Corporate SurveyBy Pass Defau t Defau t Defau t	Customer s ates the veh c e shut down comp ete y
Corporate Chat Informat on Defau t Defau t	
Corporate Enhanced Customer Sat sfact on Program (ECS) Defau t Defau t Defau t	Customer s ates the veh c e shut down comp ete y
Referra Top Care Execut ve Team Defau t Pub c Re at ons/Commun cat ons	
Product Dr vab ty Unknown Hes tat on/No Power Defau t	

Br ef y summar z e why the customer s contact ng Chrys er: Customer stated wh e dr vng the r veh c e comp ete y shut down. Customer s upset because t s an a most new veh c e and s wonder ng why th s s happen ng.

Br ef y summar z e what the customer s expect ng: Customer s seek ng ass stance w th above.

**** Agent Adv sed ****

Agent nformed Customer as per AC art c e #24544, s nce th s s a veh c e concern for a 2017 Pac f ca, the r case w be esca ated for further review, and shou d rece ve a ca back n 2 bus ness days. Customer stated they wou d ke to be ca ed at , and Agent gave Customer the r case number as reference.

Esca at ng to 82H for review.

*****82H*****

W r ter contacted owner to address above concern. W r ter eft message and adv sed owner to br ng the veh c e to the dea er for d agnos s. W r ter adv sed owner that the veh c e w be repa red accord ng to the factory 3/36 warranty. W r ter offered to ass st w th renta veh c e as needed.

W r ter prov ded extens on for ca back.

W r ter returned owner ca , and eft message w th extens on for ca back.

W r ter spoke w th owner. Owner states that the eng ne s a ed and then re started. Owner brought the veh c e to the dea ersh p, and the dea er found no fa ure codes and the techn c an cou d not dup cate any concerns w th the veh c e. W r ter suggested owner test dr ve the veh c e w th the techn c an or serv ce manager to dup cate the concern when owner br ngs veh c e nto the dea er for the next o change. Any defect w be repa red per terms of the factory warranty.

Customer posted on facebook: Loved m ne too unt t turned off wh e I was dr vng w th no warn ng, ost a contro

w r ter to d customer to send us a pr vate message w th further de a s.

Good afternoon. I was asked to send a pr vate message from a representat ve on the Facebook page. My VIN number s 2C4RC1DG8

and my case number s . On May 17th n the even ng wh e dr vng home from work my car turned off wh e I was go ng approx mate y 20 mph.

I ost a power and steer ng and was ab e to bear off the road a b t,

st st ck ng out n the ane. The car st sa d t was on and n

dr ve. There was a beep ng sound and the screen sa d someth ng to the

effect car must be n park to dr ve. I brought t to the dea er on Fr day

the 19th and nothing was found wrong. I have seen reports of this being a problem with the 2007 models and I've seen a few with the new Pacifica. I am extremely nervous driving this car now and have not taken it on the highway or parkway. If this was at a higher speed myself or someone else would be dead. I don't know what options are available to me but I do not want this vehicle any longer. It's a lease and I voted to this point. I can be reached at 9[REDACTED]39. Thank you.

writer to the customer because they have case open we recommend to continue working with CMs as they are best able to assist moving forward. writer to the customer we will document feedback in case and not follow up with customer reached out.

Brief summary of why the customer is contacting Chrysler: she wanted to have her case escalated to in order to have a rental vehicle as she does not feel safe in vehicle. She stated that she made an appointment with DLR Lester Glenn for 06/07/2017 at 9:45 am

Brief summary of what the customer is expecting: to have case escalated in order to have a rental vehicle.

Agent explained that at this time our systems are updating and agent is unable to view case. Agent explained that they would document that she wanted to have the case escalated and that she has made an appointment.

Agent explained that they are unaware if case will be escalated and that she can contact in later today if she would like an update. she asked when she should contact in, agent explained that they are unaware as to when the case can be viewed.

Customer has called in states she does not want her vehicle back until it is fixed, customer stated her vehicle is at DLR, Customer has an appointment at DLR today at 9:45 am for an oil change, agent advised customer she will need to discuss with service manager

Brief summary of why the customer is contacting Chrysler: customer states vehicle is at DLR customer demand to speak to someone as she has no rental

Brief summary of what the customer is expecting: rental vehicle repaired

Agent advised can send case to rental department customer states needs to speak to supervisor as she needs it now agent advised 1 business day callback customer stated can't wait and can't be leaving messages anymore agent reached out for supervisor
escalated a new case to 86R with notes to escalate to 88F after rental is looked into

R

908 240 5139 supervisor callback ASAP

FCA cover rental 3 days at a cost of 35\$ a day

*****Rental Value Updated*****

Estimated Rental Amount: \$135 Provided By: CAC Days Authorized: 3

**** DEALER CALL: 32 60451 LESTER GLENN 732 349 4200

SA Andy SM Joe Mt x15620: SD states last time was in for a drivability issue, no faults found and there had been no failures. They have done the road diagnosis 3 weeks ago and found nothing to repair and according to the SD this vehicle is operating as designed.

SD states this vehicle is in now just for an oil change and the customer is assuming she can get a rental until it is fixed but there had been no issues at all and this vehicle did not exhibit any faults nor any failures since.

SD states the customer does not want the vehicle anymore, the vehicle lost power and shut off. this only happened the one time over 3 weeks ago and they did everything to find the concerns but they have not been able to fix anything due no failures being present nor any fault codes.

SD states he is not going to facilitate any rental due to the fact this vehicle is currently operating as designed.

.

**** CUSTOMER CALL: MS [REDACTED]

Customer states the concern had not happened again since the rental time 4 weeks ago. Agent advised customer we do not review 3rd party or any non FCA websites regarding any literature due to the fact this does not provide any true facts to what is going on with this vehicle. however, this dealer had updated us there is no issue and there is not fix for no issue. But someone prior or a ready promised rental she gets her CM, that rental is approved for 3 days by means of direct reimbursement to customer. Customer accepted that avenue and will be looking forward to

speaking to her CM.

**** RENTAL REIMBURSEMENT EXPLANATION

Agent advised: Since this dealership is not able to facilitate a rental, if you can rent a car with Enterprise, FCA does have an agreement (not an account) which they can provide our customers with a rental for \$40/day. That is not a guarantee depending on different rental offices. But we will reimburse rental up to \$40/day plus taxes.

Status update provided via email to the following email address:

My name is Nick, I spoke to you on the phone regarding your request for rental assistance with your 2017 Chrysler Pacifica, which is being repaired at Lester Genn Chrysler.

You have been approved for rental by means of direct reimbursement to you only. We here at Fiat Chrysler Automobiles (FCA) do not have direct billing but do have an agreement with Enterprise Rental Cars to provide our customers with a rental for a rate of \$40.00 per day. This is not a guarantee depending on different rental offices. Thus, \$40.00 per day is our maximum allowance and we do cover the state taxes as well. We do not cover any additional parts, example gas, damage waiver or insurance fees.

Your case number is [REDACTED]

As so as I have mentioned, I have sent your case back to the Case Manager whom will be in touch with you for the concerns that seem to be unresolved.

End of Status Update

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40599. Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40599.

Customer calling to speak with her CM, as she did not get the extension for her when she left a message. Agent gave her the number and extension and tried her extension and on your received her voicemail. Agent called back over so that customer can leave her a message.

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40599.

***** Create Prep Sheet *****

Prep sheet was saved successfully.

***** DISTRICT 88 T *****

OOW: In warranty

MVP: NONE

HOUSEHOLD: 1 NEW 0 USED

Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40599.

Customer [REDACTED] RD1 alleges service tech is not the one that CC2188 needs to speak to. She wants CS to speak to SM Joe Mgore 7325024623 directly. She has filed a complaint NHTSA.

Voice mailbox could not leave message.

Status update provided via email to the following email address:

CC2188@chrysler.com, KS1236@chrysler.com, CP730@chrysler.com

Please call CAIR Customer: [REDACTED]

End of Status Update

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40599.

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40599.

Writer contacted customer and at this point the vehicle is in her possession and she does not want to drive it. It has only happened once but she is very scared to drive it again.

Joe Smith called to speak to CS CC2188. Caller was warm transferred to the CS.

Writer contacted DLR spoke with SM Joe Smith stated that at this point we can't really do anything that we understand that it happened but it has not happened since and they try to test drive it but at this point the customer is expecting that she gets a loaner and that the master tech come out but at this point the vehicle is operating as designed.

Agent attempted to contact customer, however, customer was not available.
Left message for a return call at extension 40599

Called to speak with the requester. Writer warmly transferred the customer to ext. CC2188 40599

Writer contacted customer and advised the customer that at this point all that we can do is offer the customer a SC to get them in more and keep up on maintaining the vehicle. The customer advised that they are leasing the vehicle for four years, so they are covered anyways and wants to speak with the supervisor.

supervisor Call

Agent attempted to contact customer, however, customer was not available.
Left message for a return call at extension 40599. Supervisor Call number one.

Customer was informed that by making this request they are NOT actually getting lemon law or any related process.

The request is being escalated for a review of the vehicle's repair history to determine if the requester is further action and that due to the nature of the request, they will require a callback which will take

place within 1-2 business days. The outcome of the review does NOT determine Lemon Law eligibility.

Preferred Morning/Afternoon callback number is [REDACTED]

Preferred Afternoon/Evening callback number is [REDACTED]

Who has possession of the vehicle? (Owner/Dealer/IRF) Customer Reassigned to 91L

***** Update Prep Sheet *****

Prep sheet was updated successfully.

***** 91L Review *****

***** Case Escalated to I2R *****

Reviewed Warranty History which determined this case should be escalated to I2R for case management.

Called customer in regards to her vehicle. LVM requesting callback.

Follow Up 6/26

Called customer in regards to her vehicle. Introduced myself and explained review process. Customer stated that when driving she had a loss of power and all the lights in the dash had gone off. She stated that she took it in but they were not able to duplicate the concern that she was speaking of. I advised that I would contact the dealer for more information and determine next course of action.

Called dealer and LVM for SA Andy requesting callback.

Follow Up 6/28

Called dealer and was advised that SA Andy was not in today.

Follow Up 6/29

Called dealer and spoke with Andy regarding the customer's visits. Updated RO information.

Called customer in regards to her vehicle. Explained that at this point in time the next step would be to possibly schedule an extended test drive to attempt to duplicate her concerns so the dealer can see them first hand. She stated that she would make an appointment and let me know.

Follow Up 7/5

Called customer and LVM requesting callback.

***Follow up 7/10**

Called customer in regards to appointment for extended test drive. She stated that once she is able to do so she would call me.

Follow up 7/12

Called customer and LVM requesting callback.

Follow Up 7/17

Called customer and was unable to LVM

Follow up 7/19

Called customer in regards to her vehicle. She stated that she has made an appointment for tomorrow 7/20. She stated that she received a call from NHTSA in regards to her vehicle as well. I advised that once I have information regarding the repairs, I would reach back out to her.

Follow up 7/24

Vehicle is at the dealership LESTER GLENN CHRYSLER, DODGE, JEEP (60451)

Update triggered by S77542M

Called dealer in regards to the customer's vehicle. LVM requesting call

back
Follow up 7/26

Called dealer in regards to the customers vehicle. LVM requesting callback.

Follow Up 7/28

Called dealer 4 times and received a busy signal.

Follow Up 7/31

Called dealer and was advised that the customers vehicle is no longer in for service. I asked that the SA fax over RO information.

Called customer in regards to her vehicle. LVM requesting callback.

Follow Up 8/2

Called customer in regards to her vehicle. LVM requesting callback.

Called dealer to update final RO. LVM for return call.

Follow Up 8/8

Called dealer in regards to the customers most recent visit. Updated RO information.

Called customer and LVM requesting callback regarding a good time to get in contact with her.

Follow up 8/10

Called customer in regards to her vehicle. LVM requesting callback.

Follow Up 8/14

>>> A new CAIR and I2R case were opened to further assist customer. New CAIR sent [REDACTED]

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1EG0	HR6	Open Date	05/18/2017	Built Date	11/27/2016	
Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON			
In Service Dt	11/28/2016	Mileage	7690	Dealer Zone	35	WASHINGTON	
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US	
Color	PW2	TUSK WHITE					
Engine	ERF	3.6L V6 24V WT ENGINE					
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS					
Dealer	26547	THOMPSON CHRYSLER JEEP					
Dealer Address	1102 BUSINESS CENTER WAY						
Dealer City	EDGEWOOD	Dealer State		MD	Dealer Zip	21040	
Owner					Contact Type	LETTER	
Address					Home Phone		
	OCEAN VIEW					Country	UNITED STATES

Product Dr vab ty Unknown Other Defau t Customer s ates veh c e has oss of power and d ed

ESCALATION OVERRIDE BG458

Wrtter ca ed the customer on 5/18/17 no answer eft message w th d rect ne w tryback ater to go over any concerns w th veh c e.

Customer ca ed wrtter back same day sa d dea er has veh c e they ordered a power d str but on center parts shou d be n on 5/19/17 and repa rs w be done.

Customers w fe ca ng n because she has been hav ng repeat ssues w th her brand new veh c e. Customer had an ssue where the veh c e comp ete y shut off wh e dr v ng, uck y customer was ab e to get to the s de of the road. When parked veh c e wou d not restart, customer had t towed to DLR 60617. Recent y customer has had the same ssue happen aga n, customer was dr v ng down a h ghway when the veh c e s owed, then t sa d p ace car n park to restart, customer was fortunate y ab e to pu over to the s de. Customer put veh c e n park and t wou d not come out of park. Customer had veh c e towed to DLR 26547 aga n where t s now s tt ng. Customer cannot fee safe gett ng n the veh c e aga n. Customer refuses to ake the veh c e back because of these safety concerns. Customer s a so request ng a ren a veh c e wh e a dec s on s be ng made. Customer s wa t ng on dec s on from Chrys er before she s go ng to move forward on her end w th an attomey and soc a , oca and nat ona med a. Th s has caused customer menta trauma on both occas ons, not ment on the extreme nconven ence th s has caused the customer. When veh c e was broken down the frst t me, customers husband was due at Johns Hopk ns for a med ca fo ow up, was nconven enced aga n try ng to f nd a su tab e veh c e to get her husband to the hosp a on t me. Customer s awa t ng dec s on from Chrys er before they proceed w th the r tr p to De aware that was supposed to take p ace 5/21/2017. Customer s bas ca y hav ng to p ace the r ves on ho d unt a dec s on s made by Chrys er on how to reso ve th s d stress ng s tuat on. Customer's w fe d be contacted ASAP. Customer's w fe s request ng to be the ma n contact for th s case. Her contact nformat on s as fo ows:

Phone number:

Text:

Ema :

Status update prov ded v a ema to the fo ow ng ema address:

He o Mrs. Schaub! Th s s Kyer from Chrys er.

Here are the notes I made for your case manager Mchae : Customer's w fe a ca ng n because she has been hav ng repeat ssues w th her brand new veh c e. Customer had an ssue where the veh c e comp ete y shut off wh e dr v ng, uck y customer was ab e to get to the s de of the road. When parked veh c e wou d not restart, customer had t towed to DLR 60617. Recent y customer has had the same ssue happen aga n, customer was dr v ng down a h ghway when the veh c e s owed, then t sa d p ace car n park to res art, customer was fortunate y ab e to pu over to the s de. Customer put veh c e n park and t wou d not come out of park. Customer had veh c e towed to DLR 26547 aga n where t s now

sitting. Customer cannot feel safe getting in the vehicle again. Customer refuses to take the vehicle back because of these safety concerns. Customer has also requested a rental vehicle while a decision is being made. Customer is waiting on decision from Chrysler before she is going to move forward on her end with an attorney and social, local and national media. This has caused customer mental trauma on both occasions, not mention the extreme inconvenience this has caused the customer. When vehicle was broken down the first time, customer's husband was due at Johns Hopkins for a medical follow up, was inconvenienced again trying to find a suitable vehicle to get her husband to the hospital on time. Customer is awaiting decision from Chrysler before they proceed with the return to Dealer that was supposed to take place 5/21/2017. Customer is basing having to place the reserves on hold until a decision is made by Chrysler on how to resolve this distressing situation. Customer's wife Cynthia should be contacted ASAP. Customer's wife Cynthia is requesting to be the main contact for this case. Her contact information is as follows: Phone number: 410 624 6049 Text message: [REDACTED]

End of Status Update

DLR (Amanda) is calling as the customer vehicle has been repaired. Customer is not a loaner vehicle and does not want to get back in the vehicle as they do not feel safe. DLR is wanting to know how long the customer can use the loaner as they have been waiting for a response from FCA.

Writer advised Amanda to contact either the RBC or AM.

Amanda called writer said they will keep vehicle another day put miles on it and test drive then customer will pick it up with renter RA for rental to cover cost as goodwill. SM has directed new call when they are done with the vehicle.

Customer Seeking Contact with Michael Urgently seeking Contact PLEASE CONTACT at 4106246049

Briefly summarize why the customer is contacting Chrysler: Customer states that they were supposed to receive a call back at 8 pm yesterday. Briefly summarize what the customer is expecting: Customer expects the recall back from MB97.

AGENT ADVISED

Agent advised the customer that her concern would be placed on the ongoing CAIR once the systems were back up.

Agent calling not wanting to speak to her CMs at night that the rental vehicle is ready but they are not wanting the vehicle back and looking into the buyback program. She needs to speak to her CMA as soon as possible. She also has a rental and thanks that Chrysler should pay for the rental.

Writer called the customer back on 5/24/17 she said dealer contacted her the vehicle issues have been repaired she does not feel safe in vehicle and suffering emotionally. Writer documents concern. Owner was advised to pick up vehicle it is done. Provided direct phone number if needed.

Dealer Amanda called said vehicle power door button center was replaced on vehicle R/O 176418 customer was in rental for 6 days total was \$210 writer sent check to dealer to cover rental cost. All concerns are repaired on vehicle 5/24/17.

POSTMARK DATE: 053017; DATE RECEIVED: 053017

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1DG2	HR53	Open Date	05/19/2017	Built Date	06/21/2016
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
In Service Dt	06/22/2016	Mileage	12854	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	60388	PERFORMANCE CHRYSLER JEEP DODGE				
Dealer Address	1130 AUTO MALL DRIVE					
Dealer City	COLUMBUS	Dealer State	OH	Dealer Zip	43228	
Owner		Contact Type	TELEPHONE			
Address		Home Phone				
	OCEANSIDE	Country	UNITED STATES			

Product Dr vab ty Unknown Sta ng Defau t veh ce shuts off wh e dr vng

Br e f y summar z e why the customer s contact ng Chrys er: customer ca ed n as a month ago she had a case open 9 and a star case was opened as her veh c e w shut off wh e dr vng and they were unab e to dup cate the ssue after hav ng t for 2 and a ha f weeks and nsta ng a co p ot to try to dup cate the concern. Today the veh c e shut off aga n wh e dr vng w th her sma ch dren n the veh c e, t s unsafe and customer states she w be ca ng a awyer.

Br e f y summar z e what the customer s expect ng: veh c e d agnos ed

Customer seek ng ass stance w th:

[veh c e shuts off wh e dr vng].

Customer expect ng:

[ssue dup cated and resso ved].

Agent adv sed w esca ate to case manager.

For ow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone number: [redacted]

Ear est ca t me: any

Latest ca t me: any

Updates va text: Y [redacted]

Updates va ema : Y [redacted]

Veh c e ocat on: [Customer]

Date and T me of Appo ntment: [na].

Conf rmed appo ntment w th: [PERFORMANCE CHRYSLER JEEP DODGE

Dea er Phone : 614 272 0000]

Customer n ren a : N

Author zed by:

Renta start date: [Date]

Customer need ng a ren a , agent nformed customer that the veh c e needs to be at the d r and have a d agnos s frst. Agent con acted over to PERFORMANCE CHRYSLER JEEP DODGE and there s no appo ntment set up for

the customer and no ren a . Agent went back to exp a n they needed the veh c e to be at the d r customer s rate. Agent tr ed to nform the cu ome ha he need a ren a wou d be ou o poc e Agen ta ked to TG442 and they nformed of same th nk . Customer ask ng for superv sor. Agent nformed customer they wou d be nform ng them of the same th ng. they st want a superv sor

L ve Superv sor

Customer s seek ng rep acement of the veh c e Customer fee s that the veh c e s unsafe and she fee s that to dr ve t s a hazard to her ch dren. Customer states that she s trans ent n Oh o and that she s concerned that the veh c e w fa enroute to the dea er.

W r ter adv sed contact to roads de ass s ance. W r ter adv sed we cannot ass st further from CAC w thout the veh c e be ng at a dea ersh p.

W r ter fagged CAIR for easy fo ow up as the ca r s current y n 82h.

Customer was adv sed that we can rev ew further ass stance once the veh c e s at the dea er.

W r ter s prepared to offer re mbursement or work w th dea er under d 15 15 for th s customer.

W r ter rev ewed ne 7 n above narrat ve wh ch states that customer w

be calling a lawyer, and pursuing the matter regarding you out of FCA.
Writer closing file.

Leave supervisor. Customer seeking buyback. customer advised that they are proceeding with legal action.

Writer has advised that no further assistance at this time.

****INBOUND CUSTOMER CONTACT****

Customer contacting back as her vehicle is at the DLR but the DLR can only provide a compact vehicle. Customer needs a bigger vehicle as she has three small children with car seats. Customer states she no longer wants this vehicle as it is not safe for her and her children.

Customer reaching out to speak with supervisor again.

Agent advised customer process is a one business day call, Customer states "the previous agent she spoke to transferred her to a supervisor right away" customer very rate.

Agent reached out to previous supervisor and transferred call for supervisor call.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1DG2	HR53	Open Date	05/20/2017	Built Date	06/21/2016
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
In Service Dt	06/22/2016	Mileage	12000	Dealer Zone		
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	99999					
Dealer Address						
Dealer City				Dealer State		Dealer Zip
Owner					Contact Type	ROADSIDE
Address					Home Phone	
	OCEANSIDE CA				Country	UNITED STATES

Corporate Roads de Services Warranty Vehicle Inoperable Default

Roads de Assistance Contacted DATE : 2017 05 20

Road Side File Created 05 20 17 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

10068 HOUNSDALE DR 465 S HAMILTON RD

STONECREEK DR NW

PICKERINGTON COLUMBUS

OH USA OH

STALLED WHILE DRIVING. CX IS COVERED FOR 10 MI OF

DEALER CODE : 93245

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1GG6	HF	Open Date	05/21/2017	Built Date	10/04/2016
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	10/05/2016	Mileage	9644	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PRV	VELVET RED PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO 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		S		Contact Type	TELEPHONE	
Address				Home Phone		
	THE VILLAGES			Country	UNITED STATES	

Product Eng ne O ng System / Pan / Pump	needs an o change
Other Defau t	
Product Electr ca Unknown Other Defau t	veh ce shut off wh e he was stopped had to put n park and start veh c

Br ef y summar æ why the customer s contact ng Chrys er: the customer s ca ng because he stats when he was dr v ng he pu ed up to a stop s gn and h s veh c e shut off, he had to put n park take out keys and restart the veh c e, and at that t me h s warn ng came on p ease serv ce OIL soon, customer wants to know what he's supposed to do and what we can do for h m.

Br ef y summar æ what the customer s expect ng: to get h s veh c e fæd and f nd out what's wrong

agent adv sed the customer that he shou d change h s OIL as soon as poss b e, a so he shou d br ng h s veh c e to the DLR and have them d agnose the ssue when he gets a chance to.

Dea er was contacted today. Left message w th my d rect ne ask ng for ca back. Left message for Customer a so w th my d rect ne.

Customer ca ed back today. He s ated that when th s happened'OIL Change soon Message'popped on. Customer s ated was very nterm ttent and th s on y happened once so he s not p ann ng on go ng to the Dea ersh p anyt me soon. Wr ter thanked owner for h s ca today. Mr. Cass e s a ret ree from Chrys er and the QEC team. He sa d he wou d ca me back and et me know f anyth ng more s needed but he w vs th s dea ersh p and have them ook at th ngs dur ng h s next o change maybe. Prov ded my d rect ne and asked for ca back shou d he need anyth ng moreso.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1GG5	HF	Open Date	05/21/2017	Built Date	09/22/2016
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	09/23/2016	Mileage	5500	Dealer Zone	71	LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	45104	ELK GROVE DODGE				
Dealer Address	8575 LAGUNA GROVE DRIVE					
Dealer City	ELK GROVE	Dealer State	CA	Dealer Zip	95758	
Owner		Contact Type	TELEPHONE			
Address		Home Phone				
	IONE	Country	UNITED STATES			

Product	Electr ca	Unknown	Complete Fa ure	Default	System Fa ure
Dea er	By Pass	Default	Default	Default	

Br ef y summar z e why the Customer s ca ng Chrys er: Customer s ca ng because he has a Chrys er Pac f ca and h s w fe was dr v ng t and the veh c e just shut down on her and wou d not start aga n

Br ef y summar z e what the customer s expect ng: Issue reso ved

Agent Adv sed

Agent nformed the customer that he wou d most ke y have to take the veh c e to the oca DLR and get t ooked at.

C ose

Customer (@sk df ap) reached out on Soc a Med a va pac f caforums.com stat ng:

"The name s s and I have a 2017 Pac f ca that had the same prob em I have seen on the boards. It qu t runn ng wh e dr v ng and have to be stopped to put n park to restart.

2C4RC1GG5HR s I have an appo ntment on 5/24 at E k Grove Dodge. I wou d apprec ate you start ng a case w th t because th s s a ser ous ssue and my w fe has ost conf dence n th s \$50,000 car. Thank you you can contact me "

W rter s reopen ng case and esca t ng to 82H for case management.

CAIR RE OPENED AND FOLLOWING REASON CODE(S) REMOVED

Survey By Pass No D agnos s

Customer seek ng ass stance w th:

Veh c e comp ete y shut down wh e dr v ng.

Customer expect ng:

Ass stance for DLR to d agnose and reassurance t won't happen aga n.

Agent adv sed w esca ate to case manager.

Fo ow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone number:

Ear est ca t me: 9 AMPST

Latest ca t me: 6 PMPST

Updates va text: N

Updates va ema : Y

Veh c e ocat on: DLR ELK GROVE

Date and T me of Appo ntment: 5/24 at 4:30 PM

Conf med appo ntment w th: N/A

Customer n ren a : Unknown

Author zed by: Unknown

Renta start date: Unknown

Left message for the SM nc ud ng my d rect ne. Left message for the Customer today a so.

Customer ca ed back on my d rect ne eav ng vo ce ma . W rter w

contact owner aga n. Con act phone eft on vo cema s

Customer contacted a th rd t me at and eft message. _

Rece ved a ca back from the Customer who adv sed that he wou d ke me to try aga n and was very sorry as he works very odd hours (N ghtsh ft) and he was as eep when I ca ed ast. W rter w try aga n ater today.

Attempted to reach owner aga n eft message.

VRM was rep aced and spoke w th owner who says that t s repa red Hub and Body Contro er a so rep aced to f x no start prob em.

Advised owner to call me back if anything more was needed. Everything per customer's operating okay. Vehicle was returned to customer. Spoke with owner on 6/6 he said he's happy with repairs so far.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1DG6	HR5	Open Date	05/22/2017	Built Date	04/29/2016
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
In Service Dt	05/02/2016	Mileage	12000	Dealer Zone	71	LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	60597	PERRY CHRYSLER DODGE JEEP RAM OF				
Dealer Address	2340 NATIONAL CITY BLVD					
Dealer City	NATIONAL CITY			Dealer State	CA	Dealer Zip 91950
Owner					Contact Type	TELEPHONE
Address					Home Phone	(6)
	SAN DIEGO CA921				Country	UNITED STATES

Product Transm ss on / Transaxle Unknown Improper Sh ft Defau t	Transm ss on does not sh ft proper y
Product Dr vab ty Unknown Sta ng Defau t	Veh c e sta ed when go ng around the corner
Product Eng ne Unknown Check Eng ne Lamp On/F ash ng Defau t	Check eng ne ght came on
Corporate Renta Veh c e Defau t Defau t Defau t	Customer seek ng ren a veh c e
Corporate SurveyBy Pass Dup cate CAIR Defau t Defau t	

Br e f y summar ze why the customer s contact ng Chrys er: The customer states that the veh c e eft her stranded three separate t mes. She states that t sta s when go ng around a corner. The check eng ne ght comes on. The customer tr ed to make a three po nt turn, but the veh c e w not go nto reverse. She hears the thump when tryng to sh ft the gears. Customer wants Chrys er to buy the veh c e back. She states that t s too new to have so many prob ems. The customer requested a renta veh c e.

Br e f y summar ze what the customer s expect ng: buy back
Customer was nformed that by mak ng th s request they are NOT actua y f ng emon aw or any re ated process. The r case s be ng esca ated for a review of the veh c e's repa r h story to determ ne f the r request mer ts further act on and that due to the nature of the r request, t w requ re a ca back wh ch w take

p ace w th n 12 bus ness days. The outcome of the review does NOT determ ne Lemon Law e g b ty.

Preferred Morn ng/M dday ca back number s

Preferred Afternoon/Even ng ca back number s

Who has possess on of the veh c e? Owner

Reass gned to 91L

Reass gned to 861 for surveybypass. Dup cate CAIR of 3

Veh c e s at the dea ersh p PERRY CHRYSLER DODGE JEEP RAM OF (60597)

Update tr ggered by S50989B

Veh c e s at the dea ersh p PERRY CHRYSLER DODGE JEEP RAM OF (60597)

Update tr ggered by S50989B

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1DG6	HF	Open Date	05/22/2017	Built Date	04/29/2016
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
In Service Dt	05/02/2016	Mileage	12000	Dealer Zone	71	LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	60597	PERRY CHRYSLER DODGE JEEP RAM OF				
Dealer Address	2340 NATIONAL CITY BLVD					
Dealer City	NATIONAL CITY			Dealer State	CA	Dealer Zip 91950
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	SAN DIEGO				Country	UNITED STATES

Corporate Roads de Services Default Tow ng Default	Customer needs Roads de
Product Transm ss on / Transaxe Unknown Improper Sh ft Default	Veh c e w not go nto reverse
Product Dr vab ty Unknown Sta ng Default	Veh c e sta s go ng around the corner
Product Eng ne Unknown Check Eng ne Lamp On/F ash ng Default	Check eng ne ght s on
Corporate Renta Veh c e Default Default Default	Customer seek ng a ren a veh c e

Briefly summarize why the customer is contacting Chrysler. The customer states that the vehicle left her stranded three separate times. She states that this is when going around a corner. The check engine light comes on. The customer tried to make a three point turn, but the vehicle will not go into reverse. She hears the thump when trying to shift the gears. Customer states that this is too new to have so many problems. The customer requested a rental vehicle and Roads de. Agent warm transferred the customer's call to Cynthia at Roads de.

Agent advised we escalate to case manager.

Follow up will occur within 1 business day by COB customer time.

Preferred phone number: [REDACTED]

Earliest call time: 9am

Latest call time: 7pm

Updates via text: Y/N [Mobile number] No.

Updates via email: Y/N [Email address] No.

Vehicle location: Customer, but she is having it towed to the DLR today to have it repaired.

Date and Time of Appointment: No appointment booked. It will arrive at the DLR 5/22/2017.

Confirmed appointment with: PERRY CHRYSLER DODGE JEEP RAM Tow ng to the DLR 5/22/2017.

Customer rental: Y/N No

Authorized by: N/A

Rental start date: [Date] N/A

ASSIGNED TO MB97. SEE CAIR [REDACTED]

Writer called the customer 5/23/17 she said vehicle is at dealer for 4th time they provided rental she does not want the vehicle and is going to file a claim. Advised to mail paperwork to file. Owner has direct phone number if needed. Dealer will repair per terms of warranty. No further assistance can be offered.

Customer Assistance Inquiry Record (CAIR)#

0

VIN	2C4RC1EG4	HR 6	Open Date	05/23/2017	Built Date	07/20/2016
Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
In Service Dt	07/20/2016	Mileage	4320	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	24002	SKYLAND CHRY JEEP				
Dealer Address	255 SMOKY PARK HIGHWAY					
Dealer City	ASHEVILLE	Dealer State	NC	Dealer Zip	28806	
Owner		Contact Type	TELEPHONE			
Address	7	Home Phone				
	ASHEVILLE	Country	UNITED STATES			

Product	Electrical	Unknown	Complete Failure	Default	Veh c e turned off wh e dr vng
Referral	Social Media	Automotive Forums	Default	Social Too	

Customer posted on Social Media via pacificforums.com stating:

"Anyone have updates on this issue? I had the same problem today and it was a little frightening. I'm waiting at the dealership now. As this problem becomes more frequent & the cause is discovered I imagine the dealerships will have answers. Until then, being sent away until it happens again is extremely unnerving. Any advice or updates would be appreciated. Thanks!"

Customer is responding to a thread where vehicle's engine turned off while driving.

Customer messaged Writer:

"Thank you for reaching out. VIN: 2C4RC1EG4HR. The van is currently at Sky and Auto Group, 255 Smokey Park Hwy, Asheville NC 28806. My contact info: [REDACTED]"

Please let me know as soon as you find something out. I do not intend to drive the vehicle home, even if it is released. Thank you very much for your assistance!"

Customer seeking assistance with:

vehicle shut off while driving down the road.

Customer expecting:

Vehicle to be diagnosed/repared and assurance it won't happen again.

Agent advised escalation to case manager.

Follow up will occur within 1 business day by COB customer time.

Preferred phone number: [REDACTED]

Earliest call time: 9 AM EST

Latest call time: 6 PM EST

Updates via text: N

Updates via email: Y

Vehicle location: DLR 24002 SKYLAND

Date and Time of Appointment: Currently @ DLR

Confirmed appointment with: N/A

Customer name: Unknown

Authorized by: Unknown

Rental start date: Unknown

Customer reached out on Social Media via pacificforums.com stating:

"Update on my story. My dealership called today with this info while driving the van they were able to pull Code p018c which indicates the fuel pressure sensor circuit is low. They performed flow chart testing and found that the fuel rail pressure sensor had low volts. The fuel rail pressure sensor was replaced and problem solved. Basically the issue was starving the van of fuel, which definitely lines up with the 'out of gas' experience I had. This also said, I don't know much about cars. Anyone out there think this sounds correct? When asked, I'd give my VIN and dealership info to the ChryslerCares folks on this site. I'm not sure the relevance of involvement but maybe it's possible the cause was passed on to my dealership b/c they have figured it out... or maybe the dealer was actually able to pull the code on their own; just not sure why others haven't been able to get this code yet. Any thoughts here?"

Customer private messaged Writer and advised she hadn't received a phone call yet. Writer stated she would document update in case and alert CM. Customer was requesting a call.

*****82H*****

Writer contacted owner to address above engine's concern. Writer notes in vehicle warranty history, the dealer repaired the fuel rail on 5/25/17. Repair Order # [REDACTED]. Owner states that the vehicle is repaired and operates normally. There are no other concerns at this time. Owner states that the dealer provided owner with a Dodge Caravan for a rental vehicle during repairs. Writer provided direct extension for contact as needed. Owner thanked writer for follow up call.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1GG6	HF	Open Date	05/23/2017	Built Date	06/11/2016
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	06/11/2016	Mileage	15903	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	41337	GULF CHRYSLER DODGE JEEP INC				
Dealer Address	3781 S MCKENZIE ST					
Dealer City	FOLEY			Dealer State	AL	Dealer Zip 36535
Owner					Contact Type	TELEPHONE
Address	2				Home Phone	
	ORANGE BEACH				Country	UNITED STATES

Product	Unknown	Unknown	Hesitation/No Power	Veh c e shuts down wh e dr vng. Seeking
Default				Buyback.
Corporate	Survey	By Pass	Default	Default

Br e f y summar z e why the customer s contact ng Chrys er: Customer ca ed n regards to the r veh c e shutt ng down wh e dr vng. Customer stated they dropped the veh c e off at the r dea er and have been to d they cou d not f nd anyth ng wrong w th the veh c e. Customer stated the r w fe s afra d to dr ve the veh c e and they wou d ke the veh c e bought back.

Br e f y summar z e what the customer s expect ng: Customer s expect ng to have the r veh c e bought back. Agent adv sed customer they wou d have the r case esca ated to a team that w review the r request and they w be contacted w th n 1 bus ness day.

Customer was nformed that by mak ng th s request they are NOT actua y f ng emon aw or anyre ated process.

The r case s be ng esca ated for a review of the veh c e's repa r h story to determ ne f the r request mer ts further act on and that due to the nature of the r request, t w requ re a ca back wh ch w take

p ace w th n 1 2 bus ness days. The outcome of the rev ew does NOT determ ne Lemon Law e g b ty.

Preferred Mbm ng/Mdday ca back number s

Preferred Afternoon/Even ng ca back number s

Who has possess on of the veh c e? Dea er

Reass gned to 91L

***** 91L Review *****

*****Case Esca ated to I2R*****

Reviewed Warranty H story wh ch determ ned th s case shou d be esca ated to I2R for case management.

Cathy w th I2R now hand ng case. Refer to 214 583 2111.

Contact dea er 41337 Tammy adv sed to speak w th SM Pau NTF. 82 m es on t. Shop foreman dr ven w th data recorder, no troub e. Zero codes.

States offered sa esperson to speak w th but customer refused. Pau states customer says husband s hand ng and she s afra d to dr ve. Has been s tt ng at the r dea ersh p w th c osed RO s nce 5/19.

Contact custome LVM w th fo ow up of 5/26

Contact customer. Customer kes veh c e. I adv sed I wou d have to conf rm th s w th dea ersh p as customer states that th s g tch wou d happen aga n. He s ates s safety concern. I adv sed I am not over the dea ersh p and f they are stat ng NTF, then that s what I have to go w th. I adv sed the shop foreman had dr ven veh c e w th data recorder and NTF. I a so adv sed h m I spoke w th the SM to conf rm th s on 5/25. I adv sed th s customer h s veh c e has been ready s nce 5/19. I a so adv sed buyback or rep acement s not an opt on. Customer seems to th nk an eng neer s go ng to dr ve th s veh c e. I adv sed I wou d conf rm aga n what I was to d a ready and ca h m back on 5/30.

Contact dea er aga n 41337 Pau and LVM to adv se customer has been adv sed NTF and to p ck up veh c e. Adv sed to eave a deta ed message. Customer ca ed n because they wanted to get an update on the r case. Agent put customer on ho d to read over the case and customer eft the

ne wh e on ho d.

Contact dea er 251 943 5075 41337. Tammy transferred to VM for Pau , SM LVM to conf rm aga n no eng neer com ng n to ook at th s veh c e.

Contact customer to adv se aga n that f NTF then veh c e wou d need to be p cked up. I adv sed aga n the recorder was put on the veh c e w th no codes show ng and no troub e. I adv sed I am not over the dea ersh p and can't te them there s troub e when they determ ne there s not. I offered 3rd party arb trat on. Customer sa d dn't want. I offered trade ass stance. He states won't dr ve. Asked f I wou d dr ve and I asked to refra n from mak ng persona w th me. I to d h m I can not make that determ nat on as dea er states th s veh c e s repa red. I adv sed what CDI s, adv sed what dea er he wou d ke ass s ance w th, 41337. Adv sed wou d need to contact dea er to conf rm they do CDI and wou d ca back e ther 6/1 or 6/2.

Contact sa es manager to see f part c pate n CDI LVM for Lee, sa es manager to conf rm.

Rece ved VM from Pau at 41337. On 5/23 veh c e was ready for p ckup, STAR won't open case w thout codes. They 80 m es on veh c e w th no ssues. Has noth ng on th s car. He contacted Mrs. Bazor. Sa d wou d te husband. Husband never contacted. They won't p ck up car and Pau has adv sed Chr stopher Bazor by VM and a so to d Mrs. Bazor. Has been ready s nce 5/19.

Ca ed Lee back and LVM to see f part c pate n CDI. Asked that he please eave a message for me to adv se.

Lee LVM to adv se they wou d be w ng to do CDI w th customer. Ca ed back to adv se t s dea er cost and not a guarantee. If they can work better dea w th customer can try that as we . We provide contro number that I provide to dea er once dea s done.

LVM For dea er and adv sed the above noted nformat on. Dea er cost on veh c e. Is not cash/

I ca ed customer to adv se veh c e needs to be repa red before can ook at trade ass stance. Exp a ned that dea er wou d work dea w th the customer. Fo ow up on 6/6/17

NTF per Lee at 41337. I adv sed th s customer doesn't qua fy for buyback or rep acement. On y poss b e th ng I m ght offer s trade ass s ance but there s NTF. It s not a g ven.

Ca ed dea ersh p 251 943 5075, 41337; spoke to SMPau and he stated that the veh c e s st there, but they c osed the RO the day that the repa order was c osed, be ng they cou dn't dup cate the ssue, no codes or anyth ng. SM states that they are not n a renta or oaner and he be eves the Sa es Manager Lee s n the process of trad ng them out of th s veh c e and customer refuses to p ck the veh c e. I NEED TO CONTACT AND TALK TO SM Lee.

Ca ed customer [REDACTED] LVM ett ng them know that I am fo ow ng up on beha f of Cathy and I am now tak ng over th s case to he p ass st n reso vng, and w fo ow up 6/13.

Ca ed dea ersh p 251 943 5075, 41337; LVM for Sa es Manager to conf rm f he s w ng to he p ass st th s customer and part c pate n the CDI program, fo ow up 6/13.

Status update prov ded v a ema to the fo ow ng ema address:

[REDACTED]
[REDACTED],

I am w th the Chrys er reso ut on team.

My contact nformat on s:

Phone number s [REDACTED]

My hours of bus ness 8:00 am to 4:30 pm Centra T me.

Monday through Fr day.

If you have any quest ons please fee free to contact me.

Thank You,

Dana

End of Status Update

Ca ed dea ersh p 251 943 5075, and I spoke to the Sa es Manager Lee and he s ates that he hasn't heard from the customer and there was NTF w th th s veh c e.

Ca ed [REDACTED] and he to d me that they were not ab e to dup cate the current ssue at the dea ersh p and there was NTF, I to d h m I wou d further revew h s case and g ve h m a ca 6/16.

Ca ed customer [REDACTED], I offered h m the CDI and he s accept ng at th s t me. He s not exact y sure of what t const tutes. I to d h m

to give the dealership a call, and that they can better assist him. I told him that I spoke to Lee down at the dealership and he's aware that I was making him this offer. We agreed that he would call me if he needed any further assistance and I told him I would give him until this time next week to make a decision or get back to me (he kept stating he would call me), or I was closing his case, follow up 6/23.
Vehicle at the dealership GULF CHRYSLER DODGE JEEP INC (41337)
Update triggered by s18441q

Called dealership 251 943 5075, 41337; spoke to SA Sarah and updated RO (she states that the SA is Lisa) and that they are in a rental. Lisa states that they haven't been able to duplicate yet at this time. The dealership states that the CEL light is not on, they state that it wasn't when the customer came in and there were no codes in the system.

Called customer [REDACTED], LVM telling the customer know that I am aware that the vehicle is back in the dealership and they did not have any updates at this time, but I would follow up 6/27.

Called dealership 251 943 5075, 41337; spoke to Service Director Paul and he updated the RO information with me and we discussed that the vehicle is now repaired and it needs to be test driven with the customer in order for us to agree the vehicle has been repaired to proceed with the CDI. He states that the customer is a loaner vehicle and not to worry about that end of it and that he would take care of getting it back.

Called customer [REDACTED], spoke to the customer regarding this issue and he states that a totally different problem occurred and he feels that it was never fixed, due to there being no trouble found, he states that there is still an issue. He feels like the problem is not repaired and this issue is repaired. He states that he will test drive it until Monday and state honestly if it has been repaired, follow up 7/3.
CALL Sales Manager Lee too, 251 454 8776, offer CDI. ***Review problem notes****

Called customer [REDACTED], he stated that it felt like there was another issue and we agreed to follow up 7/10.

Called dealership 251 943 5075, 41337; spoke to Service Manager Paul and updated RO information and they stated that they would return the loaner today.

Spoke to Sales Manager Lee and confirmed that we are still offering the CDI for this customer.

Called customer [REDACTED], LVM telling him know that we will still be honoring the CDI and will follow up 7/18.

*****SEE COMMENTS*****

Called customer [REDACTED], I stated that I have tried to reach out to him several times and follow up with him in regards to the CDI/trade assistance that we spoke about. I also notified him that I spoke directly to the Sales Manager Lee about it, and he is on board. I stated that if I did not hear back from him by this time next week I would be closing his case on 7/26.

No response from the customer, closing case.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1BG9	HR6	Open Date	05/24/2017	Built Date	10/13/2016
Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
In Service Dt	10/13/2016	Mileage	820	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PTE	MOLTEN SILVER				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				

Dealer	60698					
Dealer Address						
Dealer City			Dealer State	Dealer Zip		
Owner				Contact Type	LETTER	
Address				Home Phone		
	BROOKLYN				Country	UNITED STATES

Product Dr vab ty Unknown Sta ng Defau t	
Product Transm ss on / Transaxe Unknown Hard Sh ft ng Defau t	
Corporate Product Informat on Defau t Defau t Defau t	Customer s ask ng for a ren a vehc e.

Br ef y summar æ why the customer s contact ng Chrys er: Customer ca ed because the veh c e started to jerk, then sta ed out on h m wh e dr v ng. Customer brought the veh c e to a IRF and they to d h m that they wou dn't touch t because t s new and d dn't want to do anyth ng to h s warranty. Customer drove the veh c e home, Customer ca ed roads de and had to the veh c e towed to the DLR. Customer was to d by them that they cou dn't g ve h m oaner and to ca us about gett ng a renta veh c e. Veh c e has been at he DLR s nce 05/22/2017, The DLR to d the customer that they hope to ook at the veh c e today.

Br ef y summar æ what the customer s expect ng: Customer s ask ng for our he p w th a renta .

****Agent Advised****

Wr er ca ed over to the DLR, Agent was transferred the SM. SM wasn't ava ab e.

Agent adv sed the customer that h s case wou d be sent to out ren a team and he wou d get a ca back.

Case shou d be sent up for further rev ew after renta .

Customer was adv sed that due to the nature of the r renta request a ca back s requ red and w take p ace by c ose of bus ness today.

Preferred Morn ng/Mdday ca back number s

Preferred Afternoon/Even ng ca back number s

Customer ema address for case updates:

Reass gned to 86R

R

*****DEALERSHIP CONTACT*****

Wr ter contacted Brook yn Chrys er Jeep Dodge Ram 32 60698 718 713 3000 and spoke to the recept on st who adv sed that the SA s Mchae . Wr ter spoke to Mchae , wr ter asked f the veh c e had been d agnosed. Mchae p aced wr ter on ho d for 20+ m nutes. Wr ter hung up.

*****DEALERSHIP CONTACT*****

Wr ter contacted Brook yn Chrys er Jeep Dodge Ram 32 60698 718 713 3000 and spoke to SMDan. Dan adv sed that the veh c e s on the ft r ght now. There s no fu d agnos s r ght now but there shou d be a comp ete d agnos s by the end of the day today or tomorrow. Dan a so prov ded correct m eage of 820 m es. Dan adv sed that they do not work w th enterpr se or have any oaners r ght now but they are try ng as a dea ersh p to get a few oaner veh c es.

*****CUSTOMER CONTACT*****

Wr ter contacted customer and adv sed of nes 30 37. Customer understood. Wr ter adv sed that she w author æ ren a for the customer for 5 days at \$40 a day and we w re mburse h m p us the taxes. Customer was okay w th th s. Wr ter adv sed that h s case w be esca ated to a sen or case manager for further ass stance.

Agent adv sed w esca ate to case manager.

Fo ow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone number

Earliest call time:

Latest call time:

Updates via text:

Updates via email:

Vehicle location:

Date and Time of Appointment:

Confirmed appointment with:

Customer present: Y

Authorized by: pw342 customer pay

Rental start date: 5/25.

*****Rental Value Updated*****

Estimated Rental Amount: \$225 Provided By: Customer Pay Days Authorized:

5

Customer called about the B/O part and advised that a CM will be

contacting him in regards to that and advised customer of the rental.

Part #68249855AA cover kits on backorder writer will send to expedite

to get asap Chrysler's paying for rental time vehicle's down waiting on

the parts to repair.

***** Following Corporate Resource has been contacted *****

PARTS EXPEDITING for

Part#68249855AA, Order#AR0053, OMC#34349005

on 2017 05 25 @ 11:03

***** START OF SUPPORT ESCALATION by T6854VG*****

**** Update from Expedite Team for ****

Part#68249855AA, Order#AR0053, OMC#34349005

Forced Order using part number 04753095AB IN LIEU OF part number

68249855AA...eta 3 5 business days.

***** END OF SUPPORT ESCALATION ***** by T6854VG

***** Following Corporate Resource has been contacted *****

PARTS EXPEDITING for

Part#68249855AA, Order#AR0053, OMC#34349005

on 2017 06 03 @ 12:57

*****96WPARTS UPDATE*****

Writer checked GPOP and found part status as BO

No ETA

*****END OF UPDATE*****

Part arrived at dealer on 6/6/17 vehicle was repaired owner faxed in

rental receipts total was \$650.96 check sent to customer for that amount.

Owner satisfied with the assistance.

POSTMARK DATE: 060617; DATE RECEIVED: 060717

***** START OF SUPPORT ESCALATION by T6211AS*****

**** Update from Expedite Team for ****

Part#68249855AA, Order#AR0053, OMC#34349005

04753095AB delivered

***** END OF SUPPORT ESCALATION ***** by T6211AS

***** START OF SUPPORT ESCALATION by T6211AS*****

**** Update from Expedite Team for ****

Part#68249855AA, Order#AR0053, OMC#34349005

04753095AB delivered

***** END OF SUPPORT ESCALATION ***** by T6211AS

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1GG1	HF	Open Date	05/24/2017	Built Date	12/14/2016	
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON			
In Service Dt	12/14/2016	Mileage	4800	Dealer Zone	66	ORLANDO	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PTE	MOLTEN SILVER					
Engine	ERF	3.6L V6 24V WT ENGINE					
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS					
Dealer	60266	HILTON HEAD CHRYSLER JEEP DODGE					
Dealer Address	265 DRIVERS WAY						
Dealer City	HARDEEVILLE			Dealer State	SC	Dealer Zip 29927	
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	BLUFFTON					Country	UNITED STATES

Product	Unknown	Unknown	Sta ng	Default	Veh c e	Sta ed	Wh e	Dr v ng
Corporate	Survey	By Pass	Default	Default	Default			

*****Customer Email Address Updated*****

Customer has updated the email address from [REDACTED] to [REDACTED] for further communication or for surveys.

Customer was informed that by making this request they are NOT actually engaging Lemon Law or any related process.

The request is being escalated for a review of the vehicle's repair history to determine if the request merits further action and that due to the nature of the request, two weeks are required to complete the review.

Process within 12 business days. The outcome of the review does NOT determine Lemon Law eligibility.

Preferred Morning/Afternoon call back number is [REDACTED] and the home number is [REDACTED].

Preferred Afternoon/Evening call back number is [REDACTED].

Who has possession of the vehicle? (Owner)

Reassigned to 91L

Briefly summarize why the customer is contacting Chrysler:

Mrs. Aken is calling in order to seek Lemon or a replacement vehicle.

Customer's vehicle has a scheduled wheel drive for the second time.

Customer's family was a victim in an accident and the customer is distraught.

Briefly summarize what the customer is expecting:

To get out of this vehicle.

Customer wants manager now, agent advised his case was sent for case management yesterday and he will get a callback yet today agent had customer on hold but he disconnected.

Customer states he will call again. Customer states his family has been a victim in an accident and wants agent to expedite a callback. Agent advised customer he will get a callback today as it was just sent up yesterday.

Briefly summarize why the customer is contacting Chrysler: The customer is calling back very upset as he has still not heard anything back.

Briefly summarize what the customer is expecting: The customer is expecting to hear from someone.

Agent advised the customer it can take up to 3 business days, agent is reassuring the customer that we are looking into this and it is our main goal to have resolution on and satisfaction for our customers, agent advised they will update the case thoroughly.

The customer is upset that there is no resolution still. The vehicle only had 4000 miles on it when this first occurred. There is no resolution, still. The customer does not feel safe and it does not matter what Chrysler does the customer stated he will not feel safe at another Pacifica.

Customer is seeking for a callback, customer can be reached at #

[REDACTED] Review *****

The customer understands they have received the paper work from the DLR.

The customer just wants resolution with this and wants this taken care

of.

Cathy with I2R handling this case. Refer to [REDACTED]

Contact customer [REDACTED] LVM with follow up of 5/31

Customer's contacting in regards to the safety in the vehicle.

Customer states the CM reached out to them yesterday however they missed the call and have called roughly 10 times and left 4 VM. Customer is growing frustrated and seeking additional assistance or a higher department.

Agent advised the complaint would be documented on file and would update the CAIR. Agent transferred the Customer to the CMVM.

Go no, operation manager LVM 723438 transmits on replacement, vehicle body done first, Chrysler requires vehicle body be put in first. In process of putting transmits on.

Sending email with update. Follow up 6/6. Transmits on being installed. Status update provided via email to the following email address:

[REDACTED]
Hello,

I have been advised as of 6/1/17 the transmits on is being installed on your vehicle. I will follow up with both yourself and the dealership on 6/5/17.

Thank you

Chrysler Resolution Team

End of Status Update

Place call to D 60266 and spoke with advisor that stated that there is another part on order and is expected to be in Friday.

Place call to customer at [REDACTED] 5 LVM with my contact info and stated that I am the new case manager and to give me a call back.

****6/8****

***Nasr with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please direct them to contact Nasr directly at 214 583 2115. Thank you ***

Status update provided via email to the following email address:

[REDACTED]
[REDACTED]
Thank you for speaking with me this evening and we will be reviewing your case for a resolution options once the vehicle is out of repair. Your new Case Manager is Nasr and he can be reached at 214 583 2115. We will be gathering information and documents from the dealer in order to prepare for the review process. We will follow up with you on 6/13.

Respectfully,

Agent on behalf of Nasr

Chrysler Resolution Team

End of Status Update

*Called Henton Head CJD/60266 spoke with SA Mark who stated the ETA for the torque converter still shows to be tomorrow 6/9. *Called customer [REDACTED] on behalf of CM Nasr. Customer asked what happened to the previous CM and I advised that she chose to pursue other opportunities. *Customer expressed frustration with his past issues and stated he will be going on social media if Chrysler does not offer a replacement. *Apologized to the customer for what he has gone through and is currently going through and advised we will be reviewing the case for a possible resolution options? outside of the repair process, however I cannot guarantee anything at this time.

.
Begin Customer Message reviewed:

test

End of Reviewed Customer message

.
Place call to customer at [REDACTED] LVM advising for a callback in regards to vehicle and advising that we will be continuing with the repair process at this point for the vehicle.

*****6/16*****

Customer calling as he has not heard from his case manager.

Advised the case manager contacted him today at (843) 815 2095 and left a message for him.

He stated that he has not received a message. He would like to be contacted at [REDACTED] The other number is a home number and as he

works, he is not available there during the day.

Customer would like to speak to his case manager's supervisor to complain about his case manager. Would like the supervisor to contact him as soon as possible.

Agent did advise we will update the file with the number he would like to be contacted at but cannot make any promises as to when and who will contact him.

Agent was updating case and looking for a contact number for the case manager when the customer disconnected. Unable to provide the case manager phone number as 214 583 2115.

Customer contacting Chrysler upset that a previous Agent he spoke with put him on an indefinite hold for case notes before he disconnected.

Bees other Agents have done this to him as so because he has a complaint. Requested Supervisor.

Agent advised that a supervisor request would take the case out of NZ77's name which is where it also ultimately needs to be. Customer understood.

Customer's main concern is having NZ77 contact him back. ***States he's asked several times to be contacted at his cell phone [REDACTED], not his house phone as he works all day. Also states that he's checked his home answering machine and there's ultimately no record of contact in line 108.

Requesting NZ77 to contact Customer back as soon as possible, or Supervisor.

Begin Customer Message reviewed:

This is [REDACTED].

Case # [REDACTED]

I am requesting an immediate call from a resolution team SUPERVISOR.

Please call [REDACTED]

Thank you.

6/14/17 9:12 a.m.

End of Reviewed Customer message

Customer called requesting to speak with CMNZ77. Agent transferred to 214 583 2115 voicemail as per line 79 of narrative as the CM was not available.

Customer is calling in to speak with a supervisor, agent was unable to get a supervisor, agent advised customer that I will document on his file for a supervisor call back and that he can address any concerns he has when he receives that call and that a supervisor call back is a 24-hour call back.

Contact customer [REDACTED] he wants a call back on his cell phone.

Customer chatted in to speak to supervisor. Customer wants to hear from someone today on his cell @ [REDACTED]

Customer called stating that his CMNZ77 has not kept any of the commitments. Customer states that he has been lied to. Customer states he has left several voicemails with CM and hasn't received one phone call.

Customer states that he has requested to speak with a supervisor several days ago and has heard nothing. Agent placed customer on hold to speak with TL and customer disconnected.

Place call returning customer VMs and messages, and customer is ringing busy,

at this point in time we will need to continue with the repair process, the resolution of being taken out of the vehicle is not something that will be offered at this point. Customer be advised that we will need to continue with the repairs.

/*****6/23*****/

Briefly summarize why the customer is contacting Chrysler: customer calling requesting to speak with supervisor as he has called numerous times requesting a supervisor and nobody has ever called him back. customer advised that he has never heard or received a call or VM from his CMNZ77 and has been advised by other agents that the CM has documented calling customer. agent advised customer of last update from CMNZ77 was on 06/20/2017 @ 3:12pm. customer asked what number CM called.

agent advised the number on file is [REDACTED] but CM did not advise if

that is the number he called as it has been documented on file that customer

prefers call back to his cell [REDACTED] customer then inquiring if all our calls are monitored and recorded and even the calls that CMs document he is making to customer. agent advised yes all calls are monitored and recorded. customer advised that he does not want to speak with CM he wasn't to speak to CMs supervisor. agent advised customer that I had my TL TG442 email CMs department supervisors and that someone will be in touch with him at end of business day today. Customer advised that he would like the call back made to his cell phone @ [REDACTED]. Briefly summarize what the customer is expecting: customer expecting to speak with CMs supervisor.

place call to Dr 60266 for SALVAdvising for a call back.

place call to customer at [REDACTED] he does not have the vehicle

place call to Dr 60266 for SAKirin she stated that the vehicle's repaired vehicle has just been put thru

Operation manager Gino stated that the vehicle has been repaired and will be washed vacuumed and fueled up for the customer today.

place call to customer at [REDACTED] and advised him that the operations manager will be contacting him to get the vehicle picked up and once he has it back he will need to test drive the vehicle in order to verify, and thru that time we will review the case for a possible resolution.

*****6/28*****

place call to customer [REDACTED] advising for a call back in regards to vehicle status.

*****7/3*****

Status update provided via email to the following email address:

[REDACTED] m

Mr. Kenneth S. Nasr your case manager

just wanted to check in with you to verify the status of your vehicle.

Please give me a call and let me know

I will follow up on Friday with you.

7/7

End of Status Update

Status update provided via email to the following email address:

[REDACTED]

Hello Mr. [REDACTED] I am awaiting information from the dealer to further assist you I will contact you accordingly.

7/11*

End of Status Update

Vehicle has qualified for Enhanced Customer Satisfaction (ECS) program.

Refer to AnswerCONNECT for handling procedures.

place call to customer at [REDACTED] LVMadvising for a call back.

checking status of vehicle.

*****7/14*****

place call to Dr 60266 for SAKIRIN and verified RO info on vehicle

place call to customer at [REDACTED] M for a call back advising that

we would be looking at reimbursements for time out of vehicle as a resolution.

advising for a call back,

*****7/19*****

Status update provided via email to the following email address:

[REDACTED]

th is Nasr I was just checking in to see if you have received my previous email in regards to compensation for time down as a resolution try you again Monday

thanks

Nasr

End of Status Update

place call to customer at [REDACTED] LVM for customer advising for a

1.5 month payment for vehicle and advising that is what is offered.

gave contact info for a call back.

*****7/27*****

Customer calling regarding messages he gets from the CM.

Customer wants CM to contact him [REDACTED] and not his house phone as soon as possible.

Customer still hasn't received any call back and can't get in touch with

Nas r

Customer states Nas r (CM) needs to call him on his cell phone at

[REDACTED] not by email or house phone

Customer wishes to make complaint against CM for lack of communication
SUP CALL

Geke'ah GL1154 team leader at F's te. Called out to customer he's
seeking a callback from CM he has been calling for and asking to get in
touch with his CM and has not been able to. Best number to reach Mr. [REDACTED]
[REDACTED] 2 if you could please give him a callback as soon as
possible that would be greatly appreciated. On 8/15 spoke with CM once
would like to have some accountability over the case manager. Customer
states CM called him said he called him and left a message he has no
message. If this CM can not get back with him then if someone else could
that would be great.

placed call to customer at [REDACTED] LVM for customer advising for a
callback in regards to vehicle status and if vehicle is repaired then we
would continue with the resolution that was offered to him looking into
payment reimbursement or a service contract for future reliability.
advised for a callback and gave follow up

*****8/4*****

placed call to customer at [REDACTED] LVM for a callback in regards to
offer that was made to him

*****8/10*****

Customer seeking to speak to CM. Agent advised the CM's to follow up
today. Agent attempted to reach out to CM however received voicemail.
Status update provided via email to the following email address:

[REDACTED]
Hello Mr. [REDACTED] is Nasir your case manager
we have been missing each other back and forth
the offer was either compensation for time down or a service contract for
future reliability.

you are able to reply back to this

I will try you again 8/15****

End of Status Update

Beginning Customer Message reviewed:

Nasir,

I have left 30 voicemails. My phone was on a day again. I will only
accept extending the transmission warranty 2 years to 60,000 miles AND
the 1.5 month payment got the TREMENDOUS amount on inconvenience..!!

Please call me now..!!! [REDACTED]

Nasir,

Please call me now..!!

[REDACTED]
Nasir,

Please call me to finalize this. If we can't close it out, I will have
no other option that to proceed with a lemon law claim. We were out of
that vehicle for more than 30 days on the last time alone.

Please call [REDACTED]

End of Reviewed Customer message

Customer's calling in wanting to speak to CMNZ77. Customer has not
heard from CM as advised on lines 285. Agent transferred customer as per
lines 79 Nasir direct at 214 583 2115

Beginning Customer Message reviewed:

Nasir,

I need you to call TODAY and finalize this before I have to step it up.

We want both the extended 5 year / 60,000 mile warranty and the 1.5
months out of car payment. Called immediately please [REDACTED]

[REDACTED]
End of Reviewed Customer message

Customer called stating he's not able to get in touch with NZ77 despite
trying to contact him at several occasions and leaving VMs.
customer demanded to speak to a supervisor.

Agent warm transfer customer to TL Jason at 800 8155.

Leave Supervisor

Supervisor spoke with customer, customer very angry with the delayed in

contact. Customer s very frustrated w th no response . Customer s stat ng he s reach ng out to ega resources because of the de ays. Customer doesn't want any ema responses anymore, he s request ng to speak to NZ77 superv sor mov ng forward. Customer s fee ng m s ead concern ng s tuat on. Jr1305 adv sed the stated ca back process s 1 2 bus ness days. Customer states that he st has not rece ved a ca as of yet. Agent prov ded customer w th number 888 542 7239

Customer ca ed to see why he has not had the superv sor of the reso ut on department ca h m back. Agent rev ewed the case w th TL CR887 and was adv sed that they are go ng to send an ema to have h m rece ve a ca w th n a hour. Customer prov ded ca back number of [REDACTED] 09.

Customer ca ed back to state that he was "prom sed" he wou d rece ve a ca back from the Reso ut on Team w th n one hour (as per L nes 330 334, above).

Customer very rate that he d d not rece ve h s ca back.

Customer stated that f ca back s not ton ght, then requests that he be reached, tomorrow, at [REDACTED] sup ca requested.

*****8/29*****

Customer stated that he wants a superv sor of NZ77 today to speak w th or the number for the corporate off ces. Customer stated that he has asked for the superv sor and has been to d that ema s w be sent but no ca from a superv sor n the reso ut on team.

Agent adv sed that another ema w be sent to the department for the ca back but the customer stated that he does not be eve he w get a ca back from the superv sor. Agent adv sed that a ma ng address can be prov ded for the Head of operat ons but no phone number s ava ab e. Customer d d not want to accept and stated that he w seek ega act on and con act med a sources to prov de nformat on about how th s case s be ng hand ed.

Agent transferred customer to agent's superv sor to d scuss the case.

L ve Superv sor contact nbound

Customer s concerned w th hav ng not rece ved contacts from NZ77 Customer adv sed that he s so d ssat sf ed that he wants to ta k to Chrys er corporate persone

Customer has adv sed that he s extreme y frustrated w th h s nab ty to reach anyone who has the ab ty to prov de mmed ate and d rect act on on h s beha f. Wr ter adv sed that I w reach out VIA ema on the customer beha f and to CC other nd v dua s as requ red for th s process.

Wr ter adv sed that customer shou d ant c pate a contact w th n one bus ness day.

Customer adv sed that he s cons der ng reach ng out to soc a med a regard ng th s as we as ma n ne med a as he cannot condone or unders and FCA nab ty to prov de access to someone who oversees th s process.

Wr ter re terated that ema wou d be sent n order to ass st customer w th contact.

p ace ca to customer at [REDACTED] LVM for customer s at ng that I do apo og ze n regards to m scommun cat on and adv sed that what was presented to h m s the reso ut on that s prov ded. e ther the compensat on or serv ce contract. and adv sed for a ca back .

****8/29*****

L ve Superv sor

Superv sor spoke w th customer and adv sed he s frustrated w th the case d rect on . Customer s request ng to be reached at [REDACTED] .

Customer s request ng to have a new case manager.

*****ca ed the customer per the r request for a superv sor ca , LVM for the customer to ca me back at my d rect ne*****

Beg n Customer Message rev ewed:

August 24, 2017 2:00 p.m.

I asked to have a Reso ut on Team Superv sor or manager ca me Immed ate y, not the case manager.

I asked for a Chrys er Corp manager or superv sor to ca me Immed ate y.

[REDACTED]

[REDACTED]
End of Reviewed Customer message
awa t ng customer response to nes 381 383

Agent adv sed the customer that agent superv sor sent an ema to get n
contact w th 91's superv sor's.

Customer s ca ng stat ng as per nes 381 383 they have returned and
eft mu t p e messages for Superv sor PH456 214 583 2188. Agent attempted
the number and rece ved VM

Be g n Customer Message rev ewed:

My name s Thomas Aken and I have repeated y requested a ca b ack from
the h ghest superv sor I can speak to n the Reso ut on Dept. and a so as
h gh up as I can start w th n Chrys er Corp. My phone number s:

\$ [REDACTED]
End of Reviewed Customer message
customer request ng superv sor ca
case hand ed by ECS see ca [REDACTED]

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1CG3	HR50	Open Date	05/24/2017	Built Date	04/22/2016
Model Year	2017	Body	RUCL53	CHRYSLER PACIFICA LX WAGON		
In Service Dt	04/25/2016	Mileage	7244	Dealer Zone	70	PHOENIX
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	66692	FISHER CHRYSLER DODGE JEEP INC				
Dealer Address	349 EAST 32ND STREET					
Dealer City	YUMA	Dealer State		AZ	Dealer Zip	85364
Owner		Contact Type			LETTER	
Address		Home Phone				
	YUMA	Country			UNITED STATES	

Product	Unknown	Unknown	Sta ng	Defau t	Veh c e shutt ng off comp ete y wh e dr v ng
Product	Steer ng	Steer ng Whee / Co umn	Defect ve	Defau t	SCCM (Steer ng Co umn Contro er Modu e)

Customer seek ng ass stance w th:

F nd ng ssue w th the veh c e. Dea er unab e to reproduce ssue and adv s ng customer to cont nue dr v ng.

Customer expect ng:

Veh c e ssue to be found and f xed before p ck ng up the veh c e.

Agent adv sed w esca ate to case manager.

Fo ow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone number: 6

Ear est ca t me: Any

Latest ca t me: Any

Updates va text: Y

Updates va ema : Y

Veh c e ocat on: Dea er

Date and T me of Appo ntment: N/A

Conf med appo ntment w th: F sher 66692

Customer n ren a : Loaner

Author zed by:

Renta start date: May 22/2017

Reass gned to 88F

Br ef y summar ze why the customer s contact ng Chrys er:

Customer ca ed stat ng the veh c e shut off on 2 occas ons and the dea er s unab e to reproduce. Veh c e shut down once around Apr 21st and aga n May 21st. Customer to return oaner May 25/17 and w be d scuss ng add t ona test ng.

Br ef y summar ze what the customer s expect ng:

Issue to be found and f xed.

Agent Adv sed

W rter stated they shou d ask the dea er to perform extended test ng on the veh c e as they need to run tests w th a certa n amount of m es of the ssue ak ng p ace. Adv sed customer they wou d rece ve a ca by end of day tomorrow by a case manager.

Customer has posted mu t p e t mes on pac fcaforum.com w th n the ast week. Customer sent the fo ow ng message yesterday even ng (@

"H,

My V n # s: 2c4rc1cg3hr50

My Pac fca shut off wh e dr v ng on Saturday. The screen sa d "veh c e must be n park to..." (can't remember the rest). It happened about a month ear er to my husband, but s nce he doesn't usua y dr ve the car, he thought he d someth ng. We just got a ca from our oca dea ershp that they can't f gure out what's wrong and can't recreate the ssue. We were to d f t happens aga n to br ng t n. Th s s unacceptab e. I have a road tr p p anned to San D ego next month that requ res a dr ve through the mounta ns. What f th s happens on our tr p? Are my three sma ch dren and I go ng to be the cata yst for a nat onw de reca ?? Please adv se.

Customer calling back she is still waiting for a callback. Customer states she was to dial would be by 8 p.m. Agent informed customer that her case is in the right hands and they are reviewing it.

Customer sent the following message to pacificaforum.com yesterday evening:

"Thank you for contacting me. Yes, after 40 minutes on the phone, the representative was reluctant to give permission to escalate my case. I'm still waiting the phone call from Chrysler, which is supposed to occur by 8 pm EST.

I'd like to add that I'm in correspondence with a few other people who have had this issue. One just messaged me that it occurred a third time today, while traveling down a turnpike at 60 mph in the rain. Luckily they were uninjured. This is terrifying. Chrysler needs to make this lawsuit a priority. Gone are the days when major corporations could sweep things like this under the rug. Through the power of social media, word will get out."

Writer then sent the following message this morning:

"Just to further document this issue on my end, I was to dial would receive a call from Chrysler today by 8:00 pm EST and did not receive that call. I did call and inquire about this and was told that they would hopefully be calling tomorrow."

Writer advised she copied Customer's messages in to the case.

Customer called in regards to the calls they have been waiting for.

Customer stated they were supposed to be contacted yesterday but have still not been contacted even today. Agent advised customer they would document on the record that they were looking to be contacted.

Customer called in regards to the record case contact. Customer stated they still have not been contacted and they would like to know when this is going to happen. Agent advised customer they would have the record contact request sent through specific channels so that they get contacted.

Customer seeking assistance with:

[To get her vehicle fixed. While driving the vehicle just shuts off.].

Customer expecting:

[Help for the dealership so she can get her vehicle back].

Agent advised will escalate to case manager.

Follow up will occur within 1 business day by COB customer time.

Preferred phone number: [REDACTED]

Earliest call time: 8am

Latest call time: 10 pm

Updates via text: Y/N [REDACTED]

Updates via email: Y/N [Email address]

Vehicle location: [Dealership]

Date and Time of Appointment: [Insert Date and Time].

Confirmed appointment with: [Dealership and Dealership Contact]

Customer representation: Yes/Owner

Authorized by: SA

Rental start date: [Date]

Briefly summarize why the customer is contacting Chrysler: Customer called wanting to know why no one has contacted her back. her vehicle is still not fixed.

Briefly summarize what the customer is expecting: Agent to find out why no one has contacted her.

Agent spoke with T and was told the case needs to go to 88f. And to let the customer know her case was being sent up for technical assistance for the dealership.

Reviewed ac1475

KMB5 requested contact customer immediately. Writer called owner today as Case Marked Priority. Went to voice mail and left my direct line.

Received a callback voice mail from Customer. Writer's owner again on 6/2

Customer sent email, refer to [REDACTED]

Received a callback this morning from my voice mail, Writer to reach owner again

Customer called and was asking as to why her posts on social media have been removed and why she is now blocked from the site. Customer said she has left VMs for MFY and is waiting for a callback from him.

Contacted Customer today. Customer is very upset with the delays. Customer stated vehicle is with [REDACTED]. Customer stated that she is concerned with having paid for a lease payment and not having vehicle for a few weeks

now. Writer advised would honor for owner 1 car payment reimbursement. Apologized to owner for this concern and promised to further review with dealer and if can be duplicated would be repairing per terms of warranty. Asked owner to fax me over proof of the reasoning agreement and will honor 1 car payment. Advised owner that with one repair FCA will not be honoring a buyback or a lease return but they could review this directly with Sales manager at the dealership. Writer (MFY) would honor FCAMP but this vehicle's lease so this offer was rescinded. JR (service) was left my direct line. Dr reviewed with STAR hotline. Condition of pointers checked out okay. STAR recommendation is to replace the SCCM Steering Column Controller Module/ Case Id: [REDACTED] 40. JR SA contacted. RO # [REDACTED]. JR advised Quality Engineer from FCA US LLC visited the dealer on 6/2 (Scott) guided rest of repair recommendation. Dealer to complete the RO today and will test operation today and Monday before release.

***** Beow Customer Contacted for Documentation on Request *****

ke [REDACTED] .com on 2017 06 02 @ 14:27

***** Beow Customer Contacted for Documentation on Request *****

ke [REDACTED] .com on 2017 06 02 @ 14:29

***** Customer Document Received *****

Writer contacted the Dealer today and left message advising that vehicle should be released if it was tested and operating to specifications today. 312.89 is what owner pays on the vehicle lease per month. Writer issued a check for 2 lease refunds to assist owner.

\$625.78 check sent. and proof of the reasoning agreement was placed in scan bin to image.

Status update provided via email to the following email address:

ke [REDACTED]

Dear [REDACTED]

A check was processed, as refund, to your mailing address for 2 lease payments: [REDACTED], Yuma, AZ, 8 [REDACTED] for \$625.78. Please allow for 4-6 business days. Also, according to service your vehicle should be ready sometime soon for pickup. Come please if you have any further questions. Best wishes, Marvin

End of Status Update

paperwork was placed in scan bin for imaging etc. Dr advised ready for pickup. Advised owner.

POSTMARK DATE: 060517; DATE RECEIVED: 060517

Status update provided via email to the following email address:

[REDACTED]

[REDACTED],

Please accept my apologies, the check for \$625.78 was not yet processed please allow for 4-6 business days. My regret for the delay. I got your voice mail's handed now and you should receive it within that estimated timeframe. Thank you again. Marvin Yacoub, FCA Customer Support/ 586 274 8174

End of Status Update

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1DG8	HR5	Open Date	05/25/2017	Built Date	04/05/2016
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
In Service Dt	04/08/2016	Mileage	8000	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	26960	LANDMARK DODGE CHRYSLER JEEP RAM				
Dealer Address	5765 PEACHTREE INDUSTRIAL BLVD					
Dealer City	ATLANTA			Dealer State	GA	Dealer Zip 30341
Owner					Contact Type	CHAT
Address					Home Phone	
	DECATUR				Country	UNITED STATES

Product	Eng ne	O ng System / Pan / Pump	Low O Pressure	Customer veh c e cut out w e turn ng
Defau t				eft

Incident#

H, myname s C ndy w th Chrys er Customer Care, How may I he p you today?

My w fe had our 2017 Pac f ca cut off n the m dd e of mak ng a turn yesterday. On ne research shows th s seems to be a common prob em. Is there a so ut on? We no onger fee safe transport ng our 4 month o d tw ns n the veh c e.

C ndy: He o A, I am more than happy to ook nto th s for you and sorry that the veh c e shut off wh e dr vng. I am go ng to open a f e for you n a moment, can you p ease ver fy your address and con act numbers for me n order to further ass st you w th th s concern A.

Sure decatur, ga

Ca ed the dea er and w be ak ng t by to have t checked. He ment oned poss b e ow o pressure from the o mov ng away from the sensor when turn ng eft. It shou dn't be due for an o change aga n yet. So are we supposed to dr ve ke UPS dr vers and make no eft turns?

C ndy: Thanks for conf rm ng address Amanda and wh ch dea er w you be tak ng the veh c e to? I am not sure how UPS operates the veh c e w th no eft turns but I do know that we w be open ng a f e for you today and we w be work ng w th you and the dea er to see what caused the veh c e to cut out wh e the veh c e was turn ng eft. I am go ng to have a case number for you n a few moments. Unfortunate y we do not have techn ca or mechan ca resources n Customer Care but I do know how concern ng th s wou d be as a Mother and Grandmother myse f. I w be back n a momen.

Landmark Chrys er n At anta. Thank you for open ng that case.

C ndy: You are so we come a, I apo g ze that th s has happened to you and your fam y but I can assure you that we at FCA take th se ssues and concerns ser ous y and we w work w th our owners to reso ve th s concern.

Tha' good o hea

C ndy: They rea y do Amanda, and thank you for br ng ng th s to our attent on. My fam y s a so work ng on purchas ng the new Pac f ca Tour ng Wagon w th n the next few I have created a f e for you today and I wou d ke you to keep th s for your records. I w be esca at ng your f e for Case Management and they w be con act ng you w th n two bus ness days and wou d you be ab e to te me when you are br ng the veh c e nto Landmark as I want to document that on f e for them? The f e number w be S and our d rect ne to FCA for Dodge s 800 423 6343 and f you have any other ssues, p ease contact Dodge r ght away and everyth ng w be documented on f e so you won't have to go over everyth ng aga n. The agent w know exact y what to do and the Case Manager w be n touch w th you w th n that two bus ness day t me per od A.

Thank you. We w be ak ng t n th s afternoon.

n' s current y 'Absent'.

Approx mate y 120 seconds unt d sconnect.

C ndy: Awesome thanks so much [REDACTED] I wou d fee the same f t were my fam y. Thank you for a ow ng me to esca ate the f e to Case Management and I w be sure to et them know Landmark w be ook ng t at the veh c e th s afternoon. If you ke you can have the Service Adv sor or Manager contact us w th that f ke number too.

C ndy: Sorry f e number A [REDACTED] and they can update the f e as to what s caus ng th s concern.

C ndy: He o Amanda are you st there?

'A [REDACTED] d sconnected ('Part c pant Left').

[REDACTED] s current y'D sconnected'.

customer ca ed n to update on case

needed a renta from the DLR the DLR ca ed the customer to come p ck

renta and no one has no he p for the customer

customer s fee ng unsafe n the r veh c e and wants Chrys er to step up

to the p ate and he p the r customers that are oya

Wr ter ca ed the customer and fo owed up w th case. The customer thanked me for my t me.

Wr ter ca ed the dea ersh p and fo owed up w th case. Chr s sa d they was not ab e to dup cate the concern but st work ng on the veh c e.

Veh c e cut off on the customer wh e dr v ng. Chr s sa d t s a coup e RRTs on the veh c e they w get comp ete. Wr ter ask f they cou d open up a STAR case just to cover a bases. Chr s sa d he wou d do t.

Wr ter ca ed the dea ersh p and fo owed up w th case. Chr s sa d they are st work ng on the veh c e. I asked about the STAR case and was to d he w fo ow up w th Tech

Wr ter ca ed the dea ersh p and fo owed up w th case. Chr s sa d they are super busy and he hopes to open up STAR case by Fr day.

Wr ter ca ed the customer and updated her on the case. The customer thanked me for the ca .

Wr ter ca ed the customer and fo owed up w th case. The customer thanked me for the ca .

Wr ter spoke to the Tech and was to d they was not ab e to dup cate the veh c e shutt ng off but they d d not ce an hard sh ft. They are work ng on that now.

Wr ter spoke to Chr s and was to d they are st work ng on the customers c ck ng no se. They fxd the other concerns.

Wr ter ca ed the customer and fo owed up w th case. The customer s st not sure about veh c e f they are not ab e to dup cate the concern.

Wr ter soke to Chr s on the customer ssue. A the other ssues been addressed but the c ck ng no se. The trch has not been ab e to get back to veh c e. Chr s ask f l cou d extended ren a . Wr ter d d et Chr s know that I don't want to extend the ren a f ya are not work ng on t th s has been go ng on to ong. Chr s sa d he w fo ow up w th h s Serv ce Manager on th s ssue Wr ter to d Chr s once you fo ow up w th h m g ve me a ca w th t me frame and I w extend renta . Wr ter d d et h m know The STAR case was c osed on the 7.

Wr ter ca ed Chr s and fo owed up w th case. They sa d the veh c e s comp ete they are just test ng dr v ng t and de a ng t. They d d a ot of updates rt etc. They w test dr ve veh c e w th customer when she gets here.

Wr ter ca ed the customer and fo owed up w th case. The customer thanked me for the ca .

Customer [REDACTED] Andersen sent message on Chrys er Facebook Page: I wou d

ke my case esca ated to the h ghest power ava ab e. The dea er wants me to p ck up a veh c e that they have NO IDEA what caused t to qu t runn ng n the m dd e of a street and put my fam y back n t. That w not be happen ng unt someone can guarantee 100% that they know what caused the prob em and that t has been corrected. There s a fa a f aw n th s veh c e and my fam y w not become a fa a ty because of t. I want a phone number of who I need to esca ate th s case to asap. Marv n the person on th s case has a ready to d me there's noth ng he can do because he's n Detro t and not at the dea er. F nd me someone that can he p.

Wr ter asked customer f they cou d send VIN and case number

[REDACTED]
[REDACTED]

Wr ter to d customer we were ab e to ocate case n system and

recommended to continue working with CM. writer told customer we would document conversation in case.

Writer called the customer back and followed up with the case writer explained to the customer it must have been a misunderstanding because I never told her that it was nothing I could do to fix the vehicle. Writer explained the last time we talked I gave you an update let you know what the dealership did to your vehicle and you were going to take a test drive with the Service Manager when you picked up the vehicle back. The customer said I never said that I just said whatever to what you said. The customer said she doesn't want the vehicle anymore and would like FCA to buy back her vehicle. Writer did explain to the customer at this time FCA would not buy back your vehicle but I would like for you to work with us. The customer said she would be taken care of and thanked me for the call.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1DG2	HF	Open Date	05/25/2017	Built Date	06/21/2016	
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON			
In Service Dt	06/22/2016	Mileage	12341	Dealer Zone	35	WASHINGTON	
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US	
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERF	3.6L V6 24V WT ENGINE					
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS					
Dealer	26881	FAULKNER DODGE RAM					
Dealer Address	6720 CARLISLE PIKE						
Dealer City	MECHANICSBURG			Dealer State	PA	Dealer Zip 17050	
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	OCEANSIDE					Country	UNITED STATES

Product Dr vab ty Unknown Hes tat on/No Power Defau t

*****Renta Va ue Updated*****

Est mated Renta Amount: \$135 Prov ded By: CAC Days Author zed: 3
DMnotes added.

Br ef y summar z e why the customer s contact ng Chrys er:

Customer s contact ng CAC n regard to the on go ng ssues w th her veh c e. Customer s ates her veh c e has been shutt ng off and she no onger fee s safe n her veh c e. Customer states that wh e trans ent w th her husband and three ch dren (a n car seats) reached construct on and her veh c e had shut off aga n. Customer states they have pu ed to the shou der but there s not enough room and does not fee safe. Customer says the state safety have brought the r truck out w th ghts to nd cate they are pu ed off and has made them fee a b t more safe. Customer sa d they had contacted roads de ass stance who nformed them that because they are n ext on y construct on they w have to trave past a dea er and backtrack to the nearest dea er that s re at ve to the r current ocat on and wou d be about 2 3 hours. Customer then contacted AAA and s gett ng veh c e towed to CUMBERLAND as her fam yw not be ab e to hand e th s tuat on comfortab y.

Br ef y summar z e what the customer s expect ng:

Customer s seek ng to e ther get out of the veh c e or have t rep aced. She s t red of the mu t p e attempts to f x the veh c e w th no ass stance from CAC. Agent nformed the Customer that we w be author z ng her a renta through DMnotes so she can cont nue her tr p as per AC#25013. Agent nformed Customer that further concerns w be dea t w th our LL/Buyback department. Agent contacted dea er and nformed SA that they w be com ng and he had nformed the Agent that they w be taken care of. Agent nformed Customer that f they requ re further nformat on, do not hes ate and contact us mmed ate y. Customer thanked for the ass stance and d sconnected the ne.

Customer was nformed that by mak ng th s request they are NOT actua yf ng emon aw or any re ated process. The r case s be ng esca ated for a review of the veh c e's repa r h story to determ ne f the r request mer ts further act on and that due to the nature of the r request, t w requ re a ca back wh ch w take

p ace w th n 12 bus ness days. The outcome of the review does NOT determ ne Lemon Law e g b ty.

Preferred Morn ng/Mdday ca back number s

Preferred Afternoon/Even ng ca back number s

Who has possess on of the veh c e? Owner (current y be ng towed to dea er)

Reass gned to 91L

customer ca ng about case, agent adv sed that case was esca ated.

customer states he w not be p ck ng veh c e up from DLR un ess he s sat sfed that he can be guaranteed ssue s gone. agent corrected DKR

info on case as vehicle was taken to Faukner DLR and advised that as a
California vehicle and customer that the case's review may take longer
but customer will be reached out to as soon as we are able to review
necessary info. customer inquired about being contacted as soon as CM is
assigned to case, agent advised that request will be noted on case.
Vehicle has qualified for Enhanced Customer Satisfaction (ECS) program.
Refer to AnswerCONNECT for handling procedures.

***** 91L Review *****

***** Case Escalated to I2R *****

Reviewed Warranty History which determined this case
should be escalated to I2R for case management.

CASE HAS BEEN ASSIGNED TO I2R, CASE MANAGER PATRICIA. IF
CUSTOMER CALLS

IN PLEASE HAVE THEM CALL CMPATRICIA AT 214 583 2171. THANK YOU.

CASE HAS BEEN ASSIGNED TO I2R, CASE MANAGER PATRICIA. IF
CUSTOMER CALLS

IN PLEASE HAVE THEM CALL CMPATRICIA AT 214 583 2171. THANK YOU

5/30/2017 2:59:19 PM User Comment by Patricia Johnson: >> Called dealer
26764 and spoke with SA Bruce who verified vehicle at dealer and provided
RO info <<

5/30/2017 2:59:55 PM User Comment by Patricia Johnson: Placed note to
customer. Explained that the case has been escalated to me
for special handling and I would like to assist with vehicle concerns. I
provided my name and number.

>> Customer states they continue to have a problem with vehicle shutting
down while driving. Customer states vehicle has been to several different
dealers who have advised they were not able to duplicate concern dealer
was supposed to put a fault recorder on vehicle but did not have one
available so returned vehicle. Vehicle is now at dealer 3500 miles away
from home. Customer states she refuses to put her family in jeopardy by
putting them back in this vehicle and wants vehicle repaired. Apologized
to customer for issues and explained resolution process. Advised would be
happy to review for resolution but unable to guarantee a certain
resolution at this time. Advised the first steps to repair vehicle
under warranty but dealer is unable to find a problem with vehicle we
are unable to repair. Advised current dealer is still working to verify
problem. Customer states that is unacceptable she wants vehicle repaired.
Apologized and advised unable to offer to repair vehicle at this time.
Customer requested to speak with supervisor advised would be happy to
have supervisor contact her within two business days. Customer states she
wants someone to call her back within 24 hours advised unable to
guarantee. Customer states while I'm following my process she will be
looking into other options <<

6/1/2017 1:18:54 PM User Comment by Patricia Johnson: >> Made attempt to
reach dealer 26881 concerning status of vehicle but unable to reach LVM
with contact and customer info <<

Customer calling because he just picked up the vehicle from the DLR
and it's having the same issues it was having before they dropped it off
6 days ago. Customer was transient and had to drive back to Ohio on the
vehicle. Customer did not make it more than 6 miles down the road when
the vehicle shut off again. The vehicle has now shut off twice since
customer picked it up. Customer has to fly out from Ohio to California as
he has used up all his days of leave from the military and now has to
report back for Monday. Customer's family was taking him on a rental
vehicle. Customer now having to take the vehicle back to the DLR to have
them continue to try and work with STAR. Customer going to be dropping
vehicle off and moving on to Ohio as they cannot stay any longer and are
not driving the vehicle back with it shutting down while driving 60mph.
Customer is very upset, customer bought this brand new vehicle to be able
to travel and now cannot go more than 6 miles without it shutting off
while driving.

6/6/2017 12:26:17 PM User Comment by Patricia Johnson: >> Called dealer
26881 and was advised still have not been able to duplicate customer's
concerns but tech did make some alterations and will be doing additional
testing <<

6/6/2017 12:26:29 PM User Comment by Patricia Johnson: >> Called customer
and advised of status of vehicle. Customer states when they spoke with
dealer they were advised that tech drove vehicle home and did station

h m. Advsed l w contact dea er aga n to ver fys nce we are gett ng
d fferent responses<<

6/8/2017 11:43:53 AM: User Comment by Patr c a Johnson: >>Ca ed dea er
26881 and spoke w th SA Doug who states veh c e s repa red and ready for
p ck up. Dea er states customer s n renta n Oh o and wants veh c e
sh pped to husband n CA<<

6/8/2017 11:49:06 AM: User Comment by Patr c a Johnson: >>Returned ca
to customer due to VMrece ved customer states dea er contacted her and
advsed veh c e s repa red but she s n Oh o w th renta and w be
f yng back to Ca form a on 06/18. Customer needs veh c e to be sh pped
to husband n Ca form a at dea er 61339. Customer a so requested to stay
n renta wh e unt she eaves Oh o advsed can on y cover renta unt
veh c e s rece ved n Ca form a. Advsed w fo ow up w th updates<<

*
*
*

*****EMAIL SENT TO SHIPPER*****

Sh pp ng Temp ate

IS THIS REQUEST URGENT? no

IF SO PLEASE EXPLAIN: n/s

HAS ANY COMMITMENT BEEN MADE TO CUSTOMER WITH AN ETA? no

IS THE VEHICLE READY TO BE SHIPPED? yes

IF NO, WHEN WILL IT BE READY?

IS CUSTOMER IN A RENTAL VEHICLE? yes

CAIR#

VIN# 2C4RC1DG2HF

Veh c e Descr pt on: 2017 Chrys er Pac f ca

Year: 2017

Make: Chrys er Pac f ca

Co or: PAU Gran te Crysta Met. C ear Coat

Customer Name

Customer Phone:

CURRENT VEHICLE LOCATION: Fau kner Dodge Ram F at

ADDRESS: 6720 Car s e P ke Mechan csburg, PA

ZIP CODE: 17050

CONTACT PERSON: SA Doug

CONTACT # (717) 697 9448

VEHICLE NEEDS TO BE SHIPPED TO

LOCATION: Jack Powe Chrys er Jeep Dodge

ADDRESS: 1625 Auto Park Way

ZIP CODE: 92029

CONTACT PERSON: Dav d Gentner

CONTACT # 215 301 8211

Does the veh c e have keys? yes

Does the veh c e start? Yes

Does the veh c e ro ? Yes

Does the veh c e steer? Yes

Does the veh c e stop? Yes

Can the veh c e be dr ven to oad/un oaded under ts own power? yes

Kr sta

Subject Matter Expert [SME]

Case Manager

Renta Team F at Chrys er Automob es

*****END OF EMAIL SENT TO SHIPPER*****

*
*
*

6/13/2017 2:22:57 PM: User Comment by Patr c a Johnson: >>Rece ved ca
from Doug at dea er 26881 who nqu red about sh pp ng and customer st
be ng n renta . Advsed renta w be author zed unt veh c e has been
de vered<

6/16/2017 2:56:28 PM: User Comment by Patr c a Johnson: >>Ca ed dea er
26881 and spoke w th Doug who states veh c e was p cked up today. Advsed
customer advsed theyw be f yng out of Oh o on 06/18 and w return

renta then<<

6/16/2017 2:58:21 PM: User Comment by Patricia Johnson: >>Called customer and advised vehicle was picked up by shipper today. Customer states her flight has been changed to 06/22<<

6/19/2017 11:20:09 AM: User Comment by Patricia Johnson: >>Received call from customer who states she heard from transport company who states vehicle will not get to California until Friday 06/23. Customer states will be returning rental in Columbus, OH on 06/21 so will need a rental once she gets to California on 06/22. Advised can cover one day of rental from 06/20-06/23 at 35.00 a day<<

6/19/2017 11:21:07 AM: User Comment by Patricia Johnson: >>Made attempt to reach Doug at dealer 26881 to update on status of rental but unable to reach LVM with contact info<<

6/23/2017 12:20:29 PM: User Comment by Patricia Johnson: >>Called customer who states turned in rental in Ohio on 06/21 and her husband picked up rental in California to get them from airport. Was called by dealer 61339 and advised that the shipper dropped off the rental person. Vehicle is missing so customer will pick up and return rental later today<<

6/26/2017 10:40:55 AM: User Comment by Patricia Johnson: >>Received call from customer who states got vehicle back from dealer on Saturday and the inside was greasy and full of ants and dirt. Customer states it looks like dealer used vehicle as the showroom and was transporting things. Apologized to customer and advised unfortunately that would not be something I would be able to assist with she would have to contact repairing dealer<<

6/28/2017 3:11:16 PM: User Comment by Patricia Johnson: >>Returned call to customer due to VM received customer states vehicle has a dent and scratch that it did not have when she took to dealer. Advised will have to contact dealer or transport company due to not a warranty matter. Also inquired if vehicle still having manufacturer related issues customer states she is not sure because they have not been driving vehicle. Inquired about rental receipt customer will fax<<

7/5/2017 11:03:54 AM: User Comment by Patricia Johnson: >>Called customer and inquired about status of vehicle customer states she cannot be sure that what was wrong with vehicle is repaired and would like to have vehicle bought back advised at this time buyback is not being offered. Customer states she still has concerns about the safety of vehicle and also states due to all the issues with dealer and vehicle she would have trouble trading vehicle in. Apologized that I am unable to assist with desired resolution and provided NCDS info<<

7/5/2017 12:28:03 PM: User Comment by Patricia Johnson: Returned call to Doug at dealer 26881 and discussed rental authorization advised I put note on 06/26 authorizing rental from 05/24-06/21

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1DG6	HF	Open Date	05/26/2017	Built Date	06/18/2016
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
In Service Dt	06/20/2016	Mileage	3849	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	26973					
Dealer Address						
Dealer City		Dealer State		Dealer Zip		
Owner	H			Contact Type	OUTBOUND CONTACTS	
Address				Home Phone		
	EATONTON			Country	UNITED STATES	

Product	Electrical Ignition System	Intermittent or Inoperative	Default	Vehicles as is or won't start
Corporate	Enhanced Customer Satisfaction Program (ECS)	Default	Default	

Veh c e has been ident f ed for outreach re ated to the Enhanced Customer Sat sfact on (ECS) Program. ECS start date for veh c e s 2017 05 27. Agent apo g zed and stated that h s case w be esca ated and he w rece ve a ca from a CM w th n 1 bus ness day for further ass stance. Customer understood and thanked Agent. Reass gn ng to 88W for further hand ng. He s w ng to work w th CM to attempt to reso ve ssues. Wr ter adv sed a ca back w be g ven w th n one bus ness day. Best Contact Number [REDACTED] ALL DAY AVAILABILITY.

***** Create Prep Sheet *****

Prep sheet was saved successfu y.

***** Update Prep Sheet *****

Prep sheet was updated successfu y.

Wr ter ca ed Customer at [REDACTED] who adv sed that the ssue was that the veh c e wou d sta or nterm ttent y not s art. The veh c e has been nto the dea ersh p 5 tmes for the ssues th s veh c e has had and they have on y had the veh c e for 46 days, 20 of wh ch they were at the DLR. Customer adv sed that the DLR had just repa red and returned the veh c e to the Customer, but they d dn't fee the veh c e was re ab e. Wr ter offered to prov de Customer w th O change SC to keep an eye on the veh c e and ensure the ssues d dn't happen aga n, however, Customer ns sted we ook nto buyback frst at east. Wr ter adv sed the process wou d take 1 2 weeks and wou d fo ow up 6/6/2017 Customer was nformed that by mak ng th s request they are NOT actua yf ng emon aw or any re ated process. The r case s be ng esca ated for a review of the veh c e's repa r h story to determ ne f the r request mer ts further act on and that due to the nature of the r request, tw requ re a ca back wh ch w take

p ace w th n 1 2 bus ness days. The outcome of the review does NOT determ ne Lemon Law e g b ty.

Preferred Mbm ng/Mdday ca back number s [REDACTED]

Preferred Afternoon/Even ng ca back number s [REDACTED]

Who has possess on of the veh c e? (Owner)

Wr ter ca ed Customer at [REDACTED] and adv sed that the review was st n progress, but we wou d fo ow up aga n next week w th further nformat on.

Th s customer has contacted Customer Care seek ng Lemon Law buyback/rep acement. Pre m nary research has determ ned th s veh c e warranty h story does not mer t further review. P ease cont nue case management n an attempt to reso ve the customer's concern and/or ssues.

Wr ter ca ed Customer at [REDACTED] and adv sed of nes 40 43. Wr ter adv sed that at th s tme we cou d offer a SC or prov de Customer w th

the NCDS. Customer advised he would like to consider the options with his wife and call writer back. Follow up 6/13/2017

Agent attempted to contact customer at [REDACTED], however, customer was not available. Left message for a return call at extension 40786.

Reason for call to receive goodwill decision

Customer called writer and inquired about the options with his wife on the line. Writer advised we could offer a SC or Customer could contact the NCDS. Customer advised that she would like to wait a little longer to see if the issues were truly resolved and if it came back they would contact the NCDS. Writer advised if the Customer needed further assistance in the future they could call us again and open a new case.

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 no need for additional follow up.

Customer Assistance Inquiry Record (CAIR)#

3

VIN	2C4RC1EG3	HF	Open Date	05/29/2017	Built Date	06/24/2016
Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
In Service Dt	06/25/2016	Mileage	12963	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	60068	LAKE NORMAN CHRYSLER JEEP DODGE				
Dealer Address	20700 TORRENCE CHAPEL RD					
Dealer City	CORNELIUS			Dealer State	NC	Dealer Zip 28031
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	MOORESVILLE				Country	UNITED STATES

Corporate	Outbound	Survey	Follow Up	Continuous	Quality	Insight	Default
Product	Electrical	Lamps and Switches	Other	Default	Aged lights are not bright enough		
Product	Engine	Unknown	Check Engine Lamp On/Fashing	Default	CEL intermittent comes on		
Corporate	Enhanced Customer Satisfaction Program (ECS)						Default
Default	Default						

CQI Survey Record Received DATE : 05/29/2017

Survey Number : 11506944

Quality Survey ID Number: 364654703

Survey Date : 05/26/2017

VIN Complete 17 : 2C4RC1EG3

CQI Comments :

Did Customer specify Email or Phone: Yes

Customer's Preferred Method of Contact: Yes, by phone or email

Preferred callback number s: 700

Preferred Email address:

Mileage Updated? Yes 10005

Dealer code: 66 60068 LAKE NORMAN CHRYSLER

Summary Customer concern: Check Engine light indicated trouble,

Headlights a medium correct, Excessive wind noise

Status update provided via email to the following email address:

H

My name is Scott and I am following up with you regarding a recent survey that you completed on your 2017 CHRYSLER PACIFICA.

We regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to our attention. You are part of our Enhanced Customer Satisfaction Program that reaches out to customers based on past repair history. This program uses dedicated corporate resources from FCA's Technical Service Operations and Customer Care teams to get your vehicle repaired and address your concerns. I am assigning your case to a Case Manager who will contact you within 1 business day. Should you require a rental vehicle, one will be provided at no charge.

If you need any additional assistance, please contact the Enhanced Customer Service Group at 1 800 763 8422.

End of Status Update

***** Create Prep Sheet *****

Prep sheet was saved successfully.

***** Update Prep Sheet *****

Prep sheet was updated successfully.

Writer contacted DLR at 704 896 3800 and spoke to Service Receptionist.

Writer was informed that Customer doesn't currently have an appointment, but if they wanted to set one then they could schedule an appointment for Thursday after 2:30. Customer's name is Chuck. Writer was

transferred over to SA Chuck. Chuck informed that Customer had stopped by in the concerns listed in case. The wind noise was determined to be operating as designed, and Chuck informed that the headlight brightness was up to specs. Chuck informed that previous CEL was caused by a small evaporator that was repaired, and they hadn't heard from the Customer since that time. Writer thanked.

Writer contacted Customer at [REDACTED] 0. Customer informed that the vehicle seems to have poor illumination. Customer informed that DLR claims to have "adjusted the lights" in the past, but it seems as if it doesn't have proper brightness. Customer informed that the vehicle keeps having the Check engine light come on, and the vehicle stopped working completely in a parking lot a few weeks ago. The Check engine light is currently off. Writer advised Customer to observe to see if vehicle is driving different or normal. Writer will communicate Customer's concerns with Corporate Tech's to see if there's resolutions to Customer's concerns. Writer will follow up with Customer on Thursday to review information. Customer thanked, and requested contact info through an email.

Status update provided via email to the following email address:

[REDACTED]
[REDACTED],

This is Michael your new case advocate with Chrysler. This email is confirmation that your case, [REDACTED] was successfully escalated to me. My office hours are 10:30 AM - 7:00 PM (Eastern Time) Monday through Friday. My phone number is 800 763 8422 EXT 40160. If I'm unavailable and you wish to speak with another case specialist about your case, please contact Tiffany at extension 40749. If you have any questions or concerns, please don't hesitate to reach out through phone call or email. Best regards,

Michael

End of Status Update

Writer messaged STAR tech, requesting if adjusting/increasing brightness was possible. Tech informed "There is no adjustment. My recommendation is to compare it to a vehicle shining against a wall in the dark. I don't believe there is a device that measures lumens or brightness" Agent attempted to contact customer at [REDACTED] however, customer was not available. Left message for a return call at extension 41060. Writer seeking to know how vehicle is operating, and to inform of lines 70 73

Writer called Customer who stated that the CEL went off and is back on as of yesterday. Appointment was scheduled and are needing to reschedule the appointment. Customer stated that a field tech will be coming out to the DLR to take a look at the vehicle. Customer will be setting up an appointment to bring the vehicle back in. Customer states that you can't see far enough without the lights on. Customer states that the lights aren't bright enough for them. Customers were noticed that the engine dies on them when it is going slow. Customer will be getting an appointment set up and CA will follow up on the 15th.

Writer contacted DLR at 704 896 3800 and spoke to SAnoreen. Noreen informed that Customer has an appointment for 6/20 and informed that a loaner/rental has been set up for Customer. Writer provided contact info in case DLR needed corporate support. Noreen informed that Customer's SA will be Chuck. Writer thanked.

Agent attempted to contact customer at [REDACTED], however, customer was not available. Left message for a return call at extension 41060.

Writer reviewed lines 87 91, and informed we'd follow up on Tuesday. Vehicle is at the dealership LAKE NORMAN CHRYSLER JEEP DODGE (60068)

Update triggered by S629971

Writer contacted DLR at 704 896 3800 and spoke to Service Receptionist. Writer was informed that SA Chuck was currently unavailable, but that DLR was still working on the diagnosis process for the vehicle. Writer was informed that SM's name is Chris. Writer thanked

Writer contacted Customer at [REDACTED] and informed of lines 97 100. Customer requested that Corporate Tech's start assisting with diagnosis process, due to DLR struggling with diagnosis in previous repair attempts. Writer informed that we'd work on this process and update Customer when there was more information. Customer thanked.

Writer contacted DLR at 704 896 3800 and spoke to SA Chuck. Chuck informed that DLR diagnosed that the Vent Valve Sensor needed replacement. Part has been replaced, and DLR is currently examining the transmission and ensuring that everything is repaired at this time. Chuck informed that DLR is covering costs for rental for now, and he expects vehicle to be ready for pickup in the next couple of days. Writer thanked.

Status update provided via email to the following email address:

[REDACTED]

[REDACTED]

I wanted to give you a quick update on your vehicle. They have replaced the vent valve sensor (per instructions from the Check engine light) and they're currently looking over the rest of the vehicle to see if there are further issues. I was hoping to get more information, but they didn't receive a response yet, so I'll keep you updated as I receive information. If you have any questions or concerns, please don't hesitate to let me know!

Best regards,

Mchae

End of Status Update

Writer contacted DLR and spoke with SA Chuck. SA advised, the repairs were completed and the vehicle was picked up yesterday (06/22). All that was done was the vent valve sensor, no other concerns were found.

Message: 12963

Status update provided via email to the following email address:

[REDACTED]

Good Afternoon Mr. [REDACTED]

I am contacting you on behalf of your Case manager Mchae. I contacted the dealer today and was advised that repairs have been completed on your vehicle and was returned to you yesterday. We would like to allow some time to drive your vehicle to make sure it has been repaired to your satisfaction. I will have Mchae follow up with you by no later than Wednesday 06/28. If there are any problems before that, you can either reply to this email or contact him at 800 763 8422 Ext: 41060.

Thanks, Sarah

End of Status Update

Writer attempted to contact Customer at [REDACTED], however, Phone disconnected.

Status update provided via email to the following email address:

[REDACTED]

[REDACTED],

I tried to contact you today, but for some reason was unable to connect through the phone. I wanted to touch base to see how everything is operating with your vehicle so far. If there's any issues, let me know through phone call or email. Due to repairs being done, your case is scheduled for a 2 day close out, and we close if we don't hear anything by the end of business on Friday. If any issues occur before then, let us know. If everything is working well at this time, then there's no need to respond. I hope you have a wonderful day!

Best regards,

Mchae

End of Status Update

CLOSED LOOP UPDATE no need for additional follow up.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1CG3	HR50	Open Date	06/02/2017	Built Date	04/22/2016
Model Year	2017	Body	RUCL53	CHRYSLER PACIFICA LX WAGON		
In Service Dt	04/25/2016	Mileage	7244	Dealer Zone		
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer						
Dealer Address						
Dealer City				Dealer State		Dealer Zip
Owner					Contact Type	E MAIL
Address					Home Phone	
	YUMA AZ				Country	UNITED STATES

Product Dr vab ty Unknown Sta ng Defau t	Veh c e shutt ng off comp ete y wh e dr v ng
Corporate Survey By Pass Dup cate CAIR Defau t Defau t	

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Case #: 31690422

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

To Whom t May Concern: I'm wr t ng th s etter to further document the mechan ca prob em w th my 2017 Chrys er Pac f ca and subsequent d sappo ntment w th Chrys er Customer Serv ce. On Saturday, May 20, 2017, my Pac f ca shut off wh e dr v ng no warn ng ght, no power steer ng, noth ng just shut off. There was a message on my dash that sa d someth ng a ong the nes of, "Veh c e must be n park to sh ft." Upon see ng that happen, my husband rea zed that the same th ng had happened a month ear er, but s nce he doesn't usua y dr ve the veh c e, he fgure he had done someth ng wrong. Both t mes the car had to be p aced back n park and then restarted. After th s happened the second t me, we d d not dr ve the car and took t n for serv ce to F sher Chrys er n Yuma frst th ng Monday morn ng. Our Pac f ca spent Monday and Tuesday (May 22 23) n the shop. On Wednesday, May 24, a mechan c at F sher ca ed and to d us to come p ck up our car and turn n our oaner. They had not found anyth ng wrong and cou d not rep cate the prob em. My mmed ate y ca ed and spoke w th the serv ce manager. He stated that hav ng our fam y off ve dr v ng around n a van that may or may not shut off wh e dr v ng s unacceptable. The serv ce manager agreed to cont nue to work on our car, and a owed us to keep the oaner. On Fr day, May 26, the serv ce manager ca ed me w th an update that they st weren't sure what was wrong, but they were try ng to fgure t out. He was very apo oget c and I apprec ate h m keep ng me updated. On Wednesday, May 24, I ca ed Chrys er Customer Serv ce regard ng th s ssue. After 40 m nutes on the phone, I f na y conv nced the representat ve to esca ate my case. He was obvous y fo ow ng protoco and was not author zed to esca ate the case, but after exp a ng my safety concerns, he was granted perm ss on to do so. The fact that t took so much begg ng and p ead ng to get my case esca ated s a rea faw n your customer serv ce. Th s sn't a broken moon roof. Th s

sn't a squeaky door. My car SHUT OFF WHILE DRIVING. I was to d that someone wou d be ca ing me on Thursday, May 25 between 8 am and 8 pm. I d d not rece ve a ca . I ca ed customer serv ce and was to d that they shou d have ca ed today, but maybe they wou d ca tomorrow. On Fr day, May 26, I d d not rece ve a ca . I ca ed customer serv ce and was to d that the ho day weekend cou d be the reason that I had not rece ved a ca . On Tuesday, May 30, I d d not rece ve a ca . I ca ed customer serv ce and the agent was very surpr sed that I had not rece ved a ca . She had her superv sor e ma the department that was n charge of my case, and seemed certa n that I wou d rece ve a ca the fo ow ng day. Today, Wednesday, May 31, I d d not rece ve a ca . I ca ed aga n and Bonn e, the representat ve, aga n acted very surpr sed that I had not been contacted.

She took my nfo and sent an ema to the eng neer ng department and to d me to expect a ca back w th n one bus ness day. Aga n, the purpose of th s e ma s to document the atroc ous customer serv ce that I have rece ved regard ng th s ssue. It seems that Chrys er has amp e support to take VIN numbers and post on soc a med a, but actua y speak ng w th someone regard ng a potent a y dead y prob em w th your veh c e s next to

imposs b [REDACTED] Case #: 3 [REDACTED]

***** END OF CUSTOMER EMAIL *****

Dea [REDACTED]

Thank you for contact ng the FCA Customer Ass stance Center. Our records show that you have contacted us by te ephone and we have esca ted your concerns to a Case Manager for rev ew. We have updated your f e to ref ect the atest nformat on you prov ded n the ema message.

Your case manager w be con act ng you n one (1) bus ness day to ass st you further.

Thank you aga n for your ema . Shou d you requ re add t ona ass stance, or have any new nformat on to prov de, p ease rep y to th s ema message or ca 1 800 247 9753.

S ncere y,

Jenn fer

Customer Serv ce Representat ve

FCA Customer Ass stance Center

***** END OF CAC EMAIL TO CUSTOMER *****

TOP CARE IS NOW ENGAGED. Mshand ed CAIR was prov ded from KM35 to MFY

for further hand ng. CLOSE YOUR CAIR

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1BGX	HF	Open Date	06/01/2017	Built Date	04/26/2016
Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
In Service Dt	04/26/2016	Mileage	8033	Dealer Zone	70	PHOENIX
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				

Dealer	08625	BILL LUKE CHRYSLER JEEP&DODGE				
Dealer Address	2425 WEST CAMELBACK ROAD					
Dealer City	PHOENIX	Dealer State	AZ	Dealer Zip	85015	
Owner				Contact Type	LETTER	
Address				Home Phone		
	LAPORTE				Country	UNITED STATES

Corporate Lemon Law Default Default	customer having issue with dash board flashing when she s ow down
Dea er By Pass Default Default Default	customer having issue with dash board flashing when she s ow down
Product Unknown Unknown Poor Hand ng Default	customer having issue with dash board flashing when she s ow down

*****Customer Email Address Updated*****

Customer has updated the email address from [REDACTED] for further communication or for surveys.
 Briefly summarize why the customer is contacting Chrysler: customer calling issue starting with foot on brake dash board flashing will not go further and will not go into park there was a on car they took the GPS and security system think was causing issue take long to reset dealer cannot duplicate issue agent called dealer 08625 spoke to us he state they work on security issue he transfer me other SA agent left message
 Briefly summarize what the customer is expecting: customer wants a new car does not feel safe

Customer was informed that by making this request they are NOT actually engaging lemon law or any related process.
 The request is being escalated for a review of the vehicle's repair history to determine if the request merits further action and that due to the nature of the request, it will require a callback which will take

place within 12 business days. The outcome of the review does NOT determine Lemon Law eligibility.

Preferred Morning/Afternoon/Evening callback number is [REDACTED]

Preferred Afternoon/Evening callback number is [REDACTED]

Who has possession of the vehicle? (Owner/Dealer/IRF) owner
 Reassigned to 91L

Owner is seeking relief under the California state lemon law.

1. What does the customer allege is wrong with the vehicle? dash board flashing
2. Was the vehicle purchased new or used? new
3. If used, what number owner is the customer and what was the mileage?
4. Is customer claiming # of repair attempts or # of days out of service? 5 times
5. Does the condition described by the customer still exist? yes customer states when try to brake dash board flashing once stop will not turn off
 The ongoing the customer has been to dealership to be reviewed and/or handled by the local Business Center and Dealer, and if the condition still exists, to take the vehicle to the dealer regardless

of this request. Reassigned to 91L

Next steps:

Crystal with the I2R Customer Resolution Team, is now responsible for this CAIR. If the customer should call, please direct them to contact Crystal directly. Thank You.
 Called dealer 08625 Joy confirms the vehicle is not there.
 Called dealer 65505 Lindsey confirm the ROH story and the last time the vehicle was there was 5/24/2017. She stated they did a PCM update and

test drove, no problems found once repairs complete.

Called customer at [REDACTED] LVM to return call. In the message I stated my name, number and reason for calling. I also stated that I will attempt to contact again Monday.

Status update provided via email to the following email address:

[REDACTED]
[REDACTED],

I hope this message finds

you well. I am with the Chrysler Resolution Team and your case has been escalated to me for special handling. Please contact me at your earliest convenience. My normal business hours are Monday - Friday 9:30 am - 6 pm Central Standard Time.

Thank you

Crysta

214 583 2118

Chrysler Customer Care

End of Status Update

Customer called stating she would like to have a replacement vehicle. She stated there was a GPS added to the vehicle by the dealer. They took it off because they thought that was causing the issue. She stated there was a security box that was added by the dealer so they took it off and that fixed it for a short time. She stated dealer 08625 was the dealer who put those items on. I explained how the resolutions process works and she stated she understands. She stated that she can take her vehicle to dealer 65505 this Monday for further assistance.

Called dealer 65505. No answer confirms the vehicle is currently there and as of right now there is nothing wrong with the customer's vehicle and that there are no codes. He stated that he would like to keep testing it just to make sure it's not something we did.

Called customer at [REDACTED]. I thanked her for taking her vehicle to the dealer for repairs and advised that I will follow up on Thursday to ask them to diagnose and repair. She stated her frustration with the situation and her concerns that no one knows how to fix the issue. I stated that I understand her frustration and stated that I will follow up on Thursday.

Called dealer 65505. SA No answer confirms they have not been able to duplicate the reported issue. I asked if he has told the customer this. He stated he has LVM with no return. He stated he will give it until the end of the day before he calls the customer to tell her to pick up her vehicle.

Called customer at [REDACTED] LVM to return call.

Customer returned call and I stated that the dealer has been trying to get a hold of her and that she should call them. She stated that she has not gotten a call from them, however she will call them.

Customer returned call stating the dealer told her they were not able to duplicate the issue. Customer stated her frustration with the intermittent issue. She stated that she is getting tired of dropping off her vehicle at the dealer and them not fixing or finding anything wrong with the vehicle. She stated if she picks up her vehicle and drives it for a couple of months it will happen again. I apologized for the situation and stated that I will gather additional information and follow up with her on Tuesday. She accepted.

Called dealer 65505. Lindsey she confirmed ROH story.

Called customer at [REDACTED] to return call.

Customer returned call LVM to return call.

Called dealer 65505. SA No answer stated that they have not been able to test drive the vehicle. He stated that they were able to duplicate months ago but after they replaced the tracker the sensor dealer put on the vehicle they have not been able to duplicate the issue. He stated they have tried to reset the ECU, but that did not work. I stated that I will call the customer and let her know to contact him.

Called customer [REDACTED] informed her of what the dealer told me. She stated the issue is intermittent. She stated her frustration with the intermittent issue and the dealer not being able to duplicate the issue. I stated that we can help her with a service contract or reimbursement for the time her vehicle was down. She stated that she could not believe that more was not being offered to her. I stated that as of right now a replacement or buyback was not being offered, however we can always re-review her case for a different resolution with an future

issues she might have. She stated that was unacceptable and as so stated that she will no longer take her vehicle to a dealer anymore. She expressed her frustration with her vehicles on the HWY and does not accept what is being offered to her. I stated I can send you the number to arbitration.

Status update provided via email to the following email address:

[REDACTED]
[REDACTED],

Here is the information for The National Center for Dispute Settlement (NCDS)

866 662 4639 option 5

586 226 2470 extension 114

www.ncdsusa.org

Thank you

Crysta

214 582 2118

Chrysler Customer Care

End of Status Update

POSTMARK DATE: 071317; DATE RECEIVED: 072017

CAIR RE OPENED AND FOLLOWING REASON CODE(S) REMOVED

Survey By Pass

STATE LEMON LAW / Magnusson Moss Act

Letter received from Lemon Law Group Partners PLC, dated

Attorney: Brooks Sege

Phone: 888 415 0610

Email : nfo@lemonawgrouppartners.com

Concern: Instrument panel lights flashing

Reassigned to Business Center for the review and handling. _

7/20/17 Received attorney demand letter and assigned for handling. jt

POSTMARK DATE: 080717; DATE RECEIVED: 081417

CAIR RE OPENED AND FOLLOWING REASON CODE(S) REMOVED

Cause Loop Exception Reason Code

STATE LEMON LAW / Magnusson Moss Act

Letter received from Lemon Law Group Partners PLC, dated 8/1/17

Attorney: Brooks Sege

Phone: 888 415 0610

Email : nfo@lemonawgrouppartners.com

Concern: Instrument panel lights flashing

Reassigned file to the Business Center for the review and handling.

8/17/17 Received attorney demand letter and assigned for handling. jt

Customer Assistance Inquiry Record (CAIR)#

9

VIN	2C4RC1GG7	HR5	Open Date	06/02/2017	Built Date	08/29/2016
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	08/30/2016	Mileage	4700	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PRV	VELVET RED PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	41838	OURISMAN DODGE INC				
Dealer Address	5900 RICHMOND HWY					
Dealer City	ALEXANDRIA	Dealer State		VA	Dealer Zip	22303
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	BETHESDA				Country	UNITED STATES

Referra Soc a Med a Automot ve Forums Defau t Soc a Too	
Product Dr vab ty Unknown Other Defau t	veh c e shuts off wh e dr vng

Customer sent the following message to pacifcaforum.com this morning (@Pac fca123): "Kor,

Let's restart this conversation given my wife's experience with the vehicle shutting off that I just posted about in the very quickly growing thread on this forum. I'd like an appointment (and a tow if possible) with the dealer in Alexandria where it was bought on Friday or Saturday (I know they can make space), a loaner car, and a call from Chrysler on Friday regarding this issue and its resolution. I'm not going to drive the van around with my kids, I'm waiting for it to happen again and then take it to the dealer. My phone number is [REDACTED]."

Writer called DLR and was on hold with Service until voicemail picked up.

Writer LVM requesting call back to set up tow and appointment.

Writer sent Customer the following message in response: "Hi [REDACTED]."

I left a message for the dealership to call me back for an appointment.

Can you let me know the current mileage of the Pacifica. Additionally, once we get everything scheduled, you'll receive a call back within one business day from your case specialist. I'll put in a request that you'd like a call ASAP, but I can't promise that will occur.

Kor

Chrysler Social Care Specialist"

DLR scheduling called back and LVM advising they were trying to reach Writer to make appointment.

Customer responded on pacifcaforum.com: "Thank you. It has 4,700 miles on it. If the dealership in Rockville, MD has an appointment sooner than that's fine too (so long as we can get a loaner)."

Writer called DLR back and again was on hold until the scheduling line voicemail picked up.

Writer called DLR and spoke with Nancy in Scheduling. Customer scheduled for Monday 06/05/17 @ 7:45 AM. DLR does use Bar's Towing @ (703) 241 1500 if he wants to have the vehicle towed in. Basic warranty will cover towing to the nearest FCA dealership, so Customer will need to decide what he wants to do. If Customer uses Bar's Towing, Writer is advising that the Case Specialist should reimburse Customer for tow costs due to being a brand new vehicle. Customer's SA will be Josemna (howsay meena) and he will be following up with a phone call to Customer today.

Writer messaged Customer: "Hi [REDACTED]."

Our salesman had an appointment available on Monday so I took that for you.

It's at 7:45 AM and the service advisor (I am not sure how to spell the name) is Josemna, pronounced howsay meena. The advisor is supposed to be calling you to follow up today. They also use Bar's Towing, if you did want to have the Pacifica towed, and they can be reached at (703) 241 1500. Your basic warranty will cover towing, but that's to the nearest Chrysler dealership. If you decide to use Bar's, I already made a note for the case specialist to reimburse that cost for you. I also noted that the case specialist will need to discuss the rental with the service advisor, as the dealership provides those at \$45 per day.

Kor

Chrysler Social Care Specialist"

Customer seeking assistance with:

vehicle shutting off and touch screen freezing

Customer expecting:

vehicle to be repaired

Agent advised we escalated to case manager.

Follow up will occur within 1 business day by COB customer time.

Preferred phone number: [REDACTED]

Earliest call time: anytime

Latest call time: anytime

Updates via text: N

Updates via email: N

Vehicle location: Customer currently has vehicle, whether drop off or have towed to DLR

Date and Time of Appointment: Monday, June 5, 2017 @ 7:45 AM, Service

Advisor: Josemarina (HOSWAYMEENA)

Confirmed appointment with: DLR 41838, Naelynn Scheduling

Customer's rental: not yet, but would like one; DLR provides rentals for \$45 per day

Authorized by: N/A

Rental start date: N/A

Reassigned to MDA Antic.

CAIR is now assigned to 860 so that it was misdirected. Writer

reassigning to 88F instead of MDA Antic (if this is incorrect, PLEASE

put a note in the CAIR or send it to the right mailbox so it's not

continually bounced around).

***** Create Prep Sheet *****

Prep sheet was saved successfully.

In Service Date: 11/28/2016

Original Owner: Yes

Mileage: 4700

Vehicle purchase type: 1 new

Multiple Repairs/Previously related repairs: no

Mileage per mile: no

Other:

OUTBOUND DEALER CONTACT

41838 OURISMAN OF ALEXANDRIA 703 329 1600

Agent spoke with SA Harry seeking update on customer. Agent was advised

there has been no ticket for that customer or that VIN made at the

dealer ship. The customer is not there.

Writer messaged Customer about appointment. Customer responded: "I did

not. I had to cancel because I needed a loaner car. This has been

frustrating because the dealer clearly had zero appreciation for what was

going on with the car."

Writer responded to Customer: "[REDACTED]"

Since each of our dealerships are independently owned and operated, each

of them has different loaner and/or rental capabilities. Some have

nothing at all that they offer. I would highly recommend making an

appointment and working with the case specialist assigned to you for the

rental. We can assist from our end and work with the dealership.

Please let me know when you're able to make another appointment, and I

will be open and escalate your case!

Kor

Chrysler Social Care Specialist"

Customer Assistance Inquiry Record (CAIR)#

3

VIN	2C4RC1BG6	HR7	Open Date	06/05/2017	Built Date	03/09/2017
Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
In Service Dt	03/09/2017	Mileage	2601	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				
Engine	ERC	3.6L V6 24V WT ENGINE UPG I W/ESS				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	67198	TRI CITY CHRYSLER JEEP DODGE INC				
Dealer Address	723 VAN BUREN ROAD					
Dealer City	EDEN			Dealer State	NC	Dealer Zip 27288
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	GREENSBORO				Country	UNITED STATES

Product Dr vab ty Unknown Sta ng Defau t	Veh c e turn ng off wh e dr v ng
Referra Soc a Med a Automot ve Forums Defau t Soc a Too	

Customer (@GSOPac f ca) reached out on Soc a Med a va pac f caforums.com stat ng:

"I th nk we may be another one to add to the grow ng st. Thank you to a who have posted deta s of the r ssues. Two days ago my w fe (and 9 year o d son) was stopped n a eft turn ane on a busy four ane road. When she began to turn, she got error messages and the eng ne shutoff nstead of be ng ab e to make her turn. One message was about the hood be ng open. C ear y the hood was not open and had not been open s nce we purchased the veh c e 5+ weeks ago. When she attempted to start the veh c e she got a message that the veh c e must be n park. But when she tr ed to sh ft the veh c e to park the knob wou d not turn. Some comb nat on of fur ous act ons eventua y got the van s arted and she was ab e to get out of a vu nerab e pos t on. Once she was underway aga n a b ue warn ng ght that ooks ke con on the ESS d sab e button pus an ex:amat on po nt f ashed severa tmes. In the two days s nce these events she has observed that same b ue warn ng ght on at east one add t on a occas on. We now are trying to make sure that very undes red ESS funct on s a ways turned off s nce we don't understand why that warn ng ght wou d um nate. We cou dn't even f nd th s warn ng ght n the manua . I ca ed the dea ershp today. They seemed a tte concerned, but on y enough to schedu e us an appo ntment for Tuesday of next week (5th day from now). Sad y, my w fe doesn't fee safe (nor do I fee safe w th her and our two ch dren) dr v ng our van that we bought spec f ca y for the safety rat ngs and b ndspot feature. She' be dr v ng our 2006 Accord VP (stands for "Va ue Package" be eve t or not) car wh e I dr ve the Pac f ca wh e hop ng that noth ng happens unt we get a f x. We haven't yet posted on the NHTSA s te, but ke yw un ess our dea er comes up w th a so ut on that we trust on Tuesday. We hope th s nformat on s he pfu to others out there and wou d apprec ate any add t on a readers who have s m ar nformat on to post as we ."

Customer seek ng ass stance w th:

Customer was mak ng eft turn and veh c e shut off wh e dr v ng.

Customer expect ng:

Techn ca support for DLR and veh c e to be d agnosed so th s won't happen aga n.

Agent adv sed w esca ate to case manager.

Fo ow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone number:

Ear est ca t me: 7:30 AM EST

Latest ca t me: 9:45 PM EST

Updates va text: N

Updates va ema :

Veh c e ocat on: Customer

Date and T me of Appo ntment: 6/6/17 n AM

Conf med appo ntment w th: N/A

Customer n ren a : DLR offered Loaner

Author zed by: DLR

Renta start date: N/A

***** Create Prep Sheet *****

Prep sheet was saved successfully.

***** Case Management District 883 *****

In Warranty: A 35 Months or 33,450 Miles

MVP: None

Household: 1 New / 0 Used

Odometer: 2,550

Status update provided via email to the following email address:

Greetings, [REDACTED] My name is James and I have been assigned as Case Manager for your Chrysler service issue. This email is confirmation that your case, [REDACTED] was successfully escalated to me. I am so sorry to hear of the difficulties you have experienced. After I review the details of your case, I will be calling you at your preferred number, (336) 420 2893. My office hours are from 10:00 AM to 6:30 PM Eastern Time. My contact information is (800) 763 8422 Ext. 40459. If I'm unavailable and you wish to speak with my fellow Case Manager, Averie, please call (800) 763 8422, ext. 40439. If your preferred telephone number mentioned above isn't correct, please reply to this email with the correct one. Thank you and I look forward to a quick and thorough resolution to this issue.

End of Status Update

Vehicles at the dealership: TRI CITY CHRYSLER JEEP DODGE INC (67198)

Update triggered by s803810

CONTACT UPDATE Customer was contacted today at 11:05 ET. Customer was

informed agent to serve as CM and explained role and provided with agent's phone and extensions: 40459.

Task To Dealer:

***** Case Management District 883 *****

In Warranty: A 34 Months or 33,399 Miles

MVP: None

Household: 1 New / 0 Used

Odometer: 2,601 RO#: [REDACTED]

SM: Mchae SA: Matt

CM called customer to establish as CM explained role and gave up contact info. CM assured customer that DLR will perform diagnostics and remedy quickly and efficiently and that we will stay in contact throughout the process.

CM called DLR SA, Matt finds that they have consulted with STAR and currently awaiting direction on how to proceed. DLR has updated customer so as to await the next step.

Agent attempted to contact customer, however, customer was not available. Left message for a return call at extensions 40459.

CM received call from customer for details of update. CM informed customer that DLR was awaiting report from STAR team and indications were that they should complete service this afternoon and have vehicle back by tomorrow but... we do want to have the DLR's word on that. CM will follow this afternoon for full details and report to customer.

CM called DLR SMMke, to remind staff that customer is hopeful to have the vehicle back for family vacation this weekend. SM will convey to Service tech & SA.

CM called customer to restate that DLR cannot duplicate the issue. DLR stated that they called STAR for direction and that despite considerable diagnostics, they could not create problem, hence no fix provided. CM told customer to drive and if problem should recur, they can return vehicle to DLR and next step for assessment/analysis. Customer fee is unsafe in vehicle and presented his intentions to post to social media. CM asked for the fact that one statement may just be stated and that after extensive diagnostics, he may want to allow for considerations other than vehicle. CM asked customer asked to close case or remain open to which he opted to close as long as notes remain for vehicle history. CM has made that assurance.

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, provided

Review and Confirm the DM Notes with the SM while on the phone. N/A

Does the SM have everything needed from Customer Care to process the

cam? N/A

CLOSED LOOP UPDATE customer contacted today to confirm diagnosis and that problem could not be replicated. All of the customer's concerns as documented in the reason codes have been addressed with the customer and he has been informed to return if issue should re-manifest.

Approved to close

Customer was informed that by making this request they are NOT actually engaging Lemon Law or any related process.

The request is being escalated for a review of the vehicle's repair history to determine if the request merits further action and that due to the nature of the request, it will require a callback which will take

place within 12 business days. The outcome of the review does NOT determine Lemon Law eligibility.

Preferred Morning/Afternoon callback number is [REDACTED]

Preferred Afternoon/Evening callback number is [REDACTED]

Who has possession of the vehicle? (Owner)

Reassigned to 91L

CM called customer to confirm his case is reopened and can have back to service. Customer indicates today that he is taking vehicle on vacation to Outer Banks. If problem should recur, customer is instructed to go to nearest CDJR Dealer or otherwise we'll revert issue upon his return

***** 91L Review *****

***** Case Escalated to I2R *****

Reviewed Warranty History which determined this case should be escalated to I2R for case management.

*** Let's let Anne with the I2R Customer Resolution Team's now respond for this CAIR. If the customer should call, please direct them to contact her directly at [REDACTED]. Thank you. ***

Called Dealer 67198; Spoke with Michael in service; he verified the RO info that we already have and stated vehicle is not currently there.

Called customer at [REDACTED]; got voicemail, left message for return call.

Called customer at [REDACTED]; got voicemail again, left another message for him to return the call.

Called customer at [REDACTED]; got voicemail again, left another message that we will need to hear from him by COB, Monday, June 19th in order to keep his case open.

Customer called in, returning my calls, he said that he took vehicle into Dealer 67198 and they had it for 2 days for the ESS light being on. He said they could never figure it out and also had a STAR case on it and did no repairs to it and returned vehicle to him. He said they were going to take the vehicle on vacation so needed to figure out the ESS light issue so they took to Crown Dodge Dealer 42622. He said they were amazing, the Service Director JUSTIN, took them in without an appointment and he figured it out that it was the engine catch and that repaired it. He said Justin was Awesome. He said he wants 2 things out of this, he wants the ESS light feature to be in the manual (he said it's not) and he has found that if he buys an aftermarket switch and put it on, it will keep the light from coming on in the future and would like for us to pay for that part to be put on. To do him we cannot do that, we would not put an aftermarket part on our vehicles. But to do him we let the manager know about the issue and what a resolution could be and let him know.

Sent email to TAALF3 to see where we could find documentation about the ESS light on this vehicle so we can send to customer. Got an out of office email from TAALF3, saying he will be back in the office on 6/19, so resent email back over.

Called customer at [REDACTED]; let him know that I have reached out to TA in regards to his questions on the ESS feature and when I hear back, I will let him know.

TAALF3 got back with me in regards to the ESS light; he said that is not the same light, he wants to know the exact page that this is on in the manual and he wants to send me a picture so I can send to the engineer. To do him I am not the right person to send the picture to since I am not a tech to go into the lights issue. That he might need to go back to dealer to see if they can get STAR on the phone to help customer with this issue and tell him where he can find this in his manual.

Called Dealer 42622; was told that JUSTIN is busy, left message for him

to return the car.

Called Dealer 42622; spoke with JUSTIN in service, he will reach out to customer on Monday, July 3rd to see if he can help answer his questions.

Called customer at [REDACTED] got voicemail, left message.

Called customer at [REDACTED] he said JUSTIN did not call him, but he said that's OK, that he found something online. He said the online manual is very disappointing. I apologized for that. He said he still wants something from Corporate that can explain what happened. To do him I will reach back out to them and let them know what they say, but his best bet is to talk to service, to the techs that work on vehicles and to ask the dealer where he bought it for the manual since he said he did not get one. Closing case, vehicle is repaired.

Sent email back to TAALF3 to let me know the status (if there is one, online) for customer to go to, to look up his issue on the ESS).

Customer Assistance Inquiry Record (CAIR)#

8

VIN	2C4RC1GG7	HF 1	Open Date	06/07/2017	Built Date	06/22/2016	
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON			
In Service Dt	06/23/2016	Mileage	22000	Dealer Zone	66	ORLANDO	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ERF	3.6L V6 24V WT ENGINE					
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS					
Dealer	45426	ARRIGO DODGE CHRYSLER JEEP RAM					
Dealer Address	5901 MADISON AVE						
Dealer City	TAMARAC	Dealer State	FL	Dealer Zip	33321		
Owner					Contact Type	TELEPHONE	
Address					Home Phone	 	
	LAUDERHILL					Country	UNITED STATES

Dea er	Serv ce/Body Shop	Personne	D s courteous/ Rude	Unknown
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Customer contacted FCA stating he took vehicle to DLR 45426 for some standing and other mechanical concerns that were happening to vehicle. Customer stated that since he has purchased 5 min vans from Chrysler, customer stated that his concern right now is that he took vehicle to DLR in hope to get vehicle fixed, customer stated staff is lazy and wouldn't show urgency to concerns concern or vehicle. customer stated they repaired vehicle quick but did not address concern because customer states the concerns are still happening. Customer stated the white leather in the vehicle was stained with grease from mechanics at DLR. Customer stated that after he received survey he fed it out and the SA contacted customer complaining to customer why he gave SA a bad survey. Customer stated the vehicle shuts down when driving 60 mph. customer stated he has bought 3 vehicle from DLR 45426 and customer is shocked that is how he gets treated. Customer stated SA name is Bryan F tze 12637

writer contacted DLR, 45426, 954 861 6200

SA stated that SM was not available and would pass the message along to SM. writer advised to have the SM contact the customer and to have this concern addressed with the SA Bryan F tze

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1GG9	HF	Open Date	06/08/2017	Built Date	09/07/2016
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	09/08/2016	Mileage	10000	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PRV	VELVET RED PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	60064	CRYSTAL CHRYSLER DODGE JEEP BROOKSVILLE				
Dealer Address	14358 CORTEZ BOULEVARD					
Dealer City	BROOKSVILLE			Dealer State	FL	Dealer Zip 34613
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	HOMOSASSA				Country	UNITED STATES

Corporate Survey By Pass No D agnos s Defau t Defau t
Product Eng ne Unknown Check Eng ne Lamp On/F ash ng Defau t

Br ef y summar ze why the customer s contact ng Chrys er: Customer states he eft F or da th s mom ng when he was eavng a ght was on customer s n trans t trave ed 400 m es today customer s ates t a so sta ed n traff c he s At anta Georg a, customer states he checked a coup e dea ersh ps c ose by wh ch adv sed t wou d be 2 weeks, agent ca ed another dea ersh p At anta West Chrys er Dodge code 26847,251 THORNTON ROAD spoke w th KEVIN n serv ce he adv sed he wou d be ab e to ook at f customer can get there 7 7:30 and see h m n serv ce

Br ef y summar ze what the customer s expect ng: ass stance w th h s veh c e

Customer a so states on MONDAY FOR A MONTH TRIP.

eavng

survey by pass, no d agnos s

Customer Assistance Inquiry Record (CAIR)#

31

VIN	2C4RC1EG7	HR5	Open Date	06/08/2017	Built Date	07/04/2016
Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
In Service Dt	07/05/2016	Mileage	9605	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	43864	ARRIGO DODGE CHRYSLER JEEP				
Dealer Address	6500 OKEECHOBEE BLVD					
Dealer City	WEST PALM BEACH			Dealer State	FL	Dealer Zip 33411
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	OCONUT CREEK F 3				Country	UNITED STATES

Product Dr vab ty Unknown Sta ng Defau t	
Corporate SurveyBy Pass Defau t Defau t Defau t	s d ng door c oses and then opens by tse f
Corporate Enhanced Customer Sat sfact on Program (ECS) Defau t Defau t Defau t	s d ng door c oses and then opens by tse f
Product E ect ca Power S d ng Door Intern t tent or Inoperat ve Both S des	s d ng door c oses and then opens by tse f

Br ef y summar z e why the customer s contact ng Chrys er: Customer hav ng ssue w th door c os ng t ght and then open ng by tse f. Reoccur ng ssue . Customer wou d ke to go to a d fferent d r.

Br ef y summar z e what the customer s expect ng: see above

Agent Adv sed

Agent ocated a d fferent DLR Joey Accard Chrys er Dodge Jeep Ram 909 S. Federa Hwy Pompano Beach, FL 33062 7048 (954) 943 6700 ca ed and spoke w th SA Jerma ne . SA Jerma ne put agent on ho d and d s connected. Agent tr ed two more attempts to contact Sa Jerma ne no contact was made. Customer ca dropped Agent adv sed the customer f he needed further ass stance after tak ng the veh c e to th s other DLR to ca back and f the ssue cont nues we can poss b y esca ate to CM for further ass stance Customer ca ng as he stated that he was supposed to hear back from the Pac f ca team, and has not heard back from anyone. Agent adv sed that we do have a CM team for h s repeat concerns that agent can send th s over to . Agent adv sed that veh c e wou d have to be at the DLR or an appo ntment has to be made. He stated that he then wants to speak w th a superv sor as he was prom sed a one day ca back, and was supposed to rece ve a ca by 3:00 pm today. Ca transferred to superv sor for ass stance.

****LIVE SUPERVISOR CALL****

Wr ter was approached by the agent as the customer refused to get off the phone as he s wa t ng for a ca back from a CM. The wr ter adv sed that she w take the ca . Wr ter spoke w th the customer and found that he s hav ng ssues w th h s door c os ng t ght and then open ng by tse f. The customer stated that he s gett ng d fferent answers from each representat ve. The customer stated that he w be go ng back to the dea ersh p for the 3rd t me for the door c os ng and open ng and a gr nd ng no se when the door opens. The customer stated that he does not want to go back to the prevous dea ersh p and wants to go to another dea ersh p. The customer stated that he was to d that they wou d be go ng to ca another dea ersh p and eft h m on ho d for 15 m nutes. Customer stated that he wou d ke to make a comp a nt on agent CL1052. The wr ter adv sed that she wou d go ahead and make that comp a nt and dea w th the agent. The wr ter adv sed that she wou d go ahead and get an appo ntment set up for h m so she can send the case to the CM team. The customer adv sed that he wants to go to Joey Accard . Wr ter con acted them for the customer and was adv sed that the customer can drop the veh c e off on Wednesday n the morn ng but they do not have oaners but they have a shutt e serv ce. The customer stated that he wants a renta the wr ter adv sed that they do not have one. Customer stated that she needs to ca

Arr go then. The wr ter agreed. The wr ter con acted Arr go and asked that they set up an appo ntment for the customer. The recept on st transferred the customer to a VM. The wr ter contacted back and adv sed that the customer s ook ng to have an appo ntment schedu ed w th anyone so we can send the case off. Recept on st paged the SAAana and sent the customer to her ne. Customer spoke w th the SA and set an appo ntment for Wednesday at 8:00 am.

Customer seek ng ass stance w th:

[Customer s hav ng ssues w th the door open ng on ts own. The customer a so s ated that there s a gr nd ng no se n the ro ers on the door].

Customer expect ng:

[H s veh c e f xed].

Agent adv sed w esca ate to case manager.

Fo ow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone number: [REDACTED]

Ear est ca t me: 8:00 am

Latest ca t me: 12:00 am

Updates v a text: N [N/A]

Updates v a ema : N [N/A]

Veh c e ocat on: [Customer]

Date and T me of Appo ntment: [Wednesday June 14, 2017 at 8:00 am].

Conf rmed appo ntment w th: [ARRIGO DODGE, 45426]

Customer n ren a : N

Author zed by: N/A

Renta start date: [N/A]

Note: Customer wanted to put a comp a nt n w th the Superv sor where Wes ey stated that "Superv sor was rude", not Agent CL1052. Wes ey phoned n today and sa d the veh c e s a ed wh e dr v ng 45 m es per hour and wou d ke FCA Pac f ca and Dea ersh p know about th s ssue before he arr ves at Arrgo D rshp tomorrow at 8am. CM p ease send th s case up to 82H for the Pac f ca team's records f need be. Agent phoned d rshp and eft a message regard ng the sta ng ssue to SAAana #45426.

Veh c e s at the dea ersh p ARRIGO DODGE CHRYSLER JEEP RAM (45426)

Update tr ggered by S24921D

Wr ter ca ed dea ersh p[spoke w th Sm Pete nformed current y do ng d agnos s adv sed wr ter he w fo ow up w th wr ter once d agnos s done .

CONTACT UPDATE Customer was contacted today at 12:22

Customer was prov ded w th agent's extens on: 40277

Wr ter attempted to contact customer, however, customer was not ava ab e.

Left message of conversat on w th SM Pete

Left message for a return ca at extens on 40277

Status update prov ded v a ema to the fo ow ng ema address:

b use [REDACTED]

He o, my name s Kandy and I have been ass gned as your Case Manager.

Th s ema s conf rmat on that your case, [REDACTED], was successfu y

esca ated to me. After I rev ew the de a s of your case, I w be

ca ng you at your preferred number, [REDACTED]. My off ce hours are

from 6:30 AM to 3:00 PM Moun a n T me. My contact nformat on s

800 763 8422 Ext. 40277 If I?m unava ab e and you w sh to speak w th

another case manager about your case, p ease contact D ane at extens on

40309. If your preferred te ephone number ment oned above sn?t correct,

p ease rep y w th the correct on.

End of Status Update

Veh c e has qua f ed for Enhanced Customer Sat sfact on (ECS) program.

Refer to AnswerCONNECT for hand ng procedures.

Wr ter ca ed customer nformed veh c e s st at the dea ersh p under

go ng d agnos s nformed customer of reass gn ng case to ECS nformed

customer new case spec a st w be fo ow ng up w th customer w th n

24 hrs . Customer agreed and thanked wr ter .

DLR SAAana ca ed n because veh c e s ready to be returned to

customer. Ma n y, the DLR ubr cated the doors, and cou d not dup cate

the sta ng ssue. The customer was to d to wa t for a ca by an ECS

agent (MT1518) before do ng anyth ng, but I to d DLR that customer can

get the veh c e now, and w be ca ed (for c os ng on y?) by the new CM

6/22.

CMKC528 shou d keep case and c ose un ess DLR s ab e to dup cate

ssue. ECS w on ytake f ssue has been dup cated.

*****Renta Va ue Updated*****

Est mated Renta Amount: \$450 Prov ded By: Dea er Days Author zed: 10
SAAAna ca ed n upset due to her ca ng the customer 3 days ago to
p ck up h s veh c e but the customer to d her that some one from Chrys er
to d h m not to p ck up h s veh c e. SA stated that they cant f nd
anyth ng wrong w th the veh c e and that the customer wants h s veh c e
and they want the renta back. CA ooked over cases and cou dn't f nd
anywhere that states the customer needed to eave h s veh c e. CA to d SA
to ca the customer and have them p ck up the r veh c e
Customer ca ed wr ter nformed he has not rece ved ca from ECS and he
was nformed by dea ersh p to com p ck up veh c e ,customer states he
cannot p ck up h s veh c e t Sunday 06/25/17 and he stated dea ersh p
to d h m he w be charged for renta customer states he cannot pay or
renta an that dea ersh p shou d be ab e to d agnos s the s a ng as
customer stated the veh c e has been there severa t mes. Customer upset
and wants to speak w th superv sor as wr ter has nformed of unab e to
dup cate customer w need to p ck up h s veh c e. Wr ter f ed out
superv sor form and nformed customer superv sor w contact customer
today.

*****Superv sor Ca *****

Wr ter was transferred the ca by AF1506, customer not f ed wr ter that
h s case was w th KC528 and then esca ated to ECS and then deesca ated
back to the org na agent, customer adv sed that dur ng the trans t on
no one has been commun cat ng w th h m and now he s be ng to d by the
DLR that he has to return the renta by 5pm today or he w be charged
for t, customer a eges that when he contacted the agent, KC528, that he
was to d that a superv sor wou d author ze the renta for h m, customer
was adv sed that th s was not someth ng we wou d do as the DLR has not
been ab e to dup cate the concern and we wou d not typ ca y extend
renta n th s s tuat on, customer adv sed that he wou d have eft work
ear y today f he had not been nstructed as such ear er as he has to be
at the a rport n the next coup e of hours and has no ab ty at th s
po nt to take the renta back to the DLR, customer a eges that th s has
been h s exper ence throughout h s ca s, customer a eges that when he
d scussed buyback of the veh c e w th a superv sor prevous y he was
to d to awyer up (nes 23 68) customer nqu red f we cou d esca ate
h s veh c e for th s and wr ter adv sed the customer that he cou d pursue
th s matter on h s own and adv sed of sources of nformat on for h m,
customer adv sed that he has just had such a hard t me w th a of th s
as the DLR s a so te ng h m sh ft ng stor es about some of h s repa rs
and now he does not trust what the DLR has done for repa rs on the
veh c e now, customer nqu red f we cou d con act the DLR and have them
rep ace the passenger s de s d ng door ro er assembly as he does not
be eve that the DLR tru y repa red t, wr ter adv sed that we cannot
force a DLR to do a repa r they are c a m ng has a ready been done and
customer acknow edged, customer adv sed that he no longer wants to work
w th CMKC528 and wr ter adv sed that the case s actua y at the end and
vo teered to ass st the customer w th a rema n ng quest ons to ensure
the case s cosed out am cab y, customer accepted and sa d that a he
s rea y focused on r ght now s be ng safe n the veh c e and gett ng
the renta author zed through 06/25/2017 so that he can go to the a rport
st , wr ter adv sed that due to the ssues w th commun cat on w th CAC
dur ng the process of mov ng to ECS and back and the pos t on that t has
eft the customer wr ter w author ze the 2 days of renta as a one
t me goodw gesture to ensure customer apprec at on, customer thanked
wr ter and acknow edged that th s s an atyp ca offer of goodw ,
customer adv sed that th s w br ng the case to reso ut on, customer
was not f ed of the survey, brand ne and case c osure, customer
acknow edged. Wr ter adv sed the DLR w be contacted to adv se of
renta extens on.

Customer states that he got veh c e back and st hav ng same ssue w th
s d ng door, and DLR had veh c e for 12 days.

Customer wou d ke speak w th someone about th s ssues, he fee s as
noth ng s gett ng reso ved, and has no fa th n the DLR.

Customer wou d ke a ca back, he s ates, no one ca s h m back, and
wou d ke to speak w th a CM.

Customer states a good ca back number s [REDACTED]

Wr ter attempted to contact dea er Serv ce Manager Pete , however,

SMnot available. Left message for a return call at extens on 40277
Writer called customer informed he is still having issue with the door

after picking up the vehicle. Customer also stated his vehicle was being test driven by the dealership and it was empty when picking up the vehicle. Writer informed customer vehicle would need to go back to dealership first having issues, customer stated he would schedule an appointment with dealership to bring back vehicle, Writer informed customer writer would need appointment scheduled within next 3 days informed if no appointment scheduled on 3rd day case would close. customer agreed.

Vehicle is at the dealership ARRIGO DODGE CHRYSLER JEEP RAM (45426)
Update triggered by S25910B

Customer wanted his CM to be aware that his vehicle is at the DLR and the SM was able to duplicate the problems with his door. Agent offered to give him his CMs number, and he just stated to update the file. Agent advised that agent would update his file.

Chrysler Customer Care called in so that the customer could speak to KC528. The customer was transferred to KC528 and the call was disconnected.

Chrysler CAC agent calls to be transferred to the specialist.

Writer transferred the call to KC528 at 40277 but the CS stated that she is with the same case on her other line and the customer disconnected the call.

Callback cue has tried to connect customer to writer through 86 several times and phone keeps disconnecting on someone's end.

Customer calling because they are trying to get in contact with the case manager. Customer states that they called us earlier and was placed on hold for 30 minutes and no one came to the phone. Agent reached out to CM and got voicemail. Agent advised customer that they could leave a voicemail and a note could be left in the case. Customer asked to speak with supervisor.

Agent went to review case with supervisor customer disconnected from the line.

[REDACTED] called in to speak with a CS. Customer would like to request for a new CS as they are not satisfied with current CS and states CS is difficult to get a hold of. Writer transferred call to supervisor FM1195.

*****SUPERVISORY COMMUNICATIONS*****

Writer was contacted by customer [REDACTED]
7309 at

13:22 Hrs. Customer advised that the vehicle has returned back to the dealership this morning with the SM being able to duplicate, however.

Customer agreed that this is the fifth time for the same occurrence. The dealer stated that they could not duplicate the issue and therefore wanted the customer to pick up the vehicle. In this case the case specialist needs to contact the dealer, for follow up information.

Writer attempted to contact dealer Service Manager Pete however SM not available. Left message for a return call at extens on 40277
Writer attempted to contact customer, however, customer was not available.

Left message for a return call at extens on 40277

Customer called to speak with Specialist KC528. Writer warm transferred customer to Specialist.

Customer called writer informed dealership has called customer and informed unable to duplicate door issue customer needs to pick up vehicle. Writer placed customer on hold on second line Writer called dealership spoke with Sa Bryan informed unable to duplicate nothing in the way. Bryan has Star case open was informed by Star unable to duplicate return vehicle to customer. Bryan informed writer he has duplicated the door on one point, but has opened and closed the door over 100 times in dealership and has also inspected the door for and misalignment the door rails are cleaned and lubed and the door has opened and closed over 100 times with no issue. Writer returned to customer informed of conversation with Sa Bryan informed of unable to duplicate and customer would need to pick up vehicle. customer is wanting writer to call dealership back and inform the dealer to replace the locking mechanism or the door on his vehicle. Writer informed customer writer cannot tell dealership to replace parts on vehicle. Customer became upset and asked for a new Case Specialist and

a supervisor. Writer informed writer with supervisor form and supervisor will return call within 24 hrs. Customer agreed.

*****SUPERVISORY COMMUNICATIONS*****

Writer contacted Customer [REDACTED] at 11:58

hrs. Writer left a message for the customer to call him at the main number referenced to her case and situation.

Customer [REDACTED] called CAC returning a supervisor call back.

Writer transferred call to extension: 40769

Customer calls to speak with the representative or a supervisor

Writer transferred the call to ad2164 at ext: 40525 VM with TL approval.

Status update provided via email to the following email address:

KC528@chrysler.com, FM1195@chrysler.com, KG666@chrysler.com

ASAP call back request.

End of Status Update

Customer has called to speak to the supervisor over the representative and mentor. Submitted paperwork 06/26/2017

Customer [REDACTED] called and stated for Supervisor KG666 to call him back, writer explained he will get a call back a report has been turned in. He alleges not called back and case taking too long or he will call a lawyer.

Writer called dealership spoke with Sam Pete informed sales and service department as operates as designed customer has vehicle

Was the customer in a rental? No. If yes, how many days?

Did the customer have a co-pay? If yes, how much?

What is the RO#? [REDACTED] mileage out 9605

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?

*****SUPERVISORY COMMUNICATIONS*****

Writer contacted customer [REDACTED] at 09:59

hrs. Customer advised that there was another person that will be contacting him, he stated that the case manager was contacting the incorrect person at the dealership; he stated that there was a communications issue; the case manager has numerous contacts with the service manager of the facility. Customer advised that he will schedule another appointment by 03 July 2017 (Monday). The customer requested that a higher authority than the current writer, due to voicing his complaints. He also advised again that he will have an appointment by 03 July for another dealership. This matter will be forwarded to a higher level for review and disposition.

Customer states the issue still happening. Customer states he is very unhappy with case manager, fees he is not being helped and would like to speak to her supervisor.

Writer called customer informed he has called Joey Accardi dealership and was told no loaner available he was told to call back on Wed 07/05/17 customer stated he had the door open 3 times on him yesterday stated it has not happened at all today. Writer informed customer when he calls dealership on Wed 07/05/17 and is told no loaner available, customer can get rental on his own and writer will look at possible reimbursement

continue on Line 300 once diagnosis is completed. Writer informed writer will follow up with Customer on Fri 07/07/17, customer agreed.

***** Manager Call *****

Spoke with customer who states that his concerns are a standing concern and that the sliding door doesn't shut at the time. States that it started to close with his daughter in the way. Vehicle has been to Arrigo Dodge 4 times for the sliding door. Was at the dealership for 10 days for the standing concern and the dealership used up all the fuel and didn't refuel. States that the vehicle would not start when leaving due to "fuel being too low". States that he has an appointment with Joey Accardi on 07/06/2017. States that he wants a new case manager. Writer advised customer that a new case manager will be contacting him on 07/06/2017.

Vehicle is at the dealership JOEY ACCARDI CHRYSLER DODGE JEEP

(60444)
Update triggered by S04797M

Agent attempted to contact dealer Service Manager (SM), however, SM not available. No one in service available. Left message for a return call at extensions 40321 and 40317.
Agent attempted to contact customer, however, customer was not available. Left message for a return call at extensions 40321 and 40317.
Status update provided via email to the following email address:

b use [REDACTED]
Hello [REDACTED] my name is Dave and I have been reassigned as your Case Specialist. This email is confirmation that your case was successfully escalated to me. I have tried to call you and left a message. My office hours are from 7:30 AM to 4:00 PM Mountain Time Monday - Friday. My contact information is 800 763 8422 Ext. 40321. If I am not available and you need immediate assistance please contact Case Specialist Greg at ext. 40317. I will reach out to you again tomorrow. I look forward to working with you to come to a resolution on this. Thank you. Dave.

End of Status Update

Customer spoke with Writer. Customer stated he received a call from DLR, per the 7/5/2017 STAR case in AW, asking questions and telling customer again that the tech has been unable to duplicate the issue. Customer further stated that this is the fifth time he has been in to a DLR for this concern, and it's acting up more frequently. Customer alleged that DLR 45426 was able to duplicate the issue once, but not when it was connected to the computer where the vehicle might have thrown a code. Customer expressed frustration that he is not being taken seriously, and that DLR is not fixing the issue. Writer will have CS DH1180 contact SA to ask a little more about what is being done, ask if throwing parts at the vehicle in an attempt to fix it may be covered under warranty, and have DLR engage other corporate resources, if needed, to explore this concern further. Writer will have CS follow up with customer later today.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. No one available. Callback after 12:30pm (2:30pm ET)pm today Friday 7/7. Left message for a return call at extensions 40321 and 40317.

Agent attempted to contact customer, however, customer was not available. Left message for a return call at extensions 40321 and 40317.

CS to call customer again today after 12:30pm and after trying DLR again.

Agent attempted to contact dealer Service Manager (SM) Ron, however, SM not available. Left message for a return call at extensions 40321, 40317, and 40575.

Agent attempted to contact dealer Service Manager (SM), however, no one is available. Left message for a return call at extensions 40321, 40317, and 40575.

Task To Dealer:

Please contact Case Specialist about this customer. Thank you.
Dave / Case Management Specialist / FCA Customer Care / 800.763.8422 extensions 40321 or Specialist Greg at extensions 40317 or Specialist Dana at 40575

CS called customer and said request for AM. Customer is upset and feels no one is trying to help. CS said that he has attempted to contact the DLR and have left multiple messages and indicated to the AM we have been unable to reach the DLR and that CS asked about possibility of placing fidget recorder on vehicle. Customer is frustrated that is just now that he is hearing about a fidget record and says vehicle still has problems standing.

customer calling want to speak to supervisor at CM agent try to call over was close

does not want David or Frank to call back

Email sent with request for contact.

As per TL KG666 CS DH1180 was told to hold off on this case until he hears more from her.

[REDACTED] led to speak to CS DAMD (DH1180; EXT: 40321). Caller was warm transferred to the CS DAVID.

Customer called CS and asked if he contacted the DLR. CS said that on Friday he didn't want to mess with Frank to call back and that we were told to hold off. Customer is frustrated and indicated that isn't what he meant and asked to speak with a supervisor. CS said that have a

supervisor called this afternoon. Customer refused and said he'd stay on the line until a supervisor was available. Transferred to TM Frank.

*****SUPERVISORY COMMUNICATIONS*****

Writer was contacted by customer [REDACTED]
7309 at

09:02 Hrs. Customer contended that the service person was contacted however the dealer alleged that state they have not received any messages from the case manager, Customer had conflicting information in his statement currently there was a star case open, (Case Id: 100883370) which in the narrative, clearly stipulated in the communications, "As discussed no repairs are recommended without duplication?", "The software does appear to be up to date and correct for the vehicle." "I would suggest creating a template for the flight recorder with a manual trigger with as many data lines as you can add for drivability inputs and outputs and explain how to use the manual trigger for the customer. That way if this occurs again we can at least have some data to use towards diagnosis." In this case the case specialist will contact the dealer to ensure the possibility exists of this action being completed and advisement to the customer as well.

CS called SM Ron who said that he can't release the vehicle with the flight recorder on it because he uses it everyday. SM Ron was under the impression that the problems with the door were because customer may believe that the he has auto close. CS said the door will start to close and then reopen. SM said they'd look at it further. SM said vehicle has been running since this morning with flight recorder on it but it hasn't started. CS asked if Customer could get into a rental car since DLR won't release vehicle with Data Recorder and he said they could and that the customer should speak with the SA.

Agent attempted to contact customer, however, customer was not available. Left message for a return call at extensions 40321, 40317, 40575.

[REDACTED] called to speak to CS DH1180. Writer transferred customer to the CS's VM as CS is not currently available.

Status update provided via email to the following email address:

[REDACTED]
Please contact customer within 1 business day from 7/10/17
End of Status Update

Customer called requesting to speak to the Specialist DH1180, Specialist not available team member Specialist GD1574, took the call, writer transferred the call to Specialist for further assistance.

Customer spoke with Writer. Customer stated CS DH1180 LVM saying vehicle has a data recorder on it, but DLR is unable or unwilling to release the vehicle to the customer with the data recorder on it; however, DLR has, as yet, been unable to duplicate the issue. Customer stated he would just like to have his vehicle back. Writer will contact DLR (at customer's request) to advise, and have DLR contact customer when the vehicle is ready for pickup. Customer stated he also wants a call back from TL AS1371, whom he spoke with previously (lines 304-314), to advise why a flight recorder wasn't previously suggested. Writer will speak with TL AS1371 to ask how she wants to handle this case.

Agent attempted to contact dealer Service Manager (SM), Ron however, SM not available. Called SM and left message about customer wanting car returned and data recorder taken off.

CS called SA Reed and said that the customer wants the vehicle back and said to remove the data recorder. SA said they will be able to have data recorder off and ready to give back to the customer between 1:30pm and 2:00pm ET.

Agent called customer to relay info from lines 434-437. Customer said he will not be able to pick up vehicle until 5pm ET anyway. CS said we will request to have TL AS1371 call him.

MR. [REDACTED] called in to speak to AS1371 and was sent to AD2164.

*****Supervisor Call*****

Writer spoke with the customer who advised that he is just now hearing that we have the availability to use a data recorder with vehicles and wants to know why the CM/DLR have not offered this before, writer advised of the sensitivity, cost and rarity of the devices and advised that the CM can work with the customer to find a DLR that can work with him, writer advised that if the CM cannot find one then we can recommend to the AM to contact the customer once one has been made available. Customer requested to be transferred to the CMs ext.

Customer called agent and said that he spoke with TMAD2164 who said that CAC could call to DLRs to see if they have a f ght recorder that can be put on the customer's car that he on his vehicle and he drive to

duplicate concerns instead of leaving at DLR.

CS said will call around to DLR's to ask and will call customer later today 7/10

CS called and left message w/ SM Ange Perez @ Schumacher in De ray Beach to ask about DATARECORDER

CS called and left message w/ SM @ Hollywood CDJR in Hollywood for da to ask about DATARECORDER

CS called and left message w/ SMD ego @ Aventura Chrysler Jeep Dodge Ram

in North Miami to ask about DATARECORDER

CS called and left message w/ SM John Wood @ Miami Lakes Dodge Chrysler Jeep Ram to ask about Data Recorder.

CS called customer to say he's reached out to multiple SMs but was on vacation to leave messages. CS waiting for response. CS also said sent request for AM to see if he can find a data recorder that can be used. CS said will be out of office 7/11 but he can follow up with CS Greg at ext. 40317 or Dana at 40575.

Secondary Phone #: none.

██████████ called to speak with the Case Specialist. Could not connect before agent could transfer customer to CS for further handling.

Status update provided via email to the following email address:

DH1180@chrysler.com, FM1195@chrysler.com, KG666@chrysler.com

H,

Please call the customer at your earliest convenience. Thanks.

End of Status Update

Customer called to book an appointment with a dealer, was inquiring about the backup that was to take place yesterday customer had yet to receive backup, customer was transferred to CS so he can get the supervisor request completed from his department as every agent can not request from our dept, dealer refusing to release too needed to duplicate the concern customer's experiencing

CS called customer who said the vehicle stalled again yesterday Tuesday July 11th while he was stopped at a red light and it gave message shift to park and restart

CS told customer that he will be reaching out to more DLRs to find one that might have a data recorder that can be put on the customer's vehicle that can be owed to leave DLR since the standing issues are intermittent.

Customer said that he's willing to go as far as 50 miles radius from his address.

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extensions 40321, 40317, and 40575.

CS called to say that he's either called out or emailed all the DLR's (10 total) within a distance of 50 miles from his home to see if they have a data recorder that can be placed on the customer vehicle that he can drive with for awhile since problems are intermittent but are being duplicated by customer.

CS also said he has requested assistance from AM in finding a data recorder.

██████████ called to speak with CS DH1180. Writer transferred customer to CS at X40321.

Customer called CS to see if any dealers have a owed data recorder to be installed and returned to customer to drive. CS said that he's heard back from 4 of the 10 dealers he reached out to and so far none of them are capable or willing to leave the shop. Customer is very frustrated and feels that no one is willing to help and wants to know why he hasn't received a call back from Supervisor TL AS1371. CS assured customer that GD1574 sent an email on 7/10 requesting AS1371 to contact him. Customer is so frustrated about that. CS said he can speak with that supervisor personally to request call.

Customer asked why FCA can't purchase a data recorder that can be used on his vehicle and then removed. CS said he wouldn't have the authorization to request that.

CS has received 7 not able to assist with data recorder confirmation. 1. Hollywood CDJR 2. Kenda CDJR 3. Arrgo CDJR 4. Massey Yardley 5. Schumacher Auto 6. Planet Dodge 7. Autonaton. CS still waiting on responses from: 1. Aventura CDJR 2. Mam Lake Auto

Ma 3. Nape ton 4. Dade and 5. Arrgo dodge West Palm Beach. CS send reminder email to remaining DLRs

CS called Customer to say that the request to speak with AS1371 was accidentally sent to an email address she didn't have access to and that specific supervisor was handed a request for contact personally. CS said AS1371 she will be able to speak with him by end of day tomorrow Friday 7/14. Customer is frustrated that it went to the wrong email and asked for AS1371's extension as well as CS Buddy GD1574. CS offered his own but customer declined. CS said he'd reach out again to the remaining DLRs that hadn't replied to request for help.

CS confirmed in sales info customer has Adaptive Cruise Control w/Stop & Go Sales Code (NHZP)

***** Create Prep Sheet *****

Prep sheet was saved successfully.

██████████ called to speak with the representative. Writer warm transferred the customer to ext. 41049

Customer request that be changed.

Earliest call time: 8:00pm EST

Latest call time: 5:00pm EST

Customer contacted CS, Customer wants TL AS1371 to give supervisor call before 5pm EST, it's currently 5:53pm EST. Customer wants Annette to make DLR give Customer flight recorder to test data on vehicle. CS to transfer to CS DH1180.

Customer call CS. CS said that he has received contact from the Service Director Robert of Arrgo Dodge Chrysler Jeep RAM West Palm Beach who said they may have an extra micro pod that can be put on the customer's vehicle. CS sent follow up email to see if SD Robert was able to find one. CS told customer that Supervisor Annette may not be able to speak with him today. Customer became upset and alleges that he has been waiting since July 3rd to hear from her. Annette agreed to take the call which was transferred to her.

**** Manager Call ****

Writer advised customer of information from previous dealership. Writer advised customer that due not being able to duplicate the concern there are no repairs. Writer advised that FCA customer care is not able to force dealership to install a data recorder. Writer advised customer that CS DH1180 has found a dealership that may be able to assist with a data recorder, but we are trying to get confirmation. Customer states that the vehicle isn't safe. Writer advised that CS DH1180 will be reaching out to the dealership for more information. Writer advised customer that writer is authorizing a rental for 4 days if he would like to get one and writer will reimburse.

customer states letter was mailed in on overnight and should have been received by sat

customer states Chrysler has 15 days to fix problem or they will be getting a lawyer as agent advised customer that we need to allow for up to 60 days to process.

Customer requested to speak with CMDH180 and if we could not get ahold of him to contact CS Buddy GD1574 at extension 0317. Agent was unable to get in contact with either CS as they are in a meeting until noon today as stated in voicemail. agent advised customer that we were unable to get in contact with either agent and that this call today would be documented and they have the option to leave a voicemail as well and the rCM would be in contact with them within 1 business day as stated in CM voicemail.

Customer refused this and demanded to speak to a supervisor. Agent attempted to inform customer that the case manager is working on the case and would be able to contact them back in one business day. Customer insisted on speaking with a supervisor.

Agent transfer customer to Jason for support.

***Level Supervisor**

Level 1 supervisor advised customer that case manager is currently unavailable at this time however every attempt to reach customer's supervisor will be made. Customer looking for rental assistance,

supervisor advised of lines 561-563. Customer was under the impression that the case manager was setting up the rental vehicle at no cost to the customer. Supervisor advised an email would be sent to our department handling his case to inform them that they are looking for a callback. Supervisor advised that they were attempting to get customers callback

within an hour. Supervisor confirmed mailing address as per customer request in order to send letters.

Agent attempted to contact dealer Service Director (SD) Robert, however, SD not available. Left message for a return callback at extensions 40321 and 40317.

CS called customer to say he's work with SD Robert to get him an appointment tomorrow Tuesday 7/18/17. Customer said this is happening to hundreds of vehicles and says that when it starts he's losing power steering and asked when issues turn into recalls. CS assured customer that FCA is very concerned about safety and that the work with the government to assure safety and to oversee recalls. Customer wanted to know about his options and ask about customer speaking with the Sales Department at his purchasing dealership about a resolution or alternatives and also the same about NCDS.

SD called CS and asked if they are to put the micro pod recorder on the vehicle and drive it around themselves or if it's being given back to the customer to drive. CS confirmed that it's to be given back to the customer to drive. SD Robert thanks STAR's going to thank that he's crazy asked for template for a concern that hasn't been duplicated but is willing to try. SD was told that the customer is in a rental that was authorized by a supervisor and the customer is paying for it and will submit for reimbursement. SD said customer can come anytime tomorrow. Customer was informed that by making this request they are NOT actually going through any related process.

The request is being escalated for a review of the vehicle's repair history to determine if the request merits further action and that due to the nature of the request, it will require a callback which will take

place within 1-2 business days. The outcome of the review does NOT determine Lemon Law eligibility.

Preferred Morning/Afternoon callback number is [REDACTED]

Preferred Afternoon/Evening callback number is [REDACTED]

Who has possession of the vehicle? Customer

Reassigned to 91L

CS called customer and said they can take the vehicle to the DLR anytime tomorrow 7/18/17. Customer mentioned lemon law but said they are going to go to the dealer to get the micro pod on it. Customer mentioned they would try to get a rental from the DLR. CS said they could ask but that he couldn't authorize rental from the DLR since there hasn't been a diagnosis. Customer understood.

Customer called in stating that he would like a supervisor to call him. Writer explained that the case has been escalated to a new department, and that they are letting the writer know so make the note in the file that he is requesting a supervisor. The customer stated that he is not going to go get the micro pod put on his vehicle because it's 40 miles away and his vehicle shuts off while driving, so he does not feel safe driving that distance. He also doesn't feel comfortable driving the vehicle with the micro pod on, as that means he has to drive the vehicle until it shuts off and that could be on a highway. He doesn't feel this is something he should have to do to diagnose the issue, he feels that Chrysler should have to drive the vehicle until it shuts off. Writer explained that his concerns would be noted.

Customer called to speak with SUPERVISOR, agent was advised that case had been escalated to our highest department, who will handle the file accordingly, customer wanted to speak with a Supervisor about the communication that has been transpired, customer feels he was misled or misled for the last 5 months, customer is seeking a callback today for resolution.

MR [REDACTED] called in to speak to DH1180 and was transferred to extensions 40321.

***** 91L Review *****

***** SUPERVISORY COMMUNICATIONS *****

Writer was contacted by customer [REDACTED]

09:35 Hrs. Customer advised that there was concerns about the case and the fact that he was concerned about the vehicle 2017 CHRYSLER PACIFICA TOURING L PLUS WAGON was shutting off. He contended that the posting of what he advised the posting was removed. The posting that he had was a public forum, when the writer advised on the status the customer advised

?That's no help? then terminated the communications.

Customer called to speak with CS. Customer said they've gone to <http://www.pacificaforums.com/> and that Chrysler customer care social media team reach out to him but that his posts were deleted and wants to know why. CS has confirmed w/ customer that his case has been escalated (91L) and that he should be receiving a call today or tomorrow. Customer wanted to speak with someone there now. CS explained they aren't at the same location so he can't walk over to them and request they speak with him now. Customer wants a rental. CS said he'd be willing to offer 2 days while waiting for a call back from the legal department. Customer doesn't want to be reimbursed. Customer asked to speak with Supervisor Alex. Alex was unavailable. Customer then asked for Supervisor Frank. CS transferred customer to TM Frank and got on the phone extension with him to listen to the call.

Customer calls to speak with ad2164.

Writer transferred the call to 40525 VM.

Customer called in very angry and continued to demand to speak with a supervisor.

Writer advised that since cases being handled in the case management department, writer will need to escalate the request off to that department.

Customer continued to demand a supervisor.

Writer put customer on hold to get in contact with CM department, customer disconnected call.

Customer wants a level 1 supervisor call

Agent transferred to supervisor

*****LIVE SUP CALL*****

Writer spoke with customer at his request. He is very upset with his previous CM and TM Frank. Customer states that he was reprimanded by Frank for discussing his case online with other Pacifica owners, stating that he should not be making his interactions with his CM public. Customer states that he is very upset that his posts have been removed from the forum, and has also been blocked from the forum as well. Customer states that his case had been escalated beyond case management to a legal team. Writer confirmed as per line 651 that case was escalated, customer wanted to speak with them, writer transferred to phone number 888 542 7239 but states someone from that department will be in touch with him in 1-2 business days. Customer understood. Customer called seeking contact agent advised of call back time stated line 696 advised that could transfer to voice mail customer refused and disconnected the call

MR [REDACTED] called to complain that he has not been contacted yet.

Writer advise the case has been escalated to special division and to please allow to be contacted. Customer wants to register a complaint.

Writer transfer customer to #888 542 7239 as per AC #17118. Customer request a call back asap.

***** Beow Customer Contacted for Documentation Request *****

[REDACTED] on 2017 07 18 @ 15:37

Customer called CS and express frustration with everyone with CAC and asked for TM Frank's ID FM1195 because customer had reached out to <http://www.pacificaforums.com> which is owned by a 3rd party but felt that Frank reprimanded him. CS said we can reimburse for 4 days rental at \$40/day but that anything like taxes, fees, or insurance would be his responsibility. CS sent link and instruct customer and said 91L will be contacting him either today or tomorrow.

*****Case Escalated to I2R*****

Reviewed Warranty History which determined this case should be escalated to I2R for case management.

Contact is being made with customer this morning, in accordance with the 1-2 business day timeframe provided 7/18 on lines 685 696

Customer posted the following yesterday on [pacificaforums.com](http://www.pacificaforums.com)

(@ use email): "I am very thankful I found this forum, I have had the

exact same issue with my 2017 Pacifica 3 times now, each time I bring t

into the dealership and they run the tests and as everyone says, it has no error codes and they say nothing's wrong with my minivan and send me on my way, only for it to happen again. The minivan will lose a electron and the engine will shut off or stall out, and will prompt me to shift to park and restart. The first time I was driving 45 mph and lost power steering, luckily no kids in the car, the second time I was in

park, and the third time I was in drive but at a red light. The dealership each time said they couldn't reproduce the issue and Chrysler informed them that there's nothing wrong with the car. I was beginning to believe that my case was impossible to prove because it won't produce the codes for the technician but someone at Chrysler should be able to read these posts and realize that this is not a specific case for one vehicle. If CHRYSLER's reading this please make sure the STAR technicians who keep telling our dealerships that there's nothing wrong with our minivans that they were wrong and need to address this issue right away. As someone else wrote earlier on this post I thank God that Amy kids weren't in the car and B that I was on a straight road on my going 45mph, if I had been on a curve on the highway and lost power steering I would have crashed for sure. How can they stand by their product as being the #1 family vehicle if it shuts itself off in drive and the engineers and the dealerships seeing them refuse to address the issue. To date I have taken the minivan in 5 separate times for this issue with no work being done, no updates, no parts, just excuses. I saw that CUSTOMER CARE contacted several others on this post, I would appreciate contact so maybe we can try to get this very real, very dangerous issue resolved."

Writer requested Customer's VIN to identify him and review cases.

Customer then posted: "so the latest suggestion from Chrysler to fix this issue is to borrow a micro pod from the dealership which will catch the code where the error occurs. Which at first seemed like progress, however the dealership requires a \$1500.00 deposit to borrow it. Chrysler was unwilling to help me with the deposit naturally. Not only that but they are practically asking me to continue driving the minivan until it shuts down while driving which sounds like a dangerous proposition to get an error code that either Chrysler or the dealership should be in charge of getting on their own.

Has anyone else wondered why others on this post with the exact same issue had parts replaced or updates performed and others are told nothing's wrong with the minivan and sent away? In my case I was told by both the dealership and Chrysler that they have never heard of this issue with the Pacifica. Everyone else is bringing the minivans to the dealerships, filling paperwork with Chrysler and the Star Engineers ... where is the disconnect in communication? I imagine when one of us finally has the minivan shut down while driving and gets into an accident Chrysler should be facing a lawsuit for negligence. They are aware of this flaw with their product, yet send some of us on our way and fix those of us who complain enough to get their attention on ... extremely disappointed in the Chrysler Corporation for allowing this issue to go unaddressed."

Customer did send VIN in a private message this morning: "Please feel free to contact me at any time.

VIN HR5 [REDACTED]
[REDACTED]
[REDACTED]

I am currently refusing to drive the car as it is a serious safety concern for my family. Luckily I have a Chevy Silverado for my family to use until the Chrysler Resolution Team gets around to contacting, waiting 10 days so far. I am extremely disappointed with the level of customer service I have received from Chrysler thus far, cannot imagine that for 5 months they have been telling me that they have never heard of Pacifica having this issue when I Google search the issue one time and in 30 seconds find 22 cases and growing of this issue occurring. Someone at Chrysler needs to answer for this apparent lack of communication on these cases to the Star Engineers."

Please note, several customers have complained of similar concerns on the forum. STAR should be involved.

DLR also needs to keep vehicle for longer period of time to try and duplicate the concern.

Customer states that he has had trouble with Chrysler and the promises to get a car back. He says he's tired of being lied to, he wants some type of resolution when he has purchased a brand new vehicle and no one at Chrysler cares. He states he's going to sue because of the way he has been treated and handled by Resolution team members and case managers who never call back. Agent advised she would document his concerns and

to the customer there is documentation posed this morning that he is to get a car back today.

*** Bridgett with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please direct them to contact Bridgett directly at (214) 583 2194. Thank you. ***

*** THE OWNER SUBMITTED A CERTIFIED NOTIFICATION CARD TO FCA RECEIVED ON 7/18/2017. FILE 32015249 WILL BE FORWARDED TO THE BUSINESS CENTER.***

**Called Joey Accard CDJR (60444) LVM for SM Ron to confirm RO history. Requested a return call.

**Called Arrigo DCJ (45426) LVM for SM Pete to get copies of all ROs. Requested a return call.

**Presented to customer and explained that the case has been escalated to me for special handling. Advised I will be the Case Manager throughout the process. Provided CAIR #, my hours and direct/free numbers. Customer has vehicle now but stated that CC to do him a micro pod / flight recorder is needed to capture what's occurring with the vehicle. So, he recently took vehicle to Joey Accard CDJR and they wouldn't let him borrow the micro pod without a \$1500 deposit. So, they released the vehicle back to him. He stated he's taken vehicle on several times for several concerns but the main issues are stalling and the sliding door opening/closing. Vehicle has stalled on him 3 times but DLR says said they couldn't duplicate it. He said DLR to do him once micro pod is installed, he would need to drive vehicle until it stalls out.

Customer said he has a problem with that because when it stalls, the power steering and all electronics go out and he can't control the vehicle so, it's not safe. He's just glad each time it stalls, his family wasn't in the vehicle. He doesn't want to take the chance of getting into an accident on a highway because he couldn't control the vehicle. Also, if the micro pod gets damaged in an accident, he doesn't want to have to pay the \$3500 for it. He feels Chrysler should test the vehicle with the micro pod to determine what's wrong. He stated he wants the vehicle fixed but is concerned that other Pacifica owners have noted the same stalling problem with this model. He doesn't feel safe in this vehicle mode and wants another Pacifica, but a newer model. He also wants compensation for all the trouble. Advised I will be reviewing for a possible resolution options outside the repair process but cannot guarantee any particular outcome at this time. Once the vehicle is repaired, I can review for some compensation as a goodwill gesture based on days down and repairs performed. Note customer's vehicle is paid in full. He stated he submitted the lemon law card to Chrysler and is waiting to hear back. If he takes vehicle back to DLR, he wants it towed to DLR because he doesn't trust driving it any distance. Also, he requested a loaner Pacifica instead of a rental. Advised the loaner or rental is based on what's available at the time but I will make his request to the DLR. He can take vehicle on Mon 7/24, first thing. Advised I will confirm repair history with both dealerships and follow up in a couple of days with a service appointment. Customer was appreciative.

**Follow up 7/21 with customer

**SM Ron at Joey Accard CDJR (60444) returned call and advised they were UTD concerns. SM said he has on a flight recorder that's used daily and could not install on vehicle indefinitely. SM said customer would not allow time needed for further diagnosis and wanted vehicle back.

**Follow up 7/21 with DLR 45426 (confirm RO history / schedule appt) and customer

Customer sent the following message to pacifcaforums.com this morning:

"Wesley Mueller

VIN 2C4RC1EG7HF

So my case has been escalated to the highest level of customer care at Chrysler supposedly. Everyone has referred to them as Chrysler's Resolution Team. Level one associates refer to them as that, case

management refers to them as Chryser's Legal Team. When I continued to call the number which I obtained from a Level 1 supervisor the recording states that it's Chryser's Resolution Team, however after leaving 60+ voicemails over a 3 day span I finally received a callback from this number. 1 888 542 7239. The associate said that they were not on my not apart of the Resolution Team but they were not even apart of Chryser Corporation. They are an independent management company called Stericycle

which Chryser hires to take over cases when she said were getting close to legal action or buyback status. I don't understand the deception on the part of Chryser on this matter, if they are the highest level of customer service at Chryser as they are referred to by Chryser, why are they not even apart of Chryser Corporation! This deception at this stage in my case has me furious and apparently there's no one to complain to or get answers from because there's no one higher at Chryser... I made an investment not only in the vehicle that I purchased but also the Chryser brand, and instead of taking care of my case when it has reached this level they send off management of my case to some other company with no stake in the game! Answers Please: is this the highest level of customer service at Chryser or can I go beyond this 3rd party company??"

Writer responded: "Hi [REDACTED]"

I reviewed your case. Bridgett is your case specialist, as she explained yesterday. Because of all the calls and the submission of the Lemon Law card, another case was opened for you with the third party company that works on buybacks/replacements, as this is something that needs to be done independent of FCA. There was absolutely no intent to deceive you, but because of the number of times you contacted FCA and the multiple ways in which you did so, unfortunately that means multiple departments were trying to figure out the best way to assist you and trying to determine exactly how you wanted to proceed.

Stericycle may still communicate with you since they have a case opened for you, but it's up to you whether you would like to pursue action with them.

I would advise working with Bridgett if you are interested in getting the vehicle repaired. If you do want the vehicle repaired, PLEASE allow sufficient time for the dealership to diagnose the vehicle, which may take several days since the concerns are intermittent.

Kor

Chryser Social Care Specialist"

Customer Relations Manager Michele McCarthy at Arrgo DCJ returned call. Advised her we are needing customer copies of all RO's. She advised an email request is required and provided her email address (michele.mccarthy@arrgodcj.com). Regarding an appointment for customer, Michele advised they were not able to duplicate the same concern on previous repairs vs ts. She mentioned they are expecting an FCA inspection to be scheduled. Advised I will look into it and callback for an appointment is still needed.*Email request for RO's.

Customer's calling to file complaint against Social Team. Customer fees the response provided to him via Kor was upsetting. Customer states he fees since he called so many times he was passed off to a department that is not Chryser. Customer would like Chryser to handle his case. Agent advised this team would handle the case in a situation such as his and his amount of contact does not change that. Customer is seeking to speak to Social Team supervisor. Agent advised they are not available and offered top care address. Agent declined and advised he would write back to Kor on the forum requesting his supervisor.

Customer sent the following message yesterday evening to pacificaforums.com: "Thank you for responding.

I did want to get you to clarify what you meant by saying that because I contacted FCA so many times and in so many ways that they sent me over to Stericycle aka Chryser Resolution Team. Did I do something wrong by calling so many times? Did I upset FCA by demanding callbacks after I waiting the specified time after each request to speak to a supervisor only to not receive the callback within the 24-48 hours allotted. I'm not sure if that's what you were implying or not. FCA was not aware of my intent to pursue Lemon Law prior to escalating my case to Stericycle. I do want my car fixed. I want a safe Pacifica for my family whether it's my current vehicle or after the buyback I will purchase another one. Secondly I'm not sure why you are telling me to "PLEASE" allow the dealership time to fix my car. If you have reviewed my case thoroughly

enough you should see that I have been in and out of the dealership since March and now my minivan has been sitting in my driveway for the past 10 days as I wait for Chrysler or whomever they hire to deal with me to direct me where to take it. I have had no loaner, no rental, no communication with Chrysler unless I call FCA the number of times that I have just to be told to wait even longer and then have a social team member tell me that I am where I am because I call too much.

Please be so kind as to clarify those two comments."

Writer responded this morning: "Your Lemon Law card was received 07/18/17 at which time a case was opened (case # [REDACTED] 9). In your previous y opened case (# [REDACTED]) are multiple entries which indicate the case specialists were attempting to set up a rental vehicle and also indicated that the dealership mentioned they were unable to duplicate the concern and that the vehicle was picked up prior to them having sufficient time to diagnose. I wanted to stress how important it was for the dealership to be allotted time with an intermittent concern, so that they are able to duplicate it.

Please continue to work with Bridgett; she will best be able to assist you and is continuing to work diligently on your case.

Kor

Chrysler Social Care Specialist"

**NOTE: FCA scheduled inspection/repair for August 8, 2017. Customer is to drop vehicle off at Arrgo DCJR Sawgrass by noon.

**Closing case. Handled by DM

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1BG2	HR73	9	Open Date	06/12/2017	Built Date	03/30/2017
Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON			
In Service Dt	03/30/2017	Mileage	2986	Dealer Zone	35	WASHINGTON	
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US	
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERC	3.6L V6 24V WT ENGINE UPG I W/ESS					
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS					
Dealer	60414	FREEDOM CHRYSLER JEEP OF					
Dealer Address	6060 ALLENTOWN BLVD						
Dealer City	HARRISBURG			Dealer State	PA	Dealer Zip	17112
Owner						Contact Type	FAX
Address	N					Home Phone	
	GLENBURN					Country	UNITED STATES

Product Dr vab ty Unknown Sta ng Defau t	
Product Dr vab ty Unknown Hard Start ng Defau t	
Corporate Re mbursement Defau t Defau t Defau t	Ren a Re mbursement for customer out of pocket

Br ef y summar æ why the customer s contact ng Chrys er: Customer s current yon vacat on w th veh c e. Veh c e s hav ng a de ayed start somet mes w take 15 20 m nutes to start as we veh c e s s a ng as we veh c e s sta ng wh e dr vng.

Br ef y summar æ what the customer s expect ng: Customer seek ng techn ca ass stance

*Agent adv sed w esca ate to CM for ass stance

Customer seek ng ass stance w th:

De ayed start, veh c e sta ng

Customer expect ng:

Techn ca ass stance Star case

Agent adv sed w esca ate to case manager.

Fo ow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone number:

Ear est ca t me: 8 am

Latest ca t me: 8 pm

Updates va text: N [Mbb e number]

Updates va ema : N [Ema address]

Veh c e ocat on: Customer

Date and T me of Appo ntment: 06/13/2017 7 am drop off

Conf rmed appo ntment w th: FREEDOM CHRYSLER DODGE JEEP RAM

Customer n ren a : Y/N

Author æd by:

Renta start date: [Date]

TL overr de SG893

Veh c e s at the dea ersh p FREEDOM CHRYSLER DODGE JEEP RAM (60414)

Update tr ggered by s69540q

***** Create Prep Sheet *****

Prep sheet was saved successfu y.

In Serv ce Date: 05/18/2017

Org na Owner: YES

M eage: 2,986

Veh c e purchase oya ty: 2 NEW, 0 USED

Mu t p e Repa rs/ Prev ous re ated repa rs: NO

MVP p ans: NO

Other: W th n frst month of ownersh p

***** OUTBOUND DEALER CONTACT *****

60414 FREEDOMCDJR 717 652 3660 Recept on

CMwa ted on ho d for 7 m nutes 21 seconds but there was no answer n serv ce and so CMadv sed they wou d ca back.

***** OUTBOUND DEALER CONTACT *****

60414 FREEDOMCDJR 717 652 3660 SAChr s

SAadv sed that they do not have a fu d agnos s as yet and he s work ng w th STAR to d agnose. SAadv sed that the customer had s ated that they are ook ng to return home to ND tomorrow and th s s why they have con acted Chrys er. CMadv sed they wou d contact customer to ver fy what they are ook ng to do at th s t me and adv se what next steps may be. CMadv sed they wou d ca SAback w th an update.

***** OUTBOUND CUSTOMER CONTACT *****

Customer states that they have no cho ce but to p ck up the veh c e and drive t home un ess FCA can ass st as they are on vacat on w th the r 6 k ds and customer's husband s n the m tary and must be back home to get on a m tary transport (p ane) for Thursday morn ng. CMadv sed they wou d rev ew and contact customer back to adv se of what poss b e ass stance s ava ab e for customer.

CMreviewed w th EM1187 and was adv sed to put customer nto a renta to return home and we w sh p the veh c e back to the customer once repa rs are comp eted.

***** OUTBOUND DEALER CONTACT *****

60414 FREEDOMCDJR 717 652 3660 SAChr s

CMcontacted SAand adv sed of customer's coverage for renta and that CM wou d ask them to pay out of pocket to be re mbursed. CMa so adv sed that we wou d ook at sh pp ng once the veh c e s repa red. SAadv sed they wou d be sure to ass st w th ren a as needed.

***** OUTBOUND CUSTOMER CONTACT *****

CMcontacted customer to adv se of renta be ng provided and that they must payout of pocket and then subm t for re mbursement. CMadv sed that we do not pay for gas or nsurance and customer adv sed th s was f ne. CM adv sed once the veh c e s repa red CMw be sh pp ng veh c e back to the customer. Customer thanked CM. CMadv sed that f they have any ssues w th ren a SAChr s s aware of renta ass s ance and w be ab e to ass st them further w th that renta .

~

Customer s contact ng CAC n regard to renta ssues. Customer says she does not have the expenses to rent out of pocket and her mother sa d she can pay for t. Customer says the ren a agency wou d not take her mothers payment as she s not the veh c e ho der. Agent adv sed Customer she cou d go to Hertz and they cou d potent a y have a cheaper veh c e ava ab e to cut costs. Agent adv sed Customer that she cou d a so seek a payment advance or e transfer from her mother to make the payment. Customer nqu red about emon aw and wants t noted n her case that she w never buy another Chrys er product ever aga n. Customer wou d ke to d scuss emon aw w th her case manager. Customer s very rate and upset. Agent nformed her these are the on y opt ons we have ava ab e. Customer nqu red about just p ck ng her veh c e up and dr vng home w th t. Agent adv sed the Customer that we do no suggest do ng so as t wou d be very unsafe. Customer d sconnected.

Customer ca ed n seek ng CM, and agent put them through to ext 4719127 for ass stance.

The customer ca ed back to nqu re whether they have to rent Chrys er veh c e. The agent adv sed the customer that t does depend on what the renta agency has ava ab e and the cost agreed upon by the case manager and the customer.

has been act vated for text message commun cat on.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T5165PF*****

Th s s Pame a from FCA Case Management.

If you have any quest ons or concerns that you wou d ke to d scuss, please reach me at 866 932 3873, ext. 4719127.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message rece ved

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T5165PF*****

Good morn ng S n, I understand that you have had some d ff cu tes gett ng a renta veh c e. D d Chr s from the dea ersh p not ass st you

w th th s?

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

***** Start SMS Rep y From Customer *****

Phone Number: [REDACTED]

Received Date: Wed Jun 14 08:17:28 EDT 2017

Text: Thank you..received your text.

***** End SMS Rep y From Customer *****

Text message received from [REDACTED]

Text message received from [REDACTED]

***** Start SMS Rep y From Customer *****

Phone Number: 1 [REDACTED] 65

Received Date: Wed Jun 14 08:23:45 EDT 2017

Text: We he said he could find a vehicle last night so we search and called around till we found one. And we weren't aware that the cost for just 6 days was

Phone Number: [REDACTED] 5

Received Date: Wed Jun 14 08:23:45 EDT 2017

Text: going to be 1500 dollars.

***** End SMS Rep y From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T5165PF*****

Oh my goodness, where did you go for the rental? I was advised that Chris would help but he knows there's a limit for the rental vehicle per day. I can only do

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T5165PF*****

\$35 \$40/day. That's not good.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T5165PF*****

I will do some calling around and get things figured out.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T5165PF*****

Okay so I have been advised due to the special nature of your situation and the fact that you have a large family to be more expensive to get a rental

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T5165PF*****

Due to this you are fine to get the rental to get home and get reimbursed. I would like to know though if you would be able to trade rental for a 7 passenger

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T5165PF*****

vehicle when your husband heads out so as to bring the costs down a little bit.

*****END OF TEXT [REDACTED]

Text message received from [REDACTED]

Text message received from [REDACTED]

***** Start SMS Rep y From Customer *****

Phone Number: [REDACTED] 5

Received Date: Wed Jun 14 09:08:33 EDT 2017

Text: Our rental is a 7 passenger Pacifica as we sent our oldest daughter on the train.

Phone Number: [REDACTED] 5

Received Date: Wed Jun 14 09:10:34 EDT 2017

Text: We can't go any smaller than a 7 passenger as it won't fit the other 5 kids and my husband and I.

Phone Number: 1 [REDACTED]

Received Date: Wed Jun 14 09:12:30 EDT 2017

Text: We Chris wasn't a lot of help with the rental. And we were left to do the searching ourselves. The car is rented through enterprise.

Phone Number: 1 [REDACTED] 65

Received Date: Wed Jun 14 09:14:01 EDT 2017

Text: We just picked it up as we have to leave today to get home in time for my husband who is married to get back to work and on a plane on Sunday.

***** End SMS Rep y From Customer *****

***** OUTBOUND DEALER CONTACT *****

60414 FREEDOMCDJR 717 652 3660 SAChr s

SAadv sed that there are no new updates at th s t me and the techn c an s st commun cat ng w th STAR. SAadv sed to ca bck on Fr day for updates.

***** OUTBOUND DEALER CONTACT *****

60414 FREEDOMCDJR 717 652 3660 SAChr s

SAadv sed that STAR adv sed to adjust the w r ng so they d d. Wh e techn c an was out on a test dr ve the veh c e d ed on the Ma n road and they thought they were go ng to have to tow t but were ab e to start the veh c e 15 m nutes ater. SAadv sed that they have s arted commun cat ng w th STAR and have been adv sed to make adjustments to the w res aga n then contact STAR back. CM nqu red when was a good t me to ca bck for further updates and SAadv sed that they wou d apprec ate CMca ng back tomorrow around the same t me. CMadv sed they wou d do so.

OUTBOUND DEALER CONTACT

FREEDOM#60414 JANELLE, SM KATE, SA

Agent reached Chrys er serv ce recept on for an update and recept on took message to have some one ca Agent back as everyone s w th a customer. Agent eft name, v n and d rect extens on.

***** OUTBOUND DEALER CONTACT *****

60414 FREEDOMCDJR 717 652 3660 SAChr s

SAadv sed that they are recheck w r ng and watch mon tor as per STAR to see f there are any codes or other reported ssues. CMadv sed they wou d ca on Monday 6/20/17 to get the next steps. SAadv sed they had contacted and updated customer a ready.

CMto make contact 6/20/17 as per nes 208 211.

Text message rece ved from

***** Start SMS Rep yFrom Customer *****

Phone Number: 5

Rec ved Date: Mon Jun 19 10:34:16 EDT 2017

Text: Th s s We have the ren a booked unt tomorrow.

We have heard from the dea ersh p. Shou d we extend the renta ?

***** End SMS Rep yFrom Customer *****

Customer want ng to know f she shou d extend renta , agent transfer CM to VM

***** OUTBOUND ENTERPRISE CONTACT *****

Mnot Internat ona Arport Enterpr se 701 420 9867 Adv sor Owen
Adv sor states that he has no veh c es ava ab e at th s t me as they are wa t ng on f ghts to come n. Adv sor stated that the downtown ocat on may be more benef c a and prov ded contact number 701 838 3800.

***** OUTBOUND ENTERPRISE CONTACT *****

Mnot Internat ona Arport Enterpr se 701 838 3800

CMwa ted on ho d for 10 m nutes 15 seconds w th no success n mak ng contact w th an agent. CMd sconnected and d d not LVMas there was no opt on for th s.

***** OUTBOUND ENTERPRISE CONTACT *****

Mnot Enterpr se 701 838 3800 Adv sor Evan

Adv sor states they do not have any 7 passenger veh c es ava ab e before Fr day and that s on y f customer's do not extend the r renta s.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T5165PF*****

I have done research a day try ng to f nd another veh c e w th better costs but have been unsuccessful . At th s t me, I wou d adv se to stay n the veh c e.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message rece ved from

***** Start SMS Rep yFrom Customer *****

Phone

Rec ved Date: Mon Jun 19 16:29:29 EDT 2017

Text: Ok. Thank you for check ng.

***** End SMS Rep yFrom Customer *****

Text message rece ved from

Text message rece ved from

Text message received from [REDACTED]

Text message received from [REDACTED]

***** Start SMS Reply From Customer *****

Phone Number: [REDACTED] 65

Received Date: Mon Jun 19 19:00:05 EDT 2017

Text: So are these rental payments suppose to just keep accruing on our credit card? These are going to get beyond expensive and way more than we can afford out

Phone Number: [REDACTED] 465

Received Date: Mon Jun 19 19:00:06 EDT 2017

Text: out of pocket. Something needs to be figured out. We purchased an expensive defective product and we are the ones being penalized for it. These are getting

Phone Number: [REDACTED]

Received Date: Mon Jun 19 19:00:07 EDT 2017

Text: beyond ridiculous and stressful. The dealership has no idea of when these will be fixed. And we have barely owned the vehicle without having issues.

Phone Number: [REDACTED]

Received Date: Mon Jun 19 19:00:08 EDT 2017

Text: Our first payment is due on the 2nd of July and we aren't even driving the vehicle.

***** End SMS Reply From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T5165PF*****

I will be looking into what else can be done again today. I can send a link to your email so that you may send me the proof of payment for this week's bill and

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T5165PF*****

we can get started on reimbursing this amount.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T5165PF*****

If these are something that you can do please send me the email address or if you would prefer I can provide the fax information: 877 768 5076 with a cover sheet

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T5165PF*****

include the CAIR (case) number [REDACTED] and Attention: Reimbursement Request.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

***** OUTBOUND DEALER CONTACT *****

60414 FREEDOMCDJR 717 652 3660 SAChris

SAdvised that they submitted a new STAR case today and were advised that because the issue is no longer duplicate, SA will need to continue to test drive until the issue duplicates and then check the warranty again. SA stated they were aware of the rental issues and so they tried to get tech to advise of time frame but has been unable to do so. SAdvised that the vehicle is priority for him and will try to get the vehicle returned to the customer as soon as possible but does not expect this to go very fast.

Text message received from [REDACTED]

***** Start SMS Reply From Customer *****

Phone Number [REDACTED]

Received Date: Tue Jun 20 13:28:01 EDT 2017

Text: Now that we're back home is there anyway that our Chrysler dealership can provide a rental would that even be an option?

***** End SMS Reply From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T5165PF*****

I was hoping it maybe but I have tried to make contact with them with no success so far

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

***** EMAIL SENT TO SWAT *****

CM requested possible assistance or suggestions in diagnosing/repairing the vehicle.

CM reviewed case with EM1187 and was advised that CM should reach out to

SWAT. EM1187 advsed f SWAT s unab e to prov de ass s ance then CMw need to ema AAA71 for further ass stance.

***** OUTBOUND DEALER CONTACT *****

43942 MINOT AUTOMOTIVE CENTER, INC 7018579230 SARyan
SAadv sed that the SM s not back unt Tuesday and that the on y two
peop e that may be ab e to ass st are out for unch. SAadv sed to ca
back n 15 20 m nutes.

Text message rece ved from [REDACTED]

Phone Number: 17018332465

Rec eved Date: Tue Jun 20 14:03:46 EDT 2017

Text: So they are not return ng your ca s?

***** End SMS Rep y From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T5165PF*****

No I was not gett ng any answers from them but I just tr ed aga n on y to
be adv sed that the serv ce manager w not be back unt Tuesday. I am
to try back

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T5165PF*****

n 15 m nutes to try t speak to someone e se of author ty as they are out
for unch r ght now.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message rece ved from [REDACTED]

***** Start SMS Rep y From Customer *****

Phone [REDACTED]

Rec eved Date: Tue Jun 20 14:51:42 EDT 2017

Text: Ok

***** End SMS Rep y From Customer *****

***** OUTBOUND DEALER CONTACT *****

43942 MINOT AUTOMOTIVE CENTER, INC 701 857 9230
SAadv sed that CM must be wa t ng to speak to Lor and then transferred
CM to an automated VM. CMLVMw th contact nformat on 1 866 932 3873 ext
4719127. CMadv sed n VM that th s s a spec a case and CM wou d ke
to speak to someone about ass s ance w th renta .

Text message rece ved from [REDACTED]

***** Start SMS Rep y From Customer *****

Phone Number: 17 [REDACTED] 5

Rec eved Date: Tue Jun 20 18:40:28 EDT 2017

Text: We can not get a rece pt unt the car s turned n.

***** End SMS Rep y From Customer *****

***** EMAIL RECEIVED FROM SWAT *****

I don't know f th s w work or cose to what the customer s
exper enc ng, but th s STAR Case, wh ch was created today, S1708000129
cou d poss b y he p the DLR out f you fee that t f t s the customers
concern. The other opt ons are as fo ows:

POOR CONNECTION AT THE BATTERY OR STARTER MOTOR

POOR BATTERY CONDITION

FUEL DELIVERY SYSTEM FAILURE

ENGINE MECHANICAL ISSUE

POOR STARTER MOTOR CONDITION (DRAGGING OR OVERHEATING)

The r sn't too much stuff n regards to th s ssue as the veh c e s
st re at ve y new and I have not seen any veh c es w th th s concern
yet.

***** OUTBOUND DEALER CONTACT *****

60414 FREEDOMCDJR 717 652 3660 SAChr s
CM made contact w th SA to adv se of nformat on provided by SWAT n
nes 365 376 and SAadv sed they made a st from th s and w review
w th the r techn c an to see f any of these are the prob em.

***** OUTBOUND DEALER CONTACT *****

43942 MINOT AUTOMOTIVE CENTER, INC 701 857 9230 RASummer

***** RA Renta Adm n strator *****

RAadv sed that they have 5 renta s reserved and so the soonest they
cou d try to ass st wou d be 6/30/17 and she cannot guarantee th s as

there sn't even a d agnos s wh ch means that CM s unsure how ong the
renta wou d be needed for.

***** OUTBOUND DEALER CONTACT *****

60414 FREEDOMCDJR 717 652 3660 SAChr s

CM attempted to make contact w th SA to get an update on customer's
veh c e but was eft on ho d for 7 1/2 m nutes. CM d sconnected after
eaving a genera message for SA to contact back at 1 866 932 3873 ext
4719127.

***** INBOUND DEALER CONTACT *****

60414 FREEDOMCDJR 717 652 3660 SAChr s

SA advsed that they are st havng ssues w th the veh c e and work ng
w th STAR. SA advsed they tr ed the suggest ons from SWAT w th no
reso ut on. CM advsed they wou d reach back out to SWAT when they return
from vacat on. SA advsed that the SM has now gotten nvo ved and they
may be gett ng the D str ct Rep nvo ved short y. CM advsed th s
probab y a good dea and advsed they wou d fo ow up on Tuesday for
another update.

Text message rece ved from [REDACTED]

***** Start SMS Rep y From Customer *****

Phone Number: [REDACTED]

[REDACTED] 00:23:33 EDT 2017

Text: So here we come to the end of week 2 w th our renta and I am eft
wonder ng what to do. We have heard noth ng about our car n tte over
a week.

***** End SMS Rep y From Customer *****

***** START OF TEXT MESSAGE SENT TO CUSTOMER by T5165PF*****

My apo og es, I have not ca ed as Chr s has advsed that he has been
ca ng you and so I thought you had rece ved updates. I w f n sh my
contact w th Chr s

***** END OF TEXT MESSAGE SENT TO CUSTOMER*****

***** START OF TEXT MESSAGE SENT TO CUSTOMER by T5165PF*****

for today and then ca you w th a fu update.

***** END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message rece ved from [REDACTED] 65

***** Start SMS Rep y From Customer *****

Phone Number: [REDACTED]

Rec eved Date: Mon Jun 26 00:25:58 EDT 2017

Text: Yes he ca ed about a week ago but have heard noth ng s nce.

***** End SMS Rep y From Customer *****

***** START OF TEXT MESSAGE SENT TO CUSTOMER by T5165PF*****

I rea y do apo og æ. My ntent s to be sure you rece ve an update
every Mon, Wed, and Fr . Even f there s no new nformat on, t s n ce
to hear someth ng.

***** END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message rece ved from [REDACTED]

[REDACTED]

***** Start SMS Rep y From Customer *****

Phone Number: [REDACTED]

Rec eved Date: Mon Jun 26 00:33:29 EDT 2017

Text: I just ca ed Chr s and he was under the mpress on you were g v ng
the updates. Th s s becom ng beyond frustrat ng! I understand that
everyone s bus

Phone Number: 17 [REDACTED] 5

Rec eved Date: Mon Jun 26 00:33:29 EDT 2017

Text: y and that we are not the on y case but as you sa d t's n ce to
know even f t's no need yet! D d you ever get n contact w th our
Chrys er?

***** End SMS Rep y From Customer *****

***** START OF TEXT MESSAGE SENT TO CUSTOMER by T5165PF*****

I d d and was advsed that they cou d no ass st.

***** END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message rece ved from 701 833 2465

***** Start SMS Rep y From Customer *****

Phone Number: [REDACTED]

Rec eved Date: Mon Jun 26 00:36:50 EDT 2017

Text: Are you k dd ng me?! The veh c e was bought from them and they
can't he p?!

***** End SMS Reply From Customer *****

***** OUTBOUND DEALER CONTACT *****

60414 FREEDOMCDJR 717 652 3660 SAChris

SA advised that STAR has advised that DLR replace the wire harness for the vehicle. SA advised this has been ordered and the parts 3-5 days out. SA advised they called customer and LVM with this information. CM inquired if CM could make contact on Friday 6/30/17 to verify receipt of the part and repair progress on information. SA advised this would be fine.

***** OUTBOUND CUSTOMER CONTACT *****

[REDACTED] contacted customer to advise of lines 462 467. Customer stated this was good news and CM reiterated the earlier apology for the miscommunication and lack of updates. CM advised no matter what information provided in this case CM would make contact to update customer.

Text message received from 701 833 2465

The customer states that the DLR has a diagnosis. The customer states that the DLR is waiting for a wiring harness which should arrive by the end of the week. The customer states that he has spent over \$2000 for the rentals as of today's date. The customer states that Enterprise will not give him a receipt for reimbursement until he returns the vehicle. The customer states that he can no longer afford to pay for a rental out of pocket. He needs Chrysler to pay for it. Agent advised the customer that she would request a callback from the CM. Also, agent transferred the customer to the CMs voicemail to leave a message. Customer called back wanting to speak with his CM. Agent transferred the customer to the CMs voicemail. Customer would like a callback from his CM as he doesn't know what to do at this stage.

***** Start SMS Reply From Customer *****

Phone [REDACTED]

Received Date: Tue Jun 27 10:23:19 EDT 2017

Text: Does my not Chrysler have no rentals or just nothing to accommodate our large family?

***** End SMS Reply From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T5165PF*****

My not Chrysler has no rentals at this time. They did not even consider the size as they cannot do anything to assist. I have tried both rental companies in your

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T5165PF*****

area and been advised by one that they do not have anything to accommodate with as the vehicles are for customers coming off of planes. The other one advised

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T5165PF*****

that they are booked so. I have tried surrounding dealerships and they are unable or unwilling to assist at this time. Also, I received 2 voicemails from

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T5165PF*****

Nathan but I did not receive a contact number to callback at. Can you provide this information for me? Thank you.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from [REDACTED]

Text message received from [REDACTED] 5

Text message received from [REDACTED]

***** Start SMS Reply From Customer *****

Phone Number: [REDACTED]

Received Date: Wed Jun 28 16:59:35 EDT 2017

Text: We actually contacted my not Chrysler and talked the service manager who was extremely helpful to us and what they could do to assist. He showed me the

Phone Number: [REDACTED]

Received Date: Wed Jun 28 16:59:36 EDT 2017

Text: concern for us and had no idea about our situation. He contacted Enterprise yesterday and got us a much cheaper rate for our vehicle. We

then went down

Phone Number [REDACTED]

Received Date: Wed Jun 28 16:59:37 EDT 2017

Text: to enterpr se ourse ves where they to were extreme y he pfu and and wa ved many fees to make the renta cheaper.

***** End SMS Rep y From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T5165PF*****

Th s great! When I spoke w th the Renta Adm n strator she was most unhe pfu so I am g ad that the serv ce manager was ab e to ass st nstead.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

CMto make contact on 6/30/17 to ver fy DLR rece ved part and get repa r progress on and comp et on ETA as per nes 462 467.

***** OUTBOUND DEALER CONTACT *****

60414 FREEDOMCDJR 717 652 3660 SAChr s

CMcontacted DLR and was adv sed by SAChr s that the part has not arr ved yet. They were hop ng to have t by today but t shou d be there soon. The techn c an s ready to start work ng on the veh c e as soon as the part arr ves. SAChr s d reach out to the customer?s husband (Nathan) e ther Tuesday or Wednesday when the part was ordered, eft a vo cema and has not heard back from anyone yet. CMadv sed we w make note on f e of a the nformat on provided.

***** OUTBOUND DEALER CONTACT *****

60414 FREEDOMCDJR 717 652 3660 PAMatt

Agent spoke w th Parts desk who checked customer's part, he adv ses t was nvo ced on the 29th w th an ETA s today, but t s current y show ng as n cross dock, so t has not eft PDC yet. He s hopefu t w arr ve by Wednesday when they get back.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T2939JK*****

Good morn ng Nathan, we just checked n w th Freedom about the parts on order. They have not arr ved yet, but we w fo ow up when they do!

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

***** OUTBOUND DEALER CONTACT *****

60414 FREEDOMCDJR 717 652 3660 SAChr s

SAadv sed that the w r ng harness has arr ved at the DR and they have begun repa rs. SAadv sed that th s veh c e has pr or ty and the techn c an and SM are work ng d gent y to get th s veh c e repa red ASAP. CM nqu red when CM shou d contact back to conf rm repa r comp et on and SAadv sed CM may ca on Fr day 7/7/17 to ver fy repa r comp et on. SAadv sed f repa rs are comp ete before then SA w ca CM

***** OUTBOUND CUSTOMER CONTACT *****

[REDACTED]
CMLVM for customer to contact back at 1 866 932 3873 ext 4719127.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T5165PF*****

He o Shannon, I have been adv sed that the harness requ red for your veh c e has been rece ved and I am to check n on Fr day to ver fy repa r comp et on. I

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T5165PF*****

w be n contact on Fr day, un ess of course you have any quest ons or concerns n wh ch case p ease contact me at 1 866 932 3873 ext 4719127. Thanks.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message rece ved from [REDACTED]

***** Start SMS Rep y From Customer *****

Phone Number: 170 [REDACTED]

Received Date: Wed Ju 05 19:22:40 EDT 2017

Text: Ok thank you ð???

***** End SMS Rep y From Customer *****

POSTMARK DATE: 070617; DATE RECEIVED: 070617

***** OUTBOUND DEALER CONTACT *****

60414 FREEDOMCDJR 717 652 3660 SAChr s

SAadv sed that the repa rs are comp ete and they are send ng the veh c e

for a company car wash and interior clean. CM thanked SA and advised that CMW send the shipping information for approval. CM advised as soon as CM receives a response back CMW advise SA.

***** OUTBOUND CUSTOMER CONTACT *****

CM LVM for customer to contact back at 1 866 932 3873 ext 4719127.

***** OUTBOUND CUSTOMER CONTACT *****

CM advised of vehicle repairs being complete and of CM sending out shipping information but CM required confirmation of customer information. Customer provided information and advised they would wait for further contact.

~

TEMPLATE TO SHIP VEHICLE.

IS THIS REQUEST URGENT? Yes

IF SO PLEASE EXPLAIN: Customer is on a very expensive rental

HAS ANY COMMITMENT BEEN MADE TO CUSTOMER WITH AN ETA? No

IS THE VEHICLE READY TO BE SHIPPED? Yes

IF NO, WHEN WILL IT BE READY?

IS CUSTOMER IN A RENTAL VEHICLE? Yes

SPECIAL NOTE

? Please advise dealer and customer that shipping company will need to make direct contact with them before vehicle can be moved or delivered.?

CAIR#

VIN# 2C4RC1BG2HR73

Vehicle Description: CHRYSLER PACIFICA TOURING L WAGON

Year: 2017

Make: CHRYSLER

Color: PAU Granite Crystal Met. Clear Coat

Customer Name:

CURRENT VEHICLE LOCATION: FREEDOM CHRYSLER DODGE JEEP RAM
(60414)

ADDRESS: 6060 ALLENTOWN BLVD, HARRISBURG, PA

ZIP CODE: 17112

CONTACT PERSON: Service Advisor Chris

CONTACT # 717 652 3660 ext. 1192

VEHICLE NEEDS TO BE SHIPPED TO

LOCATION:

ADDRESS: 209 1ST AVE N, GLENBURN, ND

ZIP CODE: 58740

CONTACT PERSON: NATHAN MCIVER

CONTACT # 701 833 2464

SPECIAL INSTRUCTIONS IF ANY:

Does not have a tag, does have a temporary tag on the window

Does the vehicle have keys? Yes

Does the vehicle start? Yes

Does the vehicle roll? Yes

Does the vehicle steer? Yes

Does the vehicle stop? Yes

Can the vehicle be driven to load/unload under its own power? Yes

*

*

*

***** EMAIL SENT TO SHIPPER *****

TEMPLATE TO SHIP VEHICLE.

IS THIS REQUEST URGENT? Yes

IF SO PLEASE EXPLAIN: Customer is in a very expensive rental
HAS ANY COMMITMENT BEEN MADE TO CUSTOMER WITH AN ETA? No
IS THE VEHICLE READY TO BE SHIPPED? Yes
IF NO, WHEN WILL IT BE READY?
IS CUSTOMER IN A RENTAL VEHICLE? Yes

SPECIAL NOTE

Please advise dealer and customer that shipping company will need to
make direct contact with them before vehicle can be moved or delivered.

CAIR# [REDACTED]
VIN# 2C4RC1BG2HR7 [REDACTED]
Vehicle Description: CHRYSLER PACIFICA TOURING L WAGON
Year: 2017
Make: CHRYSLER

Color: PAU Granite Crystal Met. Clear Coat
Customer Name: [REDACTED]
Customer Phone: [REDACTED]
[REDACTED]

CURRENT VEHICLE LOCATION: FREEDOM CHRYSLER DODGE JEEP RAM
(60414)

ADDRESS: 6060 ALLENTOWN BLVD, HARRISBURG, PA
ZIP CODE: 17112

CONTACT PERSON: Service Advisor Chris
CONTACT # 717 652 3660 ext. 1192

VEHICLE NEEDS TO BE SHIPPED TO

LOCATION:
ADDRESS: [REDACTED], GLENBURN, ND
ZIP CODE: [REDACTED]
CONTACT PERSON: [REDACTED]
CONTACT # [REDACTED]

SPECIAL INSTRUCTIONS IF ANY:

Does not have a tag, does have a temporary tag in the window

Does the vehicle have keys? Yes
Does the vehicle start? Yes
Does the vehicle roll? Yes
Does the vehicle steer? Yes
Does the vehicle stop? Yes
Can the vehicle be driven to load/unload under its own power? Yes

Krista
Subject Matter Expert [SME]
Case Manager
Rental Team Lead at Chrysler Automobiles
*****END OF EMAIL SENT TO SHIPPER*****

*
*
*

***** OUTBOUND CUSTOMER CONTACT *****

[REDACTED]
CM attempted to contact customer to inquire if they have received their
vehicle back. Customer was not available. CM left VM for a return call
at 866 932 3873 ext 4719127.

***** OUTBOUND CUSTOMER CONTACT *****

[REDACTED]
Customer has advised that the shipping company has not been in contact
with the customer. CM advised they would look into this and get back to
customer.

***** INBOUND CUSTOMER CONTACT *****

[REDACTED]
CM advised customer of SA Chris advising that the shipping company

advised that how he picking the vehicle up by the end of the week. CM advised that in 15 mins time the shipping company should be in contact with the customer to confirm drop off time. Customer nqured f this means they will receive the vehicle by early next week and CM advised they certainly hope so.

***** OUTBOUND DEALER CONTACT *****

60414 FREEDOMCDJR 717 652 3660 SAChris

SA advised that the shipping company had been in contact and expect to pick up the customer's vehicle by the end of the week.

***** OUTBOUND DEALER CONTACT *****

60414 FREEDOMCDJR 717 652 3660 SAChris

SA advised that he has not been in contact with the shipping company since Monday. SA advised that the vehicle should have been picked by now but they do not even have a contact number to contact the shipping company to inquire about the time frames. CM advised they would see what can be found out and get back to SA.

~

CM to review with SM2149 or EM1187 to get next steps.

***** OUTBOUND DEALER CONTACT *****

60414 FREEDOMCDJR 717 652 3660 SAChris

SA advised that the shipping company contacted SA on Friday afternoon (7/14/17) to advise they would be here on Monday or Tuesday. CM inquired if they may check in late tomorrow afternoon to verify the vehicle was picked up and SA advised this was fine.

***** OUTBOUND CUSTOMER CONTACT *****

CM advised customer of lines 744 748. Customer stated they understood and would continue to wait for CMs or shipping company's contact.

***** OUTBOUND DEALER CONTACT *****

60414 FREEDOMCDJR 717 652 3660 SAChris

SA advised that the shipping company picked the vehicle up late last night.

***** OUTBOUND CUSTOMER CONTACT *****

CMLVM for customer to contact back at 1 866 932 3873 ext 4719127.

***** OUTBOUND CUSTOMER CONTACT *****

Customer advised that the shipping company did make contact and had advised that the vehicle should be there by Friday (7/21/17) or Saturday (7/22/17) night but customer is unsure how accurate this is. CM advised that is probably as accurate as a shipping company maybe as there are a ways possible unforeseen issues when driving long distances. CM advised that CM will be moving on to another position and so customer will be contacted by one of CMs colleagues to confirm vehicle drop off and they will continue to work the case. Customer stated they understood.

CM to make contact on Monday 7/24/17 to verify receipt of vehicle as per lines 775 782.

Text message received from [REDACTED]

Text message received from [REDACTED]

Text message received from [REDACTED] 5

***** Start SMS Reply From Customer *****

Phone Number: [REDACTED]

Received Date: Fri Jul 21 13:56:39 EDT 2017

Text: Hey just wanted to let you know the van got here this morning! However we received our van back in a condition I feel is not appropriate.

Any help as

Phone Number [REDACTED]

Received Date: Fri Jul 21 13:56:41 EDT 2017

Text: to what can be done would be great. The front driver seat is disgusting and the side is broken down a bit from what I can guess was being leaned on by

Phone Number: [REDACTED]
Received Date: [REDACTED] 43 EDT 2017

Text: he mechanism. I'm going to try and text p c s f you don't get them

et me know.

***** End SMS Reply From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T2940LM*****

H Shannon, Pam is not in the office. I am looking over this case for her. My name is Linda you can contact me at 1 866 932 3873 ext 4719095.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T2940LM*****

I am not seeing the photos you wanted to send. I will send you a document link that will work with our system.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T2940LM*****

I'm glad you have your vehicle, and do apologize that your vehicle was not returned in the appropriate condition.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

***** Be ow Customer Contacted for Documentation Request *****

[REDACTED] on 2017 07 24 @ 17:16

Text message received from [REDACTED]

Text message received from [REDACTED] 5

***** Customer Document Received *****

***** Start SMS Reply From Customer *****

Phone Number: [REDACTED] 65

Received Date: Mon Jul 24 18:08:04 EDT 2017

Text: Thank you.. for some reason the link is on your account me to post one picture at a time. Do you want me to send then sending.

Phone Number: 17 [REDACTED]

Received Date: Mon Jul 24 18:12:59 EDT 2017

Text: I sent 2 p c s before told me I couldn't send more.

***** End SMS Reply From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T2940LM*****

It has to do with the size of the file. Would you like another link to send a second photo?

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

***** Be ow Customer Contacted for Documentation Request *****

[REDACTED] on 2017 07 25 @ 09:29

Text message received from 701 833 2465

***** Start SMS Reply From Customer *****

Phone Number [REDACTED]

Received Date: Tue Jul 25 11:09:24 EDT 2017

Text: We actually have about 6 more

***** End SMS Reply From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T2940LM*****

Ok I will send you a couple more.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

***** Be ow Customer Contacted for Documentation Request *****

[REDACTED] on 2017 07 25 @ 11:13

***** Be ow Customer Contacted for Documentation Request *****

[REDACTED] on 2017 07 25 @ 11:13

***** Be ow Customer Contacted for Documentation Request *****

[REDACTED] on 2017 07 25 @ 11:13

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T2940LM*****

Three more links have been sent. Shoot me a text if you need more.

Thanks, Linda

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

POSTMARK DATE: 072717; DATE RECEIVED: 072717

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T2940LM*****

Thank you for the additional information. I apologize, since I am coming in after your vehicle has been received. I will be reviewing all the documents.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T2940LM*****

Is there anything else for me to review? Linda

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T2940LM*****

Hi my name is Linda. I am your FCA Case Manager. I can be contacted at 1 866 932 3873 ext. 4719095. I am in the office 9am - 5:30 pm EST Monday

Friday
*****END OF TEXT MESSAGE SENT TO CUSTOMER*****
*****START OF TEXT MESSAGE SENT TO CUSTOMER by T2940LM*****
There s my contact nformat on for your conven ence. P ease ca me f

you have quest ons or concerns. Thanks, L nda
*****END OF TEXT MESSAGE SENT TO CUSTOMER*****
Text message rece ved from [REDACTED]

***** Start SMS Rep yFrom Customer *****

Phone [REDACTED]
Rec eved Date: Thu Ju 27 10:09:07 EDT 2017

Text: I w send the other p ctures th s morn ng. Sorry I haven't
gotten a chance to get to t.

***** End SMS Rep yFrom Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T2940LM*****

We are review ng everyth ng as qu ck y as poss b e. I apo og ze t s
tak ng me a tte onger to review com ng n at the end when you
rece ved your veh c e.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T2940LM*****

back. Thanks for send ng n your documentat on.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message rece ved from [REDACTED]
[REDACTED] *****

Phone Number [REDACTED]
Rec eved Date: Fr Ju 28 11:32:13 EDT 2017

Text: No prob em. I apprec ate your he p and commun cat on. The nks
to send the p ctures sa d they have 7 days and are now exp red.

***** End SMS Rep yFrom Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T2940LM*****

I know somet mes they do exp re ear y. I w send you a coup e more for
just n case.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

***** Be ow Customer Contacted for Documentat on Request *****

m [REDACTED] on 2017 07 28 @ 17:27

***** Be ow Customer Contacted for Documentat on Request *****

[REDACTED] on 2017 07 28 @ 17:27

Text message rece ved from 701 833 2465
***** Start SMS Rep yFrom Customer *****

Phone Number: [REDACTED] 5
Rec eved Date: Fr Ju 28 17:34:10 EDT 2017

Text: Thanks a bunch.

***** End SMS Rep yFrom Customer *****

***** Customer Document Rece ved *****

Customer Document Reviewed.

Sent to EM1187 for re mbursement review.

.
Per these nes cop ed and pasted:

592 ***** OUTBOUND DEALER CONTACT *****

593 60414 FREEDOMCDJR 717 652 3660 SAChr s

594 SAadv sed that the repa rs are comp ete and they are send ng the
veh c e

595 for a comp mentary carwash and nter or cean. CMthanked SA and
adv sed

596 that CMw send the sh pp ng nformat on for approva . CMadv sed
as

597 soon as CMrece ves a response back CMw adv se SA

.
OUTBOUND DLR CONTACTFREEDOM# 60414 717 652 3660 SACHRIS

Customer sent p cs a so that the tow company. It was a fu deta and
vacuum. Serv ce D rector A an was nvo ved, but th s veh c e was cean
when t eft th s dea ersh p. SAChr s offered the dea that maybe the
tow person may have been d rty and how many t mes was th s veh c e pu ed
off the tow truck a ong the way and put back on. SAChr s stated t wou d
NOT have eft the r dea ersh p n th s cond t on. CMthanked SAChr s for
h s t me and for tak ng CMca .

~

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T2940LM*****

Have you gotten your veh c e deta ed s nce you have been home?

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from [REDACTED]

Text message received from [REDACTED]

***** Start SMS Reply From Customer *****

Phone Number: [REDACTED]

Received Date: Tue Aug 01 14:12:16 EDT 2017

Text: No

Phone Number: [REDACTED]

Received Date: Tue Aug 01 14:12:47 EDT 2017

Text: We been waiting to find out what to do about it.

***** End SMS Reply From Customer *****

Text message received from [REDACTED]

Text message received from [REDACTED]

***** Start SMS Reply From Customer *****

Phone Number: [REDACTED] 65

Received Date: Tue Aug 01 14:18:24 EDT 2017

Text: It's not just the dirty seat... it's also the fact that we left a van that was barely 3 weeks old and you can already see the damage of it starting to break

Phone Number: 17 [REDACTED]

Received Date: Tue Aug 01 14:18:26 EDT 2017

Text: down on the edge from being bent over. I'm assuming from them working on it under the steering wheel.

***** End SMS Reply From Customer *****

***** START OF TEXT MESSAGE SENT TO CUSTOMER by T2940LM *****

I'm working on it.

***** END OF TEXT MESSAGE SENT TO CUSTOMER *****

Text message received from [REDACTED]

**INBOUND / OUTBOUND DLR #MIOTT'S# 43942 701 857 9244

CM spoke to SA Andrea who states they can get the customer into the dealership and detail the vehicle and inspect for damages for \$250.00 normally it would be \$350 but the dealership wants to help this customer. Dealership will accept DM notes.

~

***** Start SMS Reply From Customer *****

Phone Number: [REDACTED] 65

Received Date: Tue Aug 01 14:31:27 EDT 2017

Text: I appreciate all your help!

***** End SMS Reply From Customer *****

OUTBOUND CUSTOMER CONTACT [REDACTED]

CM attempted to contact customer. CM left VM message requesting a callback to 1 866 932 3873 ext 4719095.

~

***** START OF TEXT MESSAGE SENT TO CUSTOMER by T2940LM *****

Hi [REDACTED] have an update on your case. Please give me a call 1 866 932 3873 ext 4719095. I can be reached tonight until 8pm Eastern Standard Time.

***** END OF TEXT MESSAGE SENT TO CUSTOMER *****

Customer's vehicle is running well. The dirty interior is being addressed on CAIR #32 [REDACTED]. Agent will reimburse the Minor Dealership #43942 to clean and inspect the vehicle. Should customer need additional assistance and new case will be opened and forwarded to the proper case management team. Customer is aware and all parties are in agreement.

.

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 accepts and verifies the check should be mailed to the following name and address:

[REDACTED]

[REDACTED]

GLENBURN, ND [REDACTED]

Customer has submitted request for RENTAL goodwill.

Due to out of pocket expenses related to repairs.

Writer suggests reimbursement as a goodwill gesture.

Approved by:

Customer's proof of payment is: PAID RENTAL RECEIPTS:

Date: JUN 14 TO JULY 21, 2017

Message:

Amount per day \$ 51.55 (AVERAGED)

Number of days ? 38

Tax \$ 204.87

To a \$2164.18

Writer is submitting check for approval in the amount of \$2164.18

Please see TL

Both Enterprise companies were contacted and paid receipts will be sent to CMema .

~

***** Below Customer Contacted for Documentation Request *****

Linda McCu yK ng@fcagroup.com on 2017 08 03 @ 14:36

***** Below Customer Contacted for Documentation Request *****

b753@chrysler.com on 2017 08 03 @ 14:45

***** Customer Document Received *****

***** Customer Document Received *****

TL reviewed and processed payment for \$2164.18

**INBOUND CUSTOMER [REDACTED]

Customer has requested Supervisor callback

Preferred daytime number: [REDACTED]

Preferred evening number: [REDACTED]

Reason for request: Customer is 1 hour behind us in North Dakota. Please callback as soon as possible EST. Customer was transient with wife and 6 children and in the military.

Customer states that when he was transient his father-in-law had to rent the vehicle in his name to get his family back home in time for customer to go on tour. Also the customer could not use the rental insurance and customer is requesting special agency and requesting consideration for reimbursement on the additional insurance (DWI fines on each Rental receipt's insurance LM1791 called the rental company for clarification: \$479.76 + \$251.86 = \$731.62). Customer has been advised that we are not able to reimburse insurance.

CAIR assigned to: SM2149

CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within one (1) business day.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1EG3		Open Date	06/13/2017	Built Date	06/29/2016
Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
In Service Dt	06/29/2016	Mileage	12280	Dealer Zone	70	PHOENIX
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	59577	LARSON DODGE				
Dealer Address	300 RIVER ROAD					
Dealer City	PUYALLUP		Dealer State	WA	Dealer Zip	98371
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	PUYALLUP				Country	UNITED STATES

Product	Electrical	Electronics	Stability Program	Defective Default	Stability control issue.
Product	Engine	Unknown	Check Engine Lamp On/Fash ng	Default	Service light on.
Corporate	Survey	By Pass	Default	Default	Stability control issue.

Br ef y summar æ why the customer s contact ng Chrys er: Customer states on go ng ssues s nce veh c e h t 6000 m es.

Customer states that now veh c e s at 12000 m es and havng more ssues.

Customer states that DLR can not fnd why veh c e s havng ssues and adv sed customer to con act FCAUS for further ass stance.

Customer states that veh c e havng a Stab ty Contro ssue and Serv ce ght on.

Customer states that customer needs a re ab e veh c e as customer has spec a needs ch dren and works part t me and can not keep tak ng veh c e nto DLR.

Br ef y summar æ what the customer s expect ng: Customer s expect ng reso ut on.

Agent sympath zed w th customer.

Agent adv sed that case s be ng esca ated to CM for further ass stance.

Customer agreed, thanked agent and ended ca .

Agent adv sed w esca ate to case manager.

Fo ow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone number:

Ear est ca t me: Anyt me

Latest ca t me: Anyt me

Updates v a text: No

Updates v a ema : No

Veh c e ocat on: Dea er

Date and T me of Appo ntment: [Insert Date and T me].

Conf rmed appo ntment w th: [Dea er and Dea er Contact]

Customer n ren a : Yes

Author zed by: DLR

Renta start date: 6/12/2017

Reass gn ng to 88F.

** SME KF293 approves esca at on under warranty**

***** Case Management D str ct 88P*****

OOW: Bas c 27 Months or 23,720 M es / Powertra n 50 Months or 47,720 M es

MVP: 41957493 Act ve SM330

Househo d: 1 new

***** Create Prep Sheet *****

Prep sheet was saved successfu y.

Status update prov ded v a ema to the fo ow ng ema address:

He o, my name s Kr st and I have been ass gned as your Case Manager.

Th s ema s conf rmat on that your case, 0, was successfu y

esca ated to me. After I review the de a s of your case, I w be

ca ng you at your preferred number, 619 992 7932 tomorrow. My off ce

hours are from 9:00 AM to 5:30 PM Munt n T me. My con act nformat on

s 800 763 8422 Ext. 40415. If I'm unava ab e and you w sh to speak w th

another case manager about your case, p ease contact Me ssa at extens on

40407. If your preferred telephone number mentioned above isn't correct, please reply with the correct one.

End of Status Update

Begin Customer Message reviewed:

Krist

If my wife is unavailable you may reach me by cell at [REDACTED] or in my office at [REDACTED]. Valerie has a full day at work tomorrow.

Thank you

Jason Atkinson

End of Reviewed Customer message

Writer contacted DLR at 253 845 1725 and spoke to SAMbly, ordered a vacuum pump Part # 68274999AC. Not on back order, stability control. 12000 miles on the vehicle may need an oil change. No oil change needed.

Writer contacted customer at [REDACTED], customer stated that the DLR stated that it's a Powertrain issue and would need to take in the vehicle. Vehicle is in the shop now. Customer stated that she left a message with a concern on the vehicle. Customer stated they took in Monday at 7am. Customer stated that they are looking into another vehicle.

Agent attempted to contact dealer Service Advisor (SAMbly), however, SM not available. Left message for a return call at extension 40415.

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40415.

Agent attempted to contact dealer Service Advisor (SAMbly), however, SM not available. Left message for a return call at extension 40415.

Agent attempted to contact dealer Service Advisor (SAMbly), however, SM not available. Left message for a return call at extension 40415.

Agent attempted to contact dealer Service Manager (SMMarty), however, SM not available. Left message for a return call at extension 40415.

Writer contacted DLR at 253 845 1725 and spoke to SAMbly, update: stability control light comes on during the day. Asked for return call from SA.

Rental: unknown

Copay no

RO# 4 [REDACTED]

Ending odometer: 12622

Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40415.

Task response received from Dealer 59577

Dealer Update:

Updated By: S146650 Dealer Code: 59577 Date: 06/22/2017 12:49:33 PM

MR. Atkinson AND GM AND MYSELF MARTY CASEY SERVICE MANAGER ARE SITTING

DOWN WITH CUSTOMER TALKING ABOUT HIM NOT WANTING THIS VEHICLE ANY LONGER.

WE NEED TO GET SOME DIRECTION FOR THIS CUSTOMER AS SOON AS WE CAN.

Task To Dealer:

Marty I just sent you an email concerning this vehicle.

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension 40415.

Writer contacted customer at [REDACTED], left message with 2 day closure warning.

Customer called to speak to writer, customer stated that he sat down on Thursday morning with the GMLouis and SMMarty, they agreed that there is something wrong with the vehicle and they don't know what it is. SM is reluctant with throwing parts at the vehicle and not knowing if it would fix it. GM gave option of trading in the vehicle and getting into another vehicle. However that would cause customer to have to be putting the customer into a payment to get out of the lease. Customer asking to escalate to a higher department. What customer wants to do is have Chrysler swap out the vehicle for a like vehicle as what has happened is nothing on the companies or the customers fault. Customer has logged 90 days in the shop at this point. Customer would like an exact same lease without having to spend more money on another vehicle. He would like the exact same vehicle with the exact same payments. Writer shared the NCDS information.

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extens on 40415.

waiting on supervisor response.

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extens on 40415.

Task response received from Dealer 59577

Spoke with customer Jason Atkinson saying that he has contacted his CS several times, and has not heard back. Customer would like to speak with a supervisor. Customer can be reached [REDACTED].

Task Sent By: T4008KT Date: 06/22/2017 6:39:43 PM

Marty I just sent you an email concerning this vehicle.

Dealer Response:

Response By: S146650 Dealer Code: 59577 Date: 07/19/2017 3:25:34 PM

this customer just called and has been trying to get with Kristie for some time now and is very upset, someone from fca needs to call him asap

Customer called back, as they are upset, as customer has been calling to speak with CM.

Customer states, he has talked to GM and SM of DLR, and he states they agree, that there is to many issues with the vehicle.

Agent tried to reach out to CM, and was advised that, there would be a Supervisor call back, and to the customer, within 1 business day, he would receive a call back.

Customer states, he loves Chrysler products, and owns 2, but would like a reliable vehicle.

Customer thanked agent.

86 AGENT DA1219 called on behalf of customer, MRS. [REDACTED], to speak to Supervisor.

WRITER advised Agent DA1219 that a SUPERVISOR CALLBACK REQUEST had been

submitted and that the customer would receive a call back within 1 business day. Best Call back Number: 1) [REDACTED]

WRITER submitted a SUPERVISOR CALLBACK REQUEST FORM for a call back to customer asap.

Status update provided via email to the following email address:

KT494@chrysler.com, PR628@chrysler.com, M262@chrysler.com

SUPERVISOR CALLBACK REQUESTED BY COB ON 7/20/2017.

End of Status Update

***** SUPERVISOR CALL *****

Called the customer on [REDACTED] customer did not answer, left a message and contact information for writer. 2nd attempt on 7/26.

Called the customer at 2nd number [REDACTED] Customer spoke to have the vehicle repaired. Reviewed repair history with the customer.

The vehicle has been at the dealership 4 times for issues with the transmission and a so dashboard lights that have come on a so and parts have been repaired.

Sending call to 91L for review:

Customer was informed that by making this request

they are NOT actually getting lemon law or any related process.

The request is being escalated for a review of the vehicle's repair history to determine if the request merits further action and that due to the nature of the request, it will require a call back which will take

place within 1-2 business days. The outcome of the review does NOT determine Lemon Law eligibility.

Preferred Morning/Afternoon call back number is [REDACTED] or

Preferred Afternoon/Evening call back number [REDACTED]

Who has possession of the vehicle? Customer: They do not feel safe and it is not being driven.

Reassigned to 91L

***** 91L Review *****

***** Case Escalated to I2R *****

Reviewed Warranty History which determined this case should be escalated to I2R for case management.

Crysta with the I2R Customer Resolution Team, is now responsible for this case. If the customer should call, please direct them to contact Crysta directly at 214 583 2118. Thank You.

Called dealer 59577 they confirm the vehicle is currently not there and the last time it was there was 6/17/2017. They stated they would send over the last RO via email.

Called customer at [REDACTED] LVM to return call. In the message I stated my name, number and reason for calling.

Status update provided via email to the following email address:

[REDACTED]
[REDACTED]

I hope this message finds you well. I am with the Chrysler Resolution Team and your case has been escalated to me for special handling. Please contact me at your earliest convenience. My normal business hours are Monday - Friday 9:30 am to 6 pm Central Standard Time.

Thank you

Crysta

214 583 2118

Chrysler Customer Care

End of Status Update

Customer returned call. I informed him how the resolution process and he stated he understands. He stated he would like replacement vehicle. I stated that the vehicle is currently in the garage. He stated to speak with SMMarty Casey 253 841 6955 Ext 1201. Cell # 253 592 1450 Email:

[REDACTED] He stated he would be willing to take his vehicle to the dealer, however he states it has been challenging to get a loaner vehicle. He stated weekends are best if not he can do the week but he needs advance notice.

He called [REDACTED]

This customer has contacted Chrysler Resolution for Replacement, however I need an open RO to proceed with the review process. I have spoken to Mr. Atkinson and he has agreed to take his vehicle back to your dealer for further assistance. I would like to schedule an appointment for this customer and reserve a loaner/rental if possible. He would like to drop it off on the weekend, however he can do weekdays he just needs advanced notice. Can we set something up, and also can you please send me his RO History?

Thank you

Crysta

214 583 2118

Chrysler Customer Care

Called customer at [REDACTED] LVM to return call. In the message I asked if the SMMarty called him to schedule an appointment.

Called dealer 59577 was on hold for 5 minutes and no one answered.

Called SMMarty at 253 592 1450 LVM to return call.

Called customer at [REDACTED] LVM to return call.

Customer called stating the dealer has not called them yet. He stated the vehicle is still at the dealer. I stated I can make an appointment for him. He stated Monday, Tuesday, Friday in the morning. I stated that I would let the dealer know they need to be in a rental.

Called dealer 59577 they stated they have Friday morning available at 9am with SA Chris. I asked if they have anything earlier available. He stated they might be able to drop off the vehicle the day before. I asked if they would give a rental/loaner. He switched me to SA Chris VM LVM to return call about the rental.

Called customer at [REDACTED] I informed him of the appointment day and time. He stated he understood. He stated that as of right now there are no warnings on and he is cautious about the issue not presenting itself while it is at the dealer. I advised that if it happens again to take pictures of it. He stated he does not drive it very often because he does not feel safe in it. I stated that once it gets to the dealer we can request to the dealer do a through test drive to try to get the issue to duplicate. He stated his frustration with the resolution process and the repair process.

Called dealer LVM to return call.

Called customer at [REDACTED] LVM to return call.

*** THE OWNER SUBMITTED A CERTIFIED NOTIFICATION CARD TO FCA RECEIVED ON

8/10/2017. FILE 32161751 WILL BE FORWARDED TO THE BUSINESS CENTER.***

Dealer 59577 SA Chris stated the customer has an appointment scheduled for tomorrow. He stated if needed he can put the customer in a loaner

vehicle. I gave him my email address and requested he send me updates that way.

Called customer at [REDACTED] requested he give the dealer as much detail about how, when, where the vehicle stands. He stated that he will.

Called the dealer ship 59577; LVM for the SA to call back the CM with the updated history on this customer,

Called the customer at [REDACTED]; customer said that they did get the vehicle back and they are not driving it because they can't trust it, so I advised that I will let the CM know that they are needing a resolution to get out of the vehicle, follow up 8/21

Called dealer 59577 LVM to return call.

Called customer at [REDACTED] LVM to return call.

Called dealer 59577 I was on hold for 5 minutes. I disconnected.

Called customer at [REDACTED] I stated that I have been trying to get a hold of the SA but I have LVM to call me back. He stated the dealer was unable to duplicate the concern. He stated there was a software update. He stated there were no warning lights on when he was at the dealer. I stated we can reimburse for the time his vehicle was down. He asked for replacement/buyback. I stated at this time a replacement is not warranted, however we can continue to review once a dealer duplicates the issue we can continue to review. He stated that is unacceptable and he will file with the state attorney general's office. I asked if he would like me to send him the information to NCDS and he stated no because FCA owns them and they have a bad rating. I apologized for his situation and wished him well.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1EG7	HR#		Open Date	06/13/2017	Built Date	07/04/2016
Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON			
In Service Dt	07/05/2016	Mileage	69020	Dealer Zone	66	ORLANDO	
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US	
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ERF	3.6L V6 24V WT ENGINE					
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS					

Dealer	45426	ARRIGO DODGE CHRYSLER JEEP RAM				
Dealer Address	5901 MADISON AVE					
Dealer City	TAMARAC	Dealer State	FL	Dealer Zip	33321	
Owner				Contact Type	TELEPHONE	
Address				Home Phone		
	COCONUT CREEK FL			Country	UNITED STATES	

Product Dr vab ty Unknown Sta ng Defau t	sta ng at 45 m es per hour today and steer ng ooked
Corporate Survey By Pass Dup cate CAIR Defau t	

Br ef y summar ze why the customer s contact ng Chrys er:
Wes eysa d veh c e sta ed wh e dr vng 45 m es per hour and steer ng whee ooked. P ease see CAIR 3 as customer w be at d rshp tomorrow at 8am for the s d ng door ssues
Br ef y summar ze what the customer s expect ng:
See above.
Agent updated f e and Wes eyw be at Arr go D rsp tomorrow (06/14/17 at 8am) w th SA or SMA ana where Agent phoned A ana w th the sta ng ssue today.
Customer seek ng ass stance w th:
Sta ng veh c e and reoccurr ng ssues w th the s d ng doors
Customer expect ng:
Both ssues to be repa red and documented w th FCAPac f ca
Agent adv sed w esca ate to case manager.
Fo ow up w occur w th n 1 bus ness day by COB customer t me.
Preferred phone number:
Ear est ca t me:
Latest ca t me:
Updates va text: Y
Updates va
Date and T me of Appo ntment: 06/14/15
Conf rmed appo ntment w th: ARRIGO DODGE CHRYSLER JEEP RAM A ana
Customer n ren a : Y
Author zed by:
Renta start date: [Date]
Reass gned 82H
Veh c e s at the dea ersh p ARRIGO DODGE CHRYSLER JEEP RAM (45426)
Update tr ggered by S24921D

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1BG4	HR5	Open Date	06/13/2017	Built Date	07/08/2016
Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
In Service Dt	07/08/2016	Mileage	4900	Dealer Zone		
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	21199	FENKELL AUTO SERVICES LTD				
Dealer Address	9085 S E 156TH ST					
Dealer City	SUMMERFIELD	Dealer State	FL	Dealer Zip	34491	
Owner		Contact Type	TELEPHONE			
Address		Home Phone				
	CHULA VISTA	Country	UNITED STATES			

Corporate	Veh c e Down	Customer Reported	De ayed D agnos s	Defau t
Corporate	Re mbursement	Defau t	Defau t	Defau t

Br ef y summar z e why the customer s contact ng Chrys er: Customer s ca ng to nqu re about re mbursement. Customer's veh c e has cut off on h m wh e he was on vacat on w th h s fam y.

Br ef y summar z e what the customer s expect ng: Customer s expect ng nformat on on poss b e re mbursement.

Agent adv sed customer that he can keep h s rece pts for the expenses and subm t for a poss b e re mbursement request.

Customer's was on vacat on w th h s fam y and veh c e cut off.

Customer s awa t ng the tow ng serv ce to br ng h s veh c e nto DLR:

Chapman Las Vegas Dodge Chrys er Jeep Ram: (702) 457 1061

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1BG6	HF	Open Date	06/13/2017	Built Date	08/22/2016
Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
In Service Dt	08/22/2016	Mileage	1887	Dealer Zone	70	PHOENIX
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	26536	PREMIER CHRY JEEP				
Dealer Address	5011 AUTO CENTER BLVD					
Dealer City	BREMERTON			Dealer State	WA	Dealer Zip 98312
Owner						Contact Type TELEPHONE
Address					Home Phone	
	SILVERDALE WA98				Country	UNITED STATES

Product Transm ss on / Transaxle Unknown Complete Failure Default needs to be replaced

Br e f y summar ze why the customer s contact ng Chrys er:

Br e f y summar ze what the customer s expect ng:

Customer ca ed to d scuss the ssue w th the transm ss on. Customer stated that he s very upset how the DLR treated h m when he had taken the veh c e to the DLR. Customer stated that the veh c e has been at the DLR s nce May 28/17 and they on y ca ed h m tw ce. Customer stated that he had to get upset before the DLR prov ded h m w th a oaner and the oaner that he has s a so hav ng ssues,. Customer stated that he was dr vng and the veh c e just s a ed and cou d have gotten n an acc dent. Customer stated that the DLR ca ed h m today to adv se h m that he new transm ss on that they got w not program and they w need to order a new transm ss on.

Customer seek ng ass stance w th:

transm ss on

Customer expect ng:

veh c e repa red

Agent adv sed w esca ate to case manager.

Fo ow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone number:

Ear est ca t me:

Latest ca t me:

Updates va text: Y/N [Mob e number]

Updates va ema : Y/N [Ema address]

Veh c e ocat on: DLR

Date and T me of Appo ntment: [Insert Date and T me].

Conf rmed appo ntment w th: [Dea er and Dea er Contact]

Customer n ren a : Y/N Y

Author zed by: SM

Renta start date: 05/28/17

TL Matr x Overr de: De ay n repa r

Wr ter d d contact DLR to get status of veh c e. DLR nformed that they saw the tech dr vng veh c e so they w not need to get a new transm ss on after a . DLR nformed for the transm ss on veh c e acted ke t was go ng nto neutra and check eng ne ght came on. The ghts that came on d d nd cate an ntema eng ne fa ure and transm ss on needed to be rep aced. Wr ter a so d d nform DLR that customer was hav ng ssue w th the renta . DLR nformed customer ment oned about the ocks on oaner. Wr ter educated customer sa d oaner sta ed wh ch DLR d d not hear about.

***** Case Management D str ct 88G*****

COW: st n a warrant es

MMP: NAVIGATION ACTIVATED FOR 8.4A RA3 RADIO MMP SUPPORTED PROGRAM FOR

CONNECTED SERVICES

Househo d: 1 new 0 used

Agent attempted to contact customer, however, customer was not ava ab e.

Left message for a return ca at extens on 40422.

Wr ter to contacted dea er spoke w th SA Scott, dea er dose have the new Transm ss on n the veh c e and veh c e shou d be ready to go by tomorrow

morning

Writer contacted customer, customer is very frustrated because the vehicle is not yet repaired. and he feels the dealer isn't doing anything. Informed customer his vehicle will be ready in the morning. Customer [REDACTED]: calling to speak with CM. CM is not available. Customer would like a callback.

Status update provided via email to the following email address:
SC2229@chrysler.com, JB1846@chrysler.com, M262@chrysler.com
Customer would like to have a callback.

End of Status Update

Was the customer in a rental? If yes, how many days? Yes, 19 days,
Did the customer have a copay? If yes, how much? No.

What is the RO# [REDACTED] 2

Does the SM have the CAIR # [REDACTED] 3

Review and Confirm the DM Notes with the SM while on the phone. None.
Does the SM have everything needed from Customer Care to process the claim? Yes.

Message Out: 1,887

*****Rental Value Updated*****

Estimated Rental Amount: \$630 Provided By: CAC Days Authorized: 14

*****Rental Value Updated*****

Estimated Rental Amount: \$225 Provided By: Dealer Days Authorized: 5

CONTACT UPDATE Customer was contacted today at 1:58PM

Case Specialist returned Mr. Nagle's call. CS inquired about satisfaction of repairs. He stated, the transmission seems to be operating fine. That there is a bit of a hard shift but otherwise, it's running fine. He mentioned that he mentioned the door concern when he took the vehicle in for transmission concern. He stated, the DLR advised him that there were no fault codes, that the concern is pre-common complaint and that Chrysler is looking into resolution. He stated, that is a bunch of nonsense, because the noise he received after repairs clearly stated that there was no work done on the back door. He also stated that he is starting to question his purchase of the Pacifica. That he and his wife both drive our brand but that he may never purchase another one again. CS assured Mr. Nagle the DLR would be contacted regarding this issue. He requested FCA provide him with an extended warranty. 3/36. CS assured Mr. Nagle Service Contracts would be researched. CS confirmed callback for Friday, 6/16.

Case Specialist contacted SA Scott to discuss Mr. [REDACTED] back door concern. CS asked if Chrysler was accurately looking into this concern and he stated, yes, that there has been a STAR case opened for this concern. CS assured that in the near future, Mr. [REDACTED] should be able to bring vehicle back to DLR to address the concern. He stated, absolutely and that he expected that to Mr. [REDACTED] but he didn't accept the answer.

CONTACT UPDATE Customer was contacted today at 2:19pm.

Customer was provided with agent's extension: 40275.

Case Specialist reached back out to Mr. [REDACTED] discussed 8791. He stated that the expectation on CS provided is much more clear. He inquired about Service Contract again and CS stated, working on that now. St confirmed callback for tomorrow with SC information.

***** Case Management Direct 70 *****

Loyalty Snapshot:

In Warranty

MVP: N [REDACTED] ACTIVATED FOR 8.4ARA3 RADIO

Household: 6 New, 0 Used

CONTACT UPDATE Customer was contacted today at 6:04pm.

Customer was provided with agent's extension: 40275.

Case Specialist attempted to contact Mr. Nagle to discuss service contract.

***** Create Prep Sheet *****

Prep sheet was saved successfully.

Writer contacted customer to let know had been reassigned as the new CS to the case, checked with M262 about getting an added care plus service contract but was not approved, tried to offer customer a change contract he refused and wants callback from supervisor because wants an extended warranty., informed 1 day callback.

*****Supervisor Call*****

Writer contacted customer at [REDACTED].

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extends on none. advised that we will follow up 6/22.

Status update provided via email to the following email address:

JB1846@chrysler.com, M262@chrysler.com

customer request a callback around 1pm pacific time (2pm mst).

End of Status Update

STEVEN NAGLE request a callback around 1pm pacific time (2pm mst).

*****Supervisor Call*****

Writer contacted customer at [REDACTED]

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extends on 40423. Advised case will be released back to CS for further handling.

STEVEN NAGLE called to speak to supervisor JEAN, however JEAN unavailable

and customer transferred to Ext. 40582 VMw/ customer permission.

Status update provided via email to the following email address:

JB1846@chrysler.com, M262@chrysler.com

Customer calling back supervisor JEAN. Please call customer within 1

business day from 6/22/17. *JL2084

End of Status Update

Writer received VM to contact customer.

The customer [REDACTED] called to speak to TD696. The customer was transferred to TD 696.

Customer contacted writer stated concerns changes, concerned with back to open not beeping when it is opening calling it a safety feature, advised we can see if another dealer area can check it, will follow up with customer 6/28 about different dealer.

WA560N Contract created. Contract number is [REDACTED].

Writer attempted to contact customer, however, customer was not available.

Left message for a return call at extends on 40423.

Customer contacted writer who let know added care plus service contract has been added to vehicle and agreed to case closing.

Status update provided via email to the following email address:

[REDACTED]
Hello Mr. Nagle this is Tamra from Chrysler customer care. The info on the service contract that was ordered is # [REDACTED] 4 it is a 5 year/60,000 miles (from original sales date of vehicle) Added Care Plus and includes coverage on multiple systems like electrical, suspension, AC and others. It does have a 100.00\$ deductible but you would not have to worry about that part until your basic warranty expires then this will continue to cover those systems until your vehicle hits either 5 years or 60,000 miles whichever comes first.

Thanks your case is now closing.

End of Status Update

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1BG4	HR5	Open Date	06/14/2017	Built Date	04/21/2016
Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
In Service Dt	04/21/2016	Mileage	18150	Dealer Zone	63	DALLAS
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	45069	ALLEN SAMUELS CHRYSLER DODGE JEEP				
Dealer Address	11200 NORTH FWY					
Dealer City	FORT WORTH			Dealer State	TX	Dealer Zip 76177
Owner					Contact Type	TELEPHONE
Address				Home Phone 		
	FT WORTH				Country	UNITED STATES

Corporate Outbound Engineering Default Default

*** 2017 RU Rough Ide Quest on a re ***

Contact phones sted:

Phone No :

Secondary No :

Contacted the frst owner phone# & eft message w th myd rect ne

Contacted the 2nd owner phone# vo ce ma box s NOT set up yet.

Rece ved ca back from the Customer and Quest onna re f ed.

***** END OF Quest on a re *****

Issues w th Gas Pac f ca. Customer best contact phone: _

Phone No :

Secondary No : 2

Please hand e fo ow up as you norma ywou d

W rter sent an ema to the DLR to see f the veh c e s at the DLR, and requested to know what the concern w th the veh c e s.

W rter contacted DLR 45069, who adv sed that the veh c e has not been to th s DLR.

***** Create Prep Sheet *****

Prep sheet was saved successfu y.

***** Case Management D str ct 88U *****

In Bas c: 23 Months or 21,000 M es

MVP: None

Househo d: 1 New 0 Used

W rter contacted the customer, the customer stated that the veh c e d ed on 6/23 when the customer was mak ng a U turn. The customer has not brought the veh c e n to the DLR yet. The wr ter adv sed to br ng the veh c e to a DLR, the customer s go ng to br ng t to Autonat on n North Fort Worth. The wr ter w fo ow up w th the customer on 6/30 to see when the appo ntment s set up for.

817 422 1868 has been act vated for text message commun cat on.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7988C1*****

z, th s s Co ton from Chrys er Customer Care. If you have any quest ons, please contact me at 800.763.8422 EXT 40748. Thank you.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

W rter contacted SA Co ton at DLR 45069. The SAs ated that there was no appo ntment set up for the customer.

Agent attempted to contact customer, however, customer was not ava ab e. Left message for a return ca at extens on 40748.

W rter w fo ow up 7/5.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7988C1*****

Mr. s s Co ton w th Chrys er Customer Care. I wanted to know f you have had a chance to set up an appo ntment w th the dea ersh p yet. If you have,

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7988C1*****

what day s the appo ntment set up for? If you have any quest ons, please contact me at 800.763.8422 EXT 40748. Thank you.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message rece ved from

***** Start SMS Reply From Customer *****

Phone Number: [REDACTED] 8

Received Date: Fri Jun 30 00:19:22 EDT 2017

Text: Co ton t's been rea busy at work next Thursday s the next ava ab e t me I have open

***** End SMS Reply From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7988C1*****

That s comp ete y understandab e. I w st p an on fo ow ng up w th you on 7/5 to see f that day s st go ng to work w th you. Thank you.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from [REDACTED]

***** Start SMS Reply From Customer *****

Phone Number: [REDACTED]

Received Date: Fri Jun 30 13:10:46 EDT 2017

Text: Thank you

***** End SMS Reply From Customer *****

Veh c e s at the dea ersh p AUTONATION CHRYSLER DODGE JEEP RAM (45069)

Update triggered by s27927n

Wr ter spoke to SA Co ton, who stated that the customer does not have an appo ntment, wr ter requested to have the SA contact the customer to set up an appo ntment.

Wr ter contacted the customer, the ca got d sconnected.

Agent attempted to contact customer, however, customer was not ava ab e.

Left message for a return ca at extens on 40748.

Wr ter requested to know f the DLR contacted the customer, wr ter w fo ow up 7/7.

Text message received from [REDACTED]

***** Start SMS Reply From Customer *****

Phone [REDACTED]

Received Date: Wed Ju 05 15:41:03 EDT 2017

Text: Co ton I have an appt at auto nat on on north freeway n Fort Worth tomorrow at 7AM

***** End SMS Reply From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7988C1*****

Ok, thank you for the update. I w fo ow up w th you on 7/7 for an update on the veh c e. After the dea er has had a chance to take a ook at t. If you have

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7988C1*****

any quest ons, p ease con act me at 800.763.8422 EXT 40748. Thank you.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Veh c e s at the dea ersh p AUTONATION CHRYSLER DODGE JEEP RAM (45069)

Update triggered by s32861o

Wr ter spoke to SAMorgan, who stated that the customer brought the veh c e n yesterday. The SA stated that there sn't a d agnos s yet, but the SA requested a ca back on 7/10.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7988C1*****

Mr. [REDACTED] spoke to Morgan at the dea er, who stated that the dea er hasn't been ab e to d agnose the veh c e yet. He requested that I ca h m on 7/10 for a

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7988C1*****

further update. I w fo ow up w th you on 7/10 for an update on your veh c e as we . Thank you.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from [REDACTED]

***** Start SMS Reply From Customer *****

Phone Number: 1 [REDACTED] 8

Received Date: Fri Ju 07 17:33:20 EDT 2017

Text: Thank you

***** End SMS Reply From Customer *****

Wr ter spoke to SAMorgan, who stated that the tech s work ng on t, but the tech wasn't ava ab e current y, so the SA w con act the wr ter once the SA has an update on the veh c e.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7988C1*****

[REDACTED] I spoke to Morgan today, he nformed me that the tech s work ng on the veh c e current y, but he d n't have an update for me at

that time. I w

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7988C1*****

follow up with him again tomorrow for an update on the vehicle, and will contact you as well for an update. If you have any questions, please contact me at

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7988C1*****

800.763.8422 EXT 40748. Thank you.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from [REDACTED]

***** Start SMS Reply From Customer *****

Phone Number: [REDACTED]

Received Date: Mon Jul 10 16:06:48 EDT 2017

Text: Thank you.

***** End SMS Reply From Customer *****

Text message received from 817 422 1868

***** Start SMS Reply From Customer *****

Phone Number: [REDACTED]

Received Date: Tue Jul 11 11:41:56 EDT 2017

Text: Any word from Auto Nation

***** End SMS Reply From Customer *****

Agent attempted to contact dealer Service Advisor Morgan, however, SA not available. Left message for a return call at extension 40748.

Writer contacted the DLR, who stated that the DLR is still working on the vehicle, the SA Morgan wasn't available.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7988C1*****

Mr. Trez, I reached out to AutoNation again today, and I wasn't able to get in contact with Morgan, but I did leave him a message. When I called back another

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7988C1*****

advisor told me that the techs were working on the vehicle, but they didn't have any details. I am going to try to reach back out to them later, and will follow

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7988C1*****

up with you in regards to the case tomorrow 7/12. Thank you.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from [REDACTED]

***** Start SMS Reply From Customer *****

Phone Number: [REDACTED] 8

Received Date: Tue Jul 11 17:03:28 EDT 2017

Text: Thank you for the update

***** End SMS Reply From Customer *****

Writer contacted SA Morgan, who stated that the dealer wasn't able to duplicate the concern of the vehicle driving rough or that it died while driving. The rear carpet is being replaced, because it keeps coming up, the DLR is expecting the vehicle to be finished tomorrow.

Writer contacted the customer, the writer advised of lines 161-164. The customer is concerned that this could happen again in the future. Writer advised that this is a permanent record on the VIN. The customer stated that if it happens again, the customer will take a video of it. Writer will follow up with the customer again on 7/17.

Writer contacted SA Morgan, who stated that the carpet was replaced. The DLR did find that the vehicle was 1 quart low on oil. DLR could not duplicate the vehicle shutting off concern. The customer picked up the vehicle 7/15.

Was the customer in a rental? Yes, 6 days

Did the customer have a co-pay? No

What is the RO# [REDACTED] 5

Does the SM have the CAIR#? Provided

Review and Confirm the DM Notes with the SM while on the phone. N/A

Does the SM have everything needed from Customer Care to process the claim? Yes

Message: 18150

*****Rental Value Updated*****

Estimated Rental Amount: \$270 Provided By: Dealer Days Authorized: 6

Writer contacted the customer, the customer stated that everything is

working properly currently. Writer updated COIN. Writer will follow up 7/19. Writer verified address to send survey information to.

Agent attempted to contact customer, however, customer was not available. Left message for a return call at brand name.

Writer advised that the case was closed, and advised of survey.

Status update provided via email to the following email address:

[REDACTED]
[REDACTED]

This is a follow-up from Chrysler Customer Care. I wanted to thank you for allowing Chrysler Customer Care the opportunity to address your concern and we hope we were able to resolve your concern to your satisfaction. We wanted to let you know that we attempt to conduct a satisfaction survey upon the closure of a case, therefore, you could potentially receive an email or telephone survey. We'd ask that you take the time to complete the survey so we can know how we're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a Chrysler customer. If you have any questions, please contact us at 800.247.9753.

End of Status Update

CONTACT UPDATE Customer was contacted 6/27

Customer was provided with agent's extension: 40748.

CLOSED LOOP UPDATE no need for additional follow up.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1GG7	HR528501	Open Date	06/14/2017	Built Date	06/22/2016
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	06/23/2016	Mileage	23761	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	45426	ARRIGO DODGE CHRYSLER JEEP RAM				
Dealer Address	5901 MADISON AVE					
Dealer City	TAMARAC	Dealer State	FL	Dealer Zip	33321	
Owner				Contact Type	CERTIFIED LETTER	
Address				Home Phone		
	WESTON FL 3			Country	UNITED STATES	

Corporate	Lemon Law	Default	Default	Default
Dea er	By Pass	Default	Default	Default
Product	Body/Tr m / Pa nt F n sh	Conv Top / Sunroof / T Top	Other	Default

POSTMARK DATE: 060717; DATE RECEIVED: 061417

The owner submits a certified letter and not f cat on card to FCA received on 6/14/2017. The customer's having issues with Power ft gate and sunroof making noises. This f e w be forwarded to the bc for further review and handling.

SEBC RECEIVED.

061617 wr ter sent an owner ack/appt letter confirming receipt of mvdn and setting appt for owner to drop off veh to Arr go DCJR Sawgrass by noon on July 11, 2017 for FCA's inspect on/repair for the following concerns as stated on MDN:

(1) power ft gate does not work

(2) sun roof making crackling sounds

dr authorized that f requested to provide a t trans as customer goodwill gesture for duration of inspect on/repair and to include the following exp anat on in the c a m narrative as just f cat on: "emon aw renta approved n ca r #31801904. wr ter adv sed ta/asm/sm of the above. If owner ca s n regard ng Lemon Law, please refer owner to [REDACTED].

062017 wr ter recd ca from owner. owner req sooner appt date due to safety concern with veh c e. owner reports that veh sta s wh e dr vng at hwy speeds and check eng ne ght comes on. check eng ne ght s current y on. a so owner c a ms n add t on to sta ng and above issues that s hear ng crack ng type noise when park ng and turn ng steer ng to the eft. wr ter reschedu ed owner to drop off veh to Arr go DCJR Sawgrass by noon on June 27. wr ter adv sed ta/asm/sd/sm of the above. Veh c e s at the dea ersh p ARRIGO DODGE CHRYSLER JEEP RAM (45426) Update tr ggered by S25910B

062717 Wr ter ema ed serv ce manager request ng serv ce manager contact wr ter f veh c e not at dea er as nd cated above otherw se request serv ce manager d agnose veh c e and contact ta w th f nd ngs. 062917 per star case: dr confirmed sta ng and check eng ne ght concern. work ng w th star on f x. wr ter ema ed sd and sm as to f nd ngs on ft gate and sunroof.

sd update: ALREADY SPOKE TO LUKE ABOUT THIS LIFTGATE WAS UNPLUGGED AND

HARNESS HIDDEN BEHIND A TRIM PANEL?VEHICLE SITTING IN SUN TO HEAR IF

SUNROOF CRACKS & STAR SAID TO REPLACE CANNISTER

071017 recd repair order and renta nvo ce. veh c e returned to owner on 6/29. fo ow up etter sent.

wr ter recd ca from owner. owner c a ms ft gate again not work ng from conso e sw tches on ymanua y. wr ter req dr conf rmat on. owner ava ab e tomorrow at 9 am. wr ter ema ed sd and sm for conf rmat on or resched of appt.

sd confirmed above. wr ter confirmed w th owner.

071117 wr ter recd update from Br an. Br an confirms ft gate w not respond to key fob or nter or sw tches. unab e to d agnose as owner

declines to authorize. writer recd copy of repair order.

current mileage 24679.

071117 writer recd vm from owner at 10:06 am. returned call. vm from owner to call writer. due to unresolved litigation operation concern after fraud, FCA to offer to settle with owner by replacing vehicle.

071217 writer contacted owner. advised owner due to unresolved litigation issues after Lemon Law inspection/repair that FCA offering to replace vehicle. owner satisfied. writer advised owner that file to be forwarded to Sterling who will contact owner to initiate the settlement process. mileage at inspection was 24679. replacement temporary submitted for approval.

Generated surrender package with customer check and gave package to audit. Sent email to customer to inform them that a transfer agent will be contacting them to schedule an appointment to surrender the vehicle. Transporting unit to Arrgo PB for repairs.

Customer Assistance Inquiry Record (CAIR)#

1

VIN	2C4RC1EGX	HF	Open Date	06/17/2017	Built Date	04/19/2017
Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
In Service Dt	04/20/2017	Mileage	100	Dealer Zone		
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERC	3.6L V6 24V WT ENGINE UPG I W/ESS				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	99999					
Dealer Address						
Dealer City				Dealer State		Dealer Zip
Owner	T				Contact Type	ROADSIDE
Address	N/A				Home Phone	
	WILMINGTON NC				Country	UNITED STATES

Corporate Roads de Services Warranty S art/Sta Defau t

Roads de Assistance Contacted DATE : 2017 06 17

Road Service Created 06 17 17 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

11 CHURCH ST 219 S COLLEGE RD

S FRONT ST

WILMINGTON WILMINGTON

NC USA NC

VEHICLE STALLED WHILE DRIVING. CUSTOMER IS COVERED

DEALER CODE : 88520

Customer Assistance Inquiry Record (CAIR)#

3

VIN	2C4RC1EGX	HR7	Open Date	06/17/2017	Built Date	04/19/2017
Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
In Service Dt	04/20/2017	Mileage	100	Dealer Zone		
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERC	3.6L V6 24V WT ENGINE UPG I W/ESS				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	99999					
Dealer Address						
Dealer City				Dealer State	Dealer Zip	
Owner					Contact Type	ROADSIDE
Address					Home Phone	
	CLEAR BROOK VA				Country	UNITED STATES

Corporate Roads de Services Warranty S art/Sta Defau t

Roads de Assistance Contacted DATE : 2017 06 17

Road Side Fee Created 06 17 17 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

11 CHURCH ST 219 S COLLEGE RD

S FRONT ST

WILMINGTON WILMINGTON

NC USANC

VEHICLE STALLED WHILE DRIVING. CUSTOMER IS COVERED

DEALER CODE : 88520

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1DG5	HR5[REDACTED]2	Open Date	06/20/2017	Built Date	09/27/2016
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
In Service Dt	10/01/2016	Mileage	4700	Dealer Zone	63	DALLAS
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO 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]
	HOUSTON [REDACTED]				Country	UNITED STATES

Product Dr vab ty Unknown Sta ng Defaut	veh ce sta s wh e dr vng
Corporate CNAChange Defaut Defaut Defaut	

Customer ca ed to seek gu dance n veh c e sta ng wh e dr vng, agent
update nformat on Va Webco n for owner nformat on and advsed to seek
dea er for d agnos s and repa r

Customer Assistance Inquiry Record (CAIR)#
2

VIN	2C4RC1GG0	HR6	Open Date	06/20/2017	Built Date	11/30/2016	
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON			
In Service Dt	11/30/2016	Mileage	6000	Dealer Zone	51	CHICAGO	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ERF	3.6L V6 24V WT ENGINE					
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS					
Dealer	60439	ST CHARLES CHRYSLER DODGE JEEP					
Dealer Address	1611 E MAIN ST						
Dealer City	ST CHARLES			Dealer State	IL	Dealer Zip 60174	
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	CAROL STREAM					Country	UNITED STATES

Dea er	Sa es	Transact on	Sa es Terms	Unsat sfactory	Defau t	Customer m s nformed
--------	-------	-------------	-------------	----------------	---------	----------------------

Customer ca ed stat ng that her buy her veh c e and she was over charged. Customer stated her sa es rep scammed her by not te ng her the or g na pr ce. Customer stated she purchased a second veh c e and not even 14 days after the veh c e shut down. Customer s ated she was charged add t ona fees for th ngs she d dn't agree w th. Customer stated that the enro ed add t ona payment. Customer stated she gave the DLR 6,000 and there stat ng that she never gave them the extra cash.

Customer Assistance Inquiry Record (CAIR)#

2

VIN	2C4RC1GG1	HR5	Open Date	06/21/2017	Built Date	10/03/2016	
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON			
In Service Dt	10/03/2016	Mileage	3310	Dealer Zone			
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PBX	JAZZ BLUE PEARL COAT					
Engine	ERF	3.6L V6 24V WT ENGINE					
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS					
Dealer	99999						
Dealer Address							
Dealer City				Dealer State		Dealer Zip	
Owner						Contact Type	ROADSIDE
Address	N/A					Home Phone	
	SOUTHERTON PA					Country	UNITED STATES

Corporate Roads de Services Warranty S art/Sta Defau t

Roads de Assistance Contacted DATE : 2017 06 21

Road Service Created 06 21 17 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

9 MADISON CT 858 NORTH EASTON RD

ALEXANDER WAY

NEWTOWN DOYLESTOWN

PA USAPA

VEH STALLED OUT/SIDE OF STREET

DEALER CODE : 86618

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1DG2	HF	Open Date	06/21/2017	Built Date	06/21/2016
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
In Service Dt	06/22/2016	Mileage	13200	Dealer Zone	71	LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	61339	JACK POWELL CHRYSLER DODGE				
Dealer Address	1625 AUTO PARKWAY SOUTH					
Dealer City	ESCONDIDO			Dealer State	CA	Dealer Zip 92029
Owner					Contact Type	LETTER
Address					Home Phone	
	PICKERINGTON				Country	UNITED STATES

Referra Other Defaut Defaut Defaut BBB Comp a nt

POSTMARK DATE: 061517; DATE RECEIVED: 062117

*** BBB Referra ***

The customer s upset because she s havng ssues w th veh c e shutt ng off wh e dr vng. The customer doesn't want the veh c e and wou d ke FCA to buy back the veh c e. The customer s work ng w th case manager on these ssue. The customer needs to cont nue work ng w th case manager unt a ssues are addressed.

POSTMARK DATE: 062217; DATE RECEIVED: 062217

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1EG8	HR5	7	Open Date	06/27/2017	Built Date	08/30/2016
Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON			
In Service Dt	08/30/2016	Mileage	2466	Dealer Zone			
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US	
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ERF	3.6L V6 24V WT ENGINE					
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS					
Dealer							
Dealer Address							
Dealer City				Dealer State		Dealer Zip	
Owner						Contact Type	E MAIL
Address						Home Phone	
	LIHUE					Country	UNITED STATES

Product Dr vab ty Unknown Sta ng Defau t
Corporate SurveyBy Pass No D agnos s Defau t Defau t

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Sta ng of Pac f ca

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

June 25, 2017 Ema Message to Chrys er Subject: Sta ng of Pac f ca

Copy: Mke Terry To: Chrys er From:

L hue, HI Aoha, In ate 2016 we pa d near y \$48,000 for a new Chrys er Pac f ca van. We ga ned access to our new van on October 8, 2016. We bought the van from K ng Auto Center, the Chrys er dea er on the Hawa an ls and of Kaua . On Apr 8 of 2017, wh e negot at ng a narrow â€œround abou â€€? n L hue, a town on the ls and of Kaua , our van sta ed, b ock ng severa veh ces beh nd us. Kr st, who was dr v ng, was ab e to restart the van and mmed ate y drove t to K ng Auto Center. The treatment we rece ved at the service department was rude and nadequate. Attached to th s message s a copy of the e ma message we sent to K ng Auto Center. Two days ater we were to d that the mechan cs put our van through a computer d agnost cs test and noth ng wrong was found. Yesterday, June 24, 2017, about three months ater, the van s a ed aga n. We were at an ntersect on w th a four way â€œstopâ€€? on the U.S. Navyâ€™s Pac f c Mss e Range Fac ty (PMRF), on the s and of Kaua . We were mak ng a eft hand turn when the van sta ed n the m dd e of the ntersect on, b ock ng a veh ce approach ng from our eft. Kr st restarted our van and got out of the way of the approach ng veh ce. Th s t me, the eng ne turned over severa t mes before restart ng, but f na y d d. Has Chrys er had the same or s m ar prob ems w th other Pac f cas? We are concerned that our van may sta n the future, p ac ng us n ser ous jeopardy. We wou d ke th s prob em to be so ved as soon as poss b e.

*****END OF CUSTOMER EMAIL *****

Thank you for contact ng the FCA Customer Ass stance Center.

I can abso ute y understand your concerns w th the veh ce's mu t p e ssues w th sta ng.

Th s ema system b ocks any and a attachments or nks sent through t for secur ty reasons, and thus t s not poss b e to vew any documentat on that you may choose to attach to your ema .

After rev ew ng your ema , and due to the repet t ve nature of your concern, I wou d ke to forward your case to a more appropr ate area for the r attent on and response.

To enab e th s esca at on, the veh ce needs to be at the dea ersh p. You ment oned n your frst ema that you have an appo ntment booked but d d not state when. If you wou d c ar fy the date and t me of the appo ntment, I w esca ate your case from that date.

Esca at ng your s tuat on to a Case Manager w prov de the dea ersh p and you w th an nd v dua who w rev ew your concerns, then ass st the dea ersh p and you n exhaust ng a ava ab e resources, to have your ssue addressed and reso ved.

Thank you aga n for your ema . Shou d you requ re add t ona ass stance, or have any new nformat on to prov de, p ease rep y to th s

email message or call 1 800 247 9753.

Sincerely,

Mkaya

Customer Service Representative

FCA Customer Assistance Center

*****END OF CAC RESPONSE*****

Aoha Mkaya,

Thank you for your response. Unfortunately we are currently on vacation and will not return until after July 4th.

We will set up an appointment at that time and let you know when that is.

We had not set up a new appointment since the second incidence occurred the other day.

I have included in this email our first encounter with the problem, outlining what went right and what went wrong. It is not an attachment or link, so this should bring you up to speed on our issue.

On April 12, 2017 we sent to King Auto the following:

April 12, 2017

TO: King Auto Center

4330 Kuku Grove Street

Lihue, Kauai, Hawaii 96766

Telephone: 808 482 2823

FROM:

33400 Kuhio Highway

Unit A 103

Lihue, HI 96766

Telephone: 360 306 5354

Re: The Good, the Bad and The Ugly

The Good:

For more than 55 years we have been residents of the State of Hawaii.

Recently we spent nearly \$48,000 to buy a Chrysler Pacifica Van from King Auto Center. It has all the bells and whistles, and is a wonderful vehicle.

Mike Terry and the other people in the Sales Department led up to the King Auto Center name by making us feel like Americans (Royalty). They had us attach the license plate to the vehicle and taught us how to use the bells and whistles.

The people in the Parts Department were friendly and answered all of our questions. They were no kaka (the best).

The females in the Service Department were sugar and spice and everything nice.

We were so impressed with King Auto Center that we bought the extended warranty touted in the radio advertisements. What we bought was peace of mind.

Life was good.

The Bad:

Saturday morning our new van stalled on the roundabout on Hardy Street in Lihue. There were a half dozen vehicles behind us. Frantically, we got the van started and drove it to King Auto Center. We left the engine running and opened the hood. On the inside of the hood was a black substance that looked like oil.

Dan Togkawa, Service Advisor, was unfriendly and abrupt.

"I can't do anything today," he said contemptuously. "I only have three people," he said in a snotty tone of voice.

We expressed empathy for his position and hoped that in return he would provide empathy for our plight.

"What do you suggest we do?" we asked.

"Your vehicle is running," he said sarcastically. "Drive it home and bring it back Monday."

"What if it won't start?" we asked.

He shrugged and indicated that that would be our problem.

The peace of mind we purchased evaporated.

We were grounded for the rest of the weekend, fearing to get too far from home.

Monday morning we got our new van started, and because of the transmission we had a jerky ride to King Auto Center.

In an irritated voice, Dan informed us that he may not be able to inspect our van because he has only three people.

"We have no transportation," we told him. "So we wait?"

We popped ourselves in the waiting room of the Service Department. The female employees provided us with cookies and coffee.

An obviously irritated Dan asked where we reside.

?At the Sun Village condominium across the street from Wai'anae Hospital, we replied.

Dan arranged for us to be taken home in a King Auto Center Courtesy Shuttle.

The Ugly:

Shortly after 3:30 p.m. Monday we received a telephone call from the Service Department. A pleasant lady told us the van was ready. We were informed that the courtesy shuttle was in the loading zone across from Sun Village.

?Come on, Come on! Hurry up! Get In!? the driver shouted.

Like a coiled snake, he was seething with venom. With a heavy foot on the throttle, he made the shuttle lurch forward before we had a chance to fasten our seat belts. He tailgated other vehicles and constantly jerked the van from one lane to another. He would have faked a driver training course. He never smiled. He made us feel like damn hassles.

After we exited the shuttle, we felt like we had just finished a roller coaster ride. We would have been more comfortable if we had been dragged from a United Airlines plane.

Inside the Service Department one of the female employees asked Dan a question. In front of us he gave her a tongue lashing.

?I'm helping a customer,? he scoffed.

She was embarrassed, and so were we.

On the way home we wondered if Dan and the driver were married and that the wives forgot to kiss them goodbye before they went to work. Or, if they are not married, perhaps they could remedy that plight by making themselves more attractive to women by taking a series of anger management classes.

Jack and Krista Stephens

Sun Village

Lahaina

Copy: Sun Village Residents

DCCA

Kauai Chamber of Commerce

Garden Is and newspaper

*****END OF CUSTOMER RESPONSE*****

He o [REDACTED]

I saw your email and wanted to reply promptly. Thank you for letting me know about the situation and following up. I hope that you have a wonderful vacation and I will look forward to your next email once you are back and settled in.

Thank you, also, for asking me to copy your email with the dealer so that I could review it; this helped me gain a better understanding of the situation, not to mention it was beautifully typed - you must have some type of writing background! I am incredibly sorry for the experiences you had working with Dan and the shuttle driver, and I will be certain that we approach that internally.

You have been a pleasure to work with and we hope to have everything resolved so that we can restore your 'peace of mind'. The service you mentioned in "The Good" is what we expect of all of our employees - an aspirational excellence!

Feel free at any time to reply to any of my emails to leave an update, ask a question, or advise me of any new situations or appointments and I will be happy to help in any way possible.

Sincerely,

Mkaya

Customer Service Representative

FCA Customer Assistance Center

*****END OF CAC RESPONSE*****

Aoha Mkaya,

Thank you and we will be in touch with you when we return home.

By the way, both Jack and I have writing experience. 😉

*****END OF CUSTOMER RESPONSE*****

*****Customer Email *****

Aoha,

We have made an appointment at King Auto Center here on Kauai regarding the valve recall and this issue of safety. The Pacifica has a ready

standing twice, as indicated below, and has nearly failed when we are

stopping for a light or stopping. I have to rev the engine sometimes to avoid this happening.

This is dangerous and unacceptable.

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

Dear [REDACTED],

I am saddened to hear that you have had such an experience with your brand new Chrysler Pacifica and would definitely like to see what can be done to assist you.

It is important that we get this resolved for you; if possible could you contact us during the day which will allow us to gather a lot of the necessary information for escalation of your case.

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 800 247 9753.

Sincerely,

Michael

Customer Service Representative

FCA Customer Assistance Center

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

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1GG1	HR5	Open Date	06/26/2017	Built Date	06/15/2016
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	06/15/2016	Mileage	18000	Dealer Zone	70	PHOENIX
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	08625	BILL LUKE CHRYSLER JEEP&DODGE				
Dealer Address	2425 WEST CAMELBACK ROAD					
Dealer City	PHOENIX			Dealer State	AZ	Dealer Zip 85015
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	PEORIA				Country	UNITED STATES

Product Transm ss on / Transaxle	Unknown	Other	Default
Product Electr ca	Unknown	Defect ve	Default
Product	Unknown	Unknown	Sta ng Default
Corporate Survey By Pass	Default	Default	Default

Briefly summarize why the customer's contact with Chrysler: Customer called in seeking help as they have had nothing but issues with the vehicle. Customer states they just had to have the vehicle towed into the DLR again as the vehicle shut down on them and the electrical system had a the warranting lights turn on. Customer states they have had the vehicle at the DLR for the transmission light a few times and a the DLR did was clear the code and advised them if the light turns back on to come back. Customer also wanted it to be documented on file that they are a nurse practitioner for the living and they need a vehicle that they can depend on and they have had too many problems with this vehicle for it to be a dependable vehicle. Customer wants to have a vehicle that they can depend on.

Briefly summarize what the customer is expecting: Customer is expecting this information.

*

Customer was informed that by making this request they are NOT actually engaging Lemon Law or any related process. The request is being escalated for a review of the vehicle's repair history to determine if the request merits further action and that due to the nature of the request, it will require a callback which will take

place within 12 business days. The outcome of the review does NOT determine Lemon Law eligibility.

Preferred Morning/Afternoon callback number is 6

Preferred Afternoon/Evening callback number is

Who has possession of the vehicle? Dealer

Reassigned to 91L

***** 91L Review *****

***** Case Escalated to I2R *****

Reviewed Warranty History which determined this case should be escalated to I2R for case management.

Status update provided via email to the following email address:

I hope this message finds you well. I am with the Chrysler Resolution Team and your case has been escalated to me for special handling. Please contact me at your earliest convenience. My normal business hours are Monday - Friday 9:30 am to 6 pm Central Standard Time.

Thank you

Crysta

214 583 2118

Chrysler Customer Care

End of Status Update

***Crysta with the I2R Customer Resolution Team, is now responsible for this CAIR. If the customer should call, please direct them to contact

Crysta directly at Thank You.***

Called dealer 67858 they confirm the vehicle is not there. They confirm the ROH story.

Called dealer 08625 they confirm the vehicle is not there. They confirm the vehicle was there on the 26th. They replaced the battery.

Called customer at [REDACTED] to return call.

Called customer at [REDACTED] to return call.

Called customer at [REDACTED] LVM to return call.

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

VIN	2C4RC1GG1	HR6	Open Date	06/27/2017	Built Date	11/14/2016
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	11/20/2016	Mileage	4044	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	23043	BOLLES MOTORS INC				
Dealer Address	84 WEST ROAD					
Dealer City	ELLINGTON			Dealer State	CT	Dealer Zip 06029
Owner		A	Contact Type			TELEPHONE
Address				Home Phone		
	EAST GRANBY			Country UNITED STATES		

Product Dr vab ty Unknown Sta ng Defaut veh c e s a ed wh e dr vng

Br e f y summar z e why the customer s contact ng Chrys er: Customer contact ng Chrys er n regards to a prob em she s exper enc ng w th the veh c e. Customer s ated that wh e dr vng the veh c e just turned off. Veh c e s current y w th DLR23043 be ng d agnosed.

Br e f y summar z e what the customer s expect ng: veh c e repa red

Agent reached out to DLR23043 and was unab e to speak w th anyone. SA were busy

Customer seek ng ass stance w th:

w th an ssue that the DLR s unab e to dup cate. Customer expect ng for the ssue to be reso ved.

Customer expect ng:

f the veh c e s unab e to be repa red, customer s expect ng another veh c e

Agent advsed w esca ate to case manager.

Fo ow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone number: [REDACTED]

Ear est ca t me: 8AM

Latest ca t me: 9PM

Updates v a text: Y [REDACTED]

Updates v a ema : Y [REDACTED]

Veh c e ocat on: [Dea er]

Date and T me of Appo ntment: [Insert Date and T me].

Conf rmed appo ntment w th: [Dea er and Dea er Contact]

Customer n ren a : Y

Author zed by: DLR23043

Renta start date: 06 19 2017

DLR Lucky s ca ng because he s unaware what to do next. DLR nforms that customer brought veh c e n so for a one t me s a ng ssue. DLR opened a star case and fo owed the r nstruct ons, Was not ab e to dup cate concern. Customer was to d by Chrys er to eave the veh c e there. DLR does not know why.

LW539 approves esca at on to 88F.

W rter contacted DLR and was advsed that SMDan has eft for the day. Agent was contacted by dea er seek ng CM. Agent transferred dea er to CMs extens on.

Serv ce d rector Ryan from dea ersh p #23043 ca ed to speak w th CS KR708 . W th ca er's perm ss on, w rter transferred ca er to CS's vo ce ma , as CS s not current y ava ab e.

Status update prov ded v a ema to the fo ow ng ema address:

P ease contact DLR at your ear est conven ence.

End of Status Update

[REDACTED] ca ed to speak to Spec a st KR708.

*****Customer Ema Address Updated*****

Fo ow ng ema address s added for commun cat on or survey w th the customer : [REDACTED] t

CS KR708 was not available at that time. WRITER transferred caller to available CS TG671 at X40777.

Customer called to demand every cent she has put into vehicle. Customer's currently a owner/renter but is demanding her car back today.

Writer advised we can contact the SM at the DLR 6/30 to verify diagnosis and steps for repairs. Writer demanding someone up the chain of command do something right now. Writer advised the DLR is closed for the evening and she has a rental until her vehicle repairs are complete and returned to her. Customer didn't want to hear anything writer had to say, writer asked customer if there was anything else we could assist with, customer stated no, nothing and hung up.

Agent attempted to contact dealer Service Department, however, SD not available. Closed for evening according to Dan.

***** 6/30/2017 AM contacted by Svc. Mgr., Ron Mdford he described that they have inspected the vehicle for proper fluids etc. There were no active or stored codes. They inspected wire harnesses, connectors & grounds with no issues noted. They have test driven the vehicle in excess of 50 miles under the conditions described by the owner without any duplication of the stated concern.

They did reach out to STAR to review diagnostic steps taken. STAR recommendation is to install fault recorder and give back to the owner to drive for period of time... if any issues arises owner can press the button to capture the event. If no issues after some time return to dealer for removal of the fault recorder.

AM said that Dealer has attempted to reach the owner and owner has hung up on them.

*

If owner contacts CAC please express that dealer has inspected vehicle & test driven in excess of 50 miles without any issues. To further supply assurance to the owner the current plans to have owner pick up vehicle with "fault recorder". They can call dealer for details.

***** md19

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 41053. Writer contacted customer and advised lines 63 68. Customer does not feel safe driving the vehicle with the recorder to have duplicated the stated concern. Customer is requesting the vehicle to be bought back and is not happy that she did not receive any communication while CM KR708 was away on vacation.

Customer was informed that by making this request they are NOT activating lemon law or any related process.

The request is being escalated for a review of the vehicle's repair history to determine if the request merits further action and that due to the nature of the request, it will require a callback which will take

place within 12 business days. The outcome of the review does NOT determine Lemon Law eligibility.

Preferred Morning/Afternoon callback number is [REDACTED]

Preferred Afternoon/Evening callback number is [REDACTED]

Who has possession of the vehicle? (Dealer)

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 dealer (23043) spoke with SALucky who advised to his knowledge the vehicle was escalated to his SD and STAR advised to install a fault recorder (which is on the vehicle) and instruct the customer to activate the recorder when the issue occurs. SAs stated they, as well as SD, have reached out to the customer and she is not returning the calls. SA stated the customer is a owner and the vehicle is still there and it is getting to the point to where they are going to have to take the owner back. I advised I will reach out to the customer and try to get her to pick up the vehicle and return the owner. SA stated the issues only happened once and the customer claims they have gone on Google and seen it is a common issue, but they are not finding anything wrong with

the vehicle.

Paced n t a ca to the customer to explain the case has been escalated to me for special handling. Customer was unavailable so a VM was left at [REDACTED] advising of my direct number [REDACTED] along with my hours. Requested call back to discuss case and thanked customer for being a Chrysler customer.

follow up 07/07/17

Received VM from customer stating she cannot pick up her vehicle because it is not fixed and she cannot return the loaner because her husband is overseas working.

Spoke with customer, completing the n t a ca . I advised customer of conversation with SALucky. I advised customer dealer is making arrangements to retrieve the vehicle. I advised dealer can charge storage fees and can report the vehicle as stolen. Customer stated dealer better not come get the loaner. Customer refuses to pick up her vehicle. Customer stated it is broken. Customer was advised vehicle is drivable and has a flight recorder installed on the vehicle to try to capture codes as they occur. Customer stated loaner is in her garage. She refuses to give it back. I advised customer Chrysler has advised dealer to return her vehicle and because the dealer is UTD. I advised customer because she refuses to pick up her vehicle there is not much I can assist with. I advised customer of NCDS.

standby to close

Task To Dealer:

CM contacted customer and advised her vehicle needs to be picked up and loaner needs to be returned per Chrysler. CM advised dealer will make arrangements to pick up loaner vehicle. Customer refuses to do either. Customer states the loaner vehicle is being kept in the garage of her home. CM closing case at this time, as customer refuses to pick up vehicle. Customer offered arbitration.

Task Type: Rental /Loaner Provided

Notification of an Assigned Task sent to Dealer at

email: service@boesmotors.com,

redwo1669@netscape.net

Task response received from Dealer 23043

Task Sent By: T4871RF Date: 07/07/2017 4:43:24 PM

CM contacted customer and advised her vehicle needs to be picked up and loaner needs to be returned per Chrysler. CM advised dealer will make arrangements to pick up loaner vehicle. Customer refuses to do either. Customer states the loaner vehicle is being kept in the garage of her home. CM closing case at this time, as customer refuses to pick up vehicle. Customer offered arbitration.

Dealer Response:

Response By: S36528A Dealer Code: 23043 Date: 07/07/2017 4:59:46 PM

Task Type: Rental /Loaner Provided Rental /Loaner Provided : Yes Number of

days : 9 Vehicle Type : Unknown : We have installed a data recording

device and will be driving the car to try to capture data if the

condition comes back this weekend

Task response received from Dealer 23043

**** AM adding notes, Contacted by Dealer & SM. They have test driven the vehicle a total of 238 miles. (from 3806m to 4044m) various drivers various days. At a times and a driving conditions from parking lot maneuvers to rural, city & highway driving the vehicle operated properly at a times. The owner has been notified of the detailed testing & test driving of the vehicle. They have been asked to pick up the vehicle and return the rental /loaner vehicle. Owner has refused to do so to date.

Dealer may need to take stronger action to get the rental /loaner vehicle back from the owner.

This may include up to reporting it "stolen". md19

Dealer Update:

Updated By: S36528A Dealer Code: 23043 Date: 07/11/2017 11:30:29 AM

Drove vehicle another 128 miles with test equipment onboard and vehicle never had any issues as described by customer.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1EG6	HR#		Open Date	06/28/2017	Built Date	05/13/2016
Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON			
In Service Dt	05/13/2016	Mileage	5700	Dealer Zone	32	NEW YORK	
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US	
Color	PBX	JAZZ BLUE PEARL COAT					
Engine	ERF	3.6L V6 24V WT ENGINE					
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS					
Dealer	60453	EASTCHESTER CHRYSLER JEEP DODGE					
Dealer Address	4007 BOSTON RD						
Dealer City	BRONX			Dealer State	NY	Dealer Zip	10466
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	BRONX					Country	UNITED STATES

Product Eng ne Unknown Other Defau t put car n park warn ng car sta s

Briefly summarize why the customer is contacting Chrysler: Customer reports that Her 2017 Pac fca sta ed out tw ce and the dea er sa d there s noth ng wrong w th the veh c e. The dea er s te ng her noth ng s wron w th t and they are unab e to dup cate the prob em.

The veh c e sta when she s merg ng, dr vng ess than ten m es an hour n the ran. She s a so comp a n ng about the door s d ng mproper y nce the frst month and after one year the dea er has fna y f xed the door h nge by hav ng t rep aced.

Customer does not want th s veh c e anymore as t s as she fee s unsafe

Briefly summarize what the customer is expecting: Customer is expecting a ca back from a spec a st as she s very upset w th the veh c e and the dea ersh p.

Agent advised

The agent advised as per Answer ID 25201 that her concerns w be esca ated to a team of spec a sts to work towards a so ut on for her and they wou d contact her back w th n 2 bus ness days.

The customer s eav ng on Fr day for summer Vacat on and left her best contact numbers to reach her at:

best number (ce)

(work)

as per Answer ID 25201 reass gn to 82H for ass s anced

d sregard ne 21

Esca at on approved to 88F, SME DD1123, Pac fca w th on go ng ssues

Agent advised w esca ate to case manager.

Follow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone number best number (ce)

Ear est ca t me: anyt me

Latest ca t me: anyt me

Updates va text: Y

Updates va ema : Y g om

Veh c e ocat on: Dea er

Date and T me of Appo ntment: June 28

Conf rmed appo ntment w th: CENTRAL AVE CHRYSLER JEEP DODGE 62457 SA

Peter

Customer n ren a : no

Author zed by: n/a

Renta start date: n/a

reass gn to 88F for unreso ved ssues

***** Case Management D str ct 88 3 *****

OOW: In Warranty

MVP: None

Househo d: 3 New, 0 Used

Owner: Or g na

Wrt r sent ema to (SM) Jack at jtaw @centra ave.com request ng an update on the veh c e.

CONTACT UPDATE Customer was contacted today at 1:00PMEST

Customer was prov ded w th agent's extens on: 40315.

Wrt r adv sed customer of con act nformat on as we as case number.

Writer went over information on the case.

Status update provided via email to the following email address:

gmsteacher5@msn.com

Hello, my name is Todd and I have been assigned as your Case Manager.

This email confirms 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, 917 922 1705. My office hours are from 8:00 AM to 4:30 PM Monday through Thursday. My contact information is 800 763 8422 Ext. 40315. If I'm unavailable and you wish to speak with another case manager about your case, please contact Lynn at extension 40412. If your preferred telephone number mentioned above isn't correct, please reply with the correct one.

End of Status Update

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension 40315.

Writer advised customer that was calling back.

Writer sent email to SM Jack for an update on the vehicle.

Writer called customer at [REDACTED]. Writer was advised that the vehicle stalled on the customer's twice on the same week, at the same place under the same conditions. The customer stated that she was merging onto a drawbridge when it was raining and while the windshield wipers were running when the vehicle stalled. Writer was also advised that the vehicle lurches forward while driving and that both sliding doors creak. The driver's side door was fixed then it started creaking again two days later.

Writer sent message to SM Jack with states "Hello, This is Todd from Chrysler Customer Care. I am following up with you about the 2017 Chrysler Pacifica of Greta Schorr. The last 8 of the VIN are HRS [REDACTED]. Has there been a diagnosis as of yet on the vehicle. Do we have a point of failure. Any information will be helpful."

Writer received email from SM Jack. Writer was informed that there is nothing wrong with the vehicle and that the SA was advised by the customer that they want to be out of the vehicle.

***** Create Prep Sheet *****

Prep sheet was saved successfully.

Status update provided via email to the following email address:

[REDACTED]
[REDACTED],

This is Todd from Chrysler Customer Care. Here is the information about the dealership:

Eastchester Chrysler Jeep Dodge
4007 Boston Rd
Bronx, NY 10466
877 538 1313

Service Advisor Maggie has been very helpful to us in the past.

End of Status Update

Writer called customer at [REDACTED]. Customer upset that DLR was not able to find anything wrong with the vehicle. Customer stated that has filed complaint with NHTSA about the vehicle. Writer offered to set up a new appointment with another DLR. Customer wanted the information to set up own appointment.

Writer called customer at [REDACTED]. Writer was informed that the customer has not set up an appointment as of yet but is planning to set up appointment later on 7/17/2017 or on 7/18/2017. Writer advised customer that will follow up with on 7/19/2017.

Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40315.

Writer called customer at [REDACTED] 05. Writer advised customer that was following up with to see if an appointment has been scheduled.

Writer called DLR at 718 547 5500. Writer was advised that there is no appointment showing in the system.

Writer called DLR at 718 547 5500 and spoke with Samantha. Writer was informed that an appointment could not be confirmed. Writer provided contact information so SA could call back about appointment.

Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40315.

Writer advised customer that was following up about appointment. Writer advised customer that appointment needs to be scheduled or the vehicle at the DLR to keep the case open.

Agent attempted to contact customer, however, customer was not available.
Left message for a return call at extension 40315.

Writer advised customer that was following up with about vehicle. Writer
advised customer that would be closing the case on 7/27/2017 if contact is
not made or an appointment isn't made.

Agent attempted to contact customer, however, customer was not available.
Left message for a return call at extension 40315.

Writer advised customer that was following up with about vehicle. Writer
advised customer that since no appointment has been set up that the case
would be closing.

Status update provided via email to the following email address:

[REDACTED]
[REDACTED]

This is Todd, your case manager for your 2017 Chrysler Pacifica. I hope
everything is going well for you. I have called Eastchester and they
advised me that there has not been any appointments for your Pacifica. At
this point I need to close your case with us. If you make an appointment
for your Pacifica we can open a new case for you. I hope you have a great
day.

End of Status Update

CLOSED LOOP UPDATE - no need for additional follow up.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1DG8	HR5	Open Date	06/28/2017	Built Date	05/12/2016
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
In Service Dt	05/12/2016	Mileage	8819	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	60524	POSNER PARK CHRYSLER DODGE JEEP				
Dealer Address	42650 HIGHWAY 27					
Dealer City	DAVENPORT			Dealer State	FL	Dealer Zip 33837
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	HAINES CITY				Country	UNITED STATES

Product Transm ss on / Transaxle Automat c Trans / Transaxle Improper Sh ft Defau t	Veh c e "urches" upon acce erat on, and seems as f t w s a
Product Em ss ons Evaporat on Contro System Other Defau t	Veh c e has Evap can ster eak, needs new can ster
Corporate Enhanced Customer Sat sfact on Program (ECS) Defau t Defau t Defau t	
Product E ectr ca Power S d ng Door Interm ttent or Inoperat ve Both S des	Passenger doors won't c ose/open e ectron ca y

Team,

Dea er 60524, Posner Park Chrys er Dodge Jeep Ram, at 06/28/2017 11:17:56
rece ved a veh c e for serv ce that meets your requested cr ter a. Th s
s ema 21609 of 100000 max mum.

By contact ng th s dea er you acknow edge you and your des gnees have
read and agree to comp yw th a gu de nes and requ rements es ab shed
by FCA Veh c e Fagg ng Requ rements v1.0'. P ease remember to d rect
a dea er nqu res to the Serv ce Manager.

P ease refer to the attached 'MP Summary Report' for dea er con act
nformat on and more deta ed veh c e nformat on. Aso atached s a
copy of the n t a 'Pre Serv ce Wr te Up' document wh ch shows some
de a s about what k nd of serv ces the customer has asked to be
performed.

K nd Regards, Veh c e Fagg ng Project Support Team

Here are the n t a software part numbers when the veh c e was wr tten
up:

DDM: 68316561AA
ORC: 68211617AF
HVACR: 68226022AF
MSM: 68321862AA
OCM: 68228485AC
PLGM: 68316094AB
SCCM: 56054252AC
PDM: 68316560AA
DSM: 68239902AD
ESM: 68240089AG
TCM: 68277373AF
HVAC: 68226020AJ
ABS: 68222745AG
EPS: 68288891AE
PSDML: 68225094AE
RADIO: 68232028AJ
PCM: 68303489AK
DMRR: 68225096AE
RFH: 68217819AD
BCM: 68282095AE
ANC: 68207344AF
IPC: 68227903AD
EOMR: 68223336AD
ICS: 56054991AC

*****Secur ty Check*****

Dear Co eague,

as a preventive security measure, the attachments have been checked for potential malicious contents and are safe to be opened. Please be aware that this may have altered the original document appearance. For more information or support, please contact your local ICT support team or, where available, visit your ICT support intranet page.

Kind regards,

ICT End User Services Team

*****OUTBOUND ECS ATTEMPT*****

Agent contacted customer to inquire if vehicle has been repaired to satisfaction. Customer states that the vehicle has not been repaired to the satisfaction. Customer states that they were traveling to Tampa, FL when the engine light came on in the vehicle. Customer states that there was something wrong with the traction control in the vehicle. Customer states that they took the vehicle in to the DLR and was advised that there was a canister leak and that the vehicle is having an exhaust issue. Customer states that she has an autistic son and that she cannot wait for the vehicle to be repaired as he is very autistic. Customer also states that they were promised 4 free oil changes when they first purchased the vehicle, and now the DLR is saying that they only have one free oil change. Agent acknowledged customer's concerns and advised that a case manager would be contacting them in one business day.

***** Create Prep Sheet *****

Prep sheet was saved successfully.

Writer contacted DLR at 863 438 3333 and spoke to SA Stephanie. Stephanie informed that vehicle has an Evap leak coming from the canister. Stephanie informed that they needed to order parts, but the ETA for them to arrive is for today, and DLR expects to have Customer's vehicle repaired either by later today or early tomorrow. Customer is on a rental, covered through DLR goodwill. Writer provided contact info.

Writer attempted to contact Customer at [REDACTED], however, Writer was informed that this is the wrong #. Writer disconnected call.

Writer reviewed past cases and found a secondary #: [REDACTED]

Writer contacted Customer at [REDACTED]. Writer informed of lines 66-71. Customer informed that they'd be able to pick up the vehicle sometime tomorrow. Customer advised that the best window of time to reach out through phone call would be 4-6pm EST. Customer voiced concerns about not having 4 free oil changes as was promised at time of sale. Writer offered, as a one-time goodwill gesture, ECPS36N. Customer accepted, and informed that this would greatly influence the satisfaction. Writer advised that we'd follow up no later than 7/6 to confirm SCs added, and ensure satisfaction. Customer thanked, and requested contact info through text.

917 592 3460 has been activated for text message communication.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

Hello, this is Michael with Chrysler Enhanced Customer Satisfaction. I'm your new case advocate. Your Case # is [REDACTED]. My office hours are 10:30 AM - 7:00 PM.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

(Eastern Time) Monday through Friday. My phone number is 800 763 8422 EXT 41060. Fee-free to call or text me at any time if you have questions or concerns!

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

ECPS36N Contract created. Contract number is [REDACTED].

Briefly summarize why the customer is contacting Chrysler: Customer transferred over from Uconnect Access as calling back for CM. Briefly summarize what the customer is expecting: Agent transferred customer over to CM voice mail.

[REDACTED] called to speak with a CS. Writer warmly transferred customer to CS DP1360.

Customer called in and had an overwhelming tally of today's events, and none of what she went over matches what the case narrative portrays as the current case status. She has a CEL, she has UCONNECT that expired from its six-month trial period last week, she has the vehicle and when I tried to ask some questions to gain clarity she became upset and asked to be transferred to the VM of MT1518. (I tried to make that transfer and hope that I did it correctly.)

[REDACTED] called to speak with CS. Before writer could return to caller from hold, caller had disconnected call.

Veh c e s at the dea ersh p POSNER PARK CHRYSLER DODGE JEEP
(60524)

Update tr ggered by s81085e

Text message rece ved from [REDACTED]

Customer eft a vo cema on 7/6 nform ng that the r veh c e current y
has a Check Eng ne L ght, and that the r U Connect system serv ce has
exp red. Customer requested a ca bck a [REDACTED]

Phone Number: [REDACTED]

Rec eved Date: Fr Ju 07 10:45:59 EDT 2017

Text: H Mchae . Can you p ease ca me when you have a chance? Thank
you

***** End SMS Rep y From Customer *****

Agent attempted to contact dea er Serv ce Adv sor Wa ter at 863 438 3333,
however, SA not ava ab e. Left message for a return ca at extens on
41060. Wr ter seek ng an update.

Wr ter contacted Customer [REDACTED]. Customer rev ewed the r
concerns of a check eng ne ght, and the r u connect not work ng at th s
t me. Customer nform ed that they dropped off the r veh c e today at the
DLR and was put nto a oaner. Wr ter nform ed that we'd update Customer
through text today and nform f there's a d agnos s on the veh c e or
not. Wr ter adv sed that Customer's O Change SC has been added at th s
t me. Customer thanked. Customer nqu red f there was anyth ng that
cou d be done to ass st w th prov d ng U connect subscr pt on. Wr ter
nform ed that f Customer purchased more t me w th U connect, we cou d
ook nto re mbursement as a one t me goodw gesture. Customer thanked,
and nform ed that they'd ook nto p ans.

Wr ter contacted DLR at 863 438 3333 and spoke to SM Arsen o. Wr ter was
nform ed that 3 parts were ordered for Customer's veh c e, and the ETA
for them to come n s Monday. DLR nform ed that the veh c e needs a new
purge so eno d at th s t me. Part #'s: 52030338AB, 52030338AC, and
4627694AA. Arsen o nform ed that Customer s n a oaner veh c e, and
shou d be covered for now. Wr ter thanked.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

Hey, d dn't get too many deta s, but I spoke to Arsen o n Serv ce. He
et me know that some parts have been ordered for your Pac f ca, and have
me some of the

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

part codes. I looked them up n the System and t ooks ke there's an
ETA for Monday for everyth ng to come n. I' be reach ng out some more
after the

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

weekend to get more deta s on what needs to be rep aced, why, and the
ETA for everyth ng to be done. If you have any quest ons or concerns, et
me know!

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message rece ved from [REDACTED]

Text message rece ved from [REDACTED]

***** Start SMS Rep y From Customer *****

Phone Number: [REDACTED]

Rec eved Date: Fr Ju 07 16:10:09 EDT 2017

Text: Thank you. I just don't understand why a car th s new needs so much
work.

Phone Number: [REDACTED]

Rec eved Date: Mon Ju 10 16:38:02 EDT 2017

Text: H Mchae . Have you heard anyth ng from the serv ce department? I
have yet to hear anyth ng regard ng my veh c e. No phone ca s or
messages eft.

***** End SMS Rep y From Customer *****

Text message rece ved from [REDACTED]

***** Start SMS Rep y From Customer *****

Phone Number: [REDACTED]

Rec eved Date: Tue Ju 11 14:01:27 EDT 2017

Text: Hey there Mchae . Have you heard anyth ng on my veh c e yet? No
one has contacted me back regard ng t.

***** End SMS Rep y From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****
I'm current yon ho d w th them, I was to d that they're st wa t ng on

a tube for your veh c e. They're try ng to transfer me to Wa ter so I can get more

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****
de a s. After I have what I need, I' see what the ETA for parts are, then I' work on expet t ng f needed.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message rece ved from [REDACTED]
[REDACTED] *****
Phone Number: [REDACTED] 0

Rec eved Date: Tue Ju 11 14:15:29 EDT 2017

Text: Wow. It wou d've been n ce f I were ca ed by them to g ve me an update. No ca s or messages.

***** End SMS Rep y From Customer *****

Wr ter contacted DLR at 863 438 3333 and spoke to PA Caro . Caro nformed that 2 of the 4 parts for Customer's veh c e have arr ved, but the other 2 have an ETA for Thursday. Caro nformed that the part #'s are 5281339AB, and 52030338AB. Wr ter thanked.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

So t ooks ke 4 parts were ordered, 2 have arr ved, and the other 2 have an ETA for Thursday. I' be watch ng the ETA n my parts system, and I' be n

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

touch w th the dea ersh p on Thursday to ensure that everyth ng s on schedu e. If there's any changes, I' et you know. If you have any quest ons or concerns

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

p ease et me know!

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message rece ved from [REDACTED]
Text message rece ved from [REDACTED]
Text message rece ved from [REDACTED]
Text message rece ved from [REDACTED]
Text message rece ved from [REDACTED]
Text message rece ved from [REDACTED]

***** Start SMS Rep y From Customer *****

Phone Number: [REDACTED] 0

Rec eved Date: Tue Ju 11 14:39:59 EDT 2017

Text: Unbe evab e, I am very d sappo nted n the make of th s veh c e. I chose a "New" mode to avo d a of th s that I am current y exper enc ng.

And et me not beg n to speak about the dea er/serv ce department. They had a of Fr day, Saturday, yesterday and th s morn ng to contact me and g ve me an update. But nstead I have to on yre yon you. Wh ch I f nd persona y, unacceptab e as a c ent who's purchased two cars 3 years from them and gave them to return ng referra s

You must unders and how frustrat ng t s to own th s veh c e r ght now

Text message reviewed. Dec s on not to post.

Text message reviewed. Dec s on not to post.

Text message reviewed. Dec s on not to post.

Text message reviewed. Dec s on not to post.

Text message reviewed. Dec s on not to post.

***** End SMS Rep y From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

I can on y mag ne how frustrat ng th s who e th ng must be. I' cont nue to keep you n the oop, f there's anyth ng e se that I can do, p ease et me know

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Agent attempted to contact dea er Serv ce Adv sor Wa ter at 863 438 3333, however, SA not ava ab e. Left message for a return ca at extens on 41060. Wr ter seek ng to know f parts came n, and ETA for repa rs to be comp eted.

Agent attempted to contact dea er Serv ce Manager Arsen o at 407 719 3706, however, SM not ava ab e. Left message for a return ca

at extensions 41060. Writer seeking to know if parts came in, and ETA for repairs to be completed.

Writer contacted DLR at 863 438 3333 and spoke to PA Eddie. Eddie

informed that Customer's parts arrived today, and the Service Department has been working on the vehicle. Writer was transferred to Service and put on hold for 10+ minutes. Writer disconnected call.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

Hello, I wanted to give you a quick update. I spoke with the parts department and confirmed that all the parts are in for your Pacifica. I haven't been able to

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

get a hold of the Service Department yet, but when I do, I'll get the ETA for repairs, and what deals are available.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from [REDACTED] 0

Text message received from [REDACTED]

***** Start SMS Reply From Customer *****

Text message reviewed. Decision not to post.

Phone Number: [REDACTED]

Received Date: Thu Jul 13 14:04:22 EDT 2017

Text: Thank you M [REDACTED] Waited me not too long ago. The car is ready. But my son still had 2 more therapies and I had an appt at the VA clinic at 2:30. So we agreed that I'd pick up the car tomorrow morning.

Text message reviewed. Decision not to post.

***** End SMS Reply From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

Glad to hear! In that case, I'll reach out early next week, after you've had some time to drive it, to make sure that everything's to your satisfaction. If you

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

have any questions or concerns, please don't hesitate to let me know! I hope you have a wonderful weekend!

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

Hello, I wanted to touch base with you today, how's everything going so far with your 2017 Chrysler Pacifica?

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Agent attempted to contact customer at [REDACTED] 0, however, customer was not available. Left message for a return call at extensions 41060.

Writer seeking to ensure satisfaction, but if no response by 7/24, case will close.

Text message received from [REDACTED]

Text message received from [REDACTED]

Text message received from [REDACTED]

***** Start SMS Reply From Customer *****

Phone Number: [REDACTED] 60

Received Date: Fri Jul 21 00:34:15 EDT 2017

Text: Hi Michael. The car is staying a bit when I drive it

Phone Number: [REDACTED]

Received Date: Fri Jul 21 00:36:34 EDT 2017

Text: Not sure if it has to do with what was done to it or if it's something else. But I've been trying to drive it a bit more to see if it keeps doing it. Sometimes it does it more often than less. I can't really pinpoint what it is. And don't really have time to take it in just yet

Text message reviewed. Decision not to post.

***** End SMS Reply From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

Thanks for letting me know, I'll definitely note that. With your schedule, do you think that you'll be able to stop by sometime next week? If that's too soon,

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

then I may need to close your case for now, but you would just need to call me when you're ready and I can either reopen this case or open a new one.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from [REDACTED]

***** Start SMS Reply From Customer *****

Phone Number: [REDACTED] 0

Received Date: Fri Jul 21 13:08:52 EDT 2017

Text: I can try to get in next week. Should I send you a text when I drop it off?

***** End SMS Reply From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

Yes, that would be good, then I'll keep in touch with the Dealer and keep you updated. Let me know if you have any questions or concerns!

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

Hey, just wanted to touch base to see how everything is going. Have you determined a time to stop by the Dealer to have your 2017 Chrysler Pacifica looked at?

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from [REDACTED]

Text message received [REDACTED]

***** Start SMS Reply From Customer *****

Phone Number: [REDACTED]

Received Date: Tue Jul 25 16:01:07 EDT 2017

Text: Hello Michael. I'm calling what later today. I would like to take it on Friday.

Text message reviewed. Decision not to post.

***** End SMS Reply From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

Alright sounds good. Let me know if there's anything I can do to help! Otherwise, I'll keep in touch with them on Friday and let you know when I have an update.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Writer contacted DLR at 863 438 3333 and spoke to SA Emery. Emery informed that Customer's vehicle is not currently at the DLR, but if Customer wanted to set an appointment, they could set one for Tuesday. Writer thanked.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

Hey Denise, I just wanted to reach out to see if you were still planning on stopping by the Dealership today. I wasn't able to get a hold of Walter, but another

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

advisor, Emery, let me know that you haven't stopped by yet. Let me know if there's anything I can assist with!

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from [REDACTED]

[REDACTED] *****

Phone Number: [REDACTED]

Received Date: Fri Jul 28 13:41:15 EDT 2017

Text: I'm sorry Michael. I'm not able to go today. I've been in the hospital.

***** End SMS Reply From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

I'm sorry to hear, I hope everything turns out alright! Is there anything I can do to make things easier for you? Would you like me to set an appointment on

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

your behalf, or do you need some time before working on your Chrysler Pacifica more?

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from [REDACTED]

***** Start SMS Reply From Customer *****

Phone Number: [REDACTED] 19

Received Date: Fri Jul 28 13:49:59 EDT 2017

Text: Could you please make an appt for me for Tuesday? I should be discharged this weekend?

***** End SMS Reply From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

Yes, I'll reach out. Do you have a preferred time for Tuesday? I can't

remember if it was Tuesdays or Thursdays that you had other activities in the mornings.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from [REDACTED]

***** Start SMS Reply From Customer *****

Phone Number: [REDACTED] 0

Received Date: Fri Jul 28 15:16:36 EDT 2017

Text: I prefer Tuesday, early morning

***** End SMS Reply From Customer *****

Writer contacted DLR at 863 438 3333 and spoke to SA Emery. Writer set appointment for Customer for Tuesday 8/1 at 9:00am.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

I was able to set an appointment for you on Tuesday at 9:00am. If you need to stop by earlier, it should work out fine. If you have any questions or concerns,

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

or if you need to adjust the appointment at all. Let me know! I hope you have a good weekend, and that you get to break out of the hospital soon

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from [REDACTED]

***** Start SMS Reply From Customer *****

Phone Number: [REDACTED] 0

Received Date: Fri Jul 28 16:30:27 EDT 2017

Text: Thank you very much

***** End SMS Reply From Customer *****

Vehicle is at the dealership POSNER PARK CHRYSLER DODGE JEEP RAM (60524)

Update triggered by s44813p

Writer contacted DLR at 863 438 3333 and spoke to SM Arsenio. Arsenio advised that Customer stopped by today, but there's no update at this time. Arsenio advised that Customer's concerns are that the vehicle isurching upon acceleration, and seems as if it's about to stall. Arsenio informed that they'd reach out if more information was received, but suggested calling on Thursday if no news from DLR. Writer thanked.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

He also, I just wanted to let you know that I received confirmation that your Pacific is at the Dealership. Was everything smooth with the drop off? I spoke with

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

the Service Manager Arsenio, and he let me know that there's no news yet, they're still diagnosing, but as soon as there's more info they'd let me or you know.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

If I don't hear anything from them tomorrow, I'll be reaching out on Thursday to see what info we have at that point. If you have any questions or concerns, let

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

me know. I hope you have a great rest of your day!

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from [REDACTED]

Text message received from [REDACTED]

***** Start SMS Reply From Customer *****

Text message reviewed. Decides on not to post.

Phone Number: [REDACTED] 0

Received Date: Tue Aug 01 16:43:23 EDT 2017

Text: Thank you Mchae. I do have 1 question/concern. We have decided to buy the Uconnect package. I think it comes out to roughly \$145. You and I had discussed about extending us the courtesy of reimbursing us for it. Can you explain how this would work?

***** End SMS Reply From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

Yes, is there a good time for me to call you to discuss the details?

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from [REDACTED]

***** Start SMS Reply From Customer *****

Phone Number: [REDACTED]
Received Date: Tu [REDACTED]:38:20 EDT 2017
Text: We can talk now if you can

***** End SMS Reply From Customer *****

Writer contacted Customer at [REDACTED], Customer requested reimbursement for Uconnect services would be an option for goodwill. Writer advised that if Customer submitted documentation of a receipt we could consider reimbursement. Customer thanked. Writer advised that we'd send a documentation email, and follow up no later than Thursday with an update. Customer thanked.

***** Below Customer Contacted for Documentation Request *****

[REDACTED].com on 2017 08 01 @ 18:13

***** Customer Document Received *****

Text message received from [REDACTED]

Text message received from [REDACTED]

***** Start SMS Reply From Customer *****

Text message reviewed. Decision not to post.

Phone [REDACTED]

Received Date: Wed Aug 02 09:18:28 EDT 2017

Text: Good morning Mchae. I believe Emory left me a message late yesterday stating my car was ready. I don't know if that's true. I tried calling twice since last night but I can't get a hold of anyone. My son and I are in therapy. Can you see if you can find out anything for me please?

***** End SMS Reply From Customer *****

Agent attempted to contact dealer Service Advisor Emery at 863 438 3333, however, SA not available. Left message for a return call at extension 41060. Writer seeking to know if vehicle has been completed.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

Hey, I got your message, I just tried to get a hold of them, but wasn't able to talk to anyone. I'll keep reaching out and let you know when I have more info.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Customer contacted Writer and requested if there's been any contact with DLR yet. Writer reiterated times 481 483. Customer reviewed warranty coverage and voiced concern about future issues. Writer offered, as a one time goodwill gesture, VM5100N. Customer requested email with a website to look up details of the coverage. Writer will send email. Customer informed that if the vehicle is ready for pickup, they'd be able to stop by DLR tomorrow around 12 EST.

Status update provided via email to the following email address:

[REDACTED]

Hello [REDACTED],

This is Mchae with Chrysler, to look up details of the Maximum Care coverage, you can go to

<https://www.mopar.com/en-us/care/mopar-vehicle-protection.htm#body> and scroll to the bottom. It will show you a list of the components that this plan covers.

Best regards,

Mchae

End of Status Update

Agent attempted to contact dealer Service Department at 863 438 3333, however, no one was available. Writer disconnected call.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

Hey Denise, I just got a hold of Emery at the Dealership. He told me that you're vehicle is ready, but then said that you were putting up right now and he's

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

coming to greet you. I wasn't able to get any details of the repairs yet, but I will be touching base with them a little later. If anything seems strange or off

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

let me know.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Writer reviewed GWA for RO information, RO states: found transmission flash for shift improvements, flashed TCM and now vehicle is shifting ok at this time. Mchae 8819

Text message received from [REDACTED]
Text message received from [REDACTED]
Text message received from [REDACTED]
Text message received from [REDACTED]
Text message received from [REDACTED]

***** Start SMS Reply From Customer *****

Phone Number: [REDACTED]

Received Date: Thu Aug 03 11:28:11 EDT 2017

Text: Hi Mchae. Yes you were in the phone with him. So I was talking to the sales rep who met me outside when I got there. He couldn't be everywhere the issues I had been encountering. When Walter pulled up with the car and we started transferring my personal belongings I found that my left side mirror had been scratched as if someone got it with something else. So Walter took pictures of it. I was in a rush because I'm heading to my next appointment so I couldn't waste another minute on that. With that being said, I'm sure I'll have to come back here yet again to have it taken care of. Not happy Mchae

Text message reviewed. Decision not to post.

Text message reviewed. Decision not to post.

Text message reviewed. Decision not to post.

Text message reviewed. Decision not to post.

***** End SMS Reply From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

I'm sorry to hear. It looks like there was a software update for your transmission control module, which the Dealer performed. As you drive your Pacifica, let

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

me know if it seems like the shifting issues have been resolved, or if they are still there. I hope the rest of your day goes well. If you'd like me to reach

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

out to set an appointment to get the mirror fixed, let me know when you'd be available, and I'll take care of it for you.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from [REDACTED]

***** Start SMS Reply From Customer *****

Phone Number: 19 [REDACTED]

Received Date: Thu Aug 03 13:37:53 EDT 2017

Text: Yes can you please. Let me check the calendar

***** End SMS Reply From Customer *****

Agent attempted to contact dealer Service Advisor Walter at 863 438 3333, however, SA not available. Left message for a return call at extension 41060. Writer inquiring how bad damage to mirrors.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

Hey, just wanted to see if you had any openings in your schedule to stop by the Dealership to fix your mirror? I'm trying to get a hold of Walter to get an

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

estimate of how long the repairs will take, and I'll let you know when he gets back to me/I get a hold of him.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from [REDACTED]

Text message received from [REDACTED] 60

Text message received from [REDACTED]

Text message received from [REDACTED]

***** Start SMS Reply From Customer *****

Phone Number: [REDACTED] 0

Received Date: Mon Aug 07 17:18:01 EDT 2017

Text: I was trying to get a hold of him to because the on day I had was tomorrow

Phone Number: [REDACTED] 0

Received Date: Mon Aug 07 17:18:25 EDT 2017

Text: I was trying to drop it off but I can't even leave a message

Phone Number: [REDACTED]

Received Date: Mon Aug 07 17:19:23 EDT 2017

Text: Also, he said with the transmiss on s st happen ng.

Phone Number: 19175923400

Received Date: Mon Aug 07 17:20:32 EDT 2017

Text: I'm just not fee ng too we son angreat that can text u

***** End SMS Rep y From Customer *****

Text message received from [REDACTED]

Text message received from [REDACTED]

Text message received from [REDACTED]

***** Start SMS Rep y From Customer *****

Phone Number: [REDACTED] 0

Received Date: Wed Aug 09 03:54:08 EDT 2017

Text: Good morn ng. Have you been ab e to reach Wa ter? I d d not hear back from you on Monday. I wasn't sure f I had to d you but t was my b rthday and they had a tte gather ng for me here at home so I wasn't ab e to reach back to you that even ng.

Text message reviewed. Dec s on not to post.

Text message reviewed. Dec s on not to post.

***** End SMS Rep y From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

Myapo og es, I st have not heard from Wa ter. Happy ate B rthday! I hope t was enjoyab e, sorry you weren't fee ng we . So far n my attempts to con act

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

the Serv ce Department at Posner park on y had 1 fu connect on. I be eve the r systems may have been down for a tte b t. I' cont nue to reach out to

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

them and et you know f I make con act w th Wa ter.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Wr ter contacted DLR at 863 438 3333 and spoke to SAKen. Ken nformed that Wa ter s current y out of the off ce, but w be return ng tomorrow. Wr ter provided nformat on, and requested a ca back.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

So I spoke to Ken n Serv ce, and he et me know that Wa ter s out of the off ce, but w be return ng tomorrow. I asked h m to eave our nfo out for Wa ter

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

so that he' reach out when he returns. I' keep tryng to get a ho d of Wa ter tomorrow f we don't hear from h m.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from [REDACTED]

Text message received from [REDACTED]

Text message received from [REDACTED]

Text message received from [REDACTED]

Text message received from [REDACTED]

***** Start SMS Rep y From Customer *****

Phone Number: 1 [REDACTED]

Received Date: Wed Aug 09 14:06:34 EDT 2017

Text: Ok thank you. We have p ans for th s weekend beg nn ng Fr day for mu t p e fam yout ngs because my husband has a 4 day weekend, one of the very few n the year. Therefore I w need a van....Preferrab y m ne. â?° I know they can't guarantee th s w happen. Therefore t may be best to schedu e someth ng for next week. What do you th nk?

Text message reviewed. Dec s on not to post.

Text message reviewed. Dec s on not to post.

Text message reviewed. Dec s on not to post.

Text message reviewed. Dec s on not to post.

Text message reviewed. Dec s on not to post.

***** End SMS Rep y From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

Yes, I th nk that wou d be best. When I a k to Wa ter we can get t fgured out for you. What days and t mes next week work best w th your schedu e?

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from [REDACTED]

Text message received from [REDACTED]
Text message received from [REDACTED]

***** Start SMS Reply From Customer *****

Phone [REDACTED]

[REDACTED]:57:13 EDT 2017

Text: H Mchae . I left another message for Wa ter just now. Monday or Tuesday early morning would be fine. My huge concern Mchae s that I don't know how long these repairs will take. I need a full functioning Car.

Text message reviewed. Decision on not to post.

Text message reviewed. Decision on not to post.

***** End SMS Reply From Customer *****

Walter contacted DLR at 863 438 3333 and spoke to SA Emory. Walter expressed Customer's concern. Emory checked with SA Walter regarding the extent of damage, then reached to DLR Body Shop for availability. Emory set appointment for Thursday at 9am, and advised this could be a tiered dependency on Customer's schedule. Walter thanked.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

Today I spoke to Emory, he talked to Walter, and the Body Shop Manager, and let me know that the soonest they'd be able to take you in on Thursday at 9:00am.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

Does that day and time work with you? If not, I can adjust the appointment as needed.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

Hi there Mchae

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Customer called Walter and advised that they changed phone services, but not phone #'s. For some reason, Customer has been unable to respond to recent texts. Customer advised that the appointment for Thursday doesn't work for the reschedule, and requested that Walter adjust the appointment to next Tuesday around 12 or 12:30. Walter advised that we'd reach out and adjust appointment. Customer informed that in addition to having the rear mirror repaired, they'd like to DLR to look at the shifting issues again. Customer informed that it's less frequent, but the issues still occur. Customer also advised that they accept previous offer from the 488, the VM5100N. Walter advised that we may need to wait to add, but we'll start on the processes. Customer thanked.

Walter contacted DLR at 863 438 3333 and spoke to SA Anna. Walter set appointment for Customer for 8/22 at 1pm. Walter requested rental / owner assistance for Customer, Anna transferred to SA Emory's voicemail. Walter left message requesting rental / owner assistance and provided contact info.

Agent attempted to contact customer at [REDACTED], however, customer was not available. Left message for a return call at extension 41060.

Walter advised of lines 698 702, and inquired if Customer received text sent during last conversation.

Agent attempted to contact dealer Service Advisor Emory at 863 438 3333, however, SA not available. Left message for a return call at extension 41060. Walter seeking to confirm that DLR is ready for Customer's appointment on Tuesday (such as having a rental / owner).

Agent attempted to contact dealer Service Advisor Emory at 863 438 3333, however, SA not available. Left message for a return call at extension 41060. Walter seeking to confirm that DLR is ready for Customer's appointment on Tuesday (such as having a rental / owner).

Agent attempted to contact customer at [REDACTED], however, customer was not available. Left message for a return call at extension 41060.

Walter advised of lines 698 702, and inquired if Customer received text sent during last conversation.

Spoke with customer saying that her CS is on the other line. He will contact her back.

[REDACTED] has been deactivated for text message communication.

[REDACTED] has been activated for text message communication.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

Hi there Mchae

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Writer contacted Customer at 917-592-3460. Customer advised that they still haven't been able to receive texts from Writer. Writer tried resetting text communication system. Customer advised that if texts do not work at this time, that they'd prefer communication through email. Customer requested an email, so they can respond to inform if they ever

received text or not.

Status update provided via email to the following email address:

[REDACTED]
[REDACTED]
This is Michael with Chrysler. After a little while, either respond through this email or text and let me know if you received my text that I sent today. If we need to, I don't mind working through emails. I hope you have a wonderful weekend!

Best regards,

Michael

End of Status Update

Begin Customer Message reviewed:

Hello Michael. Sorry, still haven't received that text. What a shame.

That was my preferred method of communication

End of Reviewed Customer message

Begin Customer Message reviewed:

Sorry Michael. I had no internet. I still have not received your text messages

End of Reviewed Customer message

Status update provided via email to the following email address:

[REDACTED]
I'm sorry to hear that. I'll see what I can do on my end to investigate the cause of the texts not going through. Hopefully I can find a solution, but in the meantime, I'll continue to work through emails. I hope everything goes smoothly today with your appointment! If there's any confusion, or if you need my help, don't hesitate to call or email me.

Best regards,

Michael

End of Status Update

Vehicles at the dealership POSNER PARK CHRYSLER DODGE JEEP RAM (60524)

Update triggered by s44813p

Begin Customer Message reviewed:

Hello Michael, just wanted to let you know that I dropped off the car earlier. I explained the continued issue I'm having with the forced driving acceleration issue.

End of Reviewed Customer message

Status update provided via email to the following email address:

[REDACTED]
Hello Mrs. [REDACTED],

I'm glad to hear that things worked out with the drop off today. I did receive a memo from the Dealership that you stopped by, and I'll be in touch with them periodically to ensure that they have access to any corporate resources they may need. If you have any questions, let me know! Otherwise, I'll touch base as soon as I have more info, but no later than Friday.

Best regards,

Michael

End of Status Update

Begin Customer Message reviewed:

Hello Michael, I left Walt and Emory 2 messages earlier today because I forgot to tell them about the left side door making the clanking sounds again upon opening and closing. I haven't from them as of yet. This would be the 3rd time I tell them about it. Walt's had to be ordered before. It just keeps happening.

End of Reviewed Customer message

Writer contacted DLR at 863-438-3333 and spoke to SA Emory. Emory advised that DLR performed a transmission check in an effort to resolve Customer's shifting concerns. Vehicle has been transported to the body shop location for repairs on the mirror, Emory advised that Writer could reach Body shop by calling 863-595-3159. Writer advised of times 781-785, Emory advised that they'd look at the vehicle when it returns. Emory provided direct # for future communication: 863-595-3338. Writer thanked.

Writer attempted to contact DLR Body shop at 863 595 3159, however, phone # wouldn't dial through.

Status update provided via email to the following email address:

[REDACTED]@om

Hello Mrs. [REDACTED],

I just spoke to Emory at the Dealership, he let me know that your Pacifica's current work with the Body shop having the Mirror worked on, and for the transmission issues they performed a Quick lube. I let him know about the crank noise in the left side door, and they'll be checking it out when they get your vehicle back from the Body shop. I'll keep you posted as I receive info. Let me know if you have any questions or concerns!

Best regards,

Michael

End of Status Update

Text message received from [REDACTED]

Text message received from [REDACTED]

***** Start SMS Reply From Customer *****

Phone Number: 19 [REDACTED] 0

Received Date: Sun Aug 27 13:33:20 EDT 2017

Text: Good morning, just checking to see if you can get this from me now.

I called my telephone company now and they had to unlock this feature

Text message reviewed. Decision not to post.

***** End SMS Reply From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

Good morning! I received your text from yesterday. I'm glad to see that

this is working again. Text me back if you get this so I know if you've

received my text

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from [REDACTED]

***** Start SMS Reply From Customer *****

Phone Number: [REDACTED]

Received Date: Mon Aug 28 11:07:18 EDT 2017

Text: Good morning. Yes I finally received your response. Great. It's

working again.

***** End SMS Reply From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

Awesome, glad to hear! I haven't heard from the Dealership recently, but

I'll let you know as soon as I receive an update from them. I hope you

have a great day

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from [REDACTED]

[REDACTED] *****

Phone Number: 1 [REDACTED] 0

Received Date: Mon Aug 28 11:37:22 EDT 2017

Text: You too. Thank you.

***** End SMS Reply From Customer *****

Writer contacted DLR at 863 438 3333 and spoke to SA Emory. Emory informed that DLR has repaired the transmission, and the mirror has been fixed. The Technician will be examining Customer's side door soon. Writer thanked.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

Hello, I just got off the phone with Emory, he let me know that the

transmission and mirror issues have been addressed and repaired. They

just got the your

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

Pacifica back, and will be examining the side door. I'll keep you

posted as I hear from them. Let me know if you have any questions or

concerns. I hope you

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

have a wonderful day!

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from [REDACTED]

Text message received from [REDACTED]

***** Start SMS Reply From Customer *****

Phone Number: 1 [REDACTED]

Received Date: Tue Aug 29 00:39:39 EDT 2017
Text: Ok. The s d ng doors cont nuous ymake that no se. At frst Wat
sa d that's someth ng I wou d have to take care of and the frst one he
w . But after a the ssues he sa d not to worry, that EveryT me t
starts aga n just br ng t n and they grease t to have a smooth door
c ose and open

Text message reviewed. Dec s on not to post.

***** End SMS Rep y From Customer *****

Text message rece ved from [REDACTED]

Text message rece ved from [REDACTED]

***** Start SMS Rep y From Customer *****

Text message reviewed. Dec s on not to post.

Phone Number: [REDACTED]

Received Date: Tue Aug 29 00:41:00 EDT 2017

Text: I just don't understand how n 8 months I have to get that done 3
t mes? It just doesn't seem norma to me. I had my Chrys er Town and
Country van for 5 years and never had to to that to t. Why does th s one
need t so much Mchae ?

***** End SMS Rep y From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

That's an exce ent quest on, my op n on s that more eva uat on needs to
take p ace to see what's up w th the door. Greas ng t every few months
doesn't seem

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

ke the most effect ve so ut on to th s prob em, but then aga n I'm not
a techn c an. We' see what they f nd as they're ook ng at t aga n.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message rece ved from [REDACTED]

***** Start SMS Rep y From Customer *****

Phone Number: [REDACTED]

Received Date: Tue Aug 29 00:48:18 EDT 2017

Text: Yes. Shou d we try to get n touch w th them to adv se them of t?

***** End SMS Rep y From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

We , from what I was to d by Emory, theyw be d agnos ng and
exam n ng the S d ng door. I' just rem nd them how frequent y you've
had th s ooked at, and

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

ask that they be pretty thorough w th the r eva uat on to see f they
f nd any parts that need chang ng, or see what's go ng on.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message rece ved from [REDACTED] 0

***** Start SMS Rep y From Customer *****

Phone Number: [REDACTED] 0

Received Date: Tue Aug 29 13:11:13 EDT 2017

Text: Oh ok. Thanks so much

***** End SMS Rep y From Customer *****

Customer Document Reviewed.

Wrtter contacted DLR at 863 438 3333 and spoke to SA Emory. Emory adv sed
that Customer p cked up the r veh c e yesterday. For Customer's s d ng
door concern, DLR rep aced some h nges and ro ers n the s d ng door.
Emory adv sed that Customer was n a renta for 8 days. Wrtter thanked.

*****Renta Va ue Updated*****

Est mated Renta Amount: \$280 ; Addt ona Renta Amount: \$ 280.00 ;
Prov ded By: CAC ; Days Author zed: 8

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

He o Den se, I wanted to touch base to see how everyth ng s go ng w th
your 2017 Chrys er Pac f ca so far? Emory et me know that for the
s d ng doors, they

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

ended up rep ac ng some h nges and ro ers. Are th ngs runn ng smooth y?

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message rece ved from [REDACTED]

Text message rece ved from [REDACTED]

***** Start SMS Rep y From Customer *****

Phone Number: [REDACTED]
Received Date: [REDACTED] 53:20 EDT 2017

Text: H Mchae . Yes I p cked up the van yesterday. So far ok. I do hope everyth ng s stra ghtened out. I on y got to dr ve t back home. We haven't gone out today.

Text message reviewed. Dec s on not to post.

***** End SMS Rep yFrom Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

Okay, I'm g ad t's work ng we so far. I' touch base after the weekend and see how th ngs are go ng. If anyth ng seems off, or f you have quest ons, et me

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

know. I hope you have a great weekend!

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message rece ved from [REDACTED]

Text message rece ved from [REDACTED]

Text message rece ved from [REDACTED]

***** Start SMS Rep yFrom Customer *****

Text message reviewed. Dec s on not to post.

Text message reviewed. Dec s on not to post.

Phone Number: 1 [REDACTED] 0

Received Date: Thu Aug 31 13:07:40 EDT 2017

Text: Thank you. I hope you do too. By the way, My cous n [REDACTED] says he has reached out to you about h s veh c e. I to d h m he was n great hands.

I w et you know how the car s runn ng v hope to not have to see that serv ce department anyt me soon un ess t's for the next o change. Thank you aga n.

***** End SMS Rep yFrom Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

Hmmm... I don't know f I've heard from h m... You cou d have h m e ther ca me aga n, or have h m ca 800 247 9753 (my# has been we rd ate y)

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message rece ved from [REDACTED]

[REDACTED] *****

Phone Number: 1 [REDACTED] 0

Received Date: Thu Aug 31 13:39:56 EDT 2017

Text: Ok w do.

***** End SMS Rep yFrom Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

Hey Den se, I just wanted to touch base, how's everyth ng work ng so far w th your Chrys er Pac f ca? Is t st runn ng we ?

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message rece ved from [REDACTED]

***** Start SMS Rep yFrom Customer *****

Phone Number: [REDACTED] 460

Received Date: Tue Sep 05 16:10:32 EDT 2017

Text: H Mchae . So far, t's okay. F ngers crossed I pray no other ssues.

***** End SMS Rep yFrom Customer *****

Text message rece ved from [REDACTED]

Text message rece ved from [REDACTED]

Text message rece ved from [REDACTED]

[REDACTED]

Text message rece ved from [REDACTED]

***** Start SMS Rep yFrom Customer *****

Text message reviewed. Dec s on not to post.

Phone Number: 1 [REDACTED]

Received Date: Thu Sep 07 07:32:25 EDT 2017

Text: Good morn ng Mchae . Sad to te you that I'm now back here for my husband's car. The check eng ne ght came on. So d sturb ng after I had to eave t at the Lake Wa es Serv ce Center on Fr day after t was towed away due to a non work ng battery ssue. Wa ter sa d there are no renta s ava yesterday when we spoke so l agrees to come n the morn ng ear y before n have to take my son to therapy. I'm here but there are on y 2 techs. Wa t and Emory are not n

Text message reviewed. Dec s on not to post.

Text message reviewed. Dec s on not to post.

Text message reviewed. Dec s on not to post.

***** End SMS Rep y From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

Hey [REDACTED] I'm sorry to hear that, and I apogæ for the ate response, I was out of town for part of ast week. What's the s tuat on now, s the veh c e

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

st at the Dea ersh p? Do you need to return soon? Was the s tuat on reso ved?

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message rece ved from [REDACTED]

Text message rece ved from [REDACTED]

Text message rece ved from [REDACTED]

Text message rece ved from [REDACTED]

***** Start SMS Rep y From Customer *****

Text message reviewed. Dec s on not to post.

Phone Number: 1 [REDACTED]

Rec eved Date: Mon Sep 11 18:27:10 EDT 2017

Text: Unfortunate y dea ng w th some damages hurr cane Irma eft us w th. I have no phone or nternet so no means of commun cat on un es I dr ve away from home n order to get ca s, text or ema s. I apogæ.

Phone Number: 1 [REDACTED]

Rec eved Date: Mon Sep 11 18:27:53 EDT 2017

Text: We have myh s car back. So far I th nk t's ok. Not sure 100% we haven't drove t r ght away. Hope you are we

Text message reviewed. Dec s on not to post.

***** End SMS Rep y From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

I am do ng we , I hope that you are too. Some of my Customer's n South Caro na to d me that trees were gett ng knocked over n the w nd, so I can't mag ne

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

what the weather must have been ke around where you are. If there's anyth ng I can do to he p, et me know. I' touch base w th you n a few days.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message rece ved from [REDACTED]

***** Start SMS Rep y From Customer *****

Phone Number: 1 [REDACTED]

Rec eved Date: Mon Sep 11 18:40:03 EDT 2017

Text: Thank you

***** End SMS Rep y From Customer *****

Agent attempted to contact customer at [REDACTED] however, customer was not ava ab e. Left message for a return ca at extens on 41060.

W rter nqu r ng how veh c e s operat ng so far.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

He o, I just wanted to reach out to see how everyth ng's been operat on w th your Pac f ca. Is t runn ng smooth y?

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message rece ved from [REDACTED]

Text message rece ved from [REDACTED]

Text message rece ved from [REDACTED]

Text message rece ved from [REDACTED]

***** Start SMS Rep y From Customer *****

Text message reviewed. Dec s on not to post.

Phone Number: 1 [REDACTED] 0

Rec eved Date: Mon Sep 18 22:05:50 EDT 2017

Text: H Mchae , I'm sorry we just got power back. We st had some backed up f ood ng that we took care of ast n ght. Unfortunate your ce phone towers were a so down so was unab e to rea y do anyth ng commun cat on w se. Today s my f rst rea day. As far as the car for goes, the r ght s d ng door cont nues to g ve us prob ems. Now t's the fact that t's not open ng and c os ng g e ectron ca y proper y. You have to come out of the car and manua y c ose t. That s a so where my son s ts so ts not ke I can ask h m to c ose t h mse f.

Text message reviewed. Dec s on not to post.

Text message reviewed. Dec s on not to post.

***** End SMS Rep yFrom Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

I'm glad that things are improving, but I'm sorry that things have been rough from the hurricane. Concerning the door, when would you be available to stop by

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

the Dealership again for it to get looked at again? How long has it been acting like this?

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

Hey [REDACTED], I found out that I'm being transferred to another department. I've enjoyed working with you, and hope that things get resolved soon with your

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

Chrysler Pacifica. Your new agent should be reaching out to you early next week. I hope that things are improving after the Hurricane, and I'll keep you in my

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

thoughts. Thanks for being a part of the Chrysler family

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from [REDACTED]

Text message received from [REDACTED]

***** Start SMS Rep yFrom Customer *****

Phone Number: [REDACTED]

Received Date: Fri Sep 22 18:15:32 EDT 2017

Text: Thank you Mchae. I'm in the hospital. Unfortunately I'm in the hospital. Haven't had my phone until today. So sad to not be able to work with you. I hope

Phone Number: [REDACTED] 460

Received Date: Fri Sep 22 18:15:32 EDT 2017

Text: Please the next. Agent is as awesome as you are and have been. I know you will continue to make other Chrysler families content and satisfied. God bless you

***** End SMS Rep yFrom Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1758IA*****

Hi this is Inaee, your new case manager from Chrysler Enhanced Customer Satisfaction. I'm here Monday - Friday from 9:30 my number is 866 275 1420 Ext. 89009

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1758IA*****

If I don't answer you can leave a voicemail. I will get back to you as soon as time allows. You can also text me.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1758IA*****

I have reviewed your messages between you and Mchae, I am so sorry to hear you're in the hospital. I hope everything is alright

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1758IA*****

In regards to the vehicle there is no rush, get better and just let me know when you're ready to pick back up with figuring out what the issues with the door.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1758IA*****

Hi there, this is your case manager from Chrysler just checking up on you making sure everything is alright and to see if you're ready to move forward

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1758IA*****

You can text me or give me a call to let me know 866 275 1420 ext. 89009

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from [REDACTED]

Text message received from [REDACTED]

Text message received from [REDACTED]

Text message received from [REDACTED]

Text message received from [REDACTED]

***** Start SMS Rep yFrom Customer *****

Phone [REDACTED]

Received Date: Mon Oct 02 13:54:26 EDT 2017

Text: Yes thank you. I've been needing to reach you but I'm still not 100%

Phone Number [REDACTED]

Received Date: Mon Oct 02 13:55:54 EDT 2017

Text: By the way I want to thank you greatly on your introduction to us, your wishes and patience in my recovery before we could proceed.

Phone [REDACTED]

Received Date: Mon Oct 02 14:03:38 EDT 2017

Text: ywating on traffic. It's not as prolonged as I thought it would be and it doesn't not happen all the time.

Phone Number: [REDACTED] 60

Received Date: Mon Oct 02 14:03:38 EDT 2017

Text: ar when trying to accelerate, while I'm Drive, and pressing the gas. This happens when coming from being stopped at a STOP Sign or at a light or stop

Phone Number: [REDACTED]

Received Date: Mon Oct 02 14:03:39 EDT 2017

Text: Unfortunately I wish I can say the same for the vehicle. Michael and I had worked on the upsetting and continuous issue of the jerking/stalling of the car

***** End SMS Reply From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1758IA*****

Ok we definitely want to get that checked out for you, but by no means feels like I'm rushing you, take your time to get well and we will go from there.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1758IA*****

Hi just checking in with you, how are you doing, how's the vehicle?

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from [REDACTED]

Text message received from [REDACTED]

Text message received from [REDACTED]

Text message received from [REDACTED]

Text message received from [REDACTED]

***** Start SMS Reply From Customer *****

Phone Number: [REDACTED]

Received Date: Mon Oct 09 00:58:54 EDT 2017

Text: Hello Inaee. I'm doing a bit better. Had an issue head with se on Saturday but I've rested

[REDACTED] 0

Received Date: Mon Oct 09 13:00:41 EDT 2017

Text: . That's one of the blessings we have with the fact that we chose our vehicle to be [REDACTED]

Received Date: Mon Oct 09 13:00:42 EDT 2017

Text: I guess we can try to see about scheduling something with the dealer. I've been very hesitant because I'm not supposed to rely on strength in anything

Phone [REDACTED]

Received Date: Mon Oct 09 13:02:17 EDT 2017

Text: must know, we have had several and many of the same issues from day 1

Phone Number: [REDACTED]

Received Date: Mon Oct 09 13:02:28 EDT 2017

Text: I have Wednesday open this week. Do you think they'll be available? Also, I need to ask you what are the procedures or policies on the Lemon Law? As you

Phone Number: 19 [REDACTED]

Received Date: Mon Oct 09 13:03:08 EDT 2017

Text: I don't know where that leaves our relationship once I move forward with legal counsel

***** End SMS Reply From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1758IA*****

We'll be glad to hear you're doing a bit better, I will reach out to the dealer and see if they've got anything available for Wednesday and let

you know

****END OF TEXT MESSAGE SENT TO CUSTOMER****

****START OF TEXT MESSAGE SENT TO CUSTOMER by T1758IA****

Now I don't know the procedures for LL however I wait you know if you proceed with the arrangement I will no longer be your case manager :(

****END OF TEXT MESSAGE SENT TO CUSTOMER****

Text message received from [REDACTED]

***** Start SMS Reply From Customer *****

Phone Number: [REDACTED]

Received Date: Mon Oct 09 14:25:16 EDT 2017

Text: Ok understand please let me know. I will do everything on my part and continue documentation as I have thus far.

***** End SMS Reply From Customer *****

****START OF TEXT MESSAGE SENT TO CUSTOMER by T1758IA****

Ok I was able to see what they have for Wednesday she said they have a 10:30

****END OF TEXT MESSAGE SENT TO CUSTOMER****

Text message received from [REDACTED]

***** Start SMS Reply From Customer *****

Phone Number: [REDACTED] 0

Received Date: Mon Oct 09 15:37:53 EDT 2017

Text: Ok. And they have a car ready right

***** End SMS Reply From Customer *****

****START OF TEXT MESSAGE SENT TO CUSTOMER by T1758IA****

They should but I doubt check

****END OF TEXT MESSAGE SENT TO CUSTOMER****

Text message received from [REDACTED]

***** Start SMS Reply From Customer *****

Phone Number: [REDACTED] 0

Received Date: Mon Oct 09 17:11:28 EDT 2017

Text: Ok thank you

***** End SMS Reply From Customer *****

*****Rental Value Updated*****

Estimated Rental Amount: \$385.00 ; Additional Rental Amount: \$ 105.00 ;

Provided By: CAC ; Days Authorized: 3

Customer seeking rental assistance because she needs a vehicle while hers is being diagnosed. Contacted Service Manager at 60542 discuss the customer's request for rental assistance. Confirmed customer's concern and with Service Manager concurrence, authorized

3 days of rental per Warranty guidelines

Rental authorization will be processed by CAC

Vehicle is at the dealership POSNER PARK CHRYSLER DODGE JEEP RAM (60524)

Update triggered by S275980

Text message received from [REDACTED]

Text message received from [REDACTED]

***** Start SMS Reply From Customer *****

Phone Number: [REDACTED] 0

Received Date: Wed Oct 11 00:42:25 EDT 2017

Text: I dropped the car off today

Phone Number: [REDACTED] 0

Received Date: Wed Oct 11 00:42:33 EDT 2017

Text: Again

***** End SMS Reply From Customer *****

****START OF TEXT MESSAGE SENT TO CUSTOMER by T1758IA****

did they provide a vehicle

****END OF TEXT MESSAGE SENT TO CUSTOMER****

Text message received from [REDACTED]

***** Start SMS Reply From Customer *****

Phone [REDACTED]

Received Date: Wed Oct 11 14:48:48 EDT 2017

Text: Yes

***** End SMS Reply From Customer *****

****START OF TEXT MESSAGE SENT TO CUSTOMER by T1758IA****

Good to hear. I will check with the dealer tomorrow to see what they might've found.

****END OF TEXT MESSAGE SENT TO CUSTOMER****

Text message received from [REDACTED]

***** Start SMS Reply From Customer *****

Phone Number: [REDACTED]

Received Date: Wed Oct 11 15:17:07 EDT 2017

Text: Ok

***** End SMS Reply From Customer *****

Vehicles dealer, will be checking with them tomorrow for diagnosis

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1758IA*****

Hi I spoke with the dealer and they informed you picked the vehicle up, how's it driving?

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Spoke with Stephanie at the dealer she stated they did a recall to fix the jerking and staining, and cleaned the tracks of the sliding doors to fix the sticking and inability to close. Rear latch is making noise but part won't be in until next Friday.

Spoke with customer, vehicle still jerking and staining, on the drive home.

Customer did mention going through legal processes but wants to wait until next Friday when the Latch comes in to have them take another look at it

Vehicles at the dealership POSNER PARK CHRYSLER DODGE JEEP RAM (60524)

Update triggered by S275980

Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 89009.

Vehicles at the dealership POSNER PARK CHRYSLER DODGE JEEP RAM (60524)

Update triggered by S81085E

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1758IA*****

Hi Denise was just wondering how the vehicles? I know you brought them yesterday did they have another look at it?

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from [REDACTED]

Text message received from [REDACTED]

Text message received from [REDACTED]

Text message received from [REDACTED]

***** Start SMS Reply From Customer *****

Phone [REDACTED]

Received Date: Wed Oct 25 10:24:21 EDT 2017

Text: Actually I passed by yesterday so that I can prove a problem I've been having for months with the sliding doors. We've been getting trapped with them not

Phone Number: [REDACTED]

Received Date: Wed Oct 25 10:24:21 EDT 2017

Text: wanting to open or close electronic key and at times not even manually.

Phone Number: [REDACTED] 0

Received Date: Wed Oct 25 10:25:55 EDT 2017

Text: So Walter advised that if it happens and I were close by to fees free and pass by so he can see fix at that very moment. So instead of bringing in our

Phone Number: [REDACTED]

Received Date: Wed Oct 25 10:25:56 EDT 2017

Text: Journey which is now giving us Bluetooth issues, I ran in to bring the Pacifica Yet AGAIN

Phone Number: [REDACTED]

[REDACTED] 26:50 EDT 2017

Text: Unbelievable. He was able to experience the misfire. So I'm not crazy. It's a hazard. Just like the staining of the vehicle when running

***** End SMS Reply From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1758IA*****

Oh geez, that's so terrible to hear. Does the dealer have the vehicle now?

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from [REDACTED]

***** Start SMS Reply From Customer *****

Phone Number: [REDACTED]

Received Date: Wed Oct 25 11:00:59 EDT 2017

Text: Yes they do ma'am

***** End SMS Reply From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1758IA*****

Let me reach out to them to see how they'll be handling it because clearly greasing the door isn't working

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from [REDACTED]

Text message received from [REDACTED]

Text message received from [REDACTED]

Text message received from [REDACTED]

Phone Number: [REDACTED] 460

Received Date: Wed Oct 25 00:16:10 EDT 2017

Text: f t w o d happen n front of h m but t d dn't

Phone Number: [REDACTED] 0

Received Date: Wed Oct 25 00:16:10 EDT 2017

Text: Yea I know. They had changed the parts n both the s d ng doors a wh e back. But I to d them my door was getting stuck shortly after. I to d Emory that

Phone Number: 19 [REDACTED]

Received Date: Wed Oct 25 00:16:11 EDT 2017

Text: . He sa d t was ok after t. But t kept happen ng. I just stopped te ng them because t was use ess. Then I comp a ned to Wa ter and he tr ed to see

Phone Number: [REDACTED]

Received Date: Wed Oct 25 00:16:42 EDT 2017

Text: So he sa d to try and Br g t n the next t me t happens. So now they know I don't make stuff up

Phone Number: [REDACTED] 60

Received Date: Wed Oct 25 00:17:41 EDT 2017

Text: I t era y cou dn't get the door open or c osed whether e ectron ca y or manua y. That's Is so dangerous.

***** End SMS Reply From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1758IA*****

I know, and I know how frustrat ng th s must be for you cons der ng your s tuat on. Im gett ng n contact w th my corporate techs to see what they th nk as we

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from [REDACTED]

Text message received from [REDACTED]

Text message received from [REDACTED]

***** Start SMS Reply From Customer *****

Phone Number: [REDACTED]

Received Date: Wed Oct 25 14:51:23 EDT 2017

Text: be taken to my doctor's appt, be p cked up. Wa t for the car. Go home, wa t for the Pac f c to be f xed to them come back to the dea er and drop off th

Phone Number: [REDACTED] 0

Received Date: Wed Oct 25 14:51:24 EDT 2017

Text: Sure. They sa d, parts had to be ordered. So tomorrow, I have to run n, take my husbands car n for the B uetooth hands free modu e rep acement. Wa t to

Phone Number: [REDACTED]

Received Date: Wed Oct 25 14:51:24 EDT 2017

Text: e renta to get back nto the dysfunct ona veh c e we have

***** End SMS Reply From Customer *****

***** Start SMS Reply From Customer *****

Text message reviewed. Dec s on not to post.

***** End SMS Reply From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1758IA*****

I w sh there was an eas er way I cou d hand e th s for you, but et me ca the dea er to be sure they're on the r ght track

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from [REDACTED] 0

***** Start SMS Reply From Customer *****

Phone Number: [REDACTED]

Received Date: Wed Oct 25 15:00:16 EDT 2017
Text: Yes ma'am

***** End SMS Reply From Customer *****

Latch currently being replaced by the dealer and vehicle will be ready for pickup tomorrow

Text message received from [REDACTED]

Text message received from [REDACTED]

***** Start SMS Reply From Customer *****

Phone Number: [REDACTED] 0

Received Date: Thu Oct 26 15:01:33 EDT 2017

Text: I got our Journey back today. But the Pacifica still needed more time to be worked on. They told me they'd call me when it's done. So I came home. The J

Phone Number: [REDACTED] 60

Received Date: Thu Oct 26 15:01:34 EDT 2017

Text: Journey was finished by the time I came out of my appt.

***** End SMS Reply From Customer *****

***** START OF TEXT MESSAGE SENT TO CUSTOMER by T1758IA *****

What's going on with the Journey? Did they call you about the Pacifica?

***** END OF TEXT MESSAGE SENT TO CUSTOMER *****

Text message received from [REDACTED]

Text message received from [REDACTED]

Text message received from [REDACTED] 7 [REDACTED]

***** Start SMS Reply From Customer *****

Phone Number: [REDACTED]

[REDACTED] 42:17 EDT 2017

Text: Hey disconnected together. But it was done when I waited.

Phone Number: [REDACTED]

Received Date: Fri Oct 27 11:42:18 EDT 2017

Text: They replaced the hands-free module because our Bluetooth feature wasn't working. So when my husband called me thru the car, it would go in and out and it

Phone Number: [REDACTED] 0

Received Date: Fri Oct 27 11:45:03 EDT 2017

Text: I have not heard back as of yet regarding the Pacifica. They said, "when it came to the door, it was a little more complicated."

***** End SMS Reply From Customer *****

***** START OF TEXT MESSAGE SENT TO CUSTOMER by T1758IA *****

Ok so it's working fine now? And I'll reach out to the dealer about the latch hopefully get an ETA on completion

***** END OF TEXT MESSAGE SENT TO CUSTOMER *****

Text message received from [REDACTED]

Text message received from [REDACTED]

Text message received from [REDACTED] 60

Text message received from [REDACTED]

***** Start SMS Reply From Customer *****

Phone Number: [REDACTED] 0

Received Date: Fri Oct 27 00:07:01 EDT 2017

Text: I made 2 phone calls via Bluetooth and so far ok. Yes please let me know. I'd like to have it back as soon as possible. I'm paying a lot of money on a car

Phone Number: [REDACTED]

Received Date: Fri Oct 27 00:07:01 EDT 2017

Text: Well I don't even have. And the car seat we have isn't so complicated to remove that we have my son in a backup car seat for the rental from Chrysler.

Phone Number: [REDACTED] 0

Received Date: Fri Oct 27 00:07:02 EDT 2017

Text: But my son can get out of that one because it doesn't have a 5-point harness

Phone Number: [REDACTED]

Received Date: Fri Oct 27 00:07:48 EDT 2017

Text: The sooner I get out the car, the better.

***** End SMS Reply From Customer *****

***** START OF TEXT MESSAGE SENT TO CUSTOMER by T1758IA *****

Good Morning, I reached out to the dealer this morning and from what the Service Advisor told me, it's ready for pickup.

***** END OF TEXT MESSAGE SENT TO CUSTOMER *****

***** START OF TEXT MESSAGE SENT TO CUSTOMER by T1758IA *****

However I would wait to hear from the dealer to be sure, because the person I spoke with couldn't get your advisor on the line and was just going off of papers

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from [REDACTED]

***** Start SMS Reply From Customer *****

Phone Number: [REDACTED]

Received Date: Mon Oct 30 10:04:52 EDT 2017

Text: Good morning Inaee. I'm sorry I have the car back a ready.

***** End SMS Reply From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1758IA*****

Oh, oh I called this morning because I left early on Friday and didn't see your messages until I got in. How's it operating?

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from [REDACTED]

Text message received from [REDACTED]

[REDACTED]

Text message received from [REDACTED]

***** Start SMS Reply From Customer *****

Phone Number: [REDACTED]

Received Date: Mon Oct 30 10:24:44 EDT 2017

Text: rwork due to some medical issues which require priority. Please

Phone Number: [REDACTED] 0

Received Date: Mon Oct 30 10:24:45 EDT 2017

Text: ... still the same. Haven't had a minute to submit the Lemon Law paper

Phone Number: [REDACTED] 19

Received Date: Mon Oct 30 10:24:45 EDT 2017

Text: joy your assistance

Phone Number: [REDACTED] 1

Received Date: Mon Oct 30 10:24:45 EDT 2017

Text: The door seems fine. Hopefully it stays that way. The other thing..

***** End SMS Reply From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1758IA*****

We thank you and I hope everything's ok, so that everything's all going on
so that just jerking it

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from [REDACTED]

Text message received from [REDACTED]

[REDACTED]

Text message received from [REDACTED]

[REDACTED]

Vehicles at the dealership POSNER PARK CHRYSLER DODGE JEEP RAM
(60524)

Update triggered by S275980

Text message received from [REDACTED]

Text message received from [REDACTED]

***** Start SMS Reply From Customer *****

Phone: [REDACTED]

Received Date: Thu Nov 02 14:13:59 EDT 2017

Text: Hi Inaee. I'm bringing in the car on Friday morning at 8a because

Phone Number: [REDACTED]

Received Date: Thu Nov 02 14:14:00 EDT 2017

Text: at the seat belt in seat of the middle in the middle section of the

Phone Number: [REDACTED]

[REDACTED] 14:14:00 EDT 2017

Text: van? It kept getting stuck the other day ð??

Phone Number: [REDACTED]

Received Date: Thu Nov 02 14:14:00 EDT 2017

Text: y hand cap was accidentally swallowed by the passenger window ð???

But

Phone Number: [REDACTED] 460

Received Date: Thu Nov 02 14:14:01 EDT 2017

Text: I just to let you know that we asked them if they can have a look

Phone Number: [REDACTED] 0

Received Date: Fri Nov 03 10:20:22 EDT 2017

Text: Good morning Inaee. Never mind, there's a recall on that part and it
has to be ordered. They let me know about the recall on the seat belt
when the par

Phone Number: [REDACTED]
Received Date: [REDACTED] 22 EDT 2017

Text: It can be received

***** End SMS Reply From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1758IA*****

Hey Denise thank you for keeping me updated. I was out sick for two days, so thanks for keeping me in the loop. I do see the recall so I'm glad they will do that

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1758IA*****

How's the vehicle though, last we spoke I recall it was still having an issue with the steering? How about the door?

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from [REDACTED]

Text message received from [REDACTED]

Text message received from [REDACTED]

Text message received from [REDACTED]

Text message received from [REDACTED]

Text message received from [REDACTED]

Text message received from [REDACTED]

***** Start SMS Reply From Customer *****

Phone Number: [REDACTED] 60

Received Date: Fri Nov 03 00:33:10 EDT 2017

Text: The door is now fixed thank you.

Phone Number: 19 [REDACTED]

Received Date: Fri Nov 03 00:36:15 EDT 2017

Text: So I had a little issue with my passenger door. Unfortunately I placed my handicap card on the window edge as we were pulling up to church Sunday [REDACTED]

Received Date: Fri Nov 03 00:36:15 EDT 2017

Text: and handicap. As you know, we have a 5 yr old Autism son. Well, I made an appt for today

Phone Number: 19 [REDACTED]

Received Date: Fri Nov 03 00:36:16 EDT 2017

Text: band accidentally opened the window to ask if the parking was available and he didn't notice the card being there. The window immediately swallowed the h

Phone Number: 19 [REDACTED] 0

Received Date: Fri Nov 03 00:38:44 EDT 2017

Text: Y fees from the beginning. Usually they tell you this. Shouldn't that be protocol.

Phone Number: [REDACTED]

Received Date: Fri Nov 03 00:38:44 EDT 2017

Text: They took the car in and got my son's handicap out with the h cups. However, I get a notice at the end of the job when asked to sign my papers to release

Phone Number: [REDACTED]

Received Date: Fri Nov 03 00:38:46 EDT 2017

Text: see my keys. I signed for my papers so I can get my papers. But I tell you in a sec, I'm very disappointed that I'm being charged when I was advised of AN

Phone Number: [REDACTED]

Received Date: Fri Nov 03 00:39:07 EDT 2017

Text: Prior to taking your car in?

***** End SMS Reply From Customer *****

Customer called in and stated the door is ok, and the recall with the seatbelt needs to be performed. Customer asked about reimbursement for unexpected repair fees, informed her that it would be taken care of, customer stated she is set to go to the dealer on the 8th, for recall. Vehicle is still hesitating when driving, informed her since we have done many updates, and quick turns, I would look into the option of a Data recorder with hopes of catching the issue.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1758IA*****

Hi Denise just checking to see if you brought the vehicle in?

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from [REDACTED]

Text message received from [REDACTED] 0

Text message received from [REDACTED] 0

***** Start SMS Reply From Customer *****

Phone Number: [REDACTED]

Received Date: Mon Nov 13 10:40:35 EST 2017

Text: have them take a look at the wheels there.

Phone Number: [REDACTED]

[REDACTED]:40:36 EST 2017

Text: Good morning Inaee. I'm here at the dealership. I am so to do

Stephanie about a little jumpy feeling to the left front wheel when turning. She said she'

Phone Number: [REDACTED] 0

Received Date: Mon Nov 13 10:43:31 EST 2017

Text: be any fees prior to leaving the car with them

Phone Number: [REDACTED]

Received Date: Mon Nov 13 10:43:31 EST 2017

Text: Can you please call Stephanie about this \$72 fee

Her number is [REDACTED] 6

As I explained before I'm not paying for this as I wasn't to do there would

***** End SMS Reply From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1758IA*****

Ok reaching back out to them now

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1758IA*****

Reached out to Stephanie and got taken care of :) do you have the vehicle back now?

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received [REDACTED]

***** Start SMS Reply From Customer *****

Phone Number: [REDACTED]

Received Date: Mon Nov 13 14:54:30 EST 2017

Text: Thank you. And yes I do

***** End SMS Reply From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1758IA*****

Hey Denise just checking in, how are you, how's the vehicle?

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1758IA*****

H Denise just checking in, how are you doing, how's the vehicle?

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Left message for customer requesting info on vehicle status

Customer states that right door was fixed but left door is still broken.

Customer will not have time for an appointment until after 12/6.

SA Stephanie called in to speak with the CM regarding the payment that was being issued to the dealer. SA Stephanie stated she has not received the check yet and would like a call back from the CM handling the Car.

dealer called to speak to IA251 ext 89009.

submitted check for reimbursement to dealer in CAIR [REDACTED]

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1758IA*****

H [REDACTED] just checking in, how are you doing, how's the vehicle? I know you wanted to bring it back in.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from 917 592 3460

***** Start SMS Reply From Customer *****

Phone Number: [REDACTED]

Received Date: Tue Dec 05 17:46:17 EST 2017

Text: I'm out of town and will be returning tomorrow. I left details with another person covering for Inaee

***** End SMS Reply From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1758IA*****

Thanks Inaee :) I'm back and just wanted to make sure you were bringing it back.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1758IA*****

Hey Denise, I'm just checking in, seeing if you were able to bring it back?

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1758IA*****

Hey Denise just checking in, how are you, how's the vehicle?

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from [REDACTED]

Text message received from [REDACTED]

Text message received from [REDACTED]

Text message received from [REDACTED]

Text message received from [REDACTED]

Text message received from [REDACTED]

***** Start SMS Reply From Customer *****

Phone Number: [REDACTED]

[REDACTED] 14:42 EST 2017

Text: Hi Ina. We're better. Couldn't shake this strep throat that went around the house for a few weeks. We yesterday I was at my ends with it. The left side

Phone Number: [REDACTED] 0

Received Date: Wed Dec 20 14:14:43 EST 2017

Text: middle seat that shows underneath didn't want to stop away. And then the double back seat was stuck at the same time not wanting to come down so I can take it

Phone Number: [REDACTED]

Received Date: Wed Dec 20 14:14:44 EST 2017

Text: Some big package I purchased for my husband as a Christmas gift. It was a mess.

Phone Number: [REDACTED] 0

Received Date: Wed Dec 20 14:17:10 EST 2017

Text: Needless to say I made an appointment with the dealership for tomorrow but today, low and behold, it worked just fine. I don't know what this car is possible

Phone Number: [REDACTED]

Received Date: Wed Dec 20 14:17:11 EST 2017

Text:essed. Low

Phone Number: [REDACTED] 0

Received Date: Wed Dec 20 14:18:53 EST 2017

Text: So hopefully they received my text about cancelling the appointment because we have too many last minute things to do before Christmas

***** End SMS Reply From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1758IA*****

Oh geez, how was your Christmas? I know new years is right around the corner so just let me know when you have time to go back.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Awaiting customers return to the dealer

010518 OWNER HAS FILED LEMON LAW ON VEHICLE. SOUTHEAST BUSINESS CENTER TO

SET UP FCA'S INSPECTION/REPAIR ATTEMPT. SEE CAIR [REDACTED]

Closing case per lines 1722 1723

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1BG9	HR5	Open Date	07/04/2017	Built Date	07/13/2016
Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
In Service Dt	07/13/2016	Mileage	12325	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	23113	TEAM WELSH JEEP CHRY PLYM				
Dealer Address	36 DUMONT ROAD					
Dealer City	FAR HILLS			Dealer State	NJ	Dealer Zip 07931
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	LONG VALLEY				Country	UNITED STATES

Corporate	E Re mbursement	Defau t	Defau t	Defau t	renta wh e veh c e n repa r
Product	Dr vab ty	Unknown	Other	Defau t	Customer s ates veh c e shut down

Brief summary of why the customer is contacting Chrysler: Customer calling as her vehicle shut down on highway. Customer concerned that this will keep happening. She states that after a while the two start again. Customer states she has read on line of this issue and is confident diagnosed she does not want vehicle.

Brief summary of what the customer is expecting: Customer wants vehicle diagnosed

Agent advised customer to take vehicle to DLR. As today's holiday customer will make appointment and call back. Customer also seeking rental. Agent provided customer with case number to refer to when she calls back with appointment at DLR

Customer seeking assistance with: Diagnosis

[Insert Vehicle Concern]: Vehicle shutting down

Customer expecting: Vehicle to be repaired.

[Insert Request]:

Agent advised to escalate to case manager.

Follow up will occur within 1 business day by COB customer time.

Preferred phone number: 908-24

Earliest call time: 8 AM

Latest call time: 8 PM

Updates via text: 908-24

Updates via email: 908-24

Vehicle location: Customer

Date and Time of Appointment: Customer going to make appointment

Confirmed appointment with: unknown

Customer's rental: no

Authorized by:

Rental start date: [Date]

As per Line 24 customer has made appointment for July 7TH customer is seeking a rental vehicle as she will be 40 minutes away and the DLR she is going to does not have a waiting area. customer states that the DLR advised her that they may not be able to get to her vehicle as they do have scheduled appointments for the regular customers.

*****ATTN*****

This vehicle is not a Hybrid Pacifica, and does not merit 82 H escalation. Please handle!!

In Service Date: 07/28/2016

Original Owner: Yes

Mileage: 1,209

Vehicle purchase Location: 3 new, 2 used

Multiple Repairs/ Previous related repairs: N

MVP plans: None

*****OUTBOUND DEALER CALL*****

DOTTAUTO SALES INC 09742 610 863 6400

Agent spoke to Bob in service who advised there are no appointments for the customer, and he hasn't spoken with her since time of sale.

correct on to me 42, mileage is 12,200

*****OUTBOUND CUSTOMER CALL****

Agent contacted customer. Customer states she has an appointment at DLR 23113 tomorrow, and that DLR cannot provide a rental. Customer is dropping the vehicle off tonight. Agent advised customer that due to the location of the dealer we will have to get another CM involved. Customer understood. Agent advised we will put in a callback request.

Escalated on override: SME: SM2149

***** Case Management Direct 883 *****

OOW: In Warranty

MVP: none

Household: 3 new, 2 used

***** Create Prep Sheet *****

Prep sheet was saved successfully.

DEALER CONTACT

Writer called DLR@908 234 0109 spoke with SAMke stated that appointment 7/7 in the morning, no loaner as not seeing dealership, follow up 7/11

*****Customer Address Updated*****

Customer has updated the email address from [REDACTED] to [REDACTED] for further communication or for surveys.

CUSTOMER CONTACT UPDATE

Writer called [REDACTED] spoke with Kathy, stated that she needs rental vehicle with dealership, informed that would be Enterprise rental with customer pay, submit documents for reimbursement, follow up for diagnosis 7/11

*****Rental Value Updated*****

Estimated Rental Amount: \$225 Provided By: Customer Pay Days Authorized: 5

DEALER CONTACT

Writer called DLR@908 234 0109 spoke with SAMke, no updates yet as they are still looking into what is the point of failure, follow up 7/13

CUSTOMER CONTACT

Writer called customer@[REDACTED] spoke with [REDACTED], stated why takes about 3 days to diagnose, it probably just so many things to go over why it's shutting off, verified rental started 7/7, follow up 7/13

DEALER CONTACT

Writer called DLR@908 234 0109 spoke with Kevin, stated that not able to duplicate, update computer software, done RRT vehicle picked up 7/11 mileage out 12,325 RO# [REDACTED]

***** Below Customer Contacted for Documentation Request *****

[REDACTED] on 2017 07 13 @ 11:35

CUSTOMER CONTACT

Writer called customer@[REDACTED] spoke with [REDACTED] stated DLR could not duplicate why it's shutting off, customer stated that vehicle is running good, hopeful that it would not shut off again, otherwise will be ongoing in different. Informed customer to give us a call on any concern of the vehicle, will reimburse daily rental with taxes on y follow up 7/17

DEALER CLOSED LOOP nes 89 91

CUSTOMER FOLLOWUP

Writer called [REDACTED] spoke with [REDACTED] stated that address is correct for verification, informed that document was not received yet, follow up 7/19

Customer accepts and verifies the check should be mailed to the following name and address:

[REDACTED]

[REDACTED],

LONG VALLEY, NJ [REDACTED]

***** Customer Document Received *****

CUSTOMER FOLLOWUP

Writer called customer@[REDACTED] left message informed that rental documents received and will process check with taxes or no other charges.

CUSTOMER CLOSED LOOP UPDATE

CM send email to customer, with survey.

Status update provided via email to the following email address:

[REDACTED]

Hello this is Lynn, case manager. I would like you to know that I have received rental documents, I will process the check and this will close the case. Also a reminder that you may receive a survey based on your experience with your case manager, any questions that may arise after the case is closed, you can always give us a call and we will be happy to open a new case. All our calls are documented in the case, We value you as our Chrysler customer. You may receive the check 7-14 days. Have a nice day.

End of Status Update

****Survey****

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and we hope we were able to resolve your concern to your satisfaction. We wanted to let you know that we attempt to conduct a satisfaction survey upon the closure of a case; therefore, you could potentially receive an email or telephone survey. We'd ask that you take the time to complete the survey so we can know how we're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

Customer Assistance Inquiry Record (CAIR)#

7

VIN	2C4RC1DGX	HR5	Open Date	07/05/2017	Built Date	05/24/2016	
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON			
In Service Dt	05/26/2016	Mileage	20000	Dealer Zone	35	WASHINGTON	
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US	
Color	PRV	VELVET RED PEARL COAT					
Engine	ERF	3.6L V6 24V WT ENGINE					
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS					
Dealer	43272	DODGE CHRYSLER JEEP CITY					
Dealer Address	4395 ROUTE 130 S						
Dealer City	BURLINGTON			Dealer State	NJ	Dealer Zip 08016	
Owner					Contact Type	CERTIFIED LETTER	
Address					Home Phone		
	JOBSTOWN					Country	UNITED STATES

Corporate	Lemon Law	Default	Default	Default
Dealer	By Pass	Default	Default	Default
Product	Drivability	Unknown	Hesitation/No Power	Default

POSTMARK DATE: 062717; DATE RECEIVED: 070517

The owner submits a certified letter and notification card to FCA received on 7/5/2017. The customer is having issues with vehicle hesitating, jerking, AC issues and numerous of other things. An Acknowledgment letter will be sent to owner and this file will be forwarded to the bc for further review and handling.

POSTMARK DATE: 070617; DATE RECEIVED: 070617

7/6/17 Customer's demand letter forwarded to legal counsel for handling and arrangement of a final repair attempt.

Vehicle is at the dealership DODGE CHRYSLER JEEP CITY (43272)

Update triggered by s32408o

Vehicle inspected by TA and report provided to legal counsel.

Customer is calling seeking to speak with someone about his vehicle.

Customer states that the mechanic came out but the vehicle is still not repaired. Customer states the vehicle has shut down again and he was told by a previous agent that she was not authorized to speak with him. Agent advised that his letter was turned over to legal counsel as of 7/18/17 and he should be hearing from someone soon.

Vehicle is at the dealership DODGE CHRYSLER JEEP CITY (43272)

Update triggered by s35921q

7/31/17 Dealership provides RO supporting the vehicle has been repaired. res22

CR Manager Update:

PW Please review this owner's complaint and determine a course of action. Please contact the owner to discuss the situation and then update this CAIR with the plan of action and final resolution. RES22

spoke with customer Brian who informed me his vehicle is back in the shop for same check no so that Tech Advisor tried to fix that prompted him to write letter. He said he has now received legal representation because he feels he deserves more than a replacement of a vehicle. Customer took my information down and said he needed to speak to his attorney for further direction.

This time vehicle has been in shop going on 10 days per AM. Vehicle still has abnormal noise according to Mike y, SM

Customer Assistance Inquiry Record (CAIR)#

7

VIN	2C4RC1DG3	HR5	Open Date	07/06/2017	Built Date	05/26/2016
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
In Service Dt	05/26/2016	Mileage	12600	Dealer Zone		
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	99999					
Dealer Address						
Dealer City				Dealer State		Dealer Zip
Owner					Contact Type	ROADSIDE
Address					Home Phone	
	KATY TX				Country	UNITED STATES

Corporate Roads de Services Warranty Won't Start Poss b e Tow Defau t

Roads de Assistance Con acted DATE : 2017 07 06

Road S de F e Created 07 06 17 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

KATY KATY

TX USA TX

VEH STALLED ON IH 10 FRONTAGE RD NEAR HWY 99

DEALER CODE : 90959

Customer Assistance Inquiry Record (CAIR)#

3

VIN	2C4RC1DG9	HF	Open Date	07/06/2017	Built Date	03/15/2017
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
In Service Dt	03/19/2017	Mileage	4616	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PBX	JAZZ BLUE PEARL COAT				
Engine	ERC	3.6L V6 24V WT ENGINE UPG I W/ESS				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	26581	FUCCILLO JEEP				
Dealer Address	328 332 DIVISION ST					
Dealer City	AMSTERDAM	Dealer State	NY	Dealer Zip	12010	
Owner		Contact Type	TELEPHONE			
Address		Home Phone				
	BROADALBIN	Country	UNITED STATES			

Product	Dr vab ty	Unknown	Other	Defau t	s a s wh e dr vng
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Br ef y summar z e why the customer s contact ng Chrys er: Customer ca ed as he was dr vng veh c e when ev c stated to pu over put s art veh c e, customer enroute to p ck up parents from the a rport, customer was not ab e to stop at the dea er, customer was adv sed f happens aga n we can ass st w th gett ng veh c e to dea er and send up for renta cons derat on

Br ef y summar z e what the customer s expect ng:

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1EG6	HR5	Open Date	07/06/2017	Built Date	05/16/2016
Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
In Service Dt	05/18/2016	Mileage	17055	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				

Dealer	43815	EAST CAROLINA CHRYSLER DODGE				
Dealer Address	3401 SOUTH MEMORIAL DRIVE					
Dealer City	GREENVILLE	Dealer State	NC	Dealer Zip	27834	
Owner				Contact Type	TELEPHONE	
Address				Home Phone	 	
	GRIMESLAND				Country	UNITED STATES

Product Dr vab ty Unknown Sta ng Defau t	
Product E ectr ca Power S d ng Door Intern t tent or Inoperat ve Both S des	Unspec f ed e ectr ca ssues, and doors ntern t tent y noperat ve

Br ef y summar æ why the customer s contact ng Chrys er: customer ca ng states h s veh c e s sta ng wh e dr vng and s current y at the DLR. customer states he has been hav ng concerns w th the veh c e such as e ectr ca , the veh c e doors are noperab e. agent adv sed we w esca ate a case to our CM department for review and they w be ab e to work w th the customer

Br ef y summar æ what the customer s expect ng: veh c e s a ng wh e dr vng, e ectr ca concerns

reass gn to 82h as per answer ID 25201

Reass gned to wrong department reass gned.

***** Case Management D str ct M(66) *****

IN WARRANTY

MVP: None

Househo d: 0 New, 1 Used

Owner #: Second Owner

***** Create Prep Sheet *****

Prep sheet was saved successfu y.

W rter spoke w th SAMegan at 252 355 3333 to obta n RO de a s. SA adv sed she be eves veh c e s an Enterpr se renta , and t s at DLR 26889, wh ch was the nearest DLR when customer broke down, and so where the veh c e was towed. SA adv sed that the veh c e w be sh pp ed to DLR 43815 when repa rs are comp eted, so that the veh c e can be returned to the Enterpr se there. SA was unsure who was cover ng the sh pp ng. W rter w coord nate repa rs w th DLR 26889, and may coord nate w th DLR 43815 as repa rs are near ng comp et on to have the veh c e sh pp ed.

W rter spoke w th SAGa e at 336 789 8105 to obta n RO deta s, check veh c e status (s t an Enterpr se veh c e?), and d scuss sh pp ng of the veh c e after repa rs are comp ete. SA adv sed rep acement transm ss on came n today, and he s ook ng to have h s transm ss on guys art nsta ng t on Mbn, 7/10. SA stated he be eves customer s at home, and he s n an Enterpr se renta , but SA th nks THIS veh c e be ongs to the customer. W rter w c ar fy w th the customer, and ask how the customer ntends to p ck up h s veh c e when repa rs are comp ete.

RO

M eage: 16,825

252 412 6538 has been act vated for text message commun cat on.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8078GD*****

He o, th s s Greg from Chrys er Customer Care. As we d scussed, I w be text ng you s atus updates regard ng your case, #

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Status update prov ded v a ema to the fo ow ng ema address:

He o, myname s Greg, and I have been ass gned as your Case Management Spec a st.

Th s ema s conf rmat on that your case, , was successfu y esca ated to me. My off ce hours are from 8:30 AM to 5:00 PM MOUNTA N

T me. My contact nformat on s 800 763 8422 ext. 40317. If I am
unava b e and you w sh to speak w th another case manager r ght away,
p ease contact Dave at extens on 40321, or Dana at extens on 40575.

Greg

Sr. Case Spec a st

Chrys er Customer Care

800 763 8422, ext. 40317

End of Status Update

CONTACT UPDATE Customer was contacted today at 1415 MST. Customer
was

provid d w th agents' extens ons: 40317 (Greg) and 40321 (Dave).

W rter spoke w th customer at 252 412 6538 to prov de W rter's nfo,
ver fy customer's nfo, and re ay nes 26 34. Once transm ss on s
rep aced and veh c e repa red, DLR 43815 s go ng to send two dr vers to
get the veh c e and br ng t back. Customer s not sure what he wants to
do w th the veh c e at th s po nt, but he s concerned that he got a bad
one that may cont nue to break down. W rter assured customer that W rter
w cont nue to support repa rs to comp et on, and once the veh c e s
back at DLR 43815, we can d scuss opt ons for e ther a SC, or for he p ng
the customer get out of h s veh c e. W rter w ca customer aga n by
Wed, 7/12.

W rter spoke w th customer at [REDACTED] to adv se W rter d d not get
aho d of SA Ga e today to obta n an update. Customer stated DLR 26889
ca ed yesterday, stat ng repa rs are comp ete, and the veh c e shou d be
back at DLR 43815. W rter w ca SA Ga e and SA Megan on 7/13 AM, and
ca customer thereafter.

*****Renta Va ue Updated*****

Est mated Renta Amount: \$585 Prov ded By: CAC Days Author zed: 13

W rter spoke w th SA Ga e at 336 789 8105 to ask f e ctr ca ssues
were nvest gated and obta n DLR C osed Loop.

Was the customer n a ren a ? If yes, how many days? 13 days, pa d by
warranty.

D d the customer have a co pay? Repa rs were comp eted under warranty.

What s the RO #? [REDACTED]

Does the SM have the CAIR #? Yes.

Reviewed and Conf rmed the DMNotes w th the SMwh e on the phone.

M eage: 16,834

Does the SM have everyth ng needed from Customer Care to process the
c a m? Yes.

Addendum to nes 75 76

SA stated no ssues were ment oned to h m about the e ctr ca system or
doors when the veh c e was brought n, so noth ng was exp ored for them.

W rter w ask DLR 43815 about th s when ta k ng w th them.

W rter spoke w th SA Megan at 252 355 3333, opt. 4, to ask f DLR cou d
check on the e ctr ca system and doors before customer p cks up the
veh c e. SAs ated DLR got the veh c e back yesterday, and customer may
be p ck ng t up today before unch, but SA wou d see f someone cou d
ook at t pr or to customer's arr va , or f customer can stay for a
tte wh e wh e DLR takes a ook. W rter w contact customer to move
the case nto a two day c oseout.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8078GD*****

H Mr [REDACTED] forgot to ask do you use regu ar or synthet c o n
your Pac f ca?

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

W rter spoke w th customer [REDACTED] to conf rm customer s p ck ng
up the veh c e today, adv se that W rter has asked DLR to take a ook at
the e ctr ca systems and doors, offer MMP for o changes and t re
rotat ons, and move the case nto a two day c oseout. W rter w subm t
SC form and ca customer on Mbn, 7/17, to c ose the oop.

Text message rece ved from [REDACTED]

***** Start SMS Rep y From Customer *****

Phone Number: [REDACTED] 8

Rec eved Date: Thu Ju 13 11:37:56 EDT 2017

Text: It mandates synthet c from the factory s what the dea ersh p to d
me

***** End SMS Rep y From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8078GD*****

Good to know. I just wanted to ver fy. Thank you for te ng me.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

SC form submitted for MMP #ECPSR28N.

ECPSR28N Contract created. Contract number is [REDACTED]

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8078GD*****

H Mr. L [REDACTED]. I am happy to report that the service contract we discussed this morning for oil changes and tire rotations has been added! You can go to any

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8078GD*****

Chrysler authorized dealership to take advantage of these services. Have a fantastic day!

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Vehicle is at the dealership EAST CAROLINA CHRYSLER DODGE JEEP (43815)

Update triggered by s63448p

Writer spoke with SAMegan at 252 355 3333, opt. 4, to ask whether customer's vehicle is at DLR, and how CAC can be of assistance. SA advised DLR cleaned the vehicle up, but when they went to return it to customer, they noticed that the back bumper has scratches on it from when it was under charge of DLR 26889, and now the DVD system is not working. SA advised the UConnect system is okay. Writer will contact customer to advise that Writer will follow up on Tue, 7/18.

RO#481992

Message, 17,055

Writer LVM for customer at 252 412 6538 to have him call ext. 40317 if CAC can be of assistance. Writer will otherwise follow up with customer by Wed, 7/19.

Customer LVM for Writer, stating that customer has not yet had his vehicle returned to him and requesting a callback at [REDACTED]. Writer spoke with customer [REDACTED], returning his call. Customer stated he went to DLR, who wanted to wash out the vehicle, and was talking about giving the customer \$1,000 over the KeyBue Book price. Customer agreed he sent a certified letter to Chrysler to file for LL. In spite of that, customer does want to continue to pursue repairs. Writer referred customer to DLR if he wants to look at seeing his vehicle or seeing what DLR will do for him that way, and will otherwise follow up as planned.

Writer attempted twice to contact SAMegan at 252 355 3333, opt. 4, to obtain an update. Writer was advised to try back at 1330 EST. SAMegan spoke with Writer. SA stated a module was ordered for the DVD player, and should arrive today. Writer asked SA to coordinate a phone call to Writer with SAKen about a part that should be arriving today for another customer. SA also advised that the bumper is being worked on. Writer will await SA's call.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8078GD*****

H Mr. [REDACTED] just spoke with Megan, who stated that the dealership ordered a part to repair the DVD player, and the part should be arriving today in a

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8078GD*****

shipment that is in the process of being checked in right now. Megan also said that the body shop is checking out the back bumper to see what needs to be

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T8078GD*****

done. I am expecting a callback from Megan later today. I will let you know when I hear back.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Writer spoke with PAKaye at 252 355 3333, opt. 3, to ask whether the module for the DVD player came in today. On backorder, hasn't come in yet.

+++ PARTS INFORMATION +++

Dealer Code Order ng Part: 43815

Part Number: 68227168AN

Part Description: Module (DVD player)

Order Number: R07171

Order Date: 7/17/2017

Order Type: E

Current ETA? 7/19/2017, but Writer was advised the parts on backorder. Is the vehicle off road? N

Is the customer in a rental due to parts? N

+++ END PARTS INFORMATION +++

Writer spoke with customer at 252 412 6538 to advise parts on backorder, and Writer has escalated to 96W. Writer will contact SAMegan on Thu, 7/20, and follow up with customer by Fri, 7/21.

*****96W PARTS UPDATE*****

Writer checked GPOP and found part status as TRO.

ETA for parts 07/20/17.

*****END OF UPDATE*****

***** Following Corporate Resource has been contacted *****

PARTS EXPEDITING for

Part#68227168AN, Order#R07171, OMC#34790805

on 2017 07 19 @ 12:50

+++ PARTS INFORMATION +++

Dealer Code Ordering Part: 43815

Part Number: 68227168AN

Part Description: MODULE

Order Number: R07171/OMC#34790805

Order Date: 07/17/17

Order Type: DAILY

Current ETA? XX/XX (if unknown, enter NA) 07/20/17

Is the vehicle off road? Y/N

Is the customer in a rental due to parts? Y/N

+++ END PARTS INFORMATION +++

***** START OF SUPPORT ESCALATION by T6211AS*****

**** Update from Expediting Team for ****

Part#68227168AN, Order#R07171, OMC#34790805

Inventory transfers to a Mopar PDC from another Mopar facility. ETA 2-3 business days

***** END OF SUPPORT ESCALATION ***** by T6211AS

*****96W PARTS UPDATE*****

Writer checked GPOP and found part status as 3PP.

ETA for parts 07/20/17.

*****END OF UPDATE*****

Writer spoke with PAMke at 252 355 3333, opt. 3, to ask if the module for the DVD player arrived. PA advised that the current ETA is Fri, 7/21.

Writer will check back on Fri, 7/21.

Writer spoke with SAMegan at 252 355 3333, opt. 4, to ask whether DVD player module arrived and obtain an estimated time to repair. SA advised module arrived on 7/20, was installed, and customer picked up his vehicle. Writer will contact customer to move the case into a two day caseout.

Was the customer in a rental? Customer was not a renter.

Did the customer have a co-pay? Work was completed under warranty.

What is the RO#? [REDACTED] 2

Does the SM have the CAIR#? Yes.

Reviewed and confirmed the DM Notes with the SM while on the phone.

Message: 17,055

Does the SM have everything needed from Customer Care to process the claim? Yes.

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.

Writer spoke with customer at [REDACTED] to move the case into a two day caseout. Writer advised that if Writer does not hear from customer by Tue, 7/25, the case would be closed. Writer provided 800 CHRYSLER and the survey paragraph.

*** THE OWNER SUBMITTED A CERTIFIED NOTIFICATION CARD TO FCA RECEIVED ON

7/21/2017. FILE 32034564 WILL BE FORWARDED TO THE BUSINESS CENTER.***

APPROVED TO CLOSE

OMC# 34790805 Order# R07171 FOR PN: 68227168AN IS RESOLVED

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1DG9	HF	Open Date	07/06/2017	Built Date	03/15/2017
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
In Service Dt	03/19/2017	Mileage	7819	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PBX	JAZZ BLUE PEARL COAT				
Engine	ERC	3.6L V6 24V WT ENGINE UPG I W/ESS				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	26581	FUCCILLO JEEP				
Dealer Address	328 332 DIVISION ST					
Dealer City	AMSTERDAM			Dealer State	NY	Dealer Zip 12010
Owner					Contact Type	UCONNECT
Address					Home Phone	
	BROADALBIN				Country	UNITED STATES

Product	Electrical	Lamps and Switches	Other	Default	aight on dahe	ght up
Corporate	SurveyBy Pass	No Dagnos s	Default	Default		

Br ef y summar æ why the customer s contact ng Chrys er: customer s seek ng why the start and stop s not work ng n the veh c e, a the ght on the dash are fash ng and ght up and the veh c e s s a ng out.

*

Br ef y summar æ what the customer s expect ng: customer s seek ng ass stance.

*

Agent adv sed customer that the veh c e wou d need a d agnosed to see what s go ng on w th the veh c e and that we can get the veh c e towed to the DLR
surveybypass no d agnosed

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1BG6	HR5	Open Date	07/07/2017	Built Date	06/17/2016
Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
In Service Dt	06/18/2016	Mileage	21751	Dealer Zone	70	PHOENIX
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	60630					
Dealer Address						
Dealer City				Dealer State	Dealer Zip	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	HENDERSON				Country	UNITED STATES

Product Electr ca Ign t on System Interm ttent or Inoperat ve Defau t	Customer s ates that veh c e hes tates to start or not at a .
---	---

Br ef y summar z e why the customer s contact ng Chrys er: Customer states that nterm ttent y h s veh c e w hes tate to start or not start at a . Customer s ates that the veh c e s current y at the DLR who started a STAR case, however they are unaware of a f x for the concern.

Br ef y summar z e what the customer s expect ng: Customer seek ng reso ut on.

Agent Adv sed

Agent adv sed concern w be esca ated for ass stance.

Customer seek ng ass stance w th: d agnos ng and repa r ng starter concern.

Customer expect ng: Techn ca ass stance.

Agent adv sed w esca ate to case manager.

Fo ow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone number: 8

Ear est ca t me: anyt me

Latest ca t me: anyt me

Updates va text: N

Updates va ema : Y

Veh c e ocat on: DLR

Date and T me of Appo ntment: Current y at DLR.

Conf med appo ntment w th: 60630 / 888 215 7111

Customer n ren a : N

Author zed by: NA

Renta start date: NA

Reass gned to 88F

ssue happens once a day accord ng to DLR, tech ta ked to star unab e to dup cate ready to p ck up.

Status update prov ded va ema to the fo ow ng ema address:

he o, th s s z, I am wr t ng you n regards to your case manager. I wan ed o e you now ha you veh c e ready o be p c ed up and your case manager w fo ow up w th you tomorrow.

Thanks

L z

End of Status Update

Customer ca ed n because he d d not rece ve ca from a cm.

Agent adv sed customer he s st due for a ca today.

Customer ca ng to speak w th CM

Agent reached out to the CM, CM unava ab e

Customer eft CM a VM

wr ter contacted customer Dan e who s current y work ng n Hawa and

et customer know the dea ersh p stated that the veh c e s done. Dan e

a eged that the SA at the dea ersh p stated they had not done anyth ng

to the veh c e and that's not good enough. Dan e stated that h s w fe

and k ds have been stranded n the veh c e. The veh c e prob em occurs

nterm ttent y so s hard to d agnose

Wr ter contacted DLR and spoke w th Recept on st L nda and she adv sed

that there was no signs of leaking fueling, no DTC's. no visual indicator of issues, started normaly. The DLR was not able to duplicate the issue. Agent attempted to contact customer, however, customer was not available. Left message for a return call at extens on 40286. Would like to discuss case with customer.

customer called stating he didn't hear from the CM and hasn't received a VM as it states in the notes we confirmed the telephone number that's on file and it's correct and the one the customer called from. agent transferred to CM extens on.

Writer received VM from customer would like a contact back.

Writer contacted customer and advised about lines 48 53. Writer reviewed STAR and advised that if the DLR is not able to duplicate the issue there's no repairs needed, and at this point we need to return the vehicle to the customer.

Agent attempted to contact customer, however, customer was not available. Left message for a return call at extens on 40286 or 40310. to discuss the case.

Status update provided via email to the following email address:

[REDACTED]
Hi this is Diane from Chrysler Customer care helping your case manager Jim out. Please contact us back at 8007638422 EXT. 40286 or 40310 so we can discuss your case. Thank you, and have a great day.

End of Status Update

Writer connected customer to his specialist at extens on 40310

Status update provided via email to the following email address:

JP2139@chrysler.com AD2164@chrysler.com, as1371@chrysler.com

Please contact customer asap

End of Status Update

Customer contacted writer and wanted to speak with his CM Jim transferred customer to 40310

writer received a call from customer Dan and was checking about the notation on the repair order and writer called dealer to check. Writer talked to SA Cathy about the experiences with the vehicle with the cold soak and the fact the vehicle is normally in a warmer climate, Suggested that the customer return the vehicle to dealer ship. Writer contacted the customer and recommended that the vehicle be brought back in to check to while it's hot because the customer feels that's where the vehicle is and then diagnosis from that point. Vehicle is at the dealer ship DESERT 215 SUPERSTORE (60630) Update triggered by S12234N

*****Rental Value Updated*****

Estimated Rental Amount: \$225 Provided By: CAC Days Authorized: 5
writer contacted the customer Dan. Is working with SA Nathan. Dan agrees that the dealer ship had vehicle for 11 days before returning the vehicle stating the problem was not duplicated and when customer wife took the vehicle that it happened 4 times in a 48 hour period. Writer authorized 5 days of rental while the dealer ship takes a look at the vehicle again.

Writer attempted to contact dealer Service Advisor (SA) Nathan, however, SA not available. Left message for a return call at extens on 40310
Writer called the dealer to check on the status of the vehicle since it had been back in to the dealer

Task To Dealer:

Nathan My name is Jim with Chrysler Customer Care. I am trying to find out if there's any update with the customer's vehicle a 2017 Chrysler Pacifica that has had some issues and times when it would not start. The customer Dan is wondering why the vehicle is staying

Task Type: Has vehicle been diagnosed

Writer attempted to contact dealer Service Advisor (SA), however, SA not available. Left message for a return call at extens on 40310.

Writer is looking for a status on the sale of the vehicle

Agent attempted to contact dealer Service Manager (SA) Nathan, however, SM not available. Left message for a return call at extens on 40310

*****Rental Value Updated*****

Estimated Rental Amount: \$135 Provided By: CAC Days Authorized: 3

Was the customer in a rental? If yes, how many days? 8

Did the customer have a co-pay? If yes, how much?

What is the RO#? [REDACTED]

Does the SM have the CAR#? 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?

Out message 21751

purged control

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40310

***** Create Prep Sheet *****

Prep sheet was saved successfully.

Writer called customer Daniel about the vehicle. Customer stated has had the vehicle since Saturday the 22nd of July. Seems to be working ok after the dealer shipped replaced a part. Set closure of the case on Friday the 28th of July and informed that the closure of the case would get a survey either from email or phone and ask to have him complete the survey to help with our customer service.

***** Update Prep Sheet *****

Prep sheet was updated successfully.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1DG9	HR72	Open Date	07/08/2017	Built Date	03/15/2017
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
In Service Dt	03/19/2017	Mileage	7819	Dealer Zone		
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PBX	JAZZ BLUE PEARL COAT				
Engine	ERC	3.6L V6 24V WT ENGINE UPG I W/ESS				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	99999					
Dealer Address						
Dealer City				Dealer State	Dealer Zip	
Owner					Contact Type	ROADSIDE
Address					Home Phc	
	BROADALBIN NY				Country	UNITED STATES

Corporate Roads de Services Warranty Won't Start Poss b e Tow Defau t

Roads de Ass stance Con acted DATE : 2017 07 07

Road S de F e Created 07 08 17 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

AMSTERDAM RD 4589 STATE HIGHWAY 30

BRIDGE ST

SCHENECTADY AMSTERDAM

NY US ANY

VEHICLE KEEPS STALLING/ STUART SHOP GAS STATION

DEALER CODE : 86747

Customer Assistance Inquiry Record (CAIR)#

3

VIN	2C4RC1DG7	HF	Open Date	07/08/2017	Built Date	04/08/2016
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
In Service Dt	04/13/2016	Mileage	3000	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	60227	GARDEN CITY JEEP CHRYSLER DODGE,LLC				
Dealer Address	283 N FRANKLIN ST					
Dealer City	HEMPSTEAD			Dealer State	NY	Dealer Zip 11550
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	HEMPSTEAD				Country	UNITED STATES

Product	Ar Cond t on ng / Heater	Unknown	Defect ve	Defau t	A/c doesnt b ow co d been to d r tw ce
Dea er	By Pass	Defau t	Defau t	Defau t	

Br e f y summar ze why the customer s contact ng Chrys er: Customer s contact ng CAC as they've been exper enc ng unreso ved ssues w th the r A/C. They've taken t nto the DLR tw ce and next week the r br ng ng the veh c e nto the DLR for a th rd t me. They n t a y not ced the ssue n March/ Apr . No matter what they do the veh c e does not b ow coo no matter what temperature they have t sted.

Br e f y summar ze what the customer s expect ng: Customer s expect ng the A/C ssues to be reso ved.

Customer seek ng ass stance w th: reso vng the matter of the r A/C not b ow ng co d.

Customer expect ng: techn ca ass s ance reso vng the a/c ssue.

Agent adv sed w esca ate to case manager.

Fo ow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone number:

Ear est ca t me: 9 am

Latest ca t me: 10 pm

Updates va text: Yes

Updates va ema : Yes

Veh c e ocat on: Customer

Date and T me of Appo ntment: 7/11/2017 at 9 am

Conf rmed appo ntment w th: Garden C ty

Customer n ren a : Yes

Author zed by: DLR

Renta start date: 7/11/2017

Wr ter contacted DLR and spoke to T na who adv sed that veh c e s at DLR and s be ng d agnosed and w fo ow up on 7/14.

Wr ter contacted customer and adv sed of nes 25 26.

Wr ter contacted DLR and spoke to SMD an who adv sed rep aced a compressor and repa rs were comp eted on 7/13. Ready for p ck up.

Was the customer n a ren a ? oaner If yes, how many days?

D d the customer have a co pay? If yes, how much?

What s the RO#?

Does the SM have the CAIR #? If no, provide t.

Revew and Conf rm the DM Notes w th the SM wh e on the phone.

Does the SM have everyth ng needed from Customer Care to process the ca m? N/A

Agent attempted to contact customer, however, customer was not ava ab e.

Left message for a return ca at extens on 40615.

Wr ter contacted customer and adv sed of nes 28 29 and w fo ow up on 7/18.

Customer was nformed that by mak ng th s request they are NOT actua yf ng emon aw or any re ated process.

The r case s be ng esca ated for a revew of the veh c e's repa r h story to determ ne f the r request mer ts further act on and that due to the nature of the r request, t w requ re a ca back wh ch w take

p ace w th n 1 2 bus ness days. The outcome of the revew does NOT determ ne Lemon Law e g b ty.

Preferred Morning/Afternoon call back number s [REDACTED]

Preferred Afternoon/Evening call back number s [REDACTED]

Who has possession of the vehicle? Owner

Reassigned to 91L

***** 91L Review *****

Customer [REDACTED] as he had to bring the vehicle back again, and now the check engine light is on. He stated that he is having to keep bringing the vehicle back repeatedly. He is wanting to be contacted on his number which is [REDACTED] as the other number is his wife's number. Agent advised that his case has been sent up to another CM department to assist him with this. He will wait to call back as he wants this to be dealt with.

***** Case Escalated to I2R *****

Reviewed Warranty History which determined this case should be escalated to I2R for case management.

CASE HAS BEEN ASSIGNED TO I2R, CASE MANAGER PATRICIA. IF CUSTOMER CALLS

IN PLEASE HAVE THEM CALL CMPATRICIA AT 214 583 2171. THANK YOU.

7/20/2017 10:23:09 AM: User Comment by Patricia Johnson: >>Made attempt to reach dealer 60227 but unable to reach LVM with contact and customer info<<

7/20/2017 10:35:21 AM: User Comment by Patricia Johnson: Placed note to customer. I explained that the case has been escalated to me for special handling and I would like to assist with vehicle concerns. I provided my name and number.

>>Customer states purchased vehicle earlier this year and has nothing but issues. Customer states vehicle has been to dealer three times for AC issue and now it back again for CEL issues. Customer states they really love the vehicle but are tired of having to take to dealer. Customer states they have to rent a vehicle to go on vacation because they are afraid to take this vehicle. Customer also states they are having an issue with radio picking up phone without being connected to vehicle. Apologized to customer for issues and explained resolution on process. Advised our resolutions always start with repairing vehicle under warranty. Advised would be happy to review for resolution but unable to guarantee a certain resolution at this time. Advised will start review and follow up on 07/25<<

7/25/2017 12:10:03 PM: User Comment by Patricia Johnson: >>Called dealer 60227 and spoke with Marce who advised vehicle repaired and customer picked up<<

7/25/2017 12:10:54 PM: User Comment by Patricia Johnson: >>Called customer and verified vehicle in his possession advised the next step will be to test drive to verify repaired then can discuss possible compensation<<

***** Below Customer Contacted for Documentation Request *****

[REDACTED] on 2017 08 01 @ 14:18

8/1/2017 1:22:02 PM: User Comment by Patricia Johnson: >>Called customer and inquired about status of vehicle customer states seems to be repaired at this time. Offered to reimburse one month payment customer accepted. Advised of document needed and sent request. Verified address and advised once document received should be about 3-4 weeks<<

***** Customer Document Received *****

Writer suggests reimbursement as a goodwill gesture for customer satisfaction.

Customer's proof of payment attached to CAIR (Y/N): Y

Message: 3886

Date of repair(s): 7/21/17

Additional pertinent information: Offered 1 payment reimbursement of \$340.00 for repairs on (AC, CEL) and days down. Customer Leased vehicle through Fusion Leasing

Writer submits check for approval in the amount of: \$340.00

CNA flag (Y/N): N

8/30/2017 5:08:44 PM: User Comment by Patricia Johnson: >>Received call from customer who states vehicle is now shutting down on him and needs something done. Apologized and advised would be happy to take another look at case but vehicle will need to go back to dealer. Customer will get vehicle to dealer and let me know when there<<

8/31/2017 8:09:41 AM: User Comment by Patricia Johnson: >>Received call

from [REDACTED] who states she is very unhappy because vehicle shut down in the middle of the street almost causing an accident and no longer want vehicle. Apologized to customer for issues and advised vehicle would need to go back to dealer but still unable to guarantee replacement will be offered. Customer does not want to take vehicle back to dealer advised then I would not be able to assist. Customer inquired if there is someone else she can ask to advised if not willing to get vehicle back to dealer the next step would be third party arbitration and provided NCDS info per request<<

9/18/2017 12:34:19 PM: User Comment by Patricia Johnson: >>Received call from customer who states AC in rear is not working and he is waiting on appointment to get vehicle to dealer when they have a loaner. Advised to please let me know when vehicle is at dealer and would be happy to reopen case and take another look<<

9/21/2017 8:18:58 AM: User Comment by Patricia Johnson: >>Made attempt to reach customer due to VM received but unable to reach LVM advising was unable to assist with getting vehicle to dealer sooner than scheduled appointment<<

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1BG5	HR6	Open Date	07/10/2017	Built Date	01/31/2017
Model Year	2017	Body	RUC53	CHRYSLER PACIFICA TOURING L WAGON		
In Service Dt	02/01/2017	Mileage	4184	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PRV	VELVET RED PEARL COAT				
Engine	ERC	3.6L V6 24V WT ENGINE UPG I W/ESS				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				

Dealer	45662				
Dealer Address					
Dealer City			Dealer State	Dealer Zip	
Owner			Contact Type	TELEPHONE	
Address			Home Phone		
	HARRISBURG		Country	UNITED STATES	

Product	Unknown	Unknown	Sta ng	Defau t	Veh c e turns off when t stops
Dea er	By Pass	Defau t	Defau t	Defau t	
Product	Eng ne	Unknown	Other	Defau t	Lemon Law

Customer ca ed n to Chrys er because she s concerned about her veh c e having a safety ssue the veh c e cont nuous y cuts off when the veh c e stops and th s have happened s xt mes s nce she has had the veh c e. The customer wants out of th s veh c e she wants Chrys er to buy t back. The customer tr ed to turn the veh c e n to the DLR they gave her renta veh c e and they test drove the veh c e. Customer just wants to get out of t she says that she does not fee safe at a . Customer provided her contact nformat on. Customer

states that she can not p ck up her phone r ght away because she works at the un vers ty. she w be out con act because she w teach ng a day but please eave VM

***** 91L Review *****

*****Case Esca ated to I2R*****

Reviewed Warranty H story wh ch determ ned th s case shou d be esca ated to I2R for case management.

*** Jos ah w th the I2R Customer Reso ut on Team s now respons b e*

*****for th s CAIR. If the customer shou d ca , please ask them to ***

*****contact Jos ah d rect ya Thank you. *****

Ca ed dea er 45662 SA Courtney provided updated RO

Paced n t a ca to customer. LVMs at ng that the r case has been esca ated to me for spec a hand ng and I wou d ke to ass st w th veh c e concerns. I provided my number for a return ca and advsed I wou d attempt aga n on 7/14

Customer ca ed back. Agent provided contact number for JMB710. Customer had not checked VM as she was work ng past 11 pm ast n ght.

Paced n t a ca to customer at I exp a ned that the case has been esca ated to me for spec a hand ng and I wou d ke to ass st w th veh c e concerns. I provided my name and number, that I wou d speak w th them every 2 3 bus ness days and stened to what s current y happen ng w th the veh c e. She s ook ng for a rep acement, I nformed her a rep acement sn't ava ab e and exp a ned the repa r process. I thanked customer for her pat ence and advsed once veh c e s repa red, I can ook nto offer ng a month y payment for he troub es. t to d her fo ow ng up on Wednesday

Ca ed customer a LVM regard ng s atus of veh c e Ca ed 45662 SA Jess e transferred me to Renee box on top of the battery has to be set on ts p ate correct y, swapped parts back and forth on another Pac f ca to f x veh c e, dea er s dr vng veh c e around to test, they have contacted the customer, f t doesn't fa customer w p ckup on Fr day or Saturday

***** Be ow Customer Contacted for Documentat on Request *****

.com on 2017 07 26 @ 14:59

Ca ed customer at She asked f we have to r sk her fe aga n test ng the veh c e, I nformed her the dea ersh p sn't go ng to re ease the car to her f they fee ts a r sk to her fe but they are test dr vng t to make sure t doesn't fa n order to attempt to honor

the warranty for a repair. We discussed compensation, customer prefers monthly payment (1st that was discussed), I explained the time customer has been without her vehicle which is less than a month, she agreed and confirmed her email to send document request via email. Follow up Monday, she should have vehicle by then. Called customer at [REDACTED] LVM follow up 8/3. Status update provided via email to the following email address: [REDACTED]

Good evening,

Contact me regarding the status of your car

thank you

Josiah

214 583 2131

End of Status Update

Customer called and LVM that her vehicle is performing fine and what to do regarding her compensation

Called customer [REDACTED] LVM that I received message and would follow up 8/11

Called customer back at [REDACTED] after receiving voicemail. LVM checking to see if her vehicle is repaired and to call me back to inform me

Called dealer 45662 Courtney in service provided updated RO information

Called customer at [REDACTED] LVM sending document link and will follow up 8/16

***** Below Customer Contacted for Documentation Request *****

[REDACTED] on 2017 08 14 @ 17:48

***** Below Customer Contacted for Documentation Request *****

[REDACTED] on 2017 08 22 @ 16:47

Called customer at [REDACTED] LVM that I sent another document request to her email and follow up 8/24

Vehicle is at the dealership JOE MACHENS CHRYSLER DODGE JEEP (45662)

Update triggered by s62711q

Called dealer 45662 SA Jesse informed me customer came in for an oil change, there was no repair work

Status update provided via email to the following email address: [REDACTED]

Attached you will find a document to sign, when finished please fax it to me at 1 866 849 3869 ?ATTN: JOSIAH 31961658? or feel free to attach to the document request email which will follow this email.

Thanks,

Josiah

214 583 2131

Below documents are also attached to the email:

31961658_Kuchy_CandK.pdf

End of Status Update

Status update provided via email to the following email address: [REDACTED]

This is a reminder in regards to the compensation offer that was recently sent to you. Upon your acceptance, can you please fax it to me at 1 866 849 3869 ATTN: JOSIAH 31961658, or attach to my previous email's document request. This offer expires on 9/8/17. Thank you for your time regarding this matter.

Thanks,

Josiah

214 583 2131

End of Status Update

Haven't received signed C&K from client's ongoing case

Called customer at [REDACTED], the customer feels that the vehicle is repaired, and he accepted the Cash and Keep as a goodwill gesture for the time out of the vehicle, verified the address and email

Status update provided via email to the following email address:

mikeyn.buys@stericycle.com

Goodw

Below documents are also attached to the email:

31961658_Kuchy_CandK_signed.tif

End of Status Update

** Customer accepted \$1125.08 Cash Settlement

Writer suggests Cash Settlement as a goodwill gesture for customer

satisfaction.

Customer's Signed Release attached to CAIR (Y/N): Y

Mileage: 4184

Date of repair(s): 7/27/17

Additional pertinent information: Offered Cash Settlement of \$1,125.08 for 1 repair on (starting/no start) and 29 days down and 29 days down.

Offer approved by JS2481

Writer's submitted check for approval in the amount of: \$1125.08

CNA flag (Y/N): N

If yes, reason for CNA flag:

Assigned CAIR to 91D for check processing.

Check approved

Customer called in asking about her check. Called customer back at [REDACTED]

[REDACTED] 1 LVM her check being approved recently and mailed

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1GG6	HF	Open Date	07/10/2017	Built Date	04/08/2016	
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON			
In Service Dt	04/12/2016	Mileage	11000	Dealer Zone	70	PHOENIX	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERF	3.6L V6 24V WT ENGINE					
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS					
Dealer	26536	PREMIER CHRY JEEP					
Dealer Address	5011 AUTO CENTER BLVD						
Dealer City	BREMERTON			Dealer State	WA	Dealer Zip 98312	
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	BREMERTON					Country	UNITED STATES

Product	Eng ne	Unknown	Check Eng ne Lamp On/F ash ng	Defau t	Eng ne turned off when dr vng
Corporate	Enhanced Customer Sat sfact on Program (ECS)	Defau t	Defau t	Defau t	

Br ef y summar ze why the customer s contact ng Chrys er: Customer s seek ng he p w th repa r. Customer states veh c e shut down wh e dr vng and set appo ntment w th nearest DLR WEST HILLS CHRYSLER 26536 360 377 4418 for the 21rst. Customer states he can?t wa t unt then and wou d ke to know opt ons s nce he does not fee safe dr vng veh c e.

Br ef y summar ze what the customer s expect ng: Customer s expect ng he p w th repa rs.

Agent Adv sed***

Agent adv sed SA Wh they sa d customer can have veh c e towed to 45465 Tacoma Dodge Chrys er 4101 S Tacoma Way (253) 475 7300 and they cou d ook at t. Customer stated he was unab e to spend the two to three hours to get there and rece ve a renta at th s t me. Agent adv sed that he cou d have veh c e towed there and have a cab take h m to nearest car renta to pay out of pocket and keep rece pts for poss b e re mbursement. Customer thanked for opt ons but fee s he wou d prefer to dea w th nearest DLR WEST HILLS CHRYSLER 26536 360 377 4418 due to fam y be ng n hosp ta and he doesn?t want to go far.

Customer seek ng ass stance w th:

Veh c e shut off wh e dr vng

Customer expect ng:

Transportat on wh e wa t ng for d agnos s.

Agent adv sed w esca ate to case manager.

Fo ow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone number: 3

Ear est ca t me:

Latest ca t me:

Updates va text: N

Updates va ema : N

Veh c e ocat on: Customer

a e and T me o Appo n men day Ju y21

Conf med appo ntment w th: WEST HILLS CHRYSLER 26536 360 377 4418

Customer n ren a : N

Author zed by: N/A

Renta start date: N/A

Reass gn to 88F

***** Case Management D str ct G*****

OOW: IN warranty

MVP: none

Househo d: 1 new 0 used

W rter contacted SA Garret who conf med appo ntment for 7/21.

CONTACT UPDATE Customer was contacted today at 7:50PM

Customer was prov ded w th agent's extens on: 40423, eft message.

Veh c e has qua f ed for Enhanced Customer Sat sfact on (ECS) program.

Refer to AnswerCONNECT for hand ng procedures.

W rter attempted to contact customer, however, customer was not

ava ab e, eft message adv se case go ng to spec a st (ECS).

***** Create Prep Sheet *****

Prep sheet was saved successfu y.

***** Update Prep Sheet *****

Prep sheet was updated successfu y.

Wr ter contacted customer, was adv sed go ng n w th renta to be provided 07/21/2017, veh c e sta ed wh e dr v ng once, CEL on for ~1 week s nce, afra d of re ab ty, front doors have to be manua y opened and c osed, sensor p ate doesn't a ways work, w somet mes not ock or un ock except for manua y. Wr ter adv sed may nvo ve Tech Spec a st, fo ow up w th DLR and customer 07/21/2017.

Wr ter contacted DLR 26536 at 360 377 4418, SAJ m C. unava ab e, eft message w th ema for ca back to ensure customer kept appo ntment.

Wr ter contacted DLR 26536 at 360 377 4418, SAJ m C. adv sed has fue pressure sensor, touch screen, and s d ng door atch, ETA 07/22/2017, customer n renta , hop ng to be done same day. Wr ter adv sed wou d cover renta from 07/21 24/2017.

*****Renta Va ue Updated*****

Est mated Renta Amount: \$180 Provded By: CAC Days Author zed: 4

Wr ter contacted customer, conf rmed nes 59 62, fo ow up 07/24/2017.

Wr ter contacted DLR 26536 at 360 377 4418, SAPau adv sed veh c e st at DLR, SAJ m out unt 07/25/2017.

Wr ter contacted customer, adv sed of nes 66 67, fo ow up then.

Wr ter contacted DLR 26536 at 360 377 4418, SASean adv sed SAJ m n tra n ng, atch repa r be ng performed as of phone ca , veh c e maybe ready by COB.

Wr ter contacted customer, was adv sed has veh c e, atch wasn't changed and had been adv sed door ssue was probab y caused by commun cat on ssues w th rad o, doors now work ng, CEL s off and may have contr buted to hard sh ft ng but customer not sure about t. Fo ow up on repa rs 07/28/2017.

Wr ter contacted customer, was adv sed veh c e runn ng we , ok'd case c osure. Wr ter adv sed of survey.

CLOSED LOOP UPDATE no need for add t ona fo ow up.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1GG5	HF	Open Date	07/11/2017	Built Date	05/31/2017
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	06/01/2017	Mileage	1512	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERC	3.6L V6 24V WT ENGINE UPG I WESS				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	60134	REEDMAN TOLL AUTO WORLD				
Dealer Address	1700 E LINCOLN HWY					
Dealer City	LANGHORNE			Dealer State	PA	Dealer Zip 19047
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	WASHINGTON CROSS				Country	UNITED STATES

Corporate	Survey By Pass	No D agnos s	Defau t	Defau t	
Dea er	By Pass	Defau t	Defau t	Defau t	
Product	Eng ne	Unknown	Other	Defau t	Sta ed

Br e f y summar z e why the customer s contact ng Chrys er: Customer stated that she was d v ng at east 30 mph and she not ced her gas peda was no longer work ng and on the dash there was a message te ng her to sh ft to park to start veh c e, and the eng ne just shut off on her. Her veh c e s current y at DLR 60134 and they have not been ab e to dup cate the concern, she was adv sed by the GM to contact FCA to have her case esca ated. Agent contacted DLR and spoke w th JENA who stated that the Tech was not ab e to dup cate the concern and was not ab e to pu any d agnost c codes. Customer was adv sed that they w be contacted w th n one (1) bus ness

Day, by COB the r t me

Preferred morn ng/m dday ca back number s

Preferred afternoon/even ng ca back number

Customer ema address for case updates: graham se@ver son.net

Wou d customer ke to rece ve updates va text message? (YES)

Mbb e number: 610 420 5933

Who has possess on of the veh c e? (DLR)

Has the veh c e been d agnosed by a CDJR

Dea er w th n the ast 30 days? (NO)

If a CDJR dea er has d agnosed w th n 30

Days, what s the dea er name or code? 60134 REEDMAN TOLL

If a CDJR dea er has not d agnosed w th n 30 days, when s the customer's

Appo ntment schedu ed?

Date:

T me:

Conf rmed appo ntment at?

Is the customer n a ren a ? (YES)

Who author zed? DLR

From what date? 07/10/2017

Reass gned to 88F

APPROVED BY WMH22

In Serv ce Date: 06/23/2017

Org na Owner: Yes

M eage: 1500

Veh c e purchase oya ty: 7 New, 0 Used

Mu t p e Repa rs/ Prev ous re ated repa rs: No

MMP p ans: Act ve ML3950N MAXIMUM CARE 39 MONTHS / 50,000 MILES

Other:

***** Create Prep Sheet *****

Prep sheet was saved successfu y.

OUTBOUND DEALER CONTACT

60134 REEDMAN TOLL AUTO WORLD 215 757 4961

SAEr ca

CM spoke w th SA Er ca about veh c e concerns. SA Er ca spoke w th the adv sor work ng on veh c e and adv sed they test drove veh c e, cou d not dup cate t, no codes stored n veh c e, d d a veh c e hea th report to show t was funct on ng proper y, and the customer took veh c e back to go on vacat on. SA adv sed the veh c e was no longer at the Dea ersh p at th s t me. CM thanked SA for the nformat on and d sconnected ca .

OUTBOUND CUSTOMER CONTACT

CM contacted customer to ntroduce themse ves and nform customer of the nformat on prov ded. CM adv sed customer of the above, and customer mmed ate y cut CM nd cat ng th s was a ncorrect. Customer adv sed the Dea ersh p to d them they were ab e to dup cate t, that the veh c e was st at the shop, and the nformat on they rece ved ast n ght was far d fferent from the nformat on CM was prov d ng them. CM apo og zed for the m s nformat on, adv sed th s was just to d to h m. Customer became very upset over th s, adv sed they are 300 m es away n Rochester r ght now, and there's no way the veh c e cou d've been p cked up. Customer adv sed they w shed to speak w th the Dea ersh p and wou d ca CM back.

OUTBOUND DEALER CONTACT

60134 REEDMAN TOLL AUTO WORLD 215 757 4961

SA Er ca

CM spoke w th SA Er ca who adv sed they have a SA ca back w th more nformat on on veh c e.

OUTBOUND DEALER CONTACT

60134 REEDMAN TOLL AUTO WORLD 215 757 4961

SA Er ca

CM ca ed return ng SA Er ca's Vo cema . Took t back nto the shop, and the shop prov ded them a renta at that t me. SA adv sed the r Shop Foreman was not ava ab e at th s t me, but she wou d have someone gather the nformat on and ca CM back w th the updates.

OUTBOUND DEALER CONTACT

60134 REEDMAN TOLL AUTO WORLD 215 757 4961

SA John

CM spoke w th SA John about customer's veh c e. SA John adv sed at th s t me they have ordered a Sh fter for the Pac f ca, but has no other nformat on at th s t me as the SF was out on a test dr ve. CM requested ca back from SF, SA John took down CM contact nformat on and d sconnected ca .

OUTBOUND CUSTOMER CONTACT

CM spoke w th customer and apo og zed for not hav ng the most up to date nformat on ast t me we spoke. CM adv sed he has s nce spoken w th the Serv ce Dept and found that the customer's veh c e s n fact st at the Dea ersh p, and that they have ordered a Sh fter for the veh c e. Customer adv sed they a so had a Rad o concern that they wanted the Dea ersh p to address, wh ch they had apparent y ordered a Rad o for. CM adv sed they wou d touch base w th them tomorrow for an update on that and reach out to the customer for that.

OUTBOUND DEALER CONTACT

60134 REEDMAN TOLL AUTO WORLD 215 757 4961

SA John

CM attempted to gather update on veh c e repa rs. SA John p aced CM on ho d for 10+ m nutes, CM d sconnected ca .

610 420 5933 has been act vated for text message commun cat on.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T6056BL*****

He o L se, th s s Brandon your Chrys er Case Manager. I have been tryng to gather an update on your veh c e from Reedman To a day w th no success.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T6056BL*****

The next t me I w be ab e to reach out to them w be on Monday. If you have any nformat on, p ease fee free to text me back here w th any updates.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message rece ved from [REDACTED]

***** Start SMS Rep y From Customer *****

Phone Number: [REDACTED]

Received Date: Fri Jul 14 17:04:30 EDT 2017

Text: W do!

***** End SMS Reply From Customer *****

OUTBOUND DEALER CONTACT

60134 REEDMAN TOLL AUTO WORLD 215 757 4961

SACrysta Adv sor

CM spoke with SA John who advised that SACrysta was the advisor. SA advised that he believes the Shifter was ordered but was unsure as he was not the SA working the vehicle. CM apologized as he was under the impression it was himself, requested to leave message for Crysta to call CM back so they could discuss case. CM left Voicemail for SACrysta to call back.

OUTBOUND DEALER CONTACT

60134 REEDMAN TOLL AUTO WORLD 215 757 4961

SACrysta

CM was speaking with SACrysta about customer's vehicle. SA advised that the vehicle was repaired and is available for pickup. CM inquired for what repairs were made to vehicle when CM was placed on hold, and disconnected. CM called back and was transferred to Voicemail, where he left a Voicemail for SACrysta to call back.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T6056BL*****

Hello, I have just spoken with Crysta at Reedman Toll who has advised me that your vehicle has been repaired, and is available for pickup as of today.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from [REDACTED]

Text message received from [REDACTED]

***** Start SMS Reply From Customer *****

Phone Number: [REDACTED] 3

Received Date: Mon Jul 17 16:41:26 EDT 2017

Text: hasn't been repaired. I may need to pick it up tomorrow, as I wasn't planning on it for today...

Phone Number: 16 [REDACTED]

Received Date: Mon Jul 17 16:41:26 EDT 2017

Text: Yes. They might say it would be ready by Friday evening, or Saturday evening at the latest. Didn't happen. I called today at 8am and was told I

Phone Number: [REDACTED]

Received Date: Mon Jul 17 16:41:27 EDT 2017

Text: I have an update by 9am. Didn't happen. I called this afternoon, was put on hold, and then received a call that it was ready. The radio module is

***** End SMS Reply From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T6056BL*****

You're more than welcome to pick up the vehicle tomorrow, that won't be a problem. I will follow up with you then to see how the repairs are.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

OUTBOUND DEALER CONTACT

60134 REEDMAN TOLL AUTO WORLD 215 757 4961

PAAnthony

Part was ordered on the 7th, as of right now ETA is the 27th

Part #: Z8232026AN

Order #: L [REDACTED]

CM advised they are going to see if we could assist with Part.

OUTBOUND CUSTOMER CONTACT

[REDACTED] the vehicle was picked up. Customer states they spoke with the Dealer who advised they test drove the vehicle 3 times, and they are sure that the shifter was the cause of the concern. CM spoke with customer about Radio, advised we are going to see if we can assist with improving the ETA for delivery, customer aware, thanked CM for that. CM advised customer to call back if they have any further concerns, advised they would call back with updates on the Radio once they are available. CM thanked customer for the time and disconnected call.

***** Following Corporate Resource has been contacted *****

PARTS EXPEDITING for

Part#Z8232026AN,Order#LOCKWD,OMC#97359546

on 2017 07 19 @ 09:14

*****86X TRIAGE UPDATE*****

***** Following Corporate Resource has been contacted *****

DATE SUPPORT ESCALATED: 07/18/17

DLR CODE: 60134

PART NUMBER: Z8232026AN

PART DESCRIPTION: RADIO

ORDER NUMBER: LOCKWD

ORDER TYPE: Day

ORDER DATE: 07/07/17

ETA: 07/27/17

NUMBER OF DEALERS WITH PART/D2D OPTION: N/A

CAIR CM: BL753

*****END OF TRIAGE*****

*****GPOP PART UPDATE*****

CURR PROMDATE 07/27/17 ETA subject to change REL TO SUPLR

*****END OF UPDATE*****

Writer sent email to obtain alternate part information.

Alternate part for new radio available 68232026ZK​

***** START OF SUPPORT ESCALATION by T6854VG*****

*** Update from Expediting Team for ***

Part#Z8232026AN,Order#LOCKWD,OMC#97359546

Current promise date to release to Supplier07/27/17.

***** END OF SUPPORT ESCALATION ***** by T6854VG

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T6056BL*****

Hello, I am reaching out with an update. I believe that the Radio for the vehicle should be arriving mid week next week.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from [REDACTED]

***** Start SMS Reply From Customer *****

Phone Number: 16104205933

Received Date: Fri Jul 21 15:17:36 EDT 2017

Text: That's good news thanks!

***** End SMS Reply From Customer *****

Email sent to SAME to seek update on Part.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T6056BL*****

Hello, I am reaching out to ask how the vehicle has been since picking it up from the Dealership. I received an email indicating you had the vehicle back.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from 610 420 5933

***** Start SMS Reply From Customer *****

Phone Number: [REDACTED] 3

Received Date: Tue Jul 25 14:04:53 EDT 2017

Text: Hi Brandon! Yes, I did pick up the vehicle on Tuesday, July 18.

It seems to be running properly so far. I'm still waiting to hear about the new radio...

***** End SMS Reply From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T6056BL*****

I just spoke with the Dealership, it's still on track to be delivered

Thursday. I will call them Thursday to confirm its arrival.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from [REDACTED]

***** Start SMS Reply From Customer *****

[REDACTED] [REDACTED]

Received Date: Tue Jul 25 14:23:11 EDT 2017

Text: Sounds good, thanks!

***** End SMS Reply From Customer *****

OUTBOUND DEALER CONTACT

60134 REEDMAN TOLL AUTO WORLD 215 757 4961

PA Lou

CM confirmed Part arrival date set for 7/27/17

OUTBOUND DEALER CONTACT

60134 REEDMAN TOLL AUTO WORLD 215 757 4961

PA Lou

CM spoke with PALou about Parts for vehicle. PALou advised it was pushed back to 8/14/17. CM confirmed that the information is the same on the vehicle, and that the Part/Order number was the same. PALou advised it is in Data status. CM thanked PALou for the information and disconnected call.

*****GPOP PART UPDATE*****

CURR PROMDATE 08/14/17 ETA subject to change REL TO SUPLR

*****END OF UPDATE*****

Writer sent email to specifying for assistance with expediting part #Z8232026AN.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T6056BL*****

Hello, when I spoke with the Dealer on Thursday, we checked and the Part had been delayed at that time. I will reach out to you when I have a new update.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

***** START OF SUPPORT ESCALATION by T6211AS*****

**** Update from Expediting Team for ****

Part#Z8232026AN, Order#LOCKWD, OMC#97359546

Working with supplier for firm date

***** END OF SUPPORT ESCALATION ***** by T6211AS

***** START OF SUPPORT ESCALATION by T6211AS*****

**** Update from Expediting Team for ****

Part#Z8232026AN, Order#LOCKWD, OMC#97359546

Working with supplier for firm date

***** END OF SUPPORT ESCALATION ***** by T6211AS

***** START OF SUPPORT ESCALATION by T6211AS*****

**** Update from Expediting Team for ****

Part#Z8232026AN, Order#LOCKWD, OMC#97359546

Per supplier, order ships out week of 7/31

***** END OF SUPPORT ESCALATION ***** by T6211AS

*****GPOP PART UPDATE*****

Part#Z8232026AN, Order#LOCKWD TRACKING [REDACTED] 9

*****END OF UPDATE*****

***** START OF SUPPORT ESCALATION by T6211AS*****

**** Update from Expediting Team for ****

Part#Z8232026AN, Order#LOCKWD, OMC#97359546

UPS Track [REDACTED]

***** END OF SUPPORT ESCALATION ***** by T6211AS

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T6056BL*****

Hello, we are working to expedite the Part to the Dealership right now. The UPS label for this is as follows: [REDACTED]

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T6056BL*****

There will be no information on it today, as it was just generated today, but I will let you know once there is an update.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from 610 420 5933

***** Start SMS Reply From Customer *****

Phone Number [REDACTED]

Received Date: Wed Aug 02 17:19:56 EDT 2017

Text: Thanks for the update :)

***** End SMS Reply From Customer *****

OUTBOUND DEALER CONTACT

60134 REEDMAN TOLL AUTO WORLD 215 757 4961

PAAnthony

CM spoke with PAAnthony who confirmed the Parts delivered. CM thanked PA for the information and disconnected call.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T6056BL*****

Hello, I just spoke with the Dealership and your Radio has arrived. Would you be able to schedule an appointment for the repairs to be performed?

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

OMC# 97359546 Order# LOCKWD FOR PN: Z8232026AN IS RESOLVED

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T6056BL*****

Hello, have you reached out to the Dealership to schedule an appointment for repairs?

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from [REDACTED] *****
***** Start SMS Reply From Customer *****

Phone Number: [REDACTED]

Received Date: Fri Aug 04 14:49:01 EDT 2017

Text: Yes I have: this coming Tuesday morning. So sorry I didn't reply sooner :)

***** End SMS Reply From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T6056BL*****

Not a problem, thanks for replying. I will check back with you Tuesday once the vehicle is at the Dealer. Hope you enjoy your weekend!

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from 610 420 5933

***** Start SMS Reply From Customer *****

Phone Number: [REDACTED]

Received Date: Fri Aug 04 15:52:44 EDT 2017

Text: You too!!

***** End SMS Reply From Customer *****

CM to follow up on Tuesday.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T6056BL*****

Hello, was the vehicle dropped off at the Dealership this morning for repairs?

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from 610 420 5933

***** Start SMS Reply From Customer *****

Phone Number: [REDACTED]

Received Date: Tue Aug 08 13:56:31 EDT 2017

Text: Hi Brandon! I brought it in this morning, and they installed the new radio. It took about 2 hrs. I'm hoping it will function properly :)

***** End SMS Reply From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T6056BL*****

I am glad the Radio was repaired this morning! I would like to give you a few days to drive the vehicle to ensure there are no concerns, would that be okay?

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from [REDACTED]

***** Start SMS Reply From Customer *****

Phone Number: 16104205933

Received Date: Tue Aug 08 14:09:01 EDT 2017

Text: That would be fine, thanks!

***** End SMS Reply From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T6056BL*****

Hello, this is Brandon following up on your vehicle. I was curious how things have been since picking it up for the repairs?

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from [REDACTED]

Text message received from [REDACTED]

***** Start SMS Reply From Customer *****

Phone Number: [REDACTED]

Received Date: Fri Aug 11 00:20:06 EDT 2017

Text: Good, and the car is now making an intermittent weird noise (clicking?) as well as a chirpy noise. I can't believe I'll be headed to the shop again :(

Phone Number: [REDACTED]

Received Date: Fri Aug 11 00:20:12 EDT 2017

Text: The radio seems to be working (as in, not freezing up, which was the intermittent issue). Unfortunately, I just drove 200 miles to pick up my colleague

***** End SMS Reply From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T6056BL*****

I am so sorry to hear about the chirping noise. When is it scheduled to go back into the shop?

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from 610 420 5933

***** Start SMS Reply From Customer *****

Phone Number: [REDACTED]

Received Date: Fri Aug 11 00:45:27 EDT 2017

Text: I'm driving home today, so I haven't called them yet.

***** End SMS Reply From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T6056BL*****

Once you've made an appointment for this, please let me know so I can follow up with you and the Dealership. I hope this is nothing serious.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from [REDACTED]

***** Start SMS Reply From Customer *****

Phone [REDACTED]

Received Date: Fri Aug 11 00:54:00 EDT 2017

Text: That makes two of us! I'll keep you informed. Thanks for your help, Brandon.

***** End SMS Reply From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T6056BL*****

Not a problem L se, safe travels.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T6056BL*****

Good morning L se, I am reaching out to touch base to see if an appointment has been made for the changing no session the vehicle to be looked into.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T6056BL*****

Hello L se, I am reaching out to see if you received my last message on Monday.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from [REDACTED]

Text message received from [REDACTED]

***** Start SMS Reply From Customer *****

Phone [REDACTED]

Received Date: Wed Aug 16 14:30:40 EDT 2017

Text: I pursue it (unless/until it recurs).

Phone Number: [REDACTED]

Received Date: Wed Aug 16 14:30:41 EDT 2017

Text: So sorry, Brandon it's been a hectic few days. I have not heard any strange noises from the car since my return trip on Friday, so I've decided not to

***** End SMS Reply From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T6056BL*****

Not a problem L se, we all get busy. I am glad to hear that the noise has stopped since. How have things been apart from the noise that has stopped?

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T6056BL*****

Hey L se, everything is okay apart from the noise that you heard recently that you're going to address later, I would like to close your Case, is that okay?

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T6056BL*****

I can send you a follow up email with your Case information, and my Contact information should you have any future concerns with the vehicle to reach out.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from [REDACTED]

***** Start SMS Reply From Customer *****

Phone Number [REDACTED]

Received Date: Fri Aug 18 08:41:45 EDT 2017

Text: That's fine. Thanks again for your help, Brandon! :)

***** End SMS Reply From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T6056BL*****

Not a problem L se, thank you again for choosing to work with me. I hope you have a great weekend, and don't hesitate to reach out to me anytime!

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from [REDACTED]

Status update provided via email to the following email address:
graham_se@verizon.net

Hello Graham & L se,

I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is: [REDACTED] 87]

The FCA Case Management telephone number is: 1 866 932 3873

Thank you for allowing FIAT Chrysler Automobiles Customer Care the

opportunity to address your concern and we hope we were able to resolve your concern to your satisfaction. We wanted to let you know that we attempt to conduct a satisfaction survey upon the closure of a Case; therefore, you could potentially receive an email or telephone survey. We'd ask that you take the time to complete the survey so we know how we're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.;

It has been a pleasure working with you, all the best,

Brandon

End of Status Update

***** Start SMS Reply From Customer *****

Phone Number: 16104205933

Received Date: Fri Aug 18 08:44:10 EDT 2017

Text: I'll keep your contact info handy. Have a great weekend!

***** End SMS Reply From Customer *****

610 420 5933 has been deactivated for text message communication.

Reassigned to SM2149 for Survey Bypass No Diagnosis. As per customer text message they have a No side concern they are going to address at a later date.

Bypass added.

Text message received from [REDACTED]

Text message received from [REDACTED] CAIR was closed

Text message received from [REDACTED]

Text message received from [REDACTED] after CAIR was closed

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1DG2	HF	Open Date	07/12/2017	Built Date	02/14/2017
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
In Service Dt	02/14/2017	Mileage	1074	Dealer Zone	63	DALLAS
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERC	3.6L V6 24V WT ENGINE UPG I W/ESS				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	45107	DODGE CITY OF MCKINNEY				
Dealer Address	700 S CENTRAL EXPY					
Dealer City	MCKINNEY			Dealer State	TX	Dealer Zip 75070
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	PLANO				Country	UNITED STATES

Product Eng ne Unknown Overheated Defau t veh c e shut off, dash ghts came on

Customer states veh c e s current y at DLR Waxach e (60447). Customer states th s was the c oset DLR at the t me of her ocat on. Customer states on Sunday wh e dr vng to p ck up her son the veh c e eng ne started to overheat and then the dash ght fashed on and off and the veh c e shut off. Customer states th s veh c e s brand new and on y has 1074 m es on the veh c e. Customer states she recent y was just contacted by her se ng DLR (45107) for her to p ck up her ense?s p ate and ags. Customer s ates that s how new her veh c e st s. Customer state she was never provided w th a oaner and has been hav ng to get r des back and forth. Customer states DLR 60447, s very far from her home to catch a r de to dr ve back and forth to. Customer states no one has reached out to her regard ng her veh c e. Customer s seek ng a oaner veh c e unt her veh c e s ready. Agent adv sed she wou d reach out to DLR for a fo ow up on veh c e d agnos ng and repa rs, as we as a oaner veh c e. Agent spoke w th SAMary from DLR 60447, who states veh c e was d agnosed as EGR Coo ant Tube be ng defect ve w th a p n ho e that a owed the coo ant to sp out over eng ne. SAMary states she s not the actua SA for th s veh c e but she d d send an ema to the SA for them to con act customer about veh c e be ng ready for p ck up. Agent asked SAMary was there a t me frame on customer be ng ca ed to p ck up her veh c e. SAMary was unab e to provide that nformat on. Agent w reach out to customer to adv se that veh c e s n the c ear ng s ages and SA w contact customer for her to p ck up veh c e. Customer states she s on her way now to p ck up her veh c e from DLR.

Customer Assistance Inquiry Record (CAIR)#

7

VIN	2C4RC1GG7	HR6	Open Date	07/14/2017	Built Date	12/05/2016	
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON			
In Service Dt	12/05/2016	Mileage	14100	Dealer Zone			
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERF	3.6L V6 24V WT ENGINE					
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS					
Dealer	99999						
Dealer Address							
Dealer City				Dealer State		Dealer Zip	
Owner						Contact Type	ROADSIDE
Address	40					Home Phone	
	FT WASHINGTON MD					Country	UNITED STATES

Corporate Roads de Services Warranty S art/Sta Defau t

Roads de Assistance Contacted DATE : 2017 07 14
Road Service Created 07 14 17 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
5904 OLD RICHMOND HWY 5900 RICHMOND HWY
FORT HUNT RD
ALEXANDRIA ALEXANDRIA
VA USA VA
VEH STALLED IN MIDDLE OF INTERSECTION
DEALER CODE : 86525

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1GG5	HF	Open Date	07/14/2017	Built Date	06/15/2016
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	06/16/2016	Mileage	11695	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PRV	VELVET RED PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	60064	CRYSTAL CHRYSLER DODGE JEEP BROOKSVILLE				
Dealer Address	14358 CORTEZ BOULEVARD					
Dealer City	BROOKSVILLE			Dealer State	FL	Dealer Zip 34613
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	SPRING HILL				Country	UNITED STATES

Corporate Survey By Pass	EMA Referral	Default	Default	
Product Electrical Lamps and Switches	Intermittent or Inoperative	Default		Head lights rapidly go out and need replacement
Product Electrical uConnect Cellular System	Other	Default		uConnect Theater system inoperative
Corporate Enhanced Customer Satisfaction Program (ECS)	Default	Default		

Team,

Dealer 60064, Crystal Motor Dodge Jeep Brooksville, at 07/13/2017

02:00:13 received a vehicle for service that meets your requested

criteria. This is a 22228 of 100000 maximum.

By contacting this dealer you acknowledge you and your designees have read and agree to comply with all guidelines and requirements established by FCA Vehicle Fagging Requirements v1.0'. Please remember to direct all dealer inquiries to the Service Manager.

Please refer to the attached 'MP Summary Report' for dealer contact information and more detailed vehicle information. Also attached is a copy of the internal 'Pre Service Write Up' document which shows some details about what kind of services the customer has asked to be performed.

Kind Regards, Vehicle Fagging Project Support Team

Here are the internal software part numbers when the vehicle was written up:

VRM: 10028795

DDM: 68316559AC

ORC: 68211617AF

HVACR: 68226022AF

MSMP: 68321862AB

OCM: 68228493AC

PLGM: 68316094AB

RBSS: 68306454AB

SCCM: 56054253AD

PDM: 68316558AC

DSM: 68223456AD

HSM: 68277189AF

ICS: 68230249AC

ESM: 68240089AG

TCM: 68277370AJ

HVAC: 68226020AJ

ABS: 68222747AG

EPS: 68288891AE

FSM: 68197218AG

PSDML: 68225094AE

FFCM: 68223694AD

RADIO: 68232026AK

PTS: 68193775AG

AMP: 68207345AE

PCM: 68267018AL

DMRR: 68225096AE

RFH: 68217818AE

BCM: 68282095AE

IPC: 68227902AF
EDM: 05091978AF
CVPM: 68145215AI
EOMR: 68223337AE
ACC: 68226356AF
*****Security Check*****

Dear Colleague,
as a preventive security measure, the attachments have been checked for potential malicious contents and are safe to be opened. Please be aware that this may have altered the original document appearance. For more information or support, please contact your local ICT support team or, where available, visit your ICT support intranet page.
Kind regards,
ICT End User Services Team

*****OUTBOUND ECS ATTEMPT*****

Agent contacted customer to inquire about the recent repair work on the vehicle.
Customer states he is waiting for a new module for the radio however the vehicle has had electrical issues since the point of purchase.
Customer states the vehicle has stalled since purchasing the vehicle and no one has done anything about it.
Customer would like to have the vehicle fixed.
Agent apologized and stated that his case will be escalated and he will receive a call from a CM within 1 business day for further assistance.
Customer understood and thanked Agent.
Reassigning to 88W for further handling.
He is going to work with CM to attempt to resolve issues.
Writer advised a call back will be given within one business day.
Best Contact Number is: [REDACTED]
ALL DAY AVAILABILITY

***** Create Prep Sheet *****

Prep sheet was saved successfully.
Writer contacted DLR at 352 597 1265 and spoke to SMDarren. Writer inquired of Customer's situation. Darren advised that Customer stopped by on Friday for a DVD concern, and Customer needs to wait for a radio update. Darren agreed that Customer may be looking into getting a new vehicle, whether through a lease, or whatever is available. Darren advised that the issue in the past was DLR being unable to duplicate Customer's concern.
Agent attempted to contact customer at [REDACTED], however, customer was not available. Left message for a return call at extension 41060.
Writer attempted to email Customer at [REDACTED] however, email incompatible with Case email system.
Customer contacted Writer and informed that they have several electrical concerns. Customer advised that with the battery dying due to the instrument cluster, the concern usually occurs 1 time a month, with the exception of the recent occurrences where the battery died 3 times in a week. Customer advised that the re-connect theater system is nonoperative currently. Customer informed that they're looking into getting another vehicle in the near future. Writer advised that we'd reach out to Corporate techs to see if there's any updates on potential fixes for Customer's concerns, but if Customer was looking into getting a new vehicle, Writer would be going to look into Service Contracts for the new vehicle. Customer thanked. Writer advised of lines 86 87. Customer requested contact info through a text to 410 371 9465. Customer provided personal cell #: [REDACTED] Customer couldn't be reached through the primary phone #.

[REDACTED] has been activated for text message communication.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

Hello, this is Michael with Chrysler Enhanced Customer Satisfaction. I'm your new case advocate. Your Case # is 31991137. My office hours are 10:30 AM - 7:00 PM

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

(Eastern Time) Monday through Friday. My phone number is 800 763 8422 EXT 41060. Fee free to call or text me at any time if you have questions or concerns!

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Vehicles at the dealership: CRYSTAL CHRYSLER DODGE JEEP (60064)

Update triggered by s83519d

Writer contacted DLR at 352 597 1265 and spoke to SMDarren. Darren informed that Customer stopped by yesterday for an oil change, and DLR was able to repair Customer's Uconnect Theater. Customer currently has the vehicle. Writer thanked.

Writer contacted Customer at [REDACTED]. Customer advised that the Uconnect Theater is working at this time. Customer advised that they're okay with case closure for now, and will contact next time the rubber goes out to see if any additional information can be gathered.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1GG0	HF	Open Date	07/14/2017	Built Date	05/12/2016
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	05/12/2016	Mileage	18202	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	45420	ROUTE 46 CHRYSLER JEEP DODGE				
Dealer Address	1655 ROUTE 46					
Dealer City	LITTLE FALLS	Dealer State	NJ	Dealer Zip	07424	
Owner		Contact Type	TELEPHONE			
Address		Home Phone	 			
	HILLSIDE	Country	UNITED STATES			

Product Unknown	Unknown	Sta ng	Defau t	
Product Fue System	Unknown	Other	Defau t	Sensors
Product Eng ne	Unknown	Check Eng ne Lamp On/F ash ng	Defau t	
Corporate	Enhanced Customer Sat sfact on Program (ECS)	Defau t	Defau t	Defau t
Product E ectr ca	Unknown	Other	Defau t	Sensors

****Begin structured narrative Enhanced Customer Satisfaction

Enhanced Customer Satisfaction Team*

Owner is being handled by the

Enhanced Customer Satisfaction Team.

Transfer the customer to 866 275 1420.

****End structured narrative Enhanced Customer Satisfaction

Team,

Dealer 45420, Route 46 Chrysler Jeep Dodge, at 07/14/2017 09:34:15

received a vehicle for service that meets your requested criteria. This

is estimated 22261 of 100000 maximum.

By contacting this dealer you acknowledge you and your designees have read and agree to comply with all guidelines and requirements established by FCA Vehicle Fagging Requirements v1.0'. Please remember to direct all dealer inquiries to the Service Manager.

Please refer to the attached 'MP Summary Report' for dealer contact information and more detailed vehicle information. Also attached is a copy of the internal 'Pre Service Write Up' document which shows some details about what kind of services the customer has asked to be performed.

Kind Regards, Vehicle Fagging Project Support Team

Here are the internal software part numbers when the vehicle was written up:

*****Security Check*****

Dear Colleague,

As a preventive security measure, the attachments have been checked for potentially malicious contents and are safe to be opened. Please be aware that this may have altered the original document appearance. For more information or support, please contact your local ICT support team or, where available, your IT support page.

Kind regards,

ICT End User Services Team

*****OUTBOUND ECS ATTEMPT*****

ECS agent contacted customer to inquire if vehicle has been repaired to satisfaction. Customer stated that the vehicle is at the DLR now, the vehicle keeps starting, the check engine light keeps coming on, he is having issues with the fuel module, and multiple sensors keep burning out. Customer main concern is the sensors that keep burning out. Customer loves his vehicle, he would just like to enjoy it. Agent apologized and stated that his case will be escalated and he will receive a call from a CM within 1 business day for further assistance. Customer understood and thanked Agent.

Reassigned to 88W for further handling.

He is working with CM to attempt to resolve issues.

Willter advised a callback will be given within one business day.

Best Contact Number is: [REDACTED]

ALL DAY AVAILABILITY.

Called Rosetta to check on customers repairs. Rosetta advised writer that they have not started on customers vehicle as of yet. Rosetta advised writer that they should be getting to the repair Monday or Tuesday.

Status update provided via email to the following email address:

[REDACTED]
[REDACTED],

Hello, my name is Debbie with Chrysler, and I have been assigned as your customer advocate. This email is confirmation that your case, # [REDACTED] was successfully escalated to me. I will be calling you at your preferred number, [REDACTED], on Monday 7/17 after checking on your diagnosis. My office hours are 8:00 AM-4:00 PM (Eastern Time). My contact information is 800.763.8422 EXT 40541. If your preferred telephone number mentioned above isn't correct, please reply with the correct one. Thank you for being with Chrysler.

End of Status Update

***** Create Prep Sheet *****

Prep sheet was saved successfully.

Left message for Carlos to check on customers repairs for the vehicle was taken in for a diagnosis as of yet.

Amanda sent message on writer's voicemail that the vehicle is finished and they will be calling the customer to pick up the vehicle.

Called [REDACTED] customer to advise that Amanda is from Route 46 and the vehicle is finished and will be calling customer. Customer advised writer that he wants to know when he can exchange this vehicle, because it has so many electrical issues and has been back and forth to the dealer. Customer advised writer that he had trouble with the seat not working and they had to take the seat out and the dash to fix a sensor and the backseat is worn and the SM advised customer the parts on back order and then the customer advised writer he had to pay for a rental. Customer advised writer that he checked the consumer report and this is supposed to be the best vehicle and 1 out of 10 have problems and he has the 1. Writer advised customer that writer is with repair resolution, and writer can get customer a SC to take care of the vehicle past the 3/36 warranty on electrical issues. Customer advised writer that he does not want a SC he wants a vehicle he does not have to go back and forth to the dealer with. Customer advised writer that he paid \$25,000 total for the down payment and no one will want to purchase his vehicle and he was told that a tech was being sent out to work on his electrical issues. Writer advised customer that writer that writer will send in for investigation and will get back with customer no later than 7/21. Customer advised writer that he is not going to pay his rental. Writer advised customer that would be up to him, but writer can look into reimbursing customer the rental after the investigation is over.

Customer was informed that by making this request they are NOT actually getting lemon law or any related process.

The request is being escalated for a review of the vehicle's repair history to determine if the request merits further action and that due to the nature of the request, it will require a callback which will take

place within 12 business days. The outcome of the review does NOT determine Lemon Law eligibility.

Preferred Morning/Midday callback number is [REDACTED]

Preferred Afternoon/Evening callback number [REDACTED]

Who has possession of the vehicle? Owner

Reassigned to 91L

This customer has contacted Customer Care seeking Lemon Law buyback/repurchase. Preliminary research has determined this vehicle warranty history does not merit further review at this time. Please continue case management in an attempt to resolve the customer's concern and/or issues.

***** Update Prep Sheet *****

Prep sheet was updated successfully.

Left message for Amanda ext 1071 to call writer checking on customers repairs on what was repaired and the seat that is on back order.

Left message for Amanda ext 1071 to call writer checking on customers

repairs on what was replaced and the seat that is on backorder.
Customer called and stated his vehicle just sat out on Route #78,
but just as he was calling us, it started back up. Customer stated he
called Roads de first, but they were on going to tow him 18 miles.
Customer states what good is that to him, he further away from home than
that. Customer states he's going to continue on and try to get to Route
#46. Customer states he's scared. Agent again offers Roads de.
Customer declines and states he's going to call his Insurance, Geico.
Customer states he would like his Case Manager to call him. Customer
states this vehicle has already been to Dealer so much. Customer
confirms his message to Agent as 18,164.
Vehicle is at the dealership ROUTE 46 CHRYSLER JEEP DODGE (45420)
Update triggered by s06797p
Customer is at the DLR now, the DLR cannot provide him a rental.
Customer needs a car, and is going to wait at the DLR for a while to see
what can be done.

Called [REDACTED] customer to check if customer was still at the dealer
or was customer able to get a loaner. Customer advised writer he has his
vehicle back, the tech alleges that it was a loose wire. Customer advised
writer that he has been in so much for his electrical issues and now the
vehicle stalled on the highway, customer advised writer he wants out of the
vehicle and replaced with another vehicle. Writer advised customer that
writer is with repair resolution and writer can get customer a SC that
could take care of the repeated issues at no cost to the customer.
Customer advised writer he did not want that he wants out of the vehicle.
Writer advised customer of the options in the back of his warranty
booklet that customer may want to look at, but writer will send in for
investigation and will get back with customer no later than 7/27.

This customer has contacted Customer Care seeking Lemon Law
buyback/replacement. Preliminary research has determined this vehicle
warranty history does not merit further review. Please continue case
management in an attempt to resolve the customer's concern and/or issues.

Called Amanda Sa to check on customer's repairs. Amanda Sa advised writer
that the repairs were completed on 7/21 when the vehicle was towed in
and the tech found a loose wire on the negative part of the battery.
Amanda Sa advised writer that they test drove and found no other trouble.
Amanda Sa advised the customer's message when he left was 18202.
Called [REDACTED] 67 customer to check on customer's repairs. Writer
advised customer of line 144-147. Customer advised writer he has not had
any trouble at this time, but was advised by his lawyer not to talk to
anyone. Writer advised customer that writer will be closing the case.
CLOSED LOOP UPDATE no need for additional follow up.

Customer Assistance Inquiry Record (CAIR)#

3

VIN	2C4RC1GG3	HR54	Open Date	07/15/2017	Built Date	10/20/2016	
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON			
In Service Dt	10/24/2016	Mileage	17189	Dealer Zone			
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ERC	3.6L V6 24V WT ENGINE UPG I W/ESS					
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS					
Dealer	99999						
Dealer Address							
Dealer City				Dealer State		Dealer Zip	
Owner						Contact Type	ROADSIDE
Address	N/A					Home Phone	
	AUBURN HILLS MI					Country	UNITED STATES

Corporate Roads de Services Defau t Star /Sta Defau t

Roads de Assistance Contacted DATE : 2017 07 15

Road Side File Created 07 15 17 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

11703 PENTECOST HWY 2021 EXECUTIVE HILLS DR

WOODLAWN EXECUTIVE HILLS CT

ONSTED AUBURN HILLS

MI USA MI

VEH STALL. VEH IS IN THE PARKING LOT OF THE DEALER

DEALER CODE :

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1BG6	HR7	Open Date	07/17/2017	Built Date	03/09/2017
Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
In Service Dt	03/09/2017	Mileage	1766	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERC	3.6L V6 24V WT ENGINE UPG I W/ESS				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				

Dealer	60698					
Dealer Address						
Dealer City			Dealer State	Dealer Zip		
Owner				Contact Type	TELEPHONE	
Address				Home Phone		
	BROOKLYN				Country	UNITED STATES

Corporate	Survey By Pass	No D agnos s	Defau t	Defau t	
Product	Eng ne	Unknown	Other	Defau t	Eng ne sta ng
Product	E ectr ca	uConnect	Ce u ar System	Other	Defau t

Br ef y summar z e why the customer s contact ng Chrys er: Customer ca ed because h s USB port stopped charg ng h s phone. Customer s ated that he has tr ed a few other cords and they are not work ng as we . Customer stated that t s nterm tted. Customer a so stated aw h e ago the D for dr ve started b nk ng and h s veh c e sta ed on h m. Agent adv sed that a d agnos s s needed. Agent transferred the customer to the DLR to book an appo ntment.

Br ef y summar z e what the customer s expect ng: To be ab e to charge h s phone through the USB port.

Reass gned to 861 for SB, no d agnos s.

Customer Assistance Inquiry Record (CAIR)#

3

VIN	2C4RC1DG8	HR7 0	Open Date	07/18/2017	Built Date	02/27/2017
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
In Service Dt	02/28/2017	Mileage	2700	Dealer Zone		
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PW2	TUSK WHITE				
Engine	ERC	3.6L V6 24V WT ENGINE UPG I W/ESS				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	99999					
Dealer Address						
Dealer City				Dealer State		Dealer Zip
Owner					Contact Type	ROADSIDE
Address					Home Phone	
	MOUNT PLEASANT SC				Country	UNITED STATES

Corporate Roads de Services Warranty S art/Sta Defau t

Roads de Assistance Contacted DATE : 2017 07 18

Road S de F e Created 07 18 17 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

1327 CENTER LAKE DR 8333 RIVERS AVE

WATERFRONT DR

MOUNT PLEASANT NORTH CHARLESTON

SC USA SC

VEH SHUT OFF WHILE DRIVING.....UNATTENDED TOW K

DEALER CODE : 86732

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1GG0	HF	Open Date	07/18/2017	Built Date	05/02/2016	
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON			
In Service Dt	05/03/2016	Mileage	15754	Dealer Zone			
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PRV	VELVET RED PEARL COAT					
Engine	ERF	3.6L V6 24V WT ENGINE					
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS					
Dealer	99999						
Dealer Address							
Dealer City				Dealer State		Dealer Zip	
Owner		EL				Contact Type	ROADSIDE
Address	N/A				Home Phone	 	
	KELSEYMILLE CA				Country	UNITED STATES	

Corporate Roads de Services Warranty S art/Sta Defau t

Roads de Assistance Contacted DATE : 2017 07 18

Road Side File Created 07 18 17 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

2655 WESTLAKE RD 1175 PARALLEL DR

CA 281

KELSEYMILLE LAKEPORT

CA USA CA

CX IS COVERED FOR TOW TO DEALERSHIP//STALLED WHILE

DEALER CODE : 32999

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1GG0	HR509501	Open Date	07/18/2017	Built Date	05/02/2016
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	05/03/2016	Mileage	15754	Dealer Zone		
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PRV	VELVET RED PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	99999					
Dealer Address						
Dealer City				Dealer State		Dealer Zip
Owner					Contact Type	ROADSIDE
Address	N/A				Home Phone	
	KELSEYMILLE CA				Country	UNITED STATES

Corporate Roads de Services Warranty S art/Sta Defau t

Roads de Assistance Contacted DATE : 2017 07 18

Road Side File Created 07 18 17 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

2655 WESTLAKE RD 1175 PARALLEL DR

CA 281

KELSEYMILLE LAKEPORT

CA USA CA

CX IS COVERED FOR TOW TO DEALERSHIP//STALLED WHILE

DEALER CODE : 32999

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1GG2	HF	Open Date	07/18/2017	Built Date	03/07/2017
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	03/07/2017	Mileage	11024	Dealer Zone		
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PBX	JAZZ BLUE PEARL COAT				
Engine	ERC	3.6L V6 24V WT ENGINE UPG I W/ESS				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	99999					
Dealer Address						
Dealer City				Dealer State		Dealer Zip
Owner					Contact Type	ROADSIDE
Address					Home Phone	
	OGDEN UT				Country	UNITED STATES

Corporate Roads de Services Warranty S art/Sta Defau t

Roads de Assistance Contacted DATE : 2017 07 18
Road S de F e Created 07 18 17 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
11 SERVICE CENTER RD 6171 PENSACOLA BLVD
FRANCIS TAYLOR BLVD
PENSACOLA PENSACOLA
FL USA FL
VEH IS STALLING AND WILL NOT START.
DEALER CODE : 89969

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1EG7	HR5	Open Date	07/18/2017	Built Date	07/04/2016
Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
In Service Dt	07/05/2016	Mileage	11558	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	45426	ARRIGO DODGE CHRYSLER JEEP RAM				
Dealer Address	5901 MADISON AVE					
Dealer City	TAMARAC	Dealer State	FL	Dealer Zip	33321	
Owner		Contact Type	CERTIFIED LETTER			
Address		Home Phone	 			
	COCONUT CREEK	Country	UNITED STATES			

Product Dr vab ty Unknown Sta ng Default	
Corporate Lemon Law Default Default Default	
Dea er By Pass Default Default Default	

POSTMARK DATE: 071517; DATE RECEIVED: 071817

The owner subm ts a cert f ed etter and not f cat on card to FCA rece ved on 7 18 2017. The customer s havng ssues w th sta ng and numerous of other ssues. Th s f e w be forwarded to the bc for further review and hand ng.

SEBC RECEIVED.

071917 wr ter sent an owner ack/appt etter conf rm ng rece pt of mvdn and sett ng appt for owner to drop off veh to Arr go DCJR Sawgrass by noon on August 8, 2017 for FCAs nspect on/rep r for the fo owng concerns as sted on MDN:

(1) dr vers s de s d ng door w reopen on ts owner when c os ng
(2) gr nd ng no se from the s d ng doors when open ng & c os ng. may be reso ved at th s t me.

(3) veh c e nterm ttent ysta s wh e dr vng or wh e d ng n park or dr ve and d sp ays message "to put trans n park and restart veh c e".
d r author zed that f requested to prov de a t trans as customer goodw gesture for durat on of nspect on/rep r and to nc ude the fo owng exp anat on n the c a m narrat ve as just f cat on: "emon aw renta approved n ca r# 9. wr ter adv sed ta/asm/sm of the above.
If owner ca s n regard ng Lemon Law, p ease refer owner to R chard W cox at 5.

Customer ca ed and stated he ca ed the 1 888 542 7239 number he was g ven for the ega department for Chrys er. Customer s ated he found out t s actua y Ster cyc e and they are a th rd party that represents Chrys er and he fee s he has been dece ved. Customer stated he fee s Chrys er shou d be ook ng after th s as Chrys er s st tryng to f nd a d r to fx h s veh c e. Customer sa d he s p ayng the wa tng game .
Cust. ca ed n very upset because t has been a week and h s CAIR manager BRIDGETT HURT has not ca ed h m back and t has been a week. I nformd h m Lucas Dav s s hand ng h s case per the CAIR. I am unab e to warn transfer h m but I adv sed that I w update the case w th notes. CAIR Manager needs to mmed ate y ca h m back TODAY (7/26/17).
Cust. has been go ng on a month w thout a veh c e and he s n a d ff cu ts tuat on w th not be ng ab e to transport h s ch dren n the other veh c e they have. Cust. wou d ke to f e a comp a nt w th BRIDGETT HURT and the ent re process. He has cont. to be esca ated and w th no reso ut on and he stated cust. serv ce keeps gett ng worse and worse. P ease fo ow up w th cust. today.

customer ca ed n want ng an update on the open case he has w th us f customer ca s back refer to ne 7 9 to prov de nstruct ons on what steps to take next

a so prov de contact R chard

21 W cox at 5.

ca ended before adv sor cou d prov de contact nfo

customer wants a ca back he wants answers on

he has no car what s he go ng to do about gett ng h m renta

and why s the date set for so ong away.

not happy with the customer service he is getting about this fee
customer is looking for supervisor. agent customer that he needs to call
Richard 407 826 7035. agent informed him his case is special handling
and that is who he needs to contact

Ema sent request for follow up for customer.

073117 writer received vm from owner at 8:09 am. writer returned call. spoke
with owner. reviewed above appointment with owner. owner currently not driving
vehicle due to above concerns. also reports that had one incident where
drivers side door closed on his owner while daughter was putting
groceries in the vehicle. writer rescheduled owner to drop off vehicle
tomorrow and will provide a transport (take vehicle to possible). owner
satisfied. writer advised ta/asm/sd/sm of the above.

Customer called asking to speak with Lucas Davis. Writer explained
that Lucas does not take calls, but instead deals with special cases.

Writer explained that an email was sent yesterday, and that it would be
24 hours before he would hear back. The customer wants to speak with a
supervisor, and is not willing to wait any longer, his vehicle has been
in his driveway for a month.

080117 writer emailed sd/sm to see if vehicle dropped off as scheduled.

sd update: vehicle not at dealer.

*****Customer Email Address Updated*****

Customer has updated the email address from [REDACTED]
to [REDACTED] for further communication or for surveys.

Caller contacted CAC seeking an update on case.

Advised customer that case is currently being
handled by another department.

Advised customer that request for contact would be noted,
and that case would be forwarded to 82S for review.

Writer verified customer contact information.

Does customer's address match COIN (Y/N): yes

If no, customer's current address:

Customer's current phone number (Daytime): [REDACTED]

Customer's current phone number (Evening): [REDACTED]

Customer's email address: [REDACTED]

Any additional information: Customer wants update on case. I advised we
contact Richard W Cox but customer declined and said he did not want to
speak with that case manager. Customer says he has not received any
emails so updated his email address

CAIR assigned to 82S for contact request.

Please review AC18819. Based on above, not S/I.

080217 per sm. owner no show for appointment. missed appointment letter sent. fee
closed pending owner contact.

Customer is upset because no one has contacted him back. We advised the
customer to contact Richard back. KB997 from social media team speak to
the customer and she will contact Richard and give the customer a call
back with updates. Spoke to Richard at 407 826 7035 he had send
authorization for a rental to the dealership for customers 8/1/2017
appointment. KB997 called customer back and advised that Richard was
waiting to speak to him. Customer stated he will contact Richard and
let KB997 if he cannot get in touch with him.

080217 writer received call from owner. owner rescheduled to drop off vehicle
on Tuesday, July 8. writer advised ta/asm/sd/sm.

Writer spoke with Customer re: rental situation. Vehicle is in his
driveway and he is not comfortable driving; Customer planning to have it
towed to DLR. Writer LVM for SAB regarding getting Customer into
rental if possible before 08/08/17 appointment date. Customer also
advised he was not happy with interaction with RW5 and would like a
complaint escalated to his manager, which writer advised she would
facilitate in the interest of customer satisfaction.

LD486 is the TA PLEASE DO NOT TELL CUSTOMER THIS IS THE CM, RW5
IS THE

CORRECT CAIR MANAGER.

Writer received email from BC to advise Customer to call Roads de to have
vehicle towed as DLR is expecting it. DLR will do the best to get
Customer to take vehicle from Enterprise. Customer's contacts at the
DLR will be either Pete (SM) or Brian (SA). Writer called Customer and
advised DLR is ready for vehicle. Customer stated he had Roads de # and
has a ride to the DLR to pick up the rental. Writer advised DLR will do
the best to accommodate him with what Enterprise has available. Writer

advised Customer can call/text her @ [REDACTED] (direct line) to let her know he is a set with rental so she can note CAIR. Customer agreed.

080717 writer recd update from sd. owner no show at this time.

Veh c/e s at the dealership ARRIGO DODGE CHRYSLER JEEP RAM(45426)
Update triggered by S04730J

080817 Writer emailed service manager requesting service manager contact writer if veh c/e not at dealer as indicated above otherwise request service manager diagnose veh c/e and contact with findings.

Customer called Writer and advised veh c/e was dropped off yesterday.

Customer stated he was to drop today by DLR that they are replacing

something with his door, but have given up on the standing issue.

Customer confused. Writer emailed RW5 et al to request Customer's provided with updates.

081017 sd update: spoke with owner and advised him of our progress::roadtested 122 miles so far without incident on standing, no active or stored codes, star advises to update pcm. Found both side doors upper rollers looking worn and found a TSB to replace both upper rollers Parts ordered and in Orlando::advised owner to bring in both sets of keys in his possession so when we program pcm, we will reprogram both key fobs.

TA has performed all updates and has asked dealership to replace spark plugs as wedealer has resolved the door roller issue.....once the plugs are replaced the dealership will continue to drive the veh c/e through the middle of next week to verify the repair.....vaj3

Customer called in upset as he has yet to receive an update and he states that he's upset with RW5's customer service. Customer disconnected while on hold. Agent contacted customer back and was directed to an automated voicemail.

081517 writer directed dealer to return veh c/e to owner if no problem found while test driving veh c/e after repairs.

Wesley would like CMR chair's Supervisor as the veh c/e was brought in on 08/08/17 and Arrigo Dr shop states that "they cannot duplicate the issue of veh c/e shutting off and the driver's side door opens when driving". Wesley and his children (1 year old and 6 year old). SABob states that the hinges are both side doors were replaced, software update update, reprogrammed keys, PCM flash performed, spark plugs and tuned up with a 300 mile test drive and no incidence and Lucas Field Technician was present with shop foreman. R.O. [REDACTED].

Agent informed Wesley with all repairs done with the veh c/e. Wesley states the veh c/e's issue's were not resolved for the past 5 months and Agent noted that there has been 6 SAR Cases prior to this present case today and Wesley has lost confidence in the veh c/e and feels unsafe for himself, his wife and 2 children.

Wesley was informed that his veh c/e was "an isolated case by dr shop" and he "seen that there is 100 cases with NHITSA with similar issues and a veh c/e were built before August 2016" as is Wesley's Pacifica. Wesley stated that "Chrysler Pacifica Forum and Chrysler Facebook blocked them when they bring up the issues with veh c/e". Wesley is "hearing that people are being compensated with veh c/e payments due to these issues and needs to drive a safe veh c/e not a loaner". Dealership has had customer in a loaner for the past 12 days as per SABob #45426.

Wesley states that the side door on driver's side opening while driving began Jan. 2017 to present along with standing of engine noise March 2017 and he has "dissatisfied with the customer service at Chrysler, Chrysler resolution team and this new veh c/e that has had multiple repairs, replacements, reprogramming and the 1st 5 times veh c/e was brought to dr shop nothing physically was done until today".

Customer seeking assistance with:

Return veh c/e and to be compensated with car payments invested in the veh c/e.

Customer expecting:

See Above.

Agent advised escalation to case manager.

Follow up will occur within 1 business day by COB customer time.

Preferred phone number: [REDACTED]

Earliest call time: Anytime

Latest call time:

Updates via text: Y

Updates via email [REDACTED]

Vehicle location: Arrgo Chrysler

Date and Time of Appointment: 08/08/17

Confirmed appointment with:

Customer: nren a : N but would appreciate a compensation. Ren a "as this gets resolved"

Authorized by:

Rental start date: [Date]

Reassigned 91L

081617 sd update: have been attempting to contact this owner a morning to pick up his vehicle @ 954 815 7309 which goes into voicemail, but the mailbox is full and will not accept any messages. Vehicle is ready for him to pick up.

081617 writer contacted owner. advised owner that FCA will be starting the process to repurchase his vehicle and that an agent from Stericycle will be contacting him to start the process. also advised him that we have addressed his concern with his vehicle and vehicle is ready to be picked up. owner inquired as to a transportation during the repurchase process. writer advised owner that no transportation to be provided and that if he has any further issues that FCA will address accordingly. owner to pick up vehicle tomorrow. writer to email owner confirmation of repurchase offer.

current mileage per star case was [REDACTED]

081717 finance repurchase template submitted for approval.

082117 dealer has vm for owner this morning advising owner to drop off vehicle for siding door issue and owner to be provided a transportation for duration of settlement process.

Customer Assistance Inquiry Record (CAIR)#

0

VIN	2C4RC1DG8	HR74	Open Date	07/18/2017	Built Date	04/06/2017
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
In Service Dt	04/06/2017	Mileage	2370	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PW2	TUSK WHITE				
Engine	ERC	3.6L V6 24V WT ENGINE UPG I WESS				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	44192	SHELBYVILLE CHRYSLER PRODUCTS INC				
Dealer Address	2121 MIDLAND TRAIL					
Dealer City	SHELBYVILLE	Dealer State	KY	Dealer Zip	40065	
Owner		Contact Type	TELEPHONE			
Address		Home Phone				
	SHELBYVILLE	Country	UNITED STATES			

Product Body/Trm / Pa nt Fn sh	Unknown	Other	send a s gna when door s open when ts not and shut the car down
Dea er By Pass Defau t Defau t Defau t			
Corporate SurveyBy Pass Defau t Defau t Defau t			

Br ef y summar æ why the customer s contact ng Chrys er: customer s ca ng because her veh c e w send out a s gna that the trunk s open when t s not and t w shut the car down and th s can happen at anyt me even wh e dr vng, the dr ve s de back door w just open ke the r s someth ng n the way

Br ef y summar æ what the customer s expect ng: customer does not want her veh c e

Customer was nformed that by mak ng th s request

they are NOT actua yf ng emon aw or anyre ated process.

The r case s be ng esca ated for a review of the veh c e's repa r h story to determ ne f the r request mer ts further act on and that due to the nature of the r request, t w requ re a ca back wh ch w take

p ace w th n 12 bus ness days. The outcome of the rev ew does NOT determ ne Lemon Law e g b ty.

Preferred Morn ng/Mdday ca back number s

Preferred Afternoon/Even ng ca back number s

Who has possess on of the veh c e? Dea er SHELBYVILLE CHRYSLER PRODUCTS

INC 502 633 7380

Reass gned to 91L

the customer has had the veh c e for a month and t has been n the shop mu tp e tmes and she has on y had t for month, customer states the veh c e s unsafe

***** 91L Review *****

*****Case Esca ated to I2R*****

Reviewed Warranty H story wh ch determ ned th s case shou d be esca ated to I2R for case management.

Mn ca w th I2R Customer Reso ut on Team s respons b e for th s CAIR.

The customer may contact Mn ca d rect y at (214) 583 2106. Monday?

Fr day, 8:30 AM?4:00 PM CST. Thank you.

Ca ed 44192 She byv e 502 633 7380, spoke to SM Jason, updated RO, veh c e not current y n serv ce, customer has an appo ntment 7/26/17 10am, renta s ava ab e.

Rece ved ca from customer w fe M e ssa, apo og zed system was down, per customer agreement w ca back

Ca ed M e ssa exp a ned that th s case has been esca ated for spec a hand ng and I wou d ke to ass st w th veh c e concerns through the repa r process. Prov ded my d rect phone number and off ce hours.

Apo og zed for the veh c es concerns. Per customer no onger wants the veh c e, trunk sends s gna s open, and the veh c e shuts off, customer

s afraid this will cause an accident, has been advised by dealer concern
will need to reoccur for diagnosis, has an appointment scheduled 7/24/17,
vehicle will be inspected 7/26/17. Advised will follow up 7/26/17 as CM
will be out of the office, thanked customer for patience. Customer
inquired about a promise of 1st payment being made, advised CM will
review for 1 resolution, of which could be a check for 1 month payment
reimbursement up to replacement, cannot extend a resolution at this time
or guarantee any outcome. Thanked customer.

Vehicle is at the dealership SHELBYVILLE CHRYSLER PRODUCTS INC
(44192)

Update triggered by s30841d

Message calling to speak to case manager.

Provided (214) 583 2106 and transferred caller.

Received call from customer, stated took vehicle back in for service,
dealer had no rental available, inquired about replacement. Apologized
to customer, advised will use all tools and resources to assist with
repair and resolution, cannot extend an offer of replacement when no
repairs have been made. CM will contact dealer for an update on
diagnosis and rental availability and follow up with customer. Thanked
customer.

Called 44192, spoke to SM Jason ext. 117, stated vehicle was dropped off
7/21/17, dealer not able to diagnose until today 7/25/17, TAs at the
dealer SM will have him inspect the vehicle, updated RO, customer's 1st
on the list for a rental vehicle, dealer short one rental due to being
wrecked.

Called Message at 502 741 2715 advised per dealer TAs at the dealer SM
will have him inspect the vehicle, 1st on the list for a rental
vehicle, dealer short one rental due to being wrecked. Apologized for
inconvenience, thanked customer for patience, advised will follow up 2-3
business days with an update.

Called 44195 spoke to SM Jason, stated customer picked up vehicle
yesterday and told the dealer it was being soiled, vehicle's back in
service, SM is about to open a new ticket. Set follow up 7/28/17.

Vehicle is at the dealership SHELBYVILLE CHRYSLER PRODUCTS INC
(44192)

Update triggered by s30841d

Called 44192 spoke to SA Todd, updated RO, UTD still in diagnosis.

***** Following Corporate Resource has been contacted *****

TAPS

on 2017 07 28 @ 13:06

Opened drive STAR

Michael Hardin is at 44192 Shelbyville Chrysler Products Inc
502 633 7380, SM Jason. Per customer the Trunk open message appears
when
trunk is closed. Shuts off while driving driver's side back door will
randomly open vehicle. Customer is demanding a replacement.

(502) 640 7846 called customers wife Message, to advise per dealer
vehicle is in diagnosis, stated thought had a buyer for the vehicle but
that did not work out, took rental back and is now waiting for another
one to be available, inquired about compensation for 1st month's payment.
Apologized for inconvenience, advised will review for a resolution when
the repairs process is complete, CM will follow up when an update is
available, thanked customer.

CAIR ESCALATION UPDATE

SEE STAR CASE# 1 [REDACTED] 75 FOR INFORMATION

CAIR ESCALATION UPDATE

SEE STAR CASE# 1 [REDACTED] FOR INFORMATION

Called 44192 spoke to SA Todd, stated spoke to customer this evening,
gave update dealer is still attempting to replace and diagnose, has

been in contact with STAR, customer has authorized after hours road test.

Star's update provided via email to the following email address:

Good afternoon,

This is Monica your case manager. I have contacted the dealer, and your vehicle is still in diagnosis. I will follow up with you in 2-3 business days with an update on the vehicle status. I apologize for the inconvenience. Thank you for your patience.

End of Status Update

CAIR ESCALATION UPDATE

SEE STAR CASE# 1 [REDACTED] FOR INFORMATION

Received call from Melissa 502 741 2715 stated vehicle has been in service 2 weeks, is meeting with an attorney tomorrow. Apologized to customer advised will work through repair process for a resolution, fian attorney's retained CM will have to close case, and attorney will assist further. Advised will contact dealer for an update on repairs and follow up when an update is available.

CAIR ESCALATION UPDATE

SEE STAR CASE# [REDACTED] FOR INFORMATION

Called 44192, spoke to Sam Jason, stated has not been able to get vehicle to act up, SM will do an after hours road test today.

CAIR ESCALATION UPDATE

SEE STAR CASE# [REDACTED] FOR INFORMATION

Called the customer [REDACTED] LVM for the customer to call mc2747 at her direct line, I advised that the customer is out today and should be back tomorrow, follow up 8/11

CAIR ESCALATION UPDATE

SEE STAR CASE# 1 [REDACTED] FOR INFORMATION

CAIR ESCALATION UPDATE

SEE STAR CASE# 1 [REDACTED] 5 FOR INFORMATION

*WB's down 8/15/17? Called She by [REDACTED] 44192 spoke with SM Jason and updated ROH story. UTD any of the customer concerns. *Called customer on behalf of CM (502) 640 7846 LVM advising we will follow up again 8/18.

CAIR ESCALATION CLOSURE

SEE STAR [REDACTED] FOR INFORMATION

Called customer and she stated that they have the vehicle back now but the dealer told them that there was nothing wrong with it. Customer stated that she does not feel safe putting her or her family in the vehicle. I advised that she can take her vehicle into a second opinion on dealer. Reluctantly she stated that she would do so and then contact her case manager.

Follow up 8/22

[REDACTED] called customer, LVM to request call back to CM.

[REDACTED] called customer, LVM to request call back to CM.

Received call from dealer 44192 Ed Brown, stated has not been able to duplicate customer's door concern, has personally done after hours road test, customer would like to get into a new vehicle, advised would return call to customer after 4:30pm per the voice mail she left.

[REDACTED] called customer apologized unable to reach after 4:30pm on yesterday, will attempt again today, LVM to request call back to CM.

Per voice mail returned call to customer at [REDACTED] stated picked vehicle up 8/22/17 did not drive vehicle until 8/26/17 concern occurred then, stated inquired to dealer about getting a new vehicle, per customer was advised would need to contact FCA. Apologized to customer, advised is not currently being offered a replacement/repurchase of vehicle as dealer had not been able to duplicate concern and no repairs have been made, offered to schedule a 2nd opinion on at a different dealer, per customer will call around and do so, CM requested a call back with the

de a s to schedu e fo ow up accord ng y. Thanked customer. Set fo ow
up 9/6/17.

*

ca ed customer LVMto request ca bback to CM f
ass stance s needed w th the repa r process.

*

ca ed customer LVMto request ca bback to CM

*

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1GG3	HR64	Open Date	07/18/2017	Built Date	11/22/2016
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	11/24/2016	Mileage	7596	Dealer Zone	71	LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	26743	RANCHO CHRYSLER JEEP DODGE				
Dealer Address	8010 BALBOA AVENUE					
Dealer City	SAN DIEGO			Dealer State	CA	Dealer Zip 92111
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	SAN DIEGO				Country	UNITED STATES

Corporate Survey By Pass Fed Ca or Ema Defau t Defau t

Jeff Shmanske contacted CAC via T2 email, from

jeffrey.shmanske@fcagroup.com to advise that:

Please enter the following CAIR notes:

Customer came to vehicle established on trip. Did not stop or act up on return trip. Out of state dealer did not find any DTCs, and was not able to duplicate issue. Rancho C.J.D.R. in SD CA was also not able to duplicate issue. Test driven 40+ miles. Advised dealer to reseat air connectors at the PDC and return the vehicle to the customer.

Note: customer does not want the vehicle. Wants a Durango. Advised customer, they have a sales concern, not a service issue or vehicle malfunction. Recommended customer to work with dealer sales staff. This is a lease vehicle.

Good Morning,

We have created a case under the VIN to include the information provided in your email.

The case is now closed. The CAIR number is

Thank you.

Regards,

Jacob

FCA Information Center

T2 Email DO NOT REOPEN

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1GG4	HR5	Open Date	07/19/2017	Built Date	06/22/2016	
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON			
In Service Dt	06/23/2016	Mileage	21457	Dealer Zone			
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ERF	3.6L V6 24V WT ENGINE					
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS					
Dealer	99999						
Dealer Address							
Dealer City				Dealer State		Dealer Zip	
Owner						Contact Type	ROADSIDE
Address	N/A					Home Phone	
	WILMINGTON NC					Country	UNITED STATES

Corporate Roads de Services Warranty Transm ss on Defau t

Roads de Assistance Contacted DATE : 2017 07 19

Road Side File Created 07 19 17 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

216 PORTERS NECK RD 219 S COLLEGE RD

BRAYS DR

WILMINGTON WILMINGTON

NC USANC

STUCK IN PARK WILL NOT SHIFT. STALLED WHILE DRIVIN

DEALER CODE : 88520

Customer Assistance Inquiry Record (CAIR)#
9

VIN	2C4RC1BG1	HR52	Open Date	07/19/2017	Built Date	05/31/2016
Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
In Service Dt	05/31/2016	Mileage	31089	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	49983	MAROONE DODGE % CARTEMPS				
Dealer Address	8600 PINES BOULEVARD					
Dealer City	PEMBROKE PINES			Dealer State	FL	Dealer Zip 33024
Owner	J				Contact Type	TELEPHONE
Address					Home Phone	
	WORTH IL60482 1618				Country	UNITED STATES

Product Dr vab ty Unknown Sta ng Defau t	Veh c e sta ed out on customer
Corporate Roads de Services Warranty Tow ng Defau t	Customer requ r ng tow ng
Corporate SurveyBy Pass No D agnos s Defau t Defau t	

Br ef y summar æ why the customer s contact ng Chrys er: Customer ca ng n as the veh c e sta ed out on h m and he s need ng roads de ass stance.

Br ef y summar æ what the customer s expect ng: Roads de Agent warn transferred customer over to Roads de

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1DG6	HF	Open Date	07/20/2017	Built Date	10/13/2016
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
In Service Dt	10/13/2016	Mileage	666	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	60446	CHRYSLER JEEP DODGE RAM OF TAMPA				
Dealer Address	10909 N FLORIDA AVE					
Dealer City	TAMPA	Dealer State	FL	Dealer Zip	33612	
Owner		Contact Type	TELEPHONE			
Address		Home Phone				
	WEEKI WACHEE	Country	UNITED STATES			

Product Eng ne Unknown Check Eng ne Lamp On/F ash ng Defau t Check eng ne ght s on

Customer s travel ng to Tampa F

Customers check eng ne ght s on and the veh c e s not runn ng w thout a vbrat on

The Roads de Services has been ca ed and a tow truck s on ts way

Customers mom come to p ck the owner up

The owners s 8 months pregnant

Customer expect ng:

to reso ve the veh c es ssue

Agent advsd w esca ate to case manager.

Fo ow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone number:

Ear est ca t me: n/a

Latest ca t me: n/

Updates va ema : g

Veh c e ocat on: Dea er

Date and T me of Appo ntment: [See Roads de notes]

Conf med appo ntment w th: [See Roads de notes]

Customer n ren a : Y/N No

Author zed by:

Renta start date: [Date] N/a

reviewed ac1475

Veh c e s at the dea ersh p JIM BROWNE CHRYSLER JEEP DODGE RAM (60446)

Update tr ggered by s42385n

***** Case Management D str ct 883 *****

STILL IN ALL WARRANTIES

MMP: NONE

Household: 1 NEW 0 USED.

***** Create Prep Sheet *****

Prep sheet was saved successfu y.

Wrtter sent an ema to SMCathy.

I am need ng o ge n o ma on about a mu ua cu ome Ms Ncoe

Gbson. I understand that her veh c e was towed nto your dea ersh p, I

was wonder ng f you have gotten a d agnos s on why the eng ne ght was on?

CONTACT UPDATE Customer was contacted today at 07/24/17 10:24am MST.

Customer was prov ded w th agent's extens on: 40462.

Status update prov ded va ema to the fo ow ng ema address:

He o, my name s Sabreena and I have been ass gned as your Case Manager.

Th s ema s conf rmat on that your case, 3 , was successfu y

esca ated to me. After I review the de a s of your case, I w be

ca ng you at your preferred number, 813 777 1680 . My off ce hours are

from 8:00AM to 3:00 PM Mouna n T me. My contact nformat on s

800 763 8422 Ext. 40462. If I'm unava ab e and you w sh to speak w th

another case manager about your case p ease ca 800 763 8422. If your

preferred tephone number ment oned above sn't correct, p ease rep y

w th the correct on.

End of Status Update

Customer contacted Writer advised that the engine has always run "a little rough" however the vehicle is brand new and the Customer believed that the engine was not broken in, DLR has put Customer into a rental as of 07/21/17, Customer stated that the check engine light came on and there was a rattling and when you would push on the gas pedal the vehicle would stall, Customer asked if this would take away from the value of the vehicle, Writer advised that as the vehicle is at the DLR with the Certified Mechanics there should be no concern of value of the vehicle being taken away. Customer was told by the DLR that they believed it was a fuel concern, however upon further diagnosis was advised that they are "taking the vehicle apart" to find out what the POF.

Writer received email from the SM of DLR 26602 stating that the vehicle is not at the location and should be at DLR 60446.

Writer contacted DLR 60446 spoke with SANE who advised that the vehicle has been picked up, they replaced the oil control valve, SAs Nancy.

Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40462.

Writer contacted DLR spoke with SANE who stated that the vehicle was picked up on 7/21/17 and provided the following closed loop information: Was the customer in a rental? Yes If yes, how many days? 4 days covered by DLR

Did the customer have a co-pay? NO If yes, how much? N/A

What is the RO#? [REDACTED] 8

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? N/A

Outgoing Messages: 666

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension 40462, advised that if no contact is made by 08/03/17 case will automatically close.

CLOSED LOOP UPDATE no need for additional follow up.
approved to close

Customer Assistance Inquiry Record (CAIR)# 2

VIN	2C4RC1BG0	HR53	Open Date	07/20/2017	Built Date	06/15/2016	
Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON			
In Service Dt	06/16/2016	Mileage	27713	Dealer Zone	71	LOS ANGELES	
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US	
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ERF	3.6L V6 24V WT ENGINE					
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS					
Dealer	26818	POWAY CHRYSLER DODGE JEEP RAM					
Dealer Address	13811 POWAY RD						
Dealer City	POWAY			Dealer State	CA	Dealer Zip	92064
Owner		F				Contact Type	TELEPHONE
Address						Home Phone	
	CHULA VISTA					Country	UNITED STATES

Product Unknown Unknown Sta ng Defaut

Briefly summarize why the customer is contacting Chrysler exp a n veh c e has nothing but issue she exp a n the veh c e stop wh e drive on the highway. Customer exp a ns she took t to the DLR but they cou d not found any issue. Customer takes veh c e n on 6/10/17 the ast t me DLR look at veh c e. They exp a n a code show up. Than t d appear. Customer exp a ns she fee s unsafe n th s veh c e.

Customer adv sed that they wou d be contacted w th n one (1) bus ness day, by COB the r t me

Preferred morn ng/m dday ca back number s

Preferred afternoon/even ng ca back number s

Customer ema address for case updates: r

Wou d customer ke to rece ve updates v a text message? (Y/N) y

Mbb e number: 3

Who has possess on of the veh c e? (Owner/Dea er/IRF) owner

Has the veh c e been d agnosed by a CDJR

dea er w th n the ast 30 days? (Y/N) y

If a CDJR dea er has d agnosed w th n 30

days, what s the dea er name or code? 60597

If a CDJR dea er has not d agnosed w th n 30 days, when s the customer's appo ntment schedu ed?n/a

Date:

T me:

Conf rmed appo ntment at [dea er code] w th [name]

Is the customer n a ren a ? (Y/N) n m ght need one

Who author zed?

From what date?

Reass gned to 88F

***** Create Prep Sheet *****

Prep sheet was saved successfu y.

***** D str ct 71 O *****

COO: No

MPP: CERTIFIED PRE OWNED LIMITED WARRANTY 7

Househo d: 1 used 0 new

Wrt r contacted DLR spoke to SA Gabr e stated that they are unab e to dup cate the issue.

Agent attempted to contact customer, however, customer was not ava ab e. Left message for a return ca at extens on 40394

Wrt r contacted DLR Spoke to SA Gabr e who s ated that Ray s the SA but the veh c e s not there anymore and the issue was a transm ss on was sh ft ng rough and eng ne ght was on they d d an update and f xed the EGR and t seemed f ne.

Agent attempted to contact customer, however, customer was not ava ab e. Left message for a return ca at extens on 40394

Wrt r contacted customer who s ated that she was dr vng the veh c e and the who e veh c e shut down but t doesn't happen a the t me but she wants to ake the veh c e back n to the DLR she w make an appo ntment for Monday she wou d ke wrt r to fo ow up and see f there s anyway we can get her a renta .

Writer contacted Customer who stated that she has an appointment on 8/2 at 10 AM customer asked if she can the customer get a van because the DLR stated that it would be \$35 a Day and customer wants to make sure that she can get something close to what she has.

Vehicles at the dealership PERRY CHRYSLER DODGE JEEP RAM OF (60597)

Update triggered by s01662q

Writer contacted DLR Spoke to SMMChae who stated that he is getting her a set for the Rental and it will be a Chrysler product and that the customer has a evaporator check engine light but the customer is deciding to have that fixed and they are not sure what is causing the transmission issue. so they will be opening a STAR case to see if they can assist with figuring out what is going on.

Writer contacted customer who stated that they did get into a rental it just took a while to get a rental but now just waiting for a diagnosis on the vehicle writer will follow up Friday 8/4

Writer contacted DLR Spoke to SMMChae who stated that they have opened a STAR case and STAR is saying that she might be putting too much fuel in the vehicle and that causes raw fuel to get into the EVAP and that she would need to get the fuel filter neck replaced because that could also be one of the reasons.

Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40394

Writer contacted the DLR Spoke to SAGabrie who stated that the vehicle shows under his SM and that he is not quite sure what is going on but he thinks the vehicle is still there.

Writer contacted customer who stated that they are trying to her about of Poway to see if the sales rep at Poway voicemail can see what can be done for them. customer asked for an email of writers contact information Status update provided via email to the following email address:

Hi this is Erica with Chrysler customer care my phone number is 800 763 8422 Ext 40394 and your case number is [REDACTED] Let me know if you need any assistance from me

End of Status Update

334 332 1360 has been activated for text message communication.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1815E0*****

Hi this is Erica Please let me know what day your appointment is! Thank you

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Writer contacted customer who stated that the issue happened again where the whole vehicle shut down. and that she will be making an appointment at Poway and will let writer know what day it is.

Text message received from [REDACTED]

***** Start SMS Reply From Customer *****

Phone Number: [REDACTED]

Received Date: Tue Aug 15 00:35:06 EDT 2017

Text: Taking the van in on the 17th at 10am. Can you please ensure that they will put me in a rental car or loaner while they have my vehicle?

Thanks!

***** End SMS Reply From Customer *****

Vehicles at the dealership POWAY CHRYSLER DODGE JEEP RAM (26818)

Update triggered by s23074p

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40394

Text message received from [REDACTED]

***** Start SMS Reply From Customer *****

Phone [REDACTED]

Received Date: Thu Aug 17 00:19:02 EDT 2017

Text: The van has been dropped off. Jason is my contact here, but Dennis Heath checked me in today. Thanks!

***** End SMS Reply From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1815E0*****

Ok Great did you get a rental?

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from [REDACTED] 0

***** Start SMS Reply From Customer *****

Phone Number: [REDACTED]

Received Date: Thu Aug 17 00:22:05 EDT 2017

Text: Waiting for the shuttle over there now.

***** End SMS Rep y From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1815E0*****

Ok great I ca ed th s morn ng and eft a Vo cema we w just wa t f there s any prob ems fee free to g ve me a ca

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

SADenn s contacted Jason s the adv sor they have not even started on t yet. and are th nk ng t w be started tomorrow the next days

Wr ter contacted DLR spoke to SADenn s who stated that they have not been ab e to dup cate the ssue but he s go ng to have one of h s techs do an Extended road test to see f they can get t to dup cate

Wr ter contacted customer who s ated that she doesn't have h gh hopes w th t dup cat ng for them she s worr ed that they are go ng to come back and te her aga n. w ta k about opt ons once the DLR dr ves the veh c e more.

SADenn s ca to speak to CS Er ca, wr ter transferred the ca to ext. 40394.

SADenn s contacted wr ter and stated that they are unab e to dup cate the ssue they have drove the veh c e about 240 m es but they were unab e to dup cate SAw et the customer know of th s fact and wr ter w fo ow up tomorrow and f nd out what the customer wants to do and fo ow up w th the SA

Wr ter contacted customer stated that she does not fee safe n the veh c e and wou d ke Chrys er to buyback the veh c e.

Customer was nformed that by mak ng th s request they are NOT actua yf ng emon aw or anyre ated process.

The r case s be ng esca ated for a rev ew of the veh c e's repa r h story to determ ne f the r request mer ts further act on and that due to the nature of the r request, t w requ re a ca back wh ch w take

p ace w th n 3 5 bus ness days. The outcome of the rev ew does NOT determ ne Lemon Law e g b ty.

Preferred Morn ng/Mdday ca back number s [REDACTED]

Preferred Afternoon/Even ng ca back number s [REDACTED]

Who has possess on of the veh c e? Dea er

Reass gned to 91L

***** 91L Review *****

Ca ed customer LVM request ng return phone ca .

Fo ow up 8/31

SADenn s ca ed to speak w th CS. Wr ter adv sed case s be ng hand ed by reso ut on team. Wr ter prov ded phone number: 888 542 7239.

Ca ed customer and ntroduced myse f as her CM. Customer stated the veh c e has been n serv ce for 2 weeks and 4 t mes for the same th ng. Customer stated they cou d not get the veh c e to dup cate the concerns after an extens ve road test. Customer stated there was a repa r recommendat on by the eng neers and they thought t wou d correct the concern. (SA) Denn s at dea er 26818. Customer stated she has a so been serv ced at dea er 60597. I adv sed I wou d reach out for RO's.

Concerns:

- 1) Sta ng
- 2) Loss of acce erat on

Fo ow up 9/5

Status update prov ded v a ema to the fo ow ng ema address:

[REDACTED]
[REDACTED],

I just wanted to send a qu ck message to make you aware that I have made contact w th both dea ersh ps where you have been serv ced and I ant c pate hav ng a repa r orders by the end of the day. Once rece ved, I w reach out ot you by phone.

Anthony

End of Status Update

Ca ed dea er 26818 and spoke w th (SA) Jason who stated he was the (SA) and that he wou d pr nt and fax ROs wh ch I shou d have n 15 m nutes.

Ca ed dea er 60597 and eamed the (SA) (SM) Mchae . I spoke w th Mchae who stated he wou d fax them r ght over.

Ema ed the customer my update.

Fo ow up 9/8

Rece ved RO's and attached.

Fo ow up 9/8

Ca ed dea er 26818 (SA) Denn s who stated they cou d not dup cate any

of the customer's reported problems of stalling and or loss of

acceleration after putting 200 miles on the vehicle. I advised to release the vehicle to the customer if they have been unable to duplicate the concerns.

Follow up 9/8

Called the customer and advised the dealership has been unable to duplicate any of her concerns and they've had the vehicle in their possession for some time. Customer stated that it happens every 2-3 weeks as it does not happen daily. I advised with the dealer unable to duplicate the reported concerns, I was limited in how I could assist. I advised the dealership drove the her vehicle 200+ miles without incident. I asked the customer to pick up her vehicle when the dealership calls and attempted to provide NCDS information. The customer stated she had been in contact with an attorney and would prefer to go that route instead because she has lost faith in the vehicle. I apologized for the vehicle concerns and she stated if she had anymore questions, she would call.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1CG0	HF	Open Date	07/21/2017	Built Date	05/18/2016
Model Year	2017	Body	RUCL53	CHRYSLER PACIFICA LX WAGON		
In Service Dt	05/19/2016	Mileage	2598	Dealer Zone		
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	99999					
Dealer Address						
Dealer City				Dealer State		Dealer Zip
Owner	DEVELOPMENT ACADEMY, RONALD BURTON				Contact Type	ROADSIDE
Address	621 TROLLEY LINE ROAD				Home Phone	(706) 829 0590
	GRANITEVILLE SC				Country	UNITED STATES

Corporate Roads de Services Warranty S art/Sta Defau t

Roads de Assistance Contacted DATE : 2017 07 21

Road Side File Created 07 21 17 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

VAUCLUSE RD 1666 JEFFERSON DAMS HIGHWAY

UNIVERSITY PKWY

AIKEN GRANITEVILLE

SC USA SC

STALL TOW COVERED TO BOB RICHARDS CHRYSLER

DEALER CODE : 27248

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1GG3	HR643	Open Date	07/21/2017	Built Date	11/22/2016
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	11/24/2016	Mileage	8457	Dealer Zone	71	LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	26743	RANCHO CHRYSLER JEEP DODGE				
Dealer Address	8010 BALBOA AVENUE					
Dealer City	SAN DIEGO			Dealer State	CA	Dealer Zip 92111
Owner					Contact Type	FAX
Address					Home Phone	
	SAN DIEGO				Country	UNITED STATES

Product	Electrical	Unknown	Complete Failure	Default	Vehicle w/ shut down while driving
Dealer	By Pass	Default	Default	Default	
Corporate	Survey	By Pass	Default	Default	Vehicle w/ shut down while driving
Product	Electrical	Reverse Camera	Defective	Default	Front Camera is freezing
Product	Electrical	Power Sliding Door	Complete Failure	Both Sides	Passenger door is not functioning

Briefly summarize why the customer is contacting Chrysler: Customer is having unresolved vehicle issues and does not feel safe in the vehicle. The customer feels like they are paying a game with the relatives because the vehicle randomly shut off and lose all power functions, steering, braking and use of safety system. They have already been to the DLR regarding the situation and they cannot duplicate the issue, they had extra technical assistance from [REDACTED], and the issue is still unknown. Upon original arrival of the vehicle the alarm would randomly go off, after first shut down the vehicle began to have issues with the passenger sliding door and front facing camera would turn on and freeze while the vehicle is in drive.

Briefly summarize what the customer is expecting: Customer no longer wants vehicle and is looking into buyback or possibly trade for a Durango.

Customer was informed that by making this request they are NOT actually getting lemon law or any related process. The request is being escalated for a review of the vehicle's repair history to determine if the request merits further action and that due to the nature of the request, it will require a callback which will take

place within 12 business days. The outcome of the review does NOT determine Lemon Law eligibility.

Preferred Morning/Afternoon callback number is [REDACTED]

Preferred Afternoon/Evening callback number is [REDACTED]

Who has possession of the vehicle? Owner, the DLR delivered the vehicle to the house and the customer has not touched it yet.

Reassigned to 91L

***** 91L Review *****

***** a e ca a e d o I2R *****

Reviewed Warranty History which determined this case

should be escalated to I2R for case management.

Customer contact FCA for an update on case. Agent advised someone should be in contact with him.

*** Oscar with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please direct them to contact Oscar directly at 214 583 2146 Thank you. ***

7/25/2017 1:18:43 PM User Comment by OC163: Placed in a call to customer. I explained that this case has been escalated to me for special handling and I would like to assist with vehicle concerns. I provided my hours and a number for questions. Customer has vehicle with him but is refusing to drive the vehicle at this point and was asking repairs about a week ago. I recommended the vehicle be taken in as an intermittent stall and we could request our corporate resources involved. Customer is requesting a flight recorder and the vehicle to be test driven. Customer is stating that he expects a replacement or repurchase. I apologized

to customer and advised that there is no guarantee that a review of his case would result in a replacement or repurchase of his vehicle. I advised customer we need to first have the vehicle repaired as the previous 2 visits were UTD. Customer wants vehicle towed and I advised it would be up to him to make arrangements to get the vehicle towed since it is in driving condition. Customer stated he would talk to over with his wife and then get back to me.

7/31/2017 12:40:37 PM: User Comment by OC163: Made contact with customer and he stated he wanted compensation of 2 monthly payments which someone had offered. I advised customer it is not an unrealistic request but at this point we would only be able to offer a monthly payment reimbursement unless more days down are incurred that are unrealistic. Customer has stated his vehicle is repaired but wait for any future repairs before going back on.

Customer called and wanted an update. Agent informed customer that documentation needs to be submitted for review. Agent provided the customer with the Fax number.

9/19/2017 5:47:41 PM: User Comment by OC163: Returned customer's call regarding his request for 2 monthly payments and he has resolved the matter with CAC and will be submitting documentation to reimbursement to the other department.

Customer wanted to update that the vehicle was at the shop and they are trying to figure out what is wrong with the rear hatch. However, the customer states that if they open the rear lift gate, it can be easily opened without the key. They stated that they were just made aware of this issue and he wanted to add this to his case. He states that he will be expecting a callback from his CM, if not, he will call back. Customer called in wanting update on case. Customer had incorrect fax number. Gave customer correct number, and stated he would fax it right away. Keep CAIR open

POSTMARK DATE: 102717; DATE RECEIVED: 102717

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1EG6	HR5	Open Date	07/21/2017	Built Date	05/16/2016
Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
In Service Dt	05/18/2016	Mileage	17055	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	43815	EAST CAROLINA CHRYSLER DODGE				
Dealer Address	3401 SOUTH MEMORIAL DRIVE					
Dealer City	GREENVILLE	Dealer State		NC	Dealer Zip	27834
Owner					Contact Type	CERTIFIED LETTER
Address					Home Phone	
	GRIMESLAND NC27				Country	UNITED STATES

Product Drvab ty Unknown Sta ng Default	
Corporate Lemon Law Default Default Default	
Dea er By Pass Default Default Default	

POSTMARK DATE: 071717; DATE RECEIVED: 072117

The owner submits a certified letter and notification card to FCA received on 7/21/2017. The customer is having issues with Air Conditioning, vehicle safety, Uconnect and numerous other issues. This file will be forwarded to the bc for further review and handling. SEBC RECEIVED.

Please have dealer contact owner and resolve any ongoing issues per the terms of the warranty, update and close case with outcome...vaj3

AM contacted dealer and they have resolved all of the customer's concerns at this time, per the terms of the warranty. If future issues arise, the customer is to contact the dealer and schedule an appointment to bring the vehicle in. Customer currently has the vehicle. Closing CAIR.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1DG8	1	Open Date	07/21/2017	Built Date	05/25/2016
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
In Service Dt	05/25/2016	Mileage	3500	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	45399	COURTESY DODGE				
Dealer Address	9207 E ADAMO DR					
Dealer City	TAMPA			Dealer State	FL	Dealer Zip 33619
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	APOLLO BEACH				Country	UNITED STATES

Corporate Lemon Law Default Default Default	Customer requests Lemon Law
Product Unknown Unknown Sta ng Default	sta s and sputters wh es dr vng
Dea er By Pass Default Default Default	
Corporate Recla Default Default Default	Customer requests Lemon Law

Customer ca ed stat ng h s concerns w th h s veh c e. Customer stated that he ooked nto the reca s that on yapp ed to the Pac f ca hybr d. Agent adv sed customer of no ncomp ete reca s. Customer exp a ned that h s veh c e sta s and sputters. The veh c e co d starts w th n the frst fve m es of dr vng, when t beg ns to sta and try ng to g ve t gas somet mes t acce erates and somet mes t doesn't. DLR stated they cou d not rep cate the prob em. Customer s concerned w th the safety ssue that th s cou d cause. Customer wants to know what can be done to rect fy the s tuat on. Agent transferred customer to CAC for further ass stance. Customer was transferred to CAC. Customer states the veh c e s current y at the DLR for the second t me for the sta ng and sputter ng ssue. Agent adv sed w esca ate to case manager.

Follow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone number: 8

Ear est ca t me:

Latest ca t me: anyt me

Updates va text: N

Updates va ema : Y

Veh c e ocat on: DLR

Date and T me of Appo ntment: [Insert Date and T me]. Veh c e s there now

Conf med appo ntment w th: [Dea er and Dea er Contact] veh c e s there now 45399

Customer n ren a : N

Author zed by: n/a

Renta start date: [Date] n/a

SME reviewed

***** Create Prep Sheet *****

Prep sheet was saved successfu y.

***** Case Management D str ct 66 *****

COV: In bas c

MVP: none

Househo d:

1 Used 0 New

Wr ter ca ed dea ershp spoke w th Sm Ange o nformed no dtc no software updates xafter severa test dr ves unab e to dup cate sta ng concern . nformed wr ter w cont nue to test dr ve aga n today Mon 07/24/17 f no sta ng w return to customer as unab e to dup cate adv sed wr ter fo ow up Tue 07/25/17

Status update prov ded va ema to the fo ow ng ema address:

He o, my name s Kandy and I have been ass gned as your Case Manager.

Th s ema s conf rmat on that your case, 3, was successfu y esca ated to me. After I revew the de a s of your case, I w be ca ng you at your preferred number off ce hours are from 6:30 AM to 3:00 PM Mon a n T me. My contact nformat on s

800 763 8422 Ext. 40277 If I'm unavailable and you wish to speak with another case manager about your case, please contact Diane at extension 40309. If your preferred telephone number mentioned above isn't correct, please reply with the correct one.

End of Status Update

Status update provided via email to the following email address:

He o, my name is Kandy and I have been assigned as your Case Manager.

This email is confirmation that your case, 3 [REDACTED] 3, was successfully escalated to me. After I review the details of your case, I will be calling you at your preferred number, 813 493 3948. My office hours are from 6:30 AM to 3:00 PM Mountain Time. My contact information is 800 763 8422 Ext. 40277 If I'm unavailable and you wish to speak with another case manager about your case, please contact Diane at extension 40309. If your preferred telephone number mentioned above isn't correct, please reply with the correct one.

End of Status Update

CONTACT UPDATE Customer was contacted today at 12:22

Customer was provided with agent's extension: 40277

Writer called customer informed of conversation with SM Angelo informed of email sent to customer informed writer will follow up with customer on Tue 07/25/17 after conducting dealership for diagnosis. customer stated he is looking at lemon law or buy back, writer informed writer is not a repair facility and does not get involved in any of the trade in or buy back of the vehicle writer did give customer NCDS # 866 662 4639

Writer attempted to contact dealer Service Manager Angelo however, SM not available. Left message for a return call at extension 40277

Begin Customer Message reviewed:

I did not receive a phone call today as I was told yesterday that I would. I had to call the dealership today to get an update, not sure how this process helps the customer.

End of Reviewed Customer message

Writer called dealership informed unable to duplicate no dtc after several test drives vehicle was returned to customer.

Was the customer in a rental? yes If yes, how many days? 5

Did the customer have a co-pay? no If yes, how much?

What is the RO #? 568815 mileage 8848

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?

*****Rental Value Updated*****

Estimated Rental Amount: \$225 Provided By: CAC Days Authorized: 5

Writer called customer confirmed customer has vehicle back diagnosis unable to duplicate. writer gave customer option of taking vehicle to another dealership, customer stated he will not go to another dealership as it would be diagnosis as unable to duplicate, customer wants writer to buy back vehicle or place a recall on the vehicle for standing issue. Writer informed writer does not get involved in trade in or buy back and recalls come from NHTSA not Chrysler. Customer wants to speak with supervisor. Writer informed customer writer will follow up supervisor form and customer will receive call back from supervisor.

*****SUPERVISORY COMMUNICATIONS*****

Writer contacted customer 32035573 BRUCE NOLTE 813 493 3948 at 13:43 Hrs.

Customer advised that there is a problem with the vehicle. (2017 CHRYSLER PACIFICA TOURING WAGON ERF 3.6L V6 24V W/T Engine DFH 9 Spd 948TE FWD

Auto Trans Current Odom: 3500). Customer stated that the forums he has read to determine what the problem and that this is a global issue. Customer alleged that he has contacted the NHTSA to file a complaint. He complains that the vehicle shuts off. He stated that the vehicle only does this very intermittent and stated that the vehicle is in the possession of the customer. The customer was advised by the case specialist to possibly obtain a second diagnosis, finally he advised the writer he will seek another dealer. Customer is concerned, about the safety concern regarding the operation of the vehicle. Customer did confirm that he

w scheduled an appointment with another dealer then let the case
spec a st know on the date. Th s matter s forwarded to the case
spec a st for further review.

BRUCE WNOLTE ca ed n to speak with a supervisor and he was transferred
to TR998 at extens on 40465.

*****Supervisor ca Inbound ca *****

Customer bought pac f ca 4.5 months ago, been n shop tw ce for veh c e
stopp ng wh e dr v ng, then turns off. Wfe s pr mary dr ver with 2
ch dren. Does th s random y. Took to dea ersh p, cou dn't dup cate,
customer stated sh ft hard between 3 4 gear. dea ersh p cou dn't
dup cate. on road tr p sputtered, pressed gas, and veh c e went on.
dr v ng. D ed aga n on w fe the other day. dea ersh p had for 5 days,
cou dn't dup cate, no codes, no software updates. w fe was at stop s gn,
gave gas, veh c e d n't move. had to stop turn off then back on. dr v ng
now, and veh c e wanted to stop aga n, w fe pressed gas, and the car
started go ng aga n.

Veh c e s at shop, CS KC528, vm says ju y 25th. Left vm's and d dn't get
ca s back.

needs master tech to ook at veh c e, and needs a renta . Same veh c e,
just hybr d was reca ed for the same ssue.

Happens every 3 4 weeks. just happened ast weekend and today.

Adv sed customer that we w send h s case for LL review.

Customer was nformed that bymak ng th s request
they are NOT actua yf ng emon aw or anyre ated process.

The r case s be ng esca ated for a review of the veh c e's repa r
h story to determ ne f the r request mer ts further act on and that due
to the nature of the r request, t w requ re a ca back wh ch w
take

p ace with n 1 2 bus ness days. The outcome of the review does
NOT determ ne Lemon Law e g b ty.

Preferred Morn ng/Mdday ca back number s 8134933948

Preferred Afternoon/Even ng ca back number s 8134933948

Who has possess on of the veh c e? (Owner/Dea er/IRF) Owner
Reass gned to 91L

Status update prov ded va ema to the fo ow ng ema address:

bruce_no te@mac.com

Bruce,

I am reass gn ng your case for Lemon Law or buyback review, th s s NOT
actua yf ng emon aw or anyre ated process. Your case s be ng
esca ated for a review of the veh c e's repa r h story to determ ne f
the r request mer ts further act on and that due to the nature of the r
request, t w requ re a ca back wh ch w take p ace with n 1 2
bus ness days. The outcome of the review does NOT determ ne Lemon Law
e g b ty.

Thank you

Tara

Chrys er Customer Care

1 800 763 8422 ext 40465

End of Status Update

Add t on to ne 131, customer wou d ke a d fferent case spec a st to
hand e the r case, not KC528.

***** 91L Review *****

*****Case Esca ated to I2R*****

Reviewed Warranty H story wh ch determ ned th s case
shou d be esca ated to I2R for case management.

p ace ca to D r 45399 SA s Jam e LVM for a ca back.

p ace ca to customer at (813) 493 3948 he s go ng to take t nto
another dea er.

wou d want apt on Wednesday. morn ng.

p ace ca to D r 43654 for SA Les e and got an appo ntment set up. she
w contact the customer and conf rm t.

ema ed customer.

*****8/8*****

Status update prov ded va ema to the fo ow ng ema address:

bruce_no te@mac.com

MR. No te th s s Nas r your case manager

you can rep y here to me,

I ca ed and got an apt set up

I w fo ow up with you on 8/8 before your appt.

our regular follow up times 3 business days.

thanks

End of Status Update

placed call to Dr 43654 for Sales LVM for a callback.

updated customer

*****8/11*****

Status update provided via email to the following email address:

bruce_note@mac.com

Hello Mr. Note this is Nasir

I called and left a message for the dealer, just wanted to give you a reminder about your appointment tomorrow morning

thanks

Nasir

End of Status Update

Vehicles at the dealership JERRY ULM DODGE CHRYSLER JEEP (43654)

Update triggered by S83643F

placed call to Dr 43654 for SALVM for a callback.

*****8/17*****

8/19/2017 9:41:04 AM: User Comment by OC163: Placed call to 43654 and LVM (escalated to AM on next contact). I made contact with customer and he stated vehicle is no longer in repairs since no contact was made between the CM, dealership and customer. Vehicle was twice at Courtesy and 4 days in Jerry ULM but they have never been able to duplicate. Customer would like for there to be 2 ways communication with all parties involved. I apologized to customer and advised him I would request to be his CM moving forward.

Vehicles at the dealership COURTESY CHRYSLER JEEP DODGE (45399)

Update triggered by S528000

customer needs for Nasir Zia to give him a call the customer he is very very very upset his car is not working and you were supposed to follow up with him and you never did please give the customer a call. customer states that Oscar Cantu is on his case and he would like Oscar give him a call please customer have no car the car have broke down on the road and customer is very upset please reach out to the customer and update him 813 493 3948 he is waiting for the call

8/22/2017 10:18:53 AM: User Comment by OC163: Placed call to customer and LVM

8/24/2017 8:07:01 AM: User Comment by OC163: Placed 2nd call to customer to follow up on taking vehicle in for repairs. No answer, LVM

8/30/2017 9:16:19 AM: User Comment by OC163: Placed call to customer and he stated the CEL came on he contacted Courtesy CJDR and took the vehicle in for an EVAP leak and they kept it for a day. Customer was provided with rental and he stated they replaced the EVAP valve and have not had any issues since then. I advised customer I would contact the dealership to obtain RO information and then reach back out to him next week as he wanted a test drive period. Placed call to 45399 and updated RO information.

9/5/2017 9:52:49 AM: User Comment by OC163: Placed call to customer to follow up on status of vehicle and customer confirms the vehicle is repaired.

Customer Assistance Inquiry Record (CAIR)#

32037717

VIN	2C4RC1CG3	HR571819	Open Date	07/22/2017	Built Date	09/13/2016
Model Year	2017	Body	RUCL53	CHRYSLER PACIFICA LX WAGON		
In Service Dt	09/13/2016	Mileage	14000	Dealer Zone		
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PTE	MOLTEN SILVER				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	99999					
Dealer Address						
Dealer City				Dealer State		Dealer Zip
Owner	ALANIS ,PETE				Contact Type	ROADSIDE
Address	14505 NE 91ST STREET				Home Phone	(360) 773 3643
	VANCOUVER WA				Country	UNITED STATES

Corporate	Roads de Services	Warranty	S art/Sta	Defau t
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Roads de Assistance Contacted DATE : 2017 07 22

Road Service Created 07 22 17 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

14505 NORTHEAST 91ST ST 3517 NE AUTO MALL DR

NE 145TH AVE

VANCOUVER VANCOUVER

WA USA WA

DIED WHILE DRIVING

DEALER CODE : 86840

Customer Assistance Inquiry Record (CAIR)#

32047606

VIN	2C4RC1EG3	HR560512	Open Date	07/24/2017	Built Date	09/01/2016
Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
In Service Dt	09/05/2016	Mileage	5850	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				

Dealer	44495	GREEN DODGE				
Dealer Address	3801 WEST WABASH					
Dealer City	SPRINGFIELD		Dealer State	IL	Dealer Zip	62707
Owner	OLIFIRUK ,KATERINA A				Contact Type	TELEPHONE
Address	63 BUCKHORN DR				Home Phone	
	SPRINGFIELD IL 62707 8593				Country	UNITED STATES

Product	Electrical	Unknown	Intermittent or Inoperative	Default	PDM, Body wiring harness, BDU/Fuse box, & battery replaced. Not fixed
Product	Electrical	Battery	Other	Default	Battery keeps dying. At least 8 Roads des even after repairs.
Product	Unknown	Unknown	No Start	Default	Vehicle won't start
Dealer	By Pass	Default	Default	Default	
Corporate	Survey	By Pass	Default	Default	
Default					

Briefly summarize why the customer's contact with Chrysler: Customer states the Vehicle does not want to start.

Customer states the vehicle has been to the DLR several times.

Customer states the DLR has been replacing parts.

Customer states Yesterday daughter came to visit and the vehicle would not start.

Customer wants to exchange it.

It's been several times that customer has had this issue.

Customer states it's something major.

Customer states vehicle needs to take it back to manufacture and taken a look at again.

Briefly summarize what the customer's expectation: customer's expectation a new vehicle.

Customer seeking assistance with: customer's seeking assistance with getting a new vehicle.

Customer expectation: customer's expectation for the CM to call customer because she would like to get a new vehicle.

Agent advised with escalation to case manager.

Follow up will occur within 1 business day by COB customer time.

Preferred phone number: WORK 2177823038 (8am 4:30) CELL 2178165355 any

time after 4:30

Earliest call time: HUSBAND MR. SERGEY 2178165308 anytime

Latest call time: 10pm

Updates via text: YES 2178165355

Updates via email: YES

Vehicle location: Customer

Date and Time of Appointment: [Insert Date and Time].

Confirmed appointment with: 66583 LANDMARK CHRYSLER JEEP INC

Customer's name: No

Authorized by:

Rental start date: [Date]

This vehicle is not a hybrid vehicle please handle per process.

Customer calling back for an update. Agent saw where it has been advanced to CM department. Agent advised that agent will update the notes that she was waiting for a return call back per ne20, that's the best way to reach her today. She already has her case number.

***** Create Prep Sheet *****

Prep sheet was saved successfully.

***** Case Management Distroct 883 *****

Customer still in Basic Warranty

MVP: There are no Service Contracts for this Vehicle

Household: 1 New

Agent attempted to contact dealer Service Manager Sam however, SM not available. Left message for a return call at extension 40731 to get an update on the vehicle no start concern.

Dealer SA Sam: called to speak to CS; CS is not available. Writer warmly transferred dealer to CS at extension: 40731

Status update provided via email to the following email address:
IV544@chrysler.com, JC2647@chrysler.com, CF303@chrysler.com
Customer would like to have a call back.

End of Status Update

Status update provided via email to the following email address:
IV544@chrysler.com, JC2647@chrysler.com, CF303@chrysler.com
SA Sam would like a call back.

End of Status Update

Writer received message from DLR SA Sam to contact them at 2178625279 about the customer's vehicle.

Writer contacted the DLR SA Sam at 2178625279 about the customer's vehicle. SAs stated the vehicle is not at the DLR and the customer just wanted to voice their opinion on the experience to Chrysler. Writer inquired on next available date for the customer to bring the vehicle in for the repair concern. SA stated the next available date is on 7/31/17. Writer informed the SA we will contact the customer.

Writer contacted the customer to inform them of lines 58-63. Customer stated they are frustrated with the DLR not being able to figure out the issue with the vehicle and do not believe taking it back would solve the repair concern. Writer informed the customer in order for us to move forward with the repair concern we would have to make an appointment to the DLR so we may get our technical resources involved to attempt to diagnose the issue further. Customer stated they will contact the DLR about getting the vehicle in sooner and will contact us back.

Writer received call from the customer stating they spoke with DLR SA Sam and got an appointment for 7/27/17 to take the vehicle in for a diagnosis. Writer informed the customer we will contact the DLR SA and attempt to arrange transportation and contact them tomorrow.

Writer contacted DLR SA Me as SA Sam was unavailable. Writer inquired about getting the customer a rental vehicle as they will need transportation for the weekend they will be going out of town. SA stated they will have it notated in the system. Writer provided case number for authorization and informed them we will contact the DLR again tomorrow to verify the customer got the rental.

Writer contacted the customer to inform them of lines 76-81. Customer thanked for assistance and hopes the DLR gets them a van. Writer informed the customer the DLR did not specify and we will be in contact on 7/27/17 to verify they got the rental.

Me SM from 66583 calling as customer wants a van for a rental and they do not have vans available. He stated that customer had spoken with CM about this. Agent saw where it looks like she had called about a van but there was no guarantee that this would be available. He stated that he will leave message and agent transferred him over to leave a voicemail, and that agent will update the file as we go. He had the number and extension to the CM.

Briefly summarize why the customer is contacting Chrysler: SM Me is contacting CAC due to wanting to speak to the CM due to there being confusion on the case.

Briefly summarize what the customer is expecting: Customer is expecting to speak to the CM.

*

Agent attempted to call over to the CM and received VM.

DLR and customer would like a call back right away. Customer was a satisfied customer and asked to leave a VM, agent transferred to CM VM.

Writer contacted DLR SM Me about left message. SM stated they put the customer in a rental although the customer was not happy as it was not a van. Writer informed the SM we had given the customer that expectation that they would provide the first available vehicle from enterprise.

Writer informed the SM we will contact them again on Monday 7/31/17 for an update on the vehicle.

Writer contacted the customer to verify if they received a rental from the DLR. Customer stated they did receive the rental although they are disappointed that Chrysler did not give them a lease vehicle as a rental.

Wrt informed the customer we will look into compensating them in the future for the inconvenience. Customer is upset their demands are not being met. Wrt informed the customer we will contact them with an update on 7/31/17.

Wrt contacted DLR SMMe to get an update on the customer's vehicle. SM stated the tech found that the vehicle had a code for passenger side door module that needs to be replaced and parts have arrived and they will have the vehicle repaired by this afternoon. Wrt informed the SM we will contact the customer with the update and they may not return with the rental tomorrow as they are still on the trip and we will follow up on 8/2/17 to verify the customer picked up the vehicle. Status update provided via email to the following email address:

sofruk@yahoo.com

Heath's Irvin with CHRYSLER, I have been informed by the Dealership that they found the passenger side window needed its module replaced and they expect to be completed with repairs later this afternoon. I have informed them you are not due back from your trip until tomorrow and will follow up with you and the Dealership on 8/2/17.

End of Status Update

Wrt contacted DLR SMMe to get an update on the customer's vehicle. SM stated they are currently still working on repairs to the window module and expect to be completed today. Wrt informed the SM we will contact them on 8/4/17 to verify the repairs were completed and the customer picked up the vehicle.

Status update provided via email to the following email address:
sofruk@yahoo.com

Heath's Irvin with Chrysler; I have been informed by the Dealership they expect to be completed with the repairs today. I will follow up with you on 8/4/17 to verify you got your vehicle back and repaired to your satisfaction.

End of Status Update

Wrt contacted DLR SASam to verify if the customer's vehicle was repaired and returned. SA stated the customer had a complaint about a scratch on the door and they will be having that fixed completed later this afternoon. SA stated the repairs to the door module were completed.

Was the customer in a rental? Yes,

Did the customer have a co-pay? Warranty

What is the RO #? 325149

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

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension 40731

Informed customer that we will be working with the DLR in order to compensate for the scratch found before leaving the DLR. Wrt informed customer we will contact them again on 8/8/17

Agent attempted to contact dealer Service Advisor Sam however, SM not available. Left message for a return call at extension 40731 to verify if the customer picked up the vehicle.

Status update provided via email to the following email address:
sofruk@yahoo.com

Heath's Irvin with Chrysler; I would like to verify if you have picked up your vehicle and the repairs were done to your satisfaction. I will follow up with you again on 8/11/17

End of Status Update

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension 40731

to verify repairs and that the case would be closing

Customer KATERINA OLIFIRUK: calling to speak with CS: CS is not available. Customer would like a callback.

KATERINA OLIFIRUK called, requesting that the case be reopened, advising that the vehicle hasn't been completely repaired. Wrt advised that the case would be reopened and customer agreed to a callback within 1 business day.

Reassigned to 88F.

Wrt attempted to contact dealer Service, however, not available. Left message for a return call at extension 40423.

Wrt received VM from SASam verifying vehicle is not at dealer and has

not been since 8/7, they have not heard from customer since.

KATERINA OLIFIRUK called to speak to CS TAMRA (TD696; EXT: 40423).

Caller was warm transferred to the CS TAMRA for further assistance.

Customer contacted writer verified not at dealer still having issues getting vehicle to start, indicates when it does that need to jump it, advised to make appointment with dealer so we can get internal resources involved, advised can help with rental but cannot guarantee a van, indicates has a trip setup for about 9/19-25 and demanding we have a rental van available, still advised cannot guarantee a van. Customer indicated due to number of times he wants vehicle bought back or repaired.

Customer contacted writer indicated that DLR 65583 was not willing to take vehicle again to diagnose, appointment made at DKR 44495 for 8/23 7:00am, for more than a day will need rental.

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 40423.

Customer: KATERINA OLIFIRUK called requesting a supervisor: about vehicle no start issues. Supervisor is not available. Writer informed customer will receive a callback within 1 business day at work 217 782 3038 or cell 217 816 5355.

Status update provided via email to the following email address: TD696@chrysler.com, PR628@chrysler.com, M262@chrysler.com.

Customer's request for supervisor callback.

End of Status Update

Writer contacted DLR 44495 service department and they indicated customer did not bring the vehicle in for appointment scheduled today.

*****Customer Email Address Updated*****

Customer has updated the email address from sofiruk@yahoo.com to sofiruk21@yahoo.com for further communication or for surveys.

***** Update Prep Sheet *****

Prep sheet was updated successfully.

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension 40522: Writer called, referred to supervisor request regarding no start concern and requested callback. Writer advised that TD696 followed up with Green DLR 44495 and was advised that customer missed appointment on 08/23/17. Writer requested that customer schedule new appointment for diagnosis to follow through for resolution and to keep the case open.

Customer called to speak with Specialist CN328, Specialist not currently available. With permission, writer transferred call to Specialist's voicemail, as CM is not currently available.

Status update provided via email to the following email address: CN328@chrysler.com, PR628@chrysler.com, M262@chrysler.com.

Customer called to speak with Specialist CN328, Specialist not currently available. With permission, writer transferred call to Specialist's voicemail, as CM is not currently available.

End of Status Update

Customer called and requested for their case manager to call them about the case.

***** Update Prep Sheet *****

Prep sheet was updated successfully.

***** Update Prep Sheet *****

Prep sheet was updated successfully.

Case summaries:

SO FAR THEY'VE REPLACED THE BATTERY WHEN IT HAD 85 CODES FOR BATTERY

VOLTAGE LOW, REPLACED THE FUSE BOX/BATTERY DISTRIBUTION UNIT FOR LOW

VOLTAGE CODES IN EVERY MODULE (FUSE BOX ON TOP OF BATTERY WAS LOOSE),

REPLACED THE BODY WIRING HARNESS FOR A BAD GROUND WIRE UNDER THE DRIVER'S

SIDE, REPLACED THE PASSENGER DOOR MODULE, AND IT STILL KEEPS DYING & SHUTTING OFF.

Customer has had 8 Roadside cases which may not entirely reflect every instance the vehicle has shut off.

*** Supervisor call to DLR ***

Writer called DLR & requested to speak with SM. Left message at

217 331 8806 for return call to x40435. Need to get comparable rental scheduled for customer & have STAR Case/Fed Tech involvement. TS

recommends using the GR8 to test the battery & charging system, Ignition Off Draw (IOD), Alternator, PCM, fuel wiring harness, & Battery again.

*** END CALL ***

Task To Dealer:

Need to get comparable rental scheduled for customer & have STAR Case/Fed Tech involvement. TS recommends using the GR8 to test the battery & charging system, Ignition Off Draw (IOD), Alternator, PCM, fuel wiring harness, & Battery again.

Task Type: Rental/Loaner Provided

*

**** SUPERVISOR CALL CUSTOMER ****

Wrote called customer to review concerns. Customer requesting replacement vehicle as current one is not safe. Case needs to be submitted for Lemon Law review per 189 190 2 days ago. Customer would like comparable rental set up prior to next scheduled diagnosis appointment & would be happy to work with GREEN DODGE.

Wrote follow up with DLR tomorrow to see if they can arrange the rental. CS to follow up with customer about results of LL review no later than Monday 8/28.

**** END CALL ****

PER EC1419:

Customer was informed that by making this request they are NOT actually engaging Lemon Law or any related process.

The request is being escalated for a review of the vehicle's repair history to determine if the request merits further action and that due to the nature of the request, it will require a callback which will take

place within 1-2 business days. The outcome of the review does NOT determine Lemon Law eligibility.

Preferred Morning/Midday callback numbers 217 816 5355

Preferred Afternoon/Evening callback numbers 217 782 3038

Who has possession of the vehicle? owner

Reassigned to 91L

***** 91L Review *****

***** Case Escalated to I2R *****

Reviewed Warranty History which determined this case should be escalated to I2R for case management.

Customer's requesting callback from the new case manager.

Called 66583 and spoke to SA Sam and verified RO and the customer just got it back on the 18th it came back for a scratch they took care of.

Called 44495 and spoke to Gayle in service and she stated that she doesn't see that vehicle as been there.

Made initial call to the customer and informed her that I am her CM and I asked her if her vehicle was currently in for service. The customer stated that she wants the vehicle replaced and that the DLR has had many attempts at fixing it. The customer stated that they scratched her vehicle and the DLR fixed that but will not look at this vehicle again. I informed the customer that I have to see it go to Green Dodge for a diagnosis and she didn't understand but eventually stated that she would allow me to make the arrangements. I informed the customer that I would call her back on Wednesday and I left her my fax number and a my contact info. The customer stated that it still has to be manually jumped to start numerous times since she got it back on the 18th of this month.

**Follow up with the customer and dealer on 8/30.

Customer needs a comparable rental vehicle (minivan) prior to appointment being made.

customer calling about case. Provided 888 542 7239 and transferred caller.

Called 66583 and SA Sam stated that customer did not call him back but talked to SM and the next move is to get it into the selling DLR.

Called the customer and LVM.

**Follow up with the customer and dealer on 9/6.

Wrote explained to customer case escalated to I2R 888 542 7239 and transferred

Called the customer and informed her that I have gotten her messages and I would like to set up the appointment and didn't know where she wanted

to get a. The customer said she wants to go to Green and she has a ready to go to them and they need me to call them because of the rental set up. I informed the customer that I have been busy and I wanted to talk to her about getting the vehicle to the selling DLR. The customer stated that she is upset the vehicle won't start every 3 days and the vehicle looks nice but she doesn't think she can keep it because it isn't reliable and she wants a replacement. I informed her after talking to the DLR after a diagnosis then I would know which way that I would go. The customer stated that she has a trip in a couple weeks and she needs to know something.

Called 44495 and spoke to Emma in scheduling and she stated that the soonest she can get this customer in is tomorrow at 2pm and she would get with her SM or GM about getting the minivan and I would have to cover it.

**Follow up with the customer on 9/12.

Called 44495 and spoke to Emma and she stated that the GM should have considered my request to help out and put this customer in the rental she has requested and I told Emma I am going to listen to my VM and call her back. I didn't receive any VM and called her back and LVM for Emma.

Called the customer and informed her that I haven't secured her rental and that her appointment is at 2pm but would call her today before she goes up there with her vehicle and I stated to hold off for now.

**Follow up with the customer and dealer on 9/13.

Vehicle is at the dealership GREEN DODGE (44495)

Update triggered by s75869p

AM has spoken to dealer 44495 and tech advisor on this vehicle. Tech advisor feels we should replace the vehicle for the customer based on many repair attempts and current issues. Am discussed with dealer and agreed. Due to this AM has put in a replacement package for the customer.

Customer Assistance Inquiry Record (CAIR)#

32053414

VIN	2C4RC1BG1	HR794877	Open Date	07/25/2017	Built Date	05/24/2017
Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
In Service Dt	05/24/2017	Mileage	701	Dealer Zone		
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				
Engine	ERC	3.6L V6 24V WT ENGINE UPG I W/ESS				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				

Dealer	99999				
Dealer Address					
Dealer City		Dealer State		Dealer Zip	
Owner	ENTERPRISE RENTACAR ,.			Contact Type	ROADSIDE
Address	600 CORPORATE PARK DRIVE			Home Phone	(314) 512 5000
	ST LOUIS MO			Country	UNITED STATES

Corporate	Roads de Servces	Warranty	S art/Sta	Defau t
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Roads de Ass stance Con acted DATE : 2017 07 25

Road S de F e Created 07 25 17 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

923 SOUTH CLAREMONT ST 3 CALIFORNIA DRIVE

9TH AVE

SAN MATEO BURLINGAME

CA USACA

VEH STALLED WHILE DRIVING/ NEEDS TOW

DEALER CODE : 94142

Customer Assistance Inquiry Record (CAIR)#

32055531

VIN	2C4RC1EG3	HR555844	Open Date	07/25/2017	Built Date	09/06/2016	
Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON			
In Service Dt	09/07/2016	Mileage	9000	Dealer Zone	42	DETROIT	
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US	
Color	PRV	VELVET RED PEARL COAT					
Engine	ERF	3.6L V6 24V WT ENGINE					
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS					
Dealer	68748	PARKWAY CHRYSLER JEEP, INC					
Dealer Address	21560 HALL RD						
Dealer City	CLINTON TOWNSHIP			Dealer State	MI	Dealer Zip	48038
Owner	MARQUETTE ,MICHELLE					Contact Type	TELEPHONE
Address	50606 LANCELOT DR					Home Phone	(586) 739 1191
	MACOMB MI48044 6300					Country	UNITED STATES

Corporate	Survey	By Pass	No D agnos s	Defau t	Defau t
Product	Unknown	Unknown	Sta ng	Defau t	

Customer Mche e (w fe) con acted Chrys er stat ng that her veh c e has sta ed out 5 6 t mes when sh ft ng from park to reverse. Customer took veh c e to DLR and they were unab e to dup cate the matter at the moment. Customer took veh c e back to PARKWAY DODGE CHRYSLER JEEP due to

her st exper enc ng th s ssue. Agent contacted PARKWAY DODGE CHRYSLER

JEEP at 586 465 7210 and spoke w th Sa vaturd n serv ce who stated that the veh c e hasn't been d agnose yet. Agent nformed customer and provid ed her w th case number ncase she need to ca bck regard ng th s ssue.

Customer states the veh c e was d agnosed by DLR on 07/25/2017 as rep ac ng the crank sensor and the cam crank re eam. Customer states yesterday the veh c e sta ed tw ce wh e dr v ng. Customer states the veh c e s at a d fferent DLR (26016) and was adv sed to keep the veh c e unt the concern s ocated. Customer states a oaner veh c e has been provid ed w th a oaner veh c e. Customer states the veh c e does not show any act ve codes. Customer s ates on Ju y 24 2017 the eng ne ght had come on and not been ab e to dup cate.

Wr ter contacts the DLR (Russ) who states the veh c e has not yet been d agnosed and w c contact the customer once t has been comp eted.

Customer states she brought the veh c e to the DLR for a d agnos s and was adv sed software updates to the BCM and the TCM. Customer states they have not p cked up the veh c e yet. Customer s very frustrated and s not happy w th veh c e as she s afra d tw keep sta ng.

Customer may seek to get out of ease ear y. Customer states th s s an on go ng concern that s nterm ttent.

Wr ter contacts DLR (Russ) who states unab e to get the veh c e to dup cate the concern. SA states the BCM and TCM were updated and cou d not get the veh c e to sta . DLR states there were no error codes.

Wr ter adv sed the customer to test dr ve the veh c e to make sure no other concerns arr ve. Wr ter adv sed f there are concerns, the veh c e needs to be taken back to the DLR and concern w be esca ated for techn ca ass stance.

Customer Assistance Inquiry Record (CAIR)#

32063322

VIN	2C4RC1DG6	HR531751	Open Date	07/26/2017	Built Date	06/18/2016
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
In Service Dt	06/20/2016	Mileage	6064	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				
Engine	ERF	3.6L V6 24V VWT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				

Dealer	26973				
Dealer Address					
Dealer City		Dealer State		Dealer Zip	
Owner	RALSTON ,GWEN			Contact Type	TELEPHONE
Address	189 S SPRING RD			Home Phone	(706) 485 9493
	EATONTON GA31024 8176			Country	UNITED STATES

Product	Dr vab ty	Unknown	No Start	Defau t	
Product	E ectr ca	Unknown	Defect ve	Defau t	Thermostat, rad o, and cru se contro have ntern ttent ssues
Corporate	Renta Veh c e	Defau t	Defau t	Defau t	Restr ct on H
Product	E ectr ca	Lamps and Sw tches	Defect ve	Defau t	customer seek ng emon aw
Corporate	SurveyBy Pass	Dup cate CAIR	Defau t	Defau t	See CAIR 32306846
Corporate	Enhanced Customer Sat sfact on Program (ECS)	Defau t	Defau t	Defau t	Restr ct on H

Br ef y summar ze why the customer s contact ng Chrys er: Customer ca ed n, upset w th amount of f xes for her veh c e

Br ef y summar ze what the customer s expect ng: Asked for buyback, rep acement or emon aw

Agent Adv sed: Let customer know that I wou d be esca at ng her concern and someone w be contact ng her at the numbers prov ded n 1 2 bus ness days

Customer was nformed that by mak ng th s request they are NOT actua yf ng emon aw or any re ated process.

The r case s be ng esca ated for a rev ew of the veh c e's repa r h story to determ ne f the r request mer ts further act on and that due to the nature of the r request, t w requ re a ca back wh ch w take

p ace w th n 1 2 bus ness days. The outcome of the rev ew does NOT determ ne Lemon Law e g b ty.

Preferred Mbm ng/Mdday ca back number s 706 485 9493 or 706 473 0555

Preferred Afternoon/Even ng ca back number s 706 485 9493 or 706 473 0555

Who has possess on of the veh c e? (/Dea er/)

Reass gned to 91L

88f ass gned, gas motor Pac f ca. P ease hand e as you norma y wou d

***** Create Prep Sheet *****

Prep sheet was saved successfu y.

Th s customer has contacted Customer Care seek ng Lemon Law buyback/rep acement. Pre m nary research has determ ned th s veh c e wa an y h o y doe no me u he rev ew a h me P ea e cont nue case management n an attempt to reso ve the customer's concern and/or ssues.

W rter contacted DLR at 706 752 5070 and spoke to ASMRonda. Ronda nformed that Customer's veh c e s at the DLR for a no start concern. Veh c e wou dn't start on Sunday, and d sp ayed Serv ce transm ss on, serv ce e ectron c stab zer, veh c e not n park. Veh c e wou d not crank. After a few hours, veh c e no onger d sp ayed error codes, and cranked. Customer exper enced the concern the fo ow ng day, and towed veh c e to the DLR. Ronda requested ass stance open ng a STAR case, POC Ronda at 706 752 5081. Customer s current y n a renta veh c e. There s current y no d agnos s, and concern has not been dup cated.

***** Fo ow ng Corporate Resource has been con acted *****

TAPS

on 2017 07 27 @ 14:36

CAIR ESCALATION UPDATE

SEE STAR CASE# 100899557 FOR INFORMATION

Writer contacted Customer at 706 485 9493. Writer informed of lines 31-39. Writer inquired if there were anymore details about Customer's concern. Customer informed that the issue used to happen more frequently, but with the last repair attempt, replacing the PDC, seemed to resolve the issue for about a month. Customer advised that most of the time the noise starts occurs when not attempting to start the vehicle, but once the vehicle started/ost electric and driving capabilities in traffic. Customer advised that there are some unique electric issues as well, that may or may not be related to the noise concern. Customer informed that the vehicle thermometer usually shows the temperature 15 degrees warmer than it is. Customer informed that the cruise control has issues when going up or down hills. Customer informed that the radio would display the wrong station frequently. Writer advised that we'd continue to work with the DLR to work towards repairs, Writer will update Customer no later than Monday. Writer provided contact info.

CAIR ESCALATION UPDATE

SEE STAR CASE# 100899557 FOR INFORMATION

CAIR ESCALATION UPDATE

SEE STAR CASE# 100899557 FOR INFORMATION

Writer contacted DLR at 706 752 5070 and spoke to SM Barry. Barry advised that STAR is working with Tech to find out what to do to resolve Customer's concern. Writer thanked.

Writer contacted Customer at 706 485 9493. Writer advised that DLR duplicated Customer's concern, and is working with Corporate techs to review the information gathered. Customer advised that they spoke with Service, who informed that the PDC was burnt out, and that a new one was put in vehicle, and while waiting the part, vehicle has the issue. Writer advised that we'd contact DLR to review this information and ensure it's relayed to Corporate Tech's. Writer advised we'd follow up no later than Wednesday.

CAIR ESCALATION UPDATE

SEE STAR CASE# 100899557 FOR INFORMATION

CAIR ESCALATION UPDATE

SEE STAR CASE# 100899557 FOR INFORMATION

CAIR ESCALATION UPDATE

SEE STAR CASE# 100899557 FOR INFORMATION

Writer contacted DLR at 706 752 5070 and spoke to ASMRonda. Ronda advised that Tech is still doing the tests suggested in STAR case 100899557. Writer thanked.

706 485 9493 has been activated for text message communication.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

Hi, this is Michael with Chrysler. I just wanted to give you a quick update on your 2017 Chrysler Pacifica. The Dealership is still working with our Corporate

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

Techs to try to resolve your concerns. They're currently examining the PDC closely to see if there are any issues with it, or the surrounding areas. I'll keep

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

you posted as I receive more information. I hope you have a great day!

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

CAIR ESCALATION UPDATE

SEE STAR CASE# 100899557 FOR INFORMATION

CAIR ESCALATION UPDATE

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CAIR ESCALATION UPDATE

SEE STAR CASE# 100899557 FOR INFORMATION

Customer called Writer and advised that DLR requested that Customer stop by DLR to swap the roaster vehicle for a rental vehicle at this time. Customer inquiring if there's an ETA for repairs, or if the vehicle could be traded for a like vehicle. Writer advised that we'd reach out to DLR to see if there are any updates on vehicle and update Customer accordingly. Customer thanked.

CAIR ESCALATION UPDATE

SEE STAR CASE# 100899557 FOR INFORMATION

CAIR ESCALATION UPDATE

SEE STAR CASE# 100899557 FOR INFORMATION

Writer contacted Customer at 706 485 9493 and informed of lines 24 30. Customer inquired if DLR would be able to assist with replacement of the vehicle. Writer unsure, but will keep Customer updated as more information is received about the repair processes. Customer thanked

CAIR ESCALATION UPDATE

SEE STAR CASE# 100899557 FOR INFORMATION

CAIR ESCALATION UPDATE

SEE STAR CASE# 100899557 FOR INFORMATION

Writer contacted DLR at 706 752 5070 and spoke to ASMRonda. Writer reviewed update from lines 122 123 (Pertaining to Tech Advisor escalating case to TAFE d Engineer) and inquired if TA had contacted DLR. Ronda advised that they haven't heard anything yet, but she would double check with DLR tech and update Writer. Writer thanked.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

Hi, this is Michael with Chrysler. I just wanted to let you know that the Dealership is still examining the wiring in your Chrysler Pacifica. Due to the time

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

that it's taking to get a resolution, we're working to get a field engineer to the Dealership to examine your vehicle. I'll keep you posted as I receive more

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

information. Let me know if you have any questions or concerns

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Writer called ASMRonda at 706 752 5070 who advised the TS was advising the tech on more tests to run on the wiring. Writer will follow up 8/15/2017 for further information.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1118RT*****

Mrs. Raston, I spoke with Rhonda at the dealership and the field engineer is having them perform more electrical tests to determine the cause of the issue.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1118RT*****

They believe they should have further information early next week. I will follow up with you again then.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Writer contacted DLR at 706 752 5070 and spoke to ASMRonda. Ronda advised that DLR has been in correspondence with the local TA, and they requested that DLR check all associated modules involving PDC, or starting functions for the vehicle. Everything tested out working fine, and DLR is waiting on next steps from the TA. Ronda advised that the TA hasn't visited the DLR yet, but there's potential that the TA may decide to stop by DLR. Ronda informed that she'd update Writer when more information is available. Writer thanked.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

Hey Mrs. Raston, the field engineer is working with the Dealership to set a time for the engineer to come and work on your vehicle. In preparation for this

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

visit, the engineer has suggested a few more tests involving the wiring in the vehicle. I'll let you know if anything is found with these tests, or when the

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

field engineer has set a time to stop by the Dealership.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

CAIR ESCALATION UPDATE

SEE STAR CASE# 100899557 FOR INFORMATION

Writer contacted DLR at 706 752 5070 and spoke to ASMRonda. Ronda advised that tech Mark has contacted TA and after discussion, Mark will be examining the space in the PCM and the ESM. Ronda advised

that it was determined that this is the area that has been losing power. Ronda advised following up on Monday. Writer thanked.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

Hey Mrs. Raston, the Dealership is still working to set a time for the Field Engineer to stop by. They did find that the source of power loss is a space with

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

the PCM and the ECM, so they'll be looking into that more. I'll keep you posted as we receive more info.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Writer contacted DLR at 706 752 5070 and spoke to ASM Ronda. Ronda advised that they haven't heard from the TAs since last week. Ronda advised that since the first time DLR was able to duplicate Customer's concern, they haven't noticed any traces of the issue. Ronda suggested following up later in the week to see if anything changes. Writer thanked.

Writer contacted DLR at 706 752 5070 and spoke to ASM Ronda. Ronda informed that there's no new information at this time, but advised Writer to follow up on Friday. Writer thanked.

CAIR ESCALATION CLOSURE

SEE STAR CASE# 100899557 FOR INFORMATION

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

Hey Mrs. Raston, I was informed that the Dealership Tech has gone through a circuit and disconnected and reconnected all connectors & inspected wiring. Since

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

working on the B+ fuse 78 they found that the issue has gone away, and will be reaching out to you to come pick up your Chrysler Pacifica soon, if they haven't

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

reached out to you already. I was informed not too long ago, but had some calls before I could let you know. I'll be reaching out next week to see how

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

everything is going.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Customer left a message and requested a callback at 706 485 9493

Customer left a message requesting a callback at 706 485 9493

Writer contacted Customer at 706 485 9493. Customer informed that they were to drop the vehicle on Friday, and agreed that they were to drop by DLR that vehicle could still have issues. Customer agreed that they're qualified to take legal action, but requested if FCA would replace the vehicle at this time. Writer informed of lines 25 29, but informed that we'd see if the DLR had any options for replacing the vehicle. Customer thanked.

Writer contacted DLR at 706 752 5070 and spoke to SM Barry. Writer informed of lines 222 228. Barry advised that they'll be working with the resources to see if this is an option. Barry advised that he expects to have an answer by tomorrow at 2:00pm EST. Writer thanked.

Writer contacted Customer at 706 485 9493 and advised of lines 229 232. Customer thanked.

Writer received an email from ASM Ronda:

Hi Michael,

Barry has some updated info on the Rastons. Give us a call when you can.

Writer contacted DLR at 706 752 5070 and spoke to SM Barry. Barry advised that they reached out to the DM, who's currently having Customer's lawsuit reviewed by ISG. Barry was advised that this process could take 5-10 business days. Barry informed that Customer has been in a rental for 22 days so far. Writer advised that we'd touch base on Tuesday to see if there was any further information on review process.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

Hey Mrs. Raston, I received a call from Barry yesterday letting me know that your lawsuit is being reviewed through the resources and they should have an

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

answer on next steps for your vehicle within 49 days from today. I was able to extend the rental coverage until Tuesday, but I don't know how long I'll be able

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

to keep you in the rental after that. I'll touch base with you on Tuesday and we'll see what information we have at that point from Barry. I hope you have a

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4339MT*****

wonderful weekend, and a great Labor Day!

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Agent attempted to contact dealer Service Manager Barry at 706 752 5070, however, SM not available. Left message for a return call at extension 41060. Writer inquiring if there's any update on the ISG process.

Writer received a call from ASM Ronda. Ronda advised that Customer has an appointment with the GM tomorrow to work out a trade out on the rental vehicle. Writer advised that we'll start competing Rental authorization, and suggested keeping Customer in a rental until tomorrow, due to Customer's appointment.

Writer contacted Customer at 706 485 9493. Writer reviewed lines 265 269. Customer inquired what they'd do while they wait for the process with ISG (in terms of rental or owner vehicle). Writer advised that we'd stop covering rental costs tomorrow, then Customer can work with DLR to figure out transportation. Customer thanked.

*****Rental Value Updated*****

Estimated Rental Amount: \$1050 ; Additional Rental Amount: \$ 1050.00 ;

Provided By: CAC ; Days Authorized: 30

Customer has a new case, see case 32306846

CLOSED LOOP UPDATE no need for additional follow up.

Customer Assistance Inquiry Record (CAIR)#

32063544

VIN	2C4RC1EG7	HR510390	Open Date	07/26/2017	Built Date	05/19/2016
Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
In Service Dt	05/29/2016	Mileage	18513	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PRV	VELVET RED PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				

Dealer	43664	KINGS DODGE CHRYSLER JEEP				
Dealer Address	4486 KINGSWATER DRIVE					
Dealer City	CINCINNATI	Dealer State	OH	Dealer Zip	45249	
Owner	MINDAR ,JEANETTE			Contact Type	TELEPHONE	
Address	7173 ASHMEW LN			Home Phone	(513) 755 7027	
	HAMILTON OH45011 8723			Country	UNITED STATES	

Corporate Survey By Pass	No Response / Unable To Reach	Default	Default	14 attempts over about 30 days
Product Air Conditioner / Heater	Front Defroster	Defective	Default	NOT WORKING PROPERLY
Product Transmission / Transaxle	Unknown	Defective	Default	NO START
Product Cooling System	Fans, Pumps, and Tensioner	Overheated	Default	FANS ARE LOUD

Customer seeking assistance with:

Customer experiencing issues with defroster, fan, and transmission.

Customer stated her vehicle cuts off on her when she is at a traffic stop of if she is turning a corner. Customer had her vehicle diagnosed and she says the DLR is not able to duplicate the concern. Agent confirmed with SA Kate yn who says the customer was there numerous times and she had starved. She says there is nothing they can do for the customer.

Customer has been diagnosed in the last 30 days

Customer expecting:

Customer is having intermittent issues and is looking for help with diagnosing.

Agent advised we escalated to case manager.

Follow up will occur within 1 business day by COB customer time.

Preferred phone number: 5137557027

Earliest call time: anytime

Latest call time: anytime

Updates via text: No

Updates via email: No

Vehicle location: Customer

Date and Time of Appointment: 08/07/17 at 8 am

Confirmed appointment with:

KINGS DODGE CHRYSLER JEEP 43664

513 683 3000

Customer renewal: No

Authorized by: N/A

Rental start date: 01/01/0001

***** Create Prep Sheet *****

Prep sheet was saved successfully.

***** Case Management Dstrct [42] *****

IN Warranty

MVP: None

Household: 2 NEW2 USED

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension XXXXX

WRITER CALLED ASMAaron 513 362 4235 left a VM requesting a star case to be opened to resolve the 3 issues, no start repeat issue/ defroster not working and the tensioner fans are loud and appointment for 8/7/17, and requested a callback or task, Ext.40523.

Task To Dealer:

Customer has a repeat issue of no start/ defroster not working/ tensioner fans are loud and has an appointment for 8/7/17 and was requesting a star case to be opened to confirm the findings and assist in the diagnosis.

Thanks.

Notification of an Assigned Task sent to Dealer at

email: cranda @kngscjd.com

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension 40523.

Status update provided via email to the following email address:

dmndar@zoomtown.com

Hello, this is Rache your case manager. This email is confirmation that your, CAIR #:32063544

My office hours are 6:00 AM - 2:30 PM MST. My contact information is 800.763.8422 EXT 40523.

I am in contact with the dealership and discussing way forward when you take the vehicle back to the dealership on your scheduled appointment on 08/07/17 at 8 am.

I will work with dealership to make sure the repairs are done to your satisfaction.

I will follow up with you no later than 8/4/17 to remind you of your appointment at the dealership.

I will be following up with the dealership and updating you.

For any questions you can always call/email me.

Thanks and have a good day,

Rache .

End of Status Update

Status update provided via email to the following email address:

dmndar@zoomtown.com

Hello,

I discussed your vehicle concern with the assistant service manager at the dealership Kings Dodge and wanted to remind you of the appointment scheduled for the 08/07/17 at 8 am.

If you have any questions/concerns please call or email, thanks and have a good day,

Rache .

End of Status Update

DLR ASMAaron will be out of the office next week he called in and discussed the way forward for the customer's vehicle. Writer thanked the DLR.

Status update provided via email to the following email address:

dmndar@zoomtown.com

Hello,

A reminder of your scheduled appointment for 08/07/17 at 8 am at the Kings Dodge Chrysler.

I will follow up with you no later than 8/8/17.

I discussed your vehicle concern with the assistant manager Aaron at the dealership.

Thank you and have a good day,

Rache .

End of Status Update

Task To Dealer:

What is the diagnosis?

Task Type: Has vehicle been diagnosed

Notification of an Assigned Task sent to Dealer at

email: cranda @kingscjd.com

WRITER CALLED SAKEY 513 362 4235 who stated the customer rescheduled

the appointment to 10th August and the issues the brakes squeal, and the fan been loud.

Writer thanked the DLR.

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension XXXXX.

Status update provided via email to the following email address:

dmndar@zoomtown.com

Hello,

I understand you rescheduled the appointment for 8/10/17 at the Kings Dodge Chrysler Jeep, just a reminder to be able to get the vehicle issue addressed.

I will follow up with the dealership to get a diagnosis and way forward no later than 8/11/17.

For any questions/concerns please call/email me 1 800 763 8422 Ext.40523.

Thank you and have a good day,

Rache .

End of Status Update

Vehicle is at the dealership KINGS DODGE CHRYSLER JEEP (43664)

Updated triggered by 576880

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension XXXXX.

WRITER CALLED DLR SA Brad who stated SA Kattins the one handling the case and is not available and writer requested a callback with status update ext.40523.

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension XXXXX.

Status update provided via email to the following email address:

dmndar@zoomtown.com

He o,

I am waiting on an update from the dealership and I will update you as soon as I get the information.

Thank you and have a good day,

Rache .

End of Status Update

WRITER CALLED DLR ASMAaron 513 362 4235 left a VM, requesting update since the ASMAaron was on vacation and requested a callback Ext.40523.

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension XXXXX.

WRITER CALLED DLR ASMAARON 513 362 4235 who was unavailable spoke with

SA Key who stated the SM did test drive for 30 minutes and unable to duplicate the issue of the rattles as for the fans normal and the issue of no start unable to duplicate, the brake issue there is no fix for that and the defrost issue could be the customers settings will show her correct setting and at this point the rattles are unable to duplicate, writer stated to educate the customer and let them know to keep a log and will offer SC for oil changes to give the DLR more access to vehicle to monitor when tires brought for oil changes,

Writer thanked the DLR.

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension XXXXX.

Status update provided via email to the following email address:

dmndar@zoomtown.com

He o,

I understand the dealership was unable to duplicate the concern of the rattles and the dealership did test drive for 30 minutes and as for the issues the Dealership was able to address the issue.

I will look into offering you a service contract at no charge to you for oil changes and tire rotations so that the dealership can monitor your vehicle when you go in for oil changes and might be able to duplicate the issue.

Let me know if you would like me to look into oil changes and tire rotations which are compatible with your vehicle.

Thank you and have a good day,

Rache .

End of Status Update

Status update provided via email to the following email address:

dmndar@zoomtown.com

He o,

I am following up with you regarding your 2017 Chrysler Pacifica.

I had requested you if you would like me to look into a service contract at no cost to you so that the dealership can be able to monitor the vehicle when you go in for oil changes and hopefully will be able to duplicate the concern.

Let me know what you decide?

Thanks and have a good day,

Rache .

End of Status Update

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension 40523 stated will close case on Monday 8/28/17 due to no contact no response.

Was the customer in a rental? no If yes, how many days?

Did the customer have a copay? no If yes, how much?

What is the RO#? 197090

Does the SM have the CAIR#? If no, provide it. 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

Message: 18513

DLR opened a star case and unable to duplicate the rattles and the A/C operates as designed customer has the vehicle, see lines 149-155.

CLOSED LOOP UPDATE no need for additional follow up.

CONTACT UPDATE Customer was contacted today 7/27/17 was unavailable, Customer was provided with agent's extension: 40523.

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

VIN	2C4RC1EG5	HR63 [REDACTED]	Open Date	07/26/2017	Built Date	11/17/2016
Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
In Service Dt	11/18/2016	Mileage	5200	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PRV	VELVET RED PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				

Dealer	45272	CAPITAL CHRYSLER JEEP DODGE, LLC				
Dealer Address	200 WATERFIELD RIDGE PLACE					
Dealer City	GARNER	Dealer State	NC	Dealer Zip	27529	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	GARNER	[REDACTED]			Country	UNITED STATES

Product Transm ss on / Transaxle Gear Se ctor / L nkage Comp ete Fa ure	customer seek ng Lemon Law
Dea er By Pass Defau t Defau t Defau t	

Customer was informed that by making this request they are NOT actually engaging lemon law or any related process. The request is being escalated for a review of the vehicle's repair history to determine if the request merits further action and that due to the nature of the request, it will require a callback which will take place within 12 business days. The outcome of the review does NOT determine Lemon Law eligibility. Preferred Morning/Afternoon callback number is [REDACTED] Preferred Afternoon/Evening callback number is same. Who has possession of the vehicle? (Owner/Dealer/IRF): Owner Reassigned to 91L. Customer, Nicholas Quinn, has had vehicle stalled on highway with her kids in back. She replaced Transmission at 2,000 miles. 2 weeks later it died out again in middle of the road on the freeway. She has owned 3 other Chrysler's in the recent past and loved them all, but this car is scaring her for safety concerns for her and her children. Case was not handled properly and customer called back seeking an update on case that was never escalated. Agent informed customer that the case was not handled properly and will be sent up correctly.

***** 91L Review *****

***** Case Escalated to I2R *****

Reviewed Warranty History which determined this case should be escalated to I2R for case management. Place call to customer at [REDACTED] vehicle is at 45272 and she was advised of what our process is and what we are able to do as far as assistance moving forward. Customer was made aware this is not a buyback department. That is all she is seeking but she is wanting assistance. Place call to Dr 45272 for SA unable to connect LVM with service department for a callback.

***** 8/4 *****

Status update provided via email to the following email address:

[REDACTED]

This is Nasir your case manager at Chrysler

case number 3 [REDACTED]

[REDACTED]

8/4 follow up

End of Status Update

Dealer left message advising vehicle body repair was completed 8/1 but customer is not willing to pick up vehicle. Forwarded to case manager for follow up.

Place call to Dr 45272 for SA unable to connect at the dealer.

Place call to customer at [REDACTED] and she does have the vehicle offer resolution to customer next week follow up.

***** 8/10 *****

Place call to Dr 45272 for SA unavailable.

Place call to customer at [REDACTED] LVM for customer advising that

as a result on we can review for time out of vehicle based off a month.

*****8/15*****

pace call to DR45272 for SALVM for the correct SA to return my call.
pace call to customer at (973) 809 6877 LVM for a callback advising for
a callback regards to vehicle status and stated that if the vehicle is
confirmed and whether to please call.

*****8/22*****

pace call to customer at [REDACTED] LVM for a callback regards to
vehicle.

and advised that we will be offering a result on for time.

*****8/28*****

Status update provided via email to the following email address:

[REDACTED]
Hello Ms. [REDACTED] is Nasir your case manager here at Chrysler and I am
contacting you in regards to my previous message left for you in regards
to result ons for your vehicle.

please give me a call at your earliest convenience.

thanks

Nasir

End of Status Update

pace call to customer at (973) 809 6877 LVM advising for a callback in
regards to previous messages, reviewing for customer to be offered a
monthly payment reimbursement.

*****9/12*****

Vehicle is at the dealership CAPITAL CHRYSLER JEEP DODGE, LLC (45272)

Update triggered by S83471p

pace call to DR45272 SMBen held verify that the vehicle has been
repaired and that there were some issues present and it was driven and
verified.

pace call to customer at [REDACTED] LVM for a callback regards to
getting vehicle picked up.

*****9/18*****

Customer states that her vehicle began the same problem with transmission
as usual. Customer states this had taken place Sep. 11, 2017. Customer
states her vehicle is ready for pickup after being repaired for the 4th
time. Customer states that she is scared of the vehicle and does not want
to pick vehicle up.

Advisor tried contacting dealership over 5 times. There is no answer or
response. Customer seeking buyback.

PLEASE ESCALATE TO 91L. I Cannot due so because I am not the Case
Manager

on case.

customer calling for update on file.

Provided 888 542 7239.

stated that when the department calls her, she is not available and when
she calls them, they are not available.

Vehicle is at the dealership CAPITAL CHRYSLER JEEP DODGE, LLC (45272)

Update triggered by S90212D

Customer states she would like to be contacted ASAP. Vehicle is currently
back at dealership for the 5th time and customer is frustrated that CAC
has not been following up as customer stated they would. Customer would
like to be contacted on work [REDACTED].

pace call to DR45272 for SA for current RO info could not connect
pace call to customer [REDACTED] LVM for customer stating that
once the vehicle is repaired we can review for a possible result ons
right now we will work with the dealer to assist with repairs.

*****9/22*****

Customer called wanting CM to call her at work ASAP

Status update provided via email to the following email address:

[REDACTED] in

this is Nasir your case manager here at Chrysler

we have messaged each other back and forth

please contact me here at your earliest convenience.

we here work to assist in getting the vehicle repaired under manufacture
warranty.

thanks

Nasir

End of Status Update

Begin Customer Message reviewed:

He o,

Yes, everytime you call me things are happening and then goes to voice mail. I have left you several messages to call me back on my office line in hopes of avoiding the phone issue we seem to be having but you haven't called on that number.

Please contact me on my office line [REDACTED]. My car is now back in the service department for a 5th time for the same issue. It has been there since last Friday the 15th and I haven't heard anything from them about the progress. I got the car in April and it has been in the shop 5 times for a total of 51 business days and counting. I am not interested in getting the car back. I am now seeking a buyback.

I have been stuck too many times and have almost been hit twice.

Please either email or call me back on my office line.

Thank you.

Notice

He o,

Yes, everytime you call me things are happening and then goes to voice mail. I have left you several messages to call me back on my office line in hopes of avoiding the phone issue we seem to be having but you haven't called on that number.

Please contact me on my office line 919 977 7385. My car is now back in the service department for a 5th time for the same issue. It has been there since last Friday the 15th and I haven't heard anything from them about the progress. I got the car in April and it has been in the shop 5 times for a total of 51 business days and counting. I am not interested in getting the car back. I am now seeking a buyback.

I have been stuck too many times and have almost been hit twice.

Please either email or call me back on my office line.

Thank you.

Notice

End of Reviewed Customer message

*

Called 45272 Captain 919 582 0202, left message for SA to return call to CM.

*

Called 45272 Captain 919 582 0202, spoke to assigned SA Greg, inquired about repair status, per SA vehicle is still in diagnosis, will speak to service foreman and return call to CM with an update.

*

Called customer explained that this case has been escalated for special handling and I would like to assist with vehicle concerns through the repair process. Provided my direct phone number and office hours. Per customer this is the 5th service visit, has been in service 3 weeks, 53 days and counting. Qualifies for a repurchase, customer is an attorney, has an arbitration on 10/23/17, per customer the vehicle is not safe to drive, was stuck in the middle of the road twice. Apologized for the vehicle's concerns. Advised this is a good will process, and the first resolution is to repair the vehicle, will then look at case to determine if a goodwill gesture will be extended, possibly compensation, MPP up to replacement/repurchase, cannot guarantee either will be extended, will work toward best resolution, set follow up 10/5/17.

*

Received call from SA Greg, updated RO history, repackaging harness, parts in tomorrow.

*

Called customer and advised that the case has been reviewed and a replacement vehicle is being offered. Advised customer if it is accepted, in 5-7 business days they will hear from the replacement department and start the process. It may take up to 30 days for this to be completed and they are still responsible for the vehicle up until then. Customer understood and accepted the replacement offer. Thanked customer for being patient and apologized, per customer has not received an update from the dealer, advised would contact dealer and have the SA contact customer with an update, customer thanked CM as so.

*

Called 45272 LVM for SA Greg to return call to customer at work # (919) 977 7385 with a repair status update.

*

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1BG7	HR5	Open Date	07/31/2017	Built Date	05/14/2016
Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
In Service Dt	05/20/2016	Mileage	2843	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	26999	ROCKAWAY CHRYSLER DODGE JEEP RAM				
Dealer Address	550 BURNSIDE AVE 550 BURNSIDE AVE					
Dealer City	INWOOD	Dealer State		NY	Dealer Zip	11096
Owner					Contact Type	LETTER
Address					Home Phone	
	FOREST HILLS				Country	UNITED STATES

Corporate Outbound Survey Follow Up Continuous Quality Improvement Default

CQI Survey Record Received DATE : 07/31/2017

Survey Number : 12014899

Quality Survey ID Number: 371799900

Survey Date : 07/17/2017

VIN Complete 17 : 2C4RC1BG7HR5

CQI Comments : 0

***** Below Customer Contacted for Documentation Request *****

on 2017 08 08 @ 17:42

Customer stated his vehicle stalled on highway and his AC does not work. Agent advised customer to take vehicle to DLR customer asked about a rental while vehicle in shop agent provided reimbursement information.

Agent advised the customer that they will be required to submit the original repair order and proof of payment for reimbursement consideration. Depending on the situation, they may be asked to provide additional documentation. Agent advised customer to fax supporting documents to 877 768 5076 or mail the supporting documents to:

FCAUS Customer Care

P.O. Box 21 8007

Auburn Hills, MI 48321 8007.

Reassigned to 96Y

No documents have been received, case will be closed

Customer Assistance Inquiry Record (CAIR)#

3

VIN	2C4RC1EG5	HR7	Open Date	07/31/2017	Built Date	03/03/2017
Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
In Service Dt	03/06/2017	Mileage	3000	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PRV	VELVET RED PEARL COAT				
Engine	ERC	3.6L V6 24V WT ENGINE UPG I W/ESS				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	43664	KINGS DODGE CHRYSLER JEEP				
Dealer Address	4486 KINGSWATER DRIVE					
Dealer City	CINCINNATI			Dealer State	OH	Dealer Zip 45249
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	CARLISLE				Country	UNITED STATES

Corporate	Survey By Pass	No Response / Unab e To Reach	Defau t	6 contact attempts over 13 bus ness days
Product	E ect r ca	Unknown	Other	Defau t
				veh c e shutoff and wou dnt start

Br ef y summar æ why the customer s contact ng Chrys er: the customer s ca ng because she was dr v ng and her veh c e shutoff and t wou dn't start back up so she had towed to the DLR and they don't know what's wrong w th t. They have a tr p p anned from Tuesday t Fr day and she was wonder ng what the parameters for the LOANER where and f she cou d take t or what her opt ons where.

Br ef y summar æ what the customer s expect ng: to f nd out f we can ass st the customer n f nd ng out more nformat on for her. agent adv sed the customer he wou d send up to a CM and they wou d ook nto h s CASE for her, someone w g ve her a ca back w th n 1 2 bus ness days and they wou d be the best person to try and ass st the customer.

Th s s a GAS RU nt. Hand e as you norma y wou d

***** Create Prep Sheet *****

Prep sheet was saved successfu y.

***** Case Management D str ct 42 V*****

IN WARRANTY

MVP: None

Househo d: 2 New 2 used

Agent attempted to contact dea er Serv ce Manager (SM), however, SM not ava ab e. Left message for a return ca at extens on XXXXX

WRITER CALLED DLR ASMAaron 513 362 4235 eft a VM request ng d agnos s

as the customer a eges the veh c e shuts off and wou d not s art and requested f the DLR can put the customer n a oaner/renta .

Wr ter requested a ca back Ext.40523.

WRITER CALLED DLR ASMAaron 513 362 4235 eft a second VMs nce customer

needed a veh c e to use on a tr p p anned from today 8/1 8/4 request ng d agnos s as the customer a eges the veh c e shuts off and wou d not

start and requested f the DLR can put the customer n a oaner/ren a

WRIT R A U TOM R TAVM a ng wa ng on a re pon e om the

ASMAaron regard ng the d agnos s and w update as soon as I get a feedback and regard ng the renta requested stated the customer can rent and wr ter w ook nto re mbursement, stated to ca so that we can d scuss further ext. 40523

CONTACT UPDATE Customer was contacted today at 8/1/17

Customer was prov ded w th agent's extens on: [40523.

WRITER CALLED CUSTOMER LEFT A SECOND VMs at ng nes 30 34, and w

fo ow up no ater than 8/3/17.

Agent attempted to contact customer, however, customer was not ava ab e.

Left message for a return ca at extens on 40523

WRITER CALLED DLR ASMAaron 513 362 4235 and they stated the veh c e s not at the dea ersh p.

Agent attempted to contact customer, however, customer was not ava ab e.

Left message for a return ca at extens on 40523, requested them to set

up an appointment.

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension 40523, left a message inquiring when they will take the vehicle to the dealership, I will follow up no later than 8/9/17.

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension XXXXX

Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension XXXXX

WRITER CALLED CUSTOMER LEFT A VM requesting information on when the customer will take the vehicle back to the dealership as the DLR stated the vehicle is not at the Dealership and they were waiting to provide a loaner for customer, requested a callback Ext.40523.

WRITER CALLED DLR ASM Aaron to inquire if the customer took the vehicle to the dealership, and the ASM stated the vehicle is not at the dealership.

Writer thanked the DLR.

WRITER CALLED CUSTOMER LEFT A VM stating will close the case since no appointment and can always re-open a case when you have time to pursue repairs.

Writer thanked the Chrysler brand line.

CLOSED LOOP UPDATE no need for additional follow up.

***NO DIAGNOSIS NO REPAIR NO DLR LOOP CUSTOMER DID NOT TAKE VEHICLE TO

DLR*****

Customer Assistance Inquiry Record (CAIR)#

3

VIN	2C4RC1GG9	HR5	Open Date	07/31/2017	Built Date	06/14/2016
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	06/14/2016	Mileage	8054	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	66325	BAYSIDE CHRYSLER JEEP DODGE				
Dealer Address	21219 NORTHERN BLVD					
Dealer City	BAYSIDE			Dealer State	NY	Dealer Zip 11361
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	REGO PARK				Country	UNITED STATES

Product Dr vab ty Unknown Sta ng Defau t	veh c e was sta ng
Corporate Survey By Pass No Documentat on Defau t Defau t	

*****Customer Email Address Updated*****

Following email address is added for communication or survey with the customer

Briefly summarize why the customer is contacting Chrysler: Customer calling as she was looking in to reimbursement for her rental vehicle while vehicle was at the DLR. She stated that they did not have any rentals or owners at the DLR.

Briefly summarize what the customer is expecting: Reimbursement for the rental.

Agent advised that agent can look into this for her. Agent advised that she can submit her documents for review. Agent advised that she would need to submit her invoice of the repair, the invoice for the rental, as well as how it was paid for documents. Agent gave her the case number, and that it will be reviewed and that it can take up to 60 days. She will call back the next day after she sends in documents to make sure we have received them. She will add her case number to all documents.

***** Below Customer Contacted for Documentation Request *****

on 2017 07 31 @ 17:45

Reassigned to 96Y

Survey by pass

No documentation

Customer Assistance Inquiry Record (CAIR)#

3

VIN	2C4RC1DG3	HR56	Open Date	08/01/2017	Built Date	05/12/2016
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
In Service Dt	05/13/2016	Mileage	5321	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	41917	DUTCHESS CHRYSLER JEEP DODGE				
Dealer Address	2285 SOUTH RD					
Dealer City	POUGHKEEPSIE			Dealer State	NY	Dealer Zip 12601
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	BROOKLYN NY				Country	UNITED STATES

Product Dr vab ty Unknown Sta ng Defau t	
Referra Soc a Med a Automot ve Forums Defau t Soc a Too	

Customer posted the fo ow ng on pac fcaforums.com yesterday even ng (@hector69): "My brand new 2017 Pac fca on ts frst ong journey the nstrument pane went on and off, then the front passenger w ndow ro ed down on ts own and then the battery ght came on. Obvous y I was very concerned and took the veh c e to the nearest dodge 5 star center. They assured me the veh c e was f ne and that a t needed was a software update. After the update drove off w th the car and no prob em at a unt after 260 m es nto the tr p wh e I was d e the car shut off for no apparent reason? I started back up w th no prob em but what go ng on? Please he p anyone."

W rter responded yesterday even ng: , Congratu at ons on your new Pac fca! We'd ke to make sure th s s taken care of for you. G ve us a shout n a pr vate message w th your VIN so we can document your exper ence, and get you back to the dea ersh p to have th s addressed.

Kor
Chrys er Soc a Care Spec a st"

Customer responded: "2C4RC1DG3HR
Thanks for respond ng! I rea y ove my new veh c e and need th s rect f ed for the safety of my fam y and myse f."
W rter rep ed th s mom ng: "H thank you! Please fee free to ed t your posts to remove your VIN. We prefer not to have you post persona nformat on ke that (un ess you're ok w th hav ng t be pub c) just to make sure your pr vacy s respected.

Kor
Chrys er Soc a Care Spec a st"
W rter sent Customer the fo ow ng pr vate message:
"H Hector,

I opened up case for you to document your exper ence. I d d see a recent c a m from Safford for the ftgate modu e; s your veh c e st curren y at Safford?

If t s, I can esca ate to a case spec a st to work on th s w th you.
If not, we do need to have your veh c e back at the dea ersh p for any further review, so just et me know when you're ab e to take t back.
Your case wou d be c osed unt an appo ntment s schedu ed, then t can be esca ated, and I wou d need the fo ow ng nformat on:

Preferred phone number:
Ear est ca t me:
Latest ca t me:
Wou d you ke updates v a text?
Wou d you ke updates v a ema ? If yes, what s your preferred ema address:
Date and T me of Appo ntment:
Dea er and Dea er Contact (f known):
Do you need a renta veh c e?
Thanks so much,
Kor
Chrys er Soc a Care Spec a st"

Customer responded to the private message: "No my vehicle with me in NYC, it just so happens that I was near that dealership and decided to take car there. Please advise as what I should do next? My preferred dealer is Dutchess Dodge in Poughkeepsie NY. Thank you for your response, I am very new to the forum and hopefully do this right. You have opened case

[REDACTED] on my behalf my contact info is as follows

Phone # [REDACTED]

email [REDACTED]

my dealer preferred is Dutchess Dodge in Poughkeepsie NY
thanks for your help its much appreciated."

Writer replied: "

Thanks for clarifying! What I would need now is an appointment scheduled at Dutchess, at which point I can have someone work the case I have opened for you. You're welcome to let me know what your schedule is like, and I can call to make an appointment, or you can just take care of that and let me know when the appointment is. We just want to make sure the dealership is able to keep your vehicle and have time to drive it to replicate the concern.

Let me know if you'd like to make the appointment, or if you want me to (and let me know your schedule if I'm going to make the appointment).

Kor

Chrysler Social Care Specialist"

Customer called in, wanted to get vehicle into a DLR, reached out to Major World but they were having an issue with the system. Hector said he's going past that DLR anyway and will stop in to setup a time to bring the vehicle in.

Writer will check in on Customer tomorrow to see if appointment has been made.

Customer sent the following message yesterday evening: "You opened a case for me # [REDACTED]"

I went to my local dealership and they saw all the paperwork from the dealership in Virginia (Safford Chrysler) and agreed it was the same course of action they would have taken. The fact that the vehicle shut off after driving 260 miles while idling at a light the fee was due to the fact that the car was overloaded and the luggage was pressing on the back seat gate caused this freak occurrence. I took his advice and have been driving the vehicle glitch free and will monitor if it happens again. He did schedule me for an appointment to stop by at the end of this month. Is this ok? And once again thanks for all your help."

Writer responded: [REDACTED],

As long as you are comfortable with that, that's what matters. This is all being documented so that in the event of any sort of recurrence, we have your previous concerns on file. I'm going to include this message in there as well if you want us to provide any follow up when you go in at the end of the month, just give me a shout!

Kor

Chrysler Social Care Specialist"

Customer responded: "Is not that I am ok with that action but at this point all the dealers near me can't even take in the vehicle because they are all backed up. Will see the service center where originally purchased the vehicle later this month. I went to major world near me and they can't see me until Sept, then drove to Manhattan after they told me on the phone to bring car in and when I arrived to deal they would not be able to look at car until next week. Hopefully praying this won't happen again."

Writer closes CAIR, Customer has been instructed to reach out if needed once he visits the dealership towards the end of the month.

Customer Assistance Inquiry Record (CAIR)#

3

VIN	2C4RC1GG6	HF	Open Date	08/01/2017	Built Date	03/21/2017
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	03/21/2017	Mileage	2239	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERC	3.6L V6 24V WT ENGINE UPG I W/ESS				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	44692	RICK KEFFER DOD CHY PLY JEEP				
Dealer Address	464037 E STATE ROAD 200					
Dealer City	YULEE	Dealer State		FL	Dealer Zip	32097
Owner		Contact Type			TELEPHONE	
Address		Home Phone				
	AMELIA ISLAND	Country			UNITED STATES	

Product	Electrica	Unknown	Other	Default	Vehicle shuts off while driving
---------	-----------	---------	-------	---------	---------------------------------

The customer states that he has had issues with this vehicle since purchase. The vehicle has been in to the DLR more than seven times trying to find a solution to the issue, however, nothing has fixed the issue. The customer does not feel safe driving the vehicle any longer as it will shut off on highways and this presents a very unsafe situation. The customer wants out of the vehicle, he would like to order a 2018 model, but he can't do that until he is out of this one. Customer was informed that by making this request they are NOT actually getting lemon law or any related process. The request is being escalated for a review of the vehicle's repair history to determine if the request merits further action and that due to the nature of the request, it will require a callback which will take

place within 12 business days. The outcome of the review does NOT determine Lemon Law eligibility.

Preferred Morning/Afternoon callback number is [REDACTED]

Preferred Afternoon/Evening callback number is [REDACTED]

Who has possession of the vehicle? It is currently at the DLR

Reassigned to 91L

Customer called in because he has not spoken to case manager yet Agent advised line 14

***** 91L Review *****

customer called in because he has not spoken to a CM agent advised him someone will be in contact with him it takes anywhere from 24-48 hours.

*** Dana with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please direct them to contact her directly at 214-583-2123. Thank you. ***

Status update provided via email to the following email address:

He o,

I am with the Chrysler resolution team.

My contact information is:

Phone number is 214-583-2123

My hours of business 8:00 am to 4:30 pm Central Time.

Monday through Friday.

If you have any questions please feel free to contact me.

Thank You,

Dana

End of Status Update

Called dealership 904-277-6969, 44692; spoke to SAB and he states that they are in the process of replacing the transmission and the customer is on a rental and he stated that the customer's vehicle should be ready early next week.

Called customer [REDACTED] placed a call to customer. I explained that this case has been escalated to me for special handling and I am calling to find out what is going on. I provided my hours and a number for questions via email. Spoke to the customer and he says that this is beyond the repair process and he wants a replacement and states

that they do not feel safe in the vehicle anymore and feels that it is unreliable and they want to look at other options besides it being repaired. He states that he needs help getting out of this vehicle with a full reimbursement and does not want this vehicle back, follow up 8/8.

Begin Customer Message reviewed:

Dana, for our planned telephone call tomorrow, Tuesday, August 8th, please call after 1:30 pm EST. I will be in meetings until then. Thank you; I look forward to our call.

End of Reviewed Customer message

Begin Customer Message reviewed:

Dana, I am in meetings all day tomorrow, Wednesday, August 9th; please call me anytime Thursday, August 10th. I look forward to talking to you. Thank you.

End of Reviewed Customer message

Status update provided via email to the following email address:

Yes sir, I will call you on 8/10.

Thank you!

Dana

End of Status Update

Called customer [REDACTED], the customer states that he got the vehicle back on Monday, 8/7 and he states that all lights went out on the dashboard (again), just as last night and he feels like it is not fixed, though the transmission may be fixed. He states that he still hasn't called the dealership to let them know, but he needs to contact them to make them aware. He states that now his vehicle has a very lengthy service record and he bought this vehicle for his wife and she will not drive the vehicle. He states that he is trying to be reasonable, but he just does not want this vehicle anymore and wants to see what I can do about it, follow up 8/15.

Called customer [REDACTED], LVM to the customer indicating that I was following up regarding his case and I would reach out and follow up on 8/18.

Called customer [REDACTED], spoke to the customer and advised him that we are offering him a replacement and I advised him that he would be contacted by a coordinator in 3-5 days. He is requesting that we get him into a 2018 Chrysler Pacifica and this is what he would like to do, order the new 2018 Chrysler Pacifica.

Customer Assistance Inquiry Record (CAIR)#

3

VIN	2C4RC1GG0	HR7	Open Date	08/02/2017	Built Date	03/31/2017
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	03/31/2017	Mileage	4357	Dealer Zone	74	DENVER
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERC	3.6L V6 24V WT ENGINE UPG I WESS				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	42832	DODGE OF BURNSVILLE INC				
Dealer Address	12101 35W SOUTH					
Dealer City	BURNSVILLE			Dealer State	MN	Dealer Zip 55337
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	FRANKLIN				Country	UNITED STATES

Product Dr vab ty Unknown Sta ng Defau t	sta ed wh e dr vng
Serv ce Contract New Contract Coverage Ma ntenance Unknown Defau t	ECPS28N
Corporate Renta Veh c e Defau t Defau t Defau t	
Product Electr ca Unknown Other Defau t	E lectron c sh flter

Br ef y summar æ why the customer s contact ng Chrys er: customer ca ng n s ates that h s w fe and fam y had been trav e ng and the veh c e was s a ng wh e dr vng. customer states that t s current y at 43835 for repa rs and they have to spend the n ght at a hote . customer seek ng ass stance w th ost wages for hote and ass stance w th d agnos ng the veh c e as he fee s th s s of no fau t to them and a arge nconven ence

Br ef y summar æ what the customer s expect ng: veh c e s a ng wh e dr vng

reass gn to 82h

agent referred to answer ID 25201

Not a hybr d veh c e p ease hand e on mer ts.

*****Case Management 88 4*****

In Warranty A

M/P none

3 New 0 Used

Status update prov ded v a ema to the fo ow ng ema address:

He o, my name s Shaunna and I have been ass gned as your Case Manager.

Th s ema s conf rmat on that your case, 39, was successfu y esca ated to me. After I review the de a s of your case, I w be ca ng you at your preferred number, 2 5. My off ce hours are from 8:00 AM to 4:30 PM Moun a n T me. My contact nformat on s 800 763 8422 Ext. 40678. If I'm unava ab e and you w sh to speak w th another case manager about your case, p ease contact Me ba at extens on 40640. If your preferred te ephone number ment oned above sn't correct, p ease rep y w th the correct on.

End of Status Update

CONTACT UPDATE Customer was contacted today at see nes 19 28.

Customer was prov ded w th agent's extens on: 40678.

***** Create Prep Sheet *****

Prep sheet was saved successfu y.

DEALER 815 229 2000 SA Jameson

Agent attempted to contact dea er Serv ce Manager (SM), however, SM not ava ab e. Left message for a return ca at extens on 40678 status of d agnos s/repars f repared h story or dea ersh p c osed oop nformat on f recent.

DEALER 815 229 2000 SA Jameson eft another message as 34 37.

DEALER 815 229 2000 SA Jameson reported e ectron c sh ft rep aced and tech s test ng t and to ca back tomorrow for an update. Mes 3963 and customer s dea er oaner.

CUSTOMER

***** Be ow Customer Contacted for Documentat on Request *****

on 2017 08 03 @ 17:18

Customer ves n M and w fe was trav e ng to 51 area and veh c e broke down and they had to pay for one n ght hote (aprox cost \$160) Customer

expectations to be compensated and will send in proof of payment and
dealer receipt for reimbursement. CM reported ANDERSON DODGE
CHRYSLER

JEEP ID 815 229 2000 the electronic shifters but had an
addtional code and customer could not wait and wanted to take vehicle to
Minneapolis for continuing diagnosis/repairs. CM will follow up with
customer around midday to get dealer where vehicle is located and will
provide updates on the diagnosis/repairs progress. Customer confirmed
contact information.

***** Customer Document Received *****

Status update provided via email to the following email address:

[REDACTED] t

Thank you for the update and I will follow up with Burnsville Dodge
today. I also will be submitting the check for reimbursement to the
following address. Please let me know if amount of \$181.21 and address
information is correct.

[REDACTED]

[REDACTED],

FRANKLIN, MI [REDACTED]

End of Status Update

Begin Customer Message reviewed:

Hi Shauna,

Yes, everything is correct, and thank you for a job well done...you have
made a tough situation a little easier.

Thank you again,

Jeremy Chaem

End of Reviewed Customer message

Vehicle is at the dealership DODGE OF BURNSVILLE INC (42832)

Update triggered by s03924m

Customer Document Reviewed.

DEALER reported vehicle needed a B battery for the stop/start function
and customer has gone.

Was the customer in a hurry? If yes, how many days? n/a

Did the customer have a co-pay? If yes, how much? n/a

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

mile 4,357.

Status update provided via email to the following email address:

[REDACTED]

I spoke with the dealership and they replaced a B Battery and sent your
wife on her way. I will give you time to test drive the vehicle to ensure
all issues resolved and will follow up by 8/8/17. If you have any
additional questions, my contact information is 800 763 8422 Ext 40678 or
you may reply to this email.

You are a very valued customer to us and the dealership and we would like
to thank you for the opportunity to assist with your situation. Have a
great day.

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. If customer is
comfortable to close the case and all issues addressed and expectations
met.

Offer SC for some options changes for downtime and ensure customer
satisfaction.

CUSTOMER 248 [REDACTED] did not have a cell phone and could not speak to customer.

CUSTOMER 248 [REDACTED] reported vehicle working well and check was sent
out on 8/8/17. To ensure customer satisfaction for multiple repairs and
visits CM offered SC ECPS28N and will follow up once SC has been added.
Verified miles and customer's address.

ECPS28N Contract created. Contract number is 43298105.

Status update provided via email to the following email address:

jchaem@comcast.net

I will follow up and provide the Service Contract number 4 [REDACTED] 05. When
it is added, and please note it is tied to your vehicle's VIN number and

the benefits can be used at any Chrysler Jeep Dodge or Ram dealership.
The Service Contract Department hotline number is 800 992 1997 if you
have any questions about your benefits. If you have any issues or
questions in the future, please call 800 247 9753 and reference your case
number [REDACTED], and we can further assist you. You are a very valued
customer to us and the dealership and we would like to thank you for the
opportunity to assist with your situation. Have a great day.

End of Status Update

Status update provided via email to the following email address:

[REDACTED]

Thank you for allowing FIAT Chrysler Automobiles Customer Care the
opportunity to address your concern and we hope we were able to resolve
your concern to your satisfaction. We wanted to let you know that we
attempt to conduct a satisfaction survey upon the close of a case,
therefore, you could potentially receive an email or telephone survey.
We'd ask that you take the time to complete the survey so we can know how
we're doing and what improvements we can make to enhance the customer
experience. Thank you for your time and participation and for being a FCA
customer.

End of Status Update

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1DG4	HR5	Open Date	08/03/2017	Built Date	09/15/2016
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
In Service Dt	09/17/2016	Mileage	436	Dealer Zone	71	LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PUV	DK. CORDOVAN PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	26887	PREMIER CHRYSLER JEEP OF PLACENTIA				
Dealer Address	777 WEST ORANGETHORPE AVE					
Dealer City	PLACENTIA	Dealer State	CA	Dealer Zip	92870	
Owner		Contact Type	ROADSIDE			
Address		Home Phone				
	SANTA MONICA CA	Country	UNITED STATES			

Corporate Roads de Services Warranty S art/Sta Defau t

Roads de Assistance Contacted DATE : 2017 08 03

Road Side Created 08 03 17 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

CA 57 S 777 WEST ORANGETHORPE AVE

8

FULLERTON PLACENTIA

CA USA CA

4246458930 VEH STALLED CX IS COV FOR TOW

DEALER CODE : 26887 PREMIER CHRYSLER JEEP OF PLACENTIA

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1EG3	HR5	Open Date	08/03/2017	Built Date	09/06/2016
Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
In Service Dt	09/07/2016	Mileage	9246	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PRV	VELVET RED PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	26016	JIM RIEHL'S FRIENDLY CHRY JEEP INC				
Dealer Address	32899 VAN DYKE AVENUE					
Dealer City	WARREN	Dealer State	M	Dealer Zip	48093	
Owner		Contact Type	TELEPHONE			
Address		Home Phone				
	MACOMB	Country	UNITED STATES			

Product Dr vab ty Unknown Sta ng Defau t	
Corporate Renta Veh c e Defau t Defau t Defau t	7/25 8/3 DLR GW. 8/3 8/22 \$35 p/d. 8/22 8/29 \$45 p/d.
Product Eng ne Intake/Exh Man fo ds/Turbo Other Defau t	MAP Sensor rep aced. D d not reso ve concern.
Corporate Enhanced Customer Sat sfact on Program (ECS) Defau t Defau t Defau t	7/25 8/3 DLR GW. 8/3 8/22 \$35 p/d. 8/22 8/29 \$45 p/d.
Product E ectr ca Power/Eng ne Contro Modu e Defect ve Defau t	PCM to be rep aced.

Veh c e s at the dea ersh p JIM RIEHL'S FRIENDLY CHRY JEEP INC (26016)

Update tr ggered by s52036g

Br ef y summar ze why the customer s contact ng Chrys er:

Customer ca ed n s at ng that the veh c e s st sta ng after p ck ng the veh c e up from the dea ersh p the frst t me. Customer states that she s terr fed to dr ve her veh c e f t cont nues to sta . Customer s ates that a prevous agent adv sed that a case w be esca ated for ass stance w th th s matter f the veh c e went back to the dea ersh p. Customer states that the veh c e s on ts way to the dea ersh p current y and needs he p. Customer states that they a ready performed a software update to the BCM and TCM

Br ef y summar ze what the customer s expect ng:

Customer seek ng reso ut on.

Wt er adv sed customer that we w esca ate the case for further ass stance

Customer seek ng ass stance w th:

Veh c e s sta ng

Customer expect ng:

Ass stance w th reso ut on

Agent adv sed w esca ate to case manager.

Fo ow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone number:

Ear est ca t me: Anyt me

Latest ca t me: Anyt me

Updates va text: N

Updates va ema : N

Veh c e ocat on: [Dea er]

D agnos ed by FCA dea er w th n ast 30 days: Y

D agnos ng dea er: [26016]

If no d agnos s, appo ntment date and t me: N/A

Conf med appo ntment w th: N/A

Customer n ren a : N

Author zed by: N/A

Renta start date: N/A

Approves esca at on

***** Create Prep Sheet *****

Prep sheet was saved successfu y.

COV: n bas c/powertra n

MVP: none

Househo d: 1 new 0 used

Customer ca ed to speak to CM.

Agent transferred to CMextens on.

customer called in writer advised customer we will call back after speaking with the DLR

Writer called DLR spoke with SARuss who stated they are putting a flight recorder in the DLR went on test drive vehicle started and then when they drove it back to the DLR no codes came up. DLR will put it in and continue to drive the vehicle till it happens again customer is in rental. Writer advised we will follow up on Tuesday with an update.

Writer called customer advised customer we will be putting the flight recorder in and keeping it at the DLR they will start to record it because it didn't show codes after it started on them. Customer agreed that we will follow up on Tuesday with update.

Writer called DLR who state they are still trying to diagnose it and will install the flight recorder tomorrow customer is in a rental provided by DLR.

Agent attempted to contact customer, however, customer was not available. Left message for a return call at extens on 40467

Writer stated on VM that they didn't install the flight recorder and will be putting it in tomorrow. Will call back on 8/10/17 with an update.

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extens on 40467

Writer called DLR spoke with TM who stated that they are still test driving it they did duplicate the issue but they are waiting for the flight recorder to pick it up. They will be test driving it more.

Writer called customer advised customer of lines 64-66. Customer is worried that issues will still occur. Writer advised we should wait until tests caught on camera, if the issue isn't resolved we could provide her with other options.

Vehicle has qualified for Enhanced Customer Satisfaction (ECS) program.

Refer to AnswerCONNECT for handling procedures.

Writer called DLR & the line said there was technical difficulties & to call back later.

Writer called DLR & left message for SARuss to get an update on the flight recorder diagnosis & see if the vehicle starting for turning one direction, or both.

Task To Dealer:

Any updates on the vehicle or reports from the data recorder? Is it turning both directions, or just one direction for the intermittent starting concern? When was customer placed in a rental (dates)? Is vehicle still at the DLR?

Task Type: Has vehicle been diagnosed

Status update provided via email to the following email address:

He o, my name is Emily and I have been assigned as your Enhanced Customer Satisfaction Case Manager in regards to your 2017 CHRYSLER PACIFICA TOURING L PLUS WAGON. This email is confirmation that your case 32111098 was successfully escalated to me from your previous case manager Michele.

I am reviewing the details of your case and will contact you tomorrow at the preferred number listed [REDACTED]. If your preferred telephone number mentioned above isn't correct, please reply with the correct one. We will continue to communicate updates with you as they become available. Please let us know what your preferred method of contact is for updates throughout the case: email, text, or phone calls. We would best times to contact you.

My office hours are typically from 8:15 AM to 4 PM Mountain Time Monday through Friday, though hours may vary. My contact information is 800 763 8422 Ext. 40435. If I'm unavailable and you wish to speak with another case manager about your case, please contact Angela at extens on 40559 (she usually works later in the day). You can also speak with any available ECS agent 6 AM to 7:30 PM MST by calling the 800 number as well. Thank you so much for being a part of the CHRYSLER Family!

End of Status Update

Agent attempted to contact customer, however, customer was not available. Left message for a return call at extens on 40435. Notified of case escalation & to contact us if any additional assistance is needed. DLR working on diagnosis with SAR. Will update customer as they become available.

Customer called n & said SARuss contacted them today & the vehicle stated out where the flight recorder was on it. Vehicle has 36 month lease from ISD & customer isn't sure what they would like to do once repairs are completed. Writer will follow up towards the end of the week & update as ones become available.

PER TS: MAP sensor was replaced & when on a test drive DLR noticed it sounded worse. TS recommends replacing PCM. DLR to order parts, repair would be quick once parts are in.

Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40435. Notified customer of PCM on order & will follow up again on Monday.

Writer called DLR & spoke with SARuss. PCM arrived & they installed & tried to program it & now the vehicle does not start. DLR to continue diagnosis with Star TS. Writer will follow up in a few days to check on diagnosis.

Status update provided via email to the following email address:

[REDACTED]m

I just spoke with Russ at the dealership & they are still diagnosing the concern in further detail with our technical team. I'll be checking back in with them and you on Wednesday to provide you with an update. Please let us know if there's anything we may be able to assist you with while we're waiting for further diagnosis & repairs at 800 763 8422 x40435 for my direct line. Thank you for being a part of the Chrysler family.

End of Status Update

Customer called n & PCM replacement repair didn't work & now the vehicle isn't turning on at all. Field Tech/Tech Advisor should be going out to the dealership tomorrow or the next day.

Customer previously had a trip planned for the end of the week with another person & needs a larger rental vehicle for the trip since they're currently in a Chrysler 300.

Customer already spoke with the dealership & the DLR quoted them as a customer pay of an extra \$15 a day out of pocket cost. Customer inquired if that could be reimbursed & writer said we could most likely do that as long as it isn't part of taxes, insurance, fees, or the out of state cost. Writer will call DLR tomorrow morning and see if we can approve greater rental through DM notes, or if we just have to do reimbursement.

Customer called n & PCM replacement repair didn't work & now the vehicle isn't turning on at all. Field Tech/Tech Advisor should be going out to the dealership tomorrow or the next day.

Customer previously had a trip planned for the end of the week with another person & needs a larger rental vehicle for the trip since they're currently in a Chrysler 300. Customer will be going to exchange car tomorrow afternoon.

Customer already spoke with the dealership & the DLR quoted them as a customer pay of an extra \$15 a day out of pocket cost. Customer inquired if that could be reimbursed & writer said we could most likely do that as long as it isn't part of taxes, insurance, fees, or the out of state cost. Writer will call DLR tomorrow morning and see if we can approve greater rental through DM notes, or if we just have to do reimbursement.

Writer called DLR & spoke with SM. Approved increasing rental rates to \$45 per day to assist with covering the cost of getting the customer into a comparable rental vehicle for the pre-planned trip & so that they would not have additional out of pocket costs.

Higher rental rate will begin on 8/22 & be approved through 8/29 for the time being & can be extended as needed. Writer will add DM notes for rental coverage from 8/3 8/22 at \$35 per day. 7/25 8/3 will need to be the 10 days of dealer goodwill.

Writer provided DLR with case # 32111098 for RAC a.m purposes.

*****Rental Value Updated*****

Estimated Rental Amount: \$450 Provided By: Dealer Days Authorized: 10

*****Rental Value Updated*****

Estimated Rental Amount: \$900 Provided By: CAC Days Authorized: 20

*****Rental Value Updated*****

Estimated Rental Amount: \$360 Provided By: CAC Days Authorized: 8

Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 4035. Added DM notes for upgrade of rental coverage & spoke with SM to get trip approved.

Advised customer that CAC does not cover rental taxes, fees, insurance, or additional coverage options like out of state rental use charges. Writer called DLR & was transferred to a general service voicemail. Left message for return call to x40435. Need an update on current diagnosis & repairs.

Writer received Email Response from SMB :

Programming was unsuccessful, FCA and Wtech not fixed, waiting for engineer visit to inspect vehicle.

Per Star case: Tech EAW2 was able to lock the BCM manually with the engineer too, and then you were able to finish the immobilizer routine. Vehicle starts and runs.

Does DLR need additional repair resolution assistance from TS?

Writer called DLR SARuss at x172 & the Field Tech configured the BCM.

They are finishing out the repairs, test driving & hoping to have the vehicle back with the customer this evening.

RO: 11347

Writer called customer & left message updating on vehicle repairs being completed & ready to be picked up. Need to follow up for repair satisfaction & see if there's anything else we can assist with since customer may be seeking to get out of the lease somehow (buyback or replacement).

[REDACTED] called to speak with CS MT1518. With customer's permission, writer transferred customer to CS's voicemail, as CS is not currently available.

Status update provided via email to the following email address:

MT1518@chrysler.com, cp1389@chrysler.com, bs899@chrysler.com

Please contact customer ASAP.

End of Status Update

Customer left a message requesting a callback at [REDACTED]

Writer contacted DLR at 877 559 0811 and spoke to SARuss. Russ advised that Vehicle is repaired and ready for Customer pickup at this time.

Writer thanked, and advised that we'd reach out in a few days to figure out rental details.

Customer called and informed that they've been advised to pick up the vehicle. Customer voiced concern that they're not fully confident in the vehicle at this point, and inquired if there was any concrete or reassuring evidence that the vehicle is repaired (such as previous PCM showed signs of damage or corruption.) Writer advised that we'd review case and contact DLR to see what information could be gathered. Customer thanked.

[REDACTED] called to speak with Specialist MT1518, Specialist not currently available. With permission, writer transferred call to Specialist's voicemail, as CM is not currently available.

Customer is on their way to the dealer now and wondered if there was any assistance/instructions....

Status update provided via email to the following email address:

MT1518@chrysler.com, cp1389@chrysler.com, bs899@chrysler.com

Customer, [REDACTED] called to speak with Specialist MT1518,

Specialist not currently available. With permission, writer transferred call to Specialist's voicemail, as CM is not currently available.

Customer is on their way to the dealer now and wondered if there was any assistance/instructions....

End of Status Update

Customer left a message informing that the spouse will be picking up the vehicle shortly, and inquired if any information was needed prior to them picking up the vehicle.

Writer messaged Tech T5880SL regarding Customer's situation. Tech advised: The Customer's PCM possibly left the factory jacked up according to the Field Tech. For anti-theft reasons, a couple different modules need to talk to each other in order to make the key fob work. The BCM was not locked, which needs to happen before it can program the key.

Writer contacted Customer and advised of lines 236-240. Customer thanked and advised that they'd be picking up the vehicle at this time. Writer advised that we'd touch base after a few days to see how the vehicle is operating. Customer thanked.

[REDACTED] called to speak with CS MT1518. Writer warmly transferred customer to CS.

Customer contacted Writer and informed that the vehicle is almost sold

on them, and they had the r Check Eng ne L ght start f ash ng. Customer nformed that they'd be stopp ng by DLR tomorrow, but nformed that they

don't fee safe n the r veh c e any onger, and wou d ke t to be rep aced, or bought back. Customer nformed that they'd ke to avo d ega act on f poss b e. Wr ter adv sed that we'd esca ate the r case for review.

Customer was nformed that bymak ng th s request theyare NOT actua yf ng emon aw or anyre ated process.

The r case s be ng esca ated for a review of the veh c e's repa r h story to determ ne f the r request mer ts further act on and that due to the nature of the r request, t w requ re a ca back wh ch w take

p ace w th n 12 bus ness days. The outcome of the review does NOT determ ne Lemon Law e g b ty.

Preferred Morn ng/Mdday ca back number s [REDACTED]

Preferred Afternoon/Even ng ca back number s [REDACTED]

Who has possess on of the veh c e? Owner (DLR by 8/30)

Reass gned to 91L

Veh c e s at the dea ersh p JIMRIEHL'S FRIENDLY CHRY JEEP INC (26016)

Update tr ggered by s52036g

***** 91L Review *****

Ca ed 26016 and LVMfor SAto ca me back.

Made n t a ca to the customer and LVM

**Fo ow up w th the customer and dea er on 9/1.

Ca ed 26016 and spoke to SARuss and he nformed me that the tech w beg n to ook at th s veh c e and open a STAR case and the CEL s on and codes present. Updated RO.

Ca ed the customer and nformed her that I wanted to hear about her current concerns and the customer stated that she s done w th th s veh c e and t went to sta and the eng ne about shut down aga n w th no warn ng. The customer stated that she wou d ke out of her ease and I stated that I have ta ked to the DLR and have her veh c e h story. The customer was nformed of the process and that I wou d ca her back on Wednesday and f she s n a oaner then I can review her case and get back w th her. I nformed her that I buyback sn?t guaranteed and I wou d review for a poss b e reso ut ons. The customer d d nform me that the TAfrom Chrys er d d come out to the DLR to ook at t ast t me.

**Fo ow up w th the customer and dea er on 9/6.

Ca ed 26016 and LVMfor SARuss to ca me back.

Ca ed the customer and she nformed me that nobody has ca ed her but her husband ta ked to somebody at the DLR and I stated that they have the TAfrom Chrys er gett ng back to everyone about the nspect on. The customer was nformed that I wou d update her case f e and then get a ca back from SAhopefu ybut wou dn?t know anyth ng about the repa r unt next t me I ca .

**Fo ow up w th the customer and dea er on 9/12.

Ca ed 26016 and LVMfor SAto ca me back.

Ca ed the customer and LVM.

**Fo ow up w th the customer and dea er on 9/19.

Spoke to the customer and he s ated he has a prob em w th the ack of serv ce and asked me about my process and my ro e. I stated that I have LVMw th the SAand my ca s were never returned and I nformed h m that I have most my nfo off the STAR case and the customer s ated that he ta ked to Russ Tuesday and I s ated that f the repa r was successfu then I cou d get them to ca h m and p ck up h s veh c e but f t s not I wou d ke to know. I stated that I wou d then ook nto a poss b e reso ut on for h m wh e the DLR has contro of the veh c e but unt then I wou d assume ts repa red and cannot get h m a reso ut on unt he test dr ves. The customer wou d ke a ca back today and asked me to tryRuss aga n then h s SM.

Ca ed 26016 and LVMfor SARuss.

Ca ed 26016 and spoke to SARuss and he stated that the shop foreman has been dr vng th s veh c e qu te a b t and then commun cat ng w th STAR. The end resu t was the PCMwas put back n the veh c e because after rep ac ng t the veh c e wou dn?t s art at a . The SAwasn?t sure about when theywou d be re eas ng the veh c e to the customer.

Ca ed the customer and LVM.

**Follow up with the customer and dealer on 9/21

Called 20016 and spoke to SA Russ and he stated that the shop foreman is waiting on STAR to update them to release the vehicle to the customer and I stated that there is word in the STAR case to release. SA updated RO with me and said he would relay the message to get back with STAR to John shop foreman.

Spoke to the customer and he stated that he wants to know where we are at with the case and I stated that it has been looked into for the vehicle repairs taking such a long time and that they have worked on the engine and the old PCM went back in the vehicle. The customer stated that he doesn't want the vehicle back and he wants me to call him from now on and not his wife and that this is ridiculous that I haven't gotten a resolution. I informed him that I can try again on Monday and I get how frustrating this is and I stated that I have made all the attempts calling the DLR and the SM and we are getting info now it's just that I don't have a resolution and we can wait until Monday for the update.

**Follow up with the customer and dealer on 9/25.

*** THE OWNER SUBMITTED A CERTIFIED NOTIFICATION CARD TO FCA RECEIVED ON

9/21/2017. FILE 32454440 WILL BE FORWARDED TO THE BUSINESS CENTER.***

9/21/2017 Please contact the customer and dealer review concern and handle on merits. GPJ _

AM to follow up with customer week of September 25th. ELM54

Customer calling to speak with his case specialist. Customer would like to be called back. Please call this customer back.

Customer called to get a hold of the r CM

Please contact the customer ASAP if there is new information.

Customer states the DLR had called and that the vehicle is ready.

Customer states that the vehicle has been at the DLR for 40.

Sent email to TL for escalation

Called the customer and informed him that I have info that his vehicle is ready to be picked up and the customer stated that he thinks this is into erable to be the guarantee and every time the DLR was ready to give back his vehicle it stated out again. The customer stated that he wasn't prepared to pick up his vehicle and he stated that SA called and I asked him if the loaner was brought up and he said he was just informed they test drove the vehicle and it should be released at this time. I informed the customer that I don't have the resolution as of today and I would like to talk to him and the DLR by Thursday to see about the next step. The customer was very frustrated with me and I informed him that I would be in the office tomorrow or I would call on Thursday so he would hear from me.

**Follow up with the customer and dealer on 9/28.

Customer inquired about vehicle. Customer states that the dealership has his vehicle he just refuses to pick it up due to the multiple concerns he has. Agent transferred customer to 800 763 8422 Ext. 40435

Email AM

Customer seeking just a courtesy call to find out the next. Customer stated he has left multiple voicemails and calls to C& and he has not heard from him. Customer just wants an update. Customer informed that Agent was advised supervisor and have them email the department. Customer stated he wants another call. Agent contacted DLR and DLR SAB stated customer will have to pick up his vehicle because he is seeking buyback and loaner vehicle is not optional at this time.

Customer called requesting to speak to CM as they have been waiting. Agent was looking to see if there was a way to get in contact with the r CM and was looking into getting a supervisor to get in contact with the associated department. Call disconnected upon pickup with no reply before agent read no response text.

MR [REDACTED] called to complain that he is not getting assistance from CS and wants to speak with a supervisor. After advice of # 888 542 7239 as per AC #17118 and advice to make request with that division

Took incoming call from customer. He is upset that he has not received an update on his case. I apologized. Customer states that he is paying for a rental vehicle since dealer took back the loaner. I apologized again and advised that we can't offer to pay for a rental if vehicle has been deemed repaired. Customer refuses to pick up vehicle and is demanding a buyback or replacement. I advised that case is under review and CMKL565

has been in contact with DM. Customer has lost faith in his CM and requested a new one. I advised that I can reassess his case, but it won't

change the process. He understood. I advised that we would reach out with any update we receive.

Customer called in. I advised that his case will be forwarded to the correct department now that he has been offered a replacement vehicle. Customer made it known that he wants another minivan. Customer states he works for GM, but he purchased Chrysler because he needs a minivan. I advised that his replacement coordinator will go over his options and he should be receiving a phone call within 2-3 days. The customer thanked me. I advised him that he can call me at any point if he has any questions.

Replacement package submitted ELM54

Customer seeking to speak with CM supervisor Claudia

Agent transferred customer to CM's supervisor VM

Customer Assistance Inquiry Record (CAIR)# 3

VIN	2C4RC1EG8	HF	Open Date	08/03/2017	Built Date	01/25/2017
Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
In Service Dt	01/25/2017	Mileage	14120	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PRV	VELVET RED PEARL COAT				
Engine	ERC	3.6L V6 24V WT ENGINE UPG I W/ESS				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				

Dealer	44940	MAROONE DODGE OF PEMBROKE PINES				
Dealer Address	13601 PINES BLVD					
Dealer City	PEMBROKE PINES	Dealer State	FL	Dealer Zip	33027	
Owner				Contact Type	TELEPHONE	
Address				Home Phone		
	FORT LAUDERDALE			Country	UNITED STATES	

Product Dr vab ty Unknown Sta ng Defau t car sta s wh e they are dr vng

ESCALATION OVERRIDE BG458

Br ef y summar æ why the customer s contact ng Chrys er: Customers
veh c e has been shutt ng off automat ca y. When they are dr vng the
veh c e out of nowhere w just sta . Customer s very concerned about
th s as t s a safety ssue. the customer has had t to

Br ef y summar æ what the customer s expect ng:

Customer seek ng ass stance w th:

veh c e sta s wh e dr vng

Customer expect ng:

tech ass stance

Agent adv sed w esca ate to case manager.

Fo ow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone number:

Ear est ca t me:

Latest ca t me:

Updates va text: Y/N [Mbb e number]

Updates va ema : Y/N [Ema address]

Veh c e ocat on: [Customer/Dea er/IRF]

Date and T me of Appo ntment: [Insert Date and T me].

Conf med appo ntment w th: [Dea er and Dea er Contact]

Customer n ren a : Y/N

Author zed by:

Renta start date: [Date]

Appo ntment s 08/04/17 @11:00 at AUTONATION CHRYSLER DODGE JEEP
for

unreso ved ssue

customers ca back # s

Task To Dea er:

Good Morn ng,

I am try ng to get an update on a mutua customer. Is there a d agnos s?

If so, What s the po nt of fa ure?

What s the ETA for parts/repair? Is the customer n a renta ? If so,

wha he a da e? I h cu ome oya o you dea e hp? I

th s customer a goodw cand date? What s the RO#? What s the current

ODM? What day d the customer have the r veh c e at the dea ersh p?

Thank you.

Amy

Task Type: Has veh c e been d agnos ed

***** Case Management ? D str ct 66 B *****

OOW: Bas c and Em ss ons ACTIVE unt 30 Months or 22,231 M es,

Powertra n ACTIVE unt 54 Months or 46,231 M es.

MVP: 43064476 Act ve NAVACT NAVIGATION ACTIVATED FOR 8.4A RA3 RADIO

unt 09/18/2100 @999,999 M

Househo d: 1 New, 0 Used

Status update prov ded va ema to the fo ow ng ema address:

or

He o, my name s Amy and I have been ass gned as your Case Manager. Th s

ema s conf mat on that your case, as successfu y

esca ted to me. After I review the de a s of your case, I w be

calling you at your preferred number, [REDACTED]. My office hours are from 6:00 AM to 2:30 PM Monday through Friday. My contact information is 800 763 8422 Ext. 40451. If I'm unavailable and you wish to speak with another case manager about your case, please contact Annamar at extension 40461. If your preferred telephone number mentioned above isn't correct, please reply with the correct one.

Thank you.

Amy

End of Status Update

CONTACT UPDATE Customer was contacted today at 08/04/2017 1:38:18 PM

Customer was provided with agent's extension: 40451.

***** Create Prep Sheet *****

Prep sheet was saved successfully.

Customer called and left a VM to get a call back because his vehicle keeps shutting down and the dealership will not return his calls. Call back number at [REDACTED].

Writer called dealer at 954 441 2000. CM made an appointment for customer today.

[REDACTED] has been activated for text message communication.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T6661AV*****

Test

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from [REDACTED]

Writer called customer at [REDACTED]. Customer stated that she had an appointment today but they were to deliver a rental would be provided but someone from FCA would call them today. Customer states that the vehicle shuts down. Vehicle concerns are intermittent. Shut downs when stopping. Orange light comes on. Backup camera turns blurry when going into reverse.

Customer calling to set up an appointment. Scheduling doors make no sense.

*****Rental Value Updated*****

Estimated Rental Amount: \$315 Provided By: CAC Days Authorized: 7

Task To Dealer:

Good Afternoon,

FCA has approved 7 days of rental for the customer and send in the DM notes.

Thank you.

Amy

Task Type: Rental/Loaner Provided

***** Start SMS Reply From Customer *****

Phone Number: [REDACTED]

Received Date: Fri Aug 04 16:11:39 EDT 2017

Text: Ok

***** End SMS Reply From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T6661AV*****

Good Morning, Just verifying your appointment date and dealership.

Thank you.

Amy

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from [REDACTED]

***** Start SMS Reply From Customer *****

Phone Number: [REDACTED] 8

Received Date: Mon Aug 07 10:35:22 EDT 2017

Text: Good morning Amy,

Unfortunately they had no available loaner cars and where completely booked until Tuesday. I am trying to get in there sometime this week.

***** End SMS Reply From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T6661AV*****

ok, just let me know.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received [REDACTED]

***** Start SMS Reply From Customer *****

Phone Number: [REDACTED] 58

Received Date: Mon Aug 07 11:08:24 EDT 2017

Text: W do

***** End SMS Reply From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T6661AV*****

Thank you

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T6661AV*****

Good Morn ng, Do you have an appo ntment set yet? I do have to have an appo ntment noted w th n 3 days of open ng a case n order to keep th s open. Just et me

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T6661AV*****

know. If we do not have an appo ntment noted w th n the case we w ll have to temporar y c ose your case unt y our ab e to set an appo ntment.

Thank you. Amy

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message rece ved from [REDACTED]

***** Start SMS Rep y From Customer *****

Phone Number: 1 [REDACTED]

Rec eved Date: Wed Aug 09 00:50:08 EDT 2017

Text: Amy,

I have an appo ntment for Fr day at 11 am that was the ear est they cou d penc me n.

***** End SMS Rep y From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T6661AV*****

ok Thank you

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message rece ved from [REDACTED]

***** Start SMS Rep y From Customer *****

Phone [REDACTED]

Rec eved Date: Fr Aug 11 11:22:26 EDT 2017

Text: Hey Amy, I am n the off ce of Mchae Perez the manager at the Chrys er dea er and he s tryng to get aho d of you.

***** End SMS Rep y From Customer *****

Text message rece ved from [REDACTED]

***** Start SMS Rep y From Customer *****

Phone Number: 1 [REDACTED]

Rec eved Date: Fr Aug 11 11:24:36 EDT 2017

Text: Sorry Mchae Lopez

***** End SMS Rep y From Customer *****

Task To Dea er:

Good Morn ng,

I am tryng to get an update on a mutua customer. Is there a d agnos s?

If so, What s the po nt of fa ure?

What s the ETA for parts/repair? Is the customer n a renta ? If so,

what s the s art date? Is th s customer oya to your dea ersh p? Is

th s customer a goodw cand date? What s the RO#? What s the current

ODM? What day d d the customer have the r veh c e at the dea ersh p?

Thank you.

Amy

Task Type: Has veh c e been d agnosed

Wrt er ca ed dea er at 954 441 2000 . Customer had an appo ntment 8/11.

D agnos s Rep aced s de s d ng door bracket and power m rror.

Was the customer n a ren a ? If yes, how many days?

D d the customer have a co pay? na If yes, how much? na

What s the RO#? [REDACTED]

End ng ODM 10727

Does the SM have the CAIR#? If no, prov de t. yes

Revev and Conf rm the DM Notes w th the SM wh e on the phone. yes

Does the SM have everyth ng needed from Customer Care to process the c a m? yes

***** Correct on LINE 168 169 *****

RO# [REDACTED]

End ng ODM 14120

Status update prov ded va ema to the fo ow ng ema address:

or [REDACTED]

Thank you for a ow ng Chrys er Customer Care the opportun ty to address

your concern and we hope we were ab e to reso ve your concern to your

sat sfact on. We wanted to et you know that we attempt to conduct a

sat sfact on survey upon the c ose of a case, therefore, you cou d

potent a y rece ve an ema or te ephone survey. We?d ask that you take

the t me to comp ete the survey so we? know how we?re do ng and what

mprovements we can make to enhance the customer exper ence. Thank you

for your time and participation and for being a Chrysler customer.

End of Status Update

Writer called customer [REDACTED].

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension 40451.

Status update provided via email to the following email address:

orandodager@hotmail.com

I have confirmed repairs with the dealership. This will now move the case

to a 2 day close out period. If in these 2 days there are still issues

please contact customer care and provide your case number. If there are

no issues then there is no need to contact Customer Care and the case

will be closed on day 2. Thank you for working with Chrysler and being a

VALUED LOYAL Customer. Have a great day.

Thank you.

Amy

End of Status Update

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)#

VIN	2C4RC1BG8	HR65	Open Date	08/04/2017	Built Date	12/06/2016
Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
In Service Dt	12/06/2016	Mileage	11000	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PW2	TUSK WHITE				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	39712	SWOPE CHRYSLER DODGE JEEP				
Dealer Address	1012 N DIXIE HWY					
Dealer City	ELIZABETHTOWN			Dealer State	KY	Dealer Zip 42701
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	CLARKSON				Country	UNITED STATES

Product Dr vab ty Unknown Sta ng Defau t Customer seek ng Lemon Law

Br ef y summar z e why the customer s contact ng Chrys er:

Customer seek ng Lemon Law

Customer states br ng ng the veh c e nto the DLR 3x for the same ssue.

Customer states veh c e has been sta ng and the DLR cannot fx t.

Br ef y summar z e what the customer s expect ng:

Customer was nformed that by mak ng th s request

they are NOT actua yf ng emon aw or any re ated process.

The r case s be ng esca ated for a review of the veh c e's repa r

h story to determ ne f the r request mer ts further act on and that due

to the nature of the r request, tw requ re a ca back wh ch w

take

p ace w th n 12 bus ness days. The outcome of the rev ew does

NOT determ ne Lemon Law e g b ty.

Preferred Mbm ng/Mdday ca back number s

Preferred Afternoon/Even ng ca back number s

Who has possess on of the veh c e? Customer

Reass gned to 91L

Status update prov ded v a ema to the fo ow ng ema address:

Mr. C th s s Kean w th Chrys er Reso ut ons and here s the nfo
you have requested. My d rect ne s 214 583 2185 and my off ce hours
are Monday thru Fr day from 8 430pm CST.

End of Status Update

Ca ed 39712 and spoke to Shanda Warranty Adm n strator and updated RO
and the veh c e s there and the parts ordered and SA Cra g s he p ng
customer.

Made n t a ca to the customer and nformed h m that I am h s CM and
wou d ke to d scuss h s current veh c e concerns. The customer stated
that th s veh c e has been to the DLR qu te a b t a ready and now he
be eves the DLR has found the prob em. The customer stated that he wou d
ke t repa red and n the end re mbursed for the t me w thout h s
veh c e. I nformed the customer of the process and s ated that I wou d
ema h m my contact nfo and ca h m back on Thursday.

**Fo ow up w th the customer and dea er on 8/10.

Ca ed 39712 and spoke to SA Cra g and updated RO and he stated that the
customer s back n the r veh c e.

Ca ed the customer and he nformed me that they have been dr v ng the
veh c e and they haven't had any ssues and I stated that I wou d ema
h m a nk and asked h m to send back h s payment statement. The customer
stated that when he s home he wou d ook for t and I stated that I
wou d ca h m back on Thursday.

**Fo ow up w th the customer on 8/17.

***** Be ow Customer Contacted for Documentat on Request *****

shaun.campbe @rmat.com on 2017 08 15 @ 14:30

Ca ed the customer and he stated that he has been too busy to check h s
ema and he asked that I ca h m back on Tuesday and then he wou d get

the payment statement sent back to me.

**Follow up with the customer on 8/22.

***** Below Customer Contacted for Documentation Request *****

shaun.campbe @rvmat.com on 2017 08 22 @ 14:15

Called the customer and he stated that the payment statement was sent back to me and I stated that I never received and the customer stated that he doesn't have fax capabilities and I stated that the old link may have expired but I don't know why it didn't work. I informed him that I would send him another one and would try this again and customer requested that I call him back on Thursday.

**Follow up with the customer on 8/24.

Called the customer and LVM.

**Follow up with the customer on 8/28.

Called the customer and LVM.

**Follow up with the customer on 8/30.

Called the customer and he informed me that he sent back the document twice using the link and it said it sent. I stated that I haven't received anything today and provided my fax number and informed the customer that I would call him back on Friday.

Called the customer and offered him one month payment for reimbursement on his resolution for his repairs. The customer informed me that his vehicle is operating fine today and that he accepts my offer. The customer was informed that the check would be mailed to him in 7-10 business days and I verified the customer's address.

***** Below Customer Contacted for Documentation Request *****

[REDACTED] on 2017 09 01 @ 14:38

***** Customer Document Received *****

Writer is suggesting reimbursement as a goodwill gesture for customer satisfaction.

Customer's proof of payment attached to CAIR (Y/N): Y

Message: 11,089

Date of repair(s): 8/11/17

Additional pertinent information: Offered 1 payment of \$460.72 for repairs 4 repairs on (No start, Standing) and 19 days down

Writer is submitting check for approval in the amount of: \$460.72

CNA flag (Y/N): N

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1BG9	HF	Open Date	08/09/2017	Built Date	04/05/2017
Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
In Service Dt	04/06/2017	Mileage	280	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERC	3.6L V6 24V WT ENGINE UPG I W/ESS				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	61884	TOM O'BRIEN CHRYSLER JEEP NORTH				
Dealer Address	4630 E 96TH STREET					
Dealer City	INDIANAPOLIS			Dealer State	IN	Dealer Zip 46240
Owner					Contact Type	E MAIL
Address					Home Phone	
	CARMEL IN 46033				Country	UNITED STATES

Product Dr vab ty Unknown Sta ng Defau t	
Corporate SurveyBy Pass Dup cate CAIR Defau t Defau t	

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Brand new ease ssue

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Van comp ete yshut off at ntersect on, dea ersh p can't f nd ssue.

Don't

fee safe dr vng w th todd ers and baby. Mu t p e reports on Internet.

Dr ven ess than 50 m es.

*end of customer ema *

Dear V ncent,

Thank you for contact ng the FCA Customer Ass stance Center.

I certa n y understand your concern w th your new Chrys er Pac f ca shutt ng down at an ntersect on, and I apprec ate the t me you have taken to contact us.

I do see you current y have a case be ng rev ewed by a more appropr ate area; you w be contacted once an update s ava ab e.

Thank you aga n for your ema . Shou d you requ re add t ona ass stance, or have any new nformat on to prov de, p ease rep y to th s ema message or ca 1 800 247 9753.

S ncere y,

Kate ynn

Customer Serv ce Representat ve

FCA Customer Ass stance Center

Dup cate/Ex st ng CAIR 3

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1GG7	HF	Open Date	08/07/2017	Built Date	02/09/2017
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	02/09/2017	Mileage	0	Dealer Zone	63	DALLAS
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PBX	JAZZ BLUE PEARL COAT				
Engine	ERC	3.6L V6 24V WT ENGINE UPG I W/ESS				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	45020	BLUEBONNET CHRY DODGE				
Dealer Address	547 S SEGUIN					
Dealer City	NEW BRAUNFELS			Dealer State	TX	Dealer Zip 78130
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	SAN ANTONIO				Country	UNITED STATES

Corporate Outbound Survey Follow Up Continuous Quality Improvement Default

CQI Survey Record Received DATE : 08/07/2017

Survey Number : 12083083

Quality Survey ID Number: 372698316

Survey Date : 07/22/2017

VIN Complete 17 : 2C4RC1GG7HF 5

CQI Comments : \Standing on his. And rough ride. Rough gear changes at times.

Status update provided via email to the following email address:

H J e,

My name is Shawrye, and I am following up on a survey that you recently completed

regarding your 2017 Chrysler Pacifica.

We regret the problem your vehicle has experienced and appreciate the time and effort you took

to bringing this matter to our attention. Comments like yours are one way we have to learn of

problems and opportunities desired by customers.

Given the many variables involved, we recommend contacting your authorized dealer to

arrange an appointment for proper diagnosis and repair.

If you require further assistance from Chrysler, please contact us and we will be happy to assist

you in resolving your vehicle concerns. You may contact us back by calling Chrysler Customer

Assistance at 800 247 9753.

Thank you,

Shawrye

End of Status Update

If customer calls, please handle per Answer ID 24359.****

Customer Assistance Inquiry Record (CAIR)#

4

VIN	2C4RC1BG9	HR7	Open Date	08/08/2017	Built Date	04/05/2017	
Model Year	2017	Body	RUC53	CHRYSLER PACIFICA TOURING L WAGON			
In Service Dt	04/06/2017	Mileage	50	Dealer Zone	42	DETROIT	
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US	
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERC	3.6L V6 24V WT ENGINE UPG I W/ESS					
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS					
Dealer	61884	TOM O'BRIEN CHRYSLER JEEP NORTH					
Dealer Address	4630 E 96TH STREET						
Dealer City	INDIANAPOLIS			Dealer State	IN	Dealer Zip 46240	
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	CARMEL					Country	UNITED STATES

Product Unknown Unknown Poor Hand ng Defaut

Customer was nformed that by mak ng th s request they are NOT actua yf ng emon aw or anyre ated process. The r case s be ng esca ated for a review of the veh c e's repa r h story to determ ne f the r request mer ts further act on and that due to the nature of the r request, t w requ re a ca back wh ch w take p ace w th n 12 bus ness days. The outcome of the rev ew does NOT determ ne Lemon Law e g b ty. Preferred Morn ng/Mdday ca back number s Preferred Afternoon/Even ng ca back number s 3 Who has possess on of the veh c e? (Owner/Dea er/IRF) owner Reass gned to 91L

***** 91L Review *****

*****Case Esca ated to I2R*****

Reviewed Warranty H story wh ch determ ned th s case shou d be esca ated to I2R for case management. Ca ed 61884 and LVMfor SA to ca me back. Made n t a ca to the customer and LVM. **Fo ow up w th the customer and dea er on 8/11. Status update prov ded v a ema to the fo ow ng ema address:

with Chrys er Reso ut ons and I am con act ng you n regards to case number 3 4 and your 2017 Chrys er Pac f ca. Ca me back on my d rect ne I wou d ke to d scuss your current veh c e concerns. 214 583 2185 and you can eave me best number to reach you and t me of day to be contacted f you have to eave a message. Thank you. End of Status Update

Ca ed 61884 and LVMfor SMBob to ca me back. Ca ed the customer and LVMand ema ed the customer. **Fo ow up w th the customer and dea er on 8/15. Ca ed 61884 and spoke to Serv ce coord nator Karyn and updated RO. Ca ed the customer and LVMand cou d not ema WB s down. **Fo ow up w th the customer on 8/17. Status update prov ded v a ema to the fo ow ng ema address:

Mr. n th s s Kean w th Chrys er Reso ut ons and here s my d rect ne t s 214 583 2185. Here s the nformat on you have requested arb trat on contacts are 866 662 4639 opt on 5 and 586 226 2470 ext 114. Nat ona Center for D spute sett ement www.ncdsusa.org. End of Status Update

Ca ed the customer and he nformed me that he has read on the nternet about th s part cu ar veh c e he has bought and other consumers hav ng th s ntern t tent s a ng that the DLR maybe not ab e to fx but they know. I nformed the customer that the DLR has checked for codes and TSB and n 5 days they never ver f ed h s sta ng or the shutter at d e. The customer was upset and stated that he puts h s k ds n the veh c e and h s w fe s scared to dr ve t. I nformed the customer that he wou d have to see th s reoccur and then get t stra ght to serv ce and ca me

back if it happens. The customer wanted someone else to speak with and I stated that I have an arbitration contact to issue him and the customer asked me to email him and I am closing this case.

Customer Assistance Inquiry Record (CAIR)#

1

VIN	2C4RC1EG9	HR6	Open Date	08/10/2017	Built Date	11/16/2016
Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
In Service Dt	11/17/2016	Mileage	5643	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	42622	CROWN CHRYSLER DODGE				
Dealer Address	3710 W WENDOVER AVE					
Dealer City	GREENSBORO	Dealer State	NC	Dealer Zip	27407	
Owner		Contact Type	TELEPHONE			
Address		Home Phone				
	JAMESTOWN	Country	UNITED STATES			

Product Unknown Unknown Sta ng Defau t Customer s ates veh c e w stop wh e dr vng

Br e f y summar z e why the customer s contact ng Chrys er: Customer states he s hav ng ongo ng ssue w th h s veh c e sta ng. Customer states the veh c e has been to the DLR mu t p e t mes and they have been unab e to reso ve the ssue.

Br e f y summar z e what the customer s expect ng: Customer s seek ng veh c e reso ut on.

Agent adv sed w esca ate to case manager.

Fo ow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone number:

Ear est ca t me:

Latest ca t me: any t me

Updates va text: N

Updates va ema : N

Veh c e ocat on: DLR

Date and T me of Appo ntment: [Insert Date and T me]. Veh c e s there now

Conf med appo ntment w th: [Dea er and Dea er Contact] veh c e s there now 42622

Customer n ren a : N

Author z ed by: n/a

Renta start date: [Date] n/a

OTS TG442

***** Case Management ? D str ct T*****

In Warranty

MVP: None

Househo d: 1 new

Agent attempted to contact dea er Serv ce Manager (SM), at 336 294 5510 however,

SM not ava ab e. Left message for a return ca at extens on 405030 to know f veh c e s at DLR

CM contacted customer who asked CM to con act h m tomorrow s nce he was busy.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T4332KR*****

They sa d they spoke to a woman and she w make an apt to have t programmed, so I am confused on what were do ng.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message rece ved from

Wr ter spoke w th SA Tom who adv sed that the veh c e s done and gone.

Per SA Tom, the transm ss on ng sensor and harness were rep ced, and the customer adv sed there was an ssue w th the back up camera that they were unab e to dup cate. Wr ter c osed dea er oop.

Was the customer n a ren a ? If yes, how many days? n/a

D d the customer have a co pay? If yes, how much? under warranty

What s the RO#?

Does the SM have the CAIR #? If no, provide t.

Rev ew and Conf rm the DM Notes w th the SM wh e on the phone.

Does the SM have everyth ng needed from Customer Care to process the ca m?

Message: 4745

We then spoke with customer Ramesh who advised that the vehicle has not been picked up and the part that is needed is on backorder. Per customer Ramesh, the part (transmission component) is on backorder and customer is in a rental. Per customer, he was working with SA George.
We then spoke with SANorman who advised that the part is on backorder.
We then advised we expedited. Per SANorman customer is in a rental through Enterprise. We then advised we follow up with SA George once an update is obtained.

+++ PARTS INFORMATION +++

Dealer Code Order ng Part: 42622
Part Number: RL752830AB
Part Description: Transmission valve body
Order Number: 004724
Order Date: 08/09
Order Type: \$
Current ETA? 08/29
Is the vehicle off road? Y

Is the customer in a rental due to parts? Y

+++ END PARTS INFORMATION +++

*****96W PARTS UPDATE *****

We then checked GPOP and found part status as PST.
ETA for parts 08/29/17.

*****END OF UPDATE *****

***** OUTBOUND CALL *****

Requesting driver to upgrade to Spec a
CM contacted DLR #42622 : CROWN at: 336 294 5510 Dwight PAM agreed to upgrade to spec a part information as follows
PART NUMBER : RL752830AB ; ORDER NUMBER : 232843/VALVE
*****END OF OUTBOUND CALL *****

***** Following Corporate Resource has been contacted *****

PARTS EXPEDITING for

Part#RL752830AB, Order#232843, OMC#97646000
on 2017 08 16 @ 14:42

*****96W PARTS UPDATE *****

We then checked GPOP and found part status as B/O.
Found part currently has no ETA

*****END OF UPDATE *****

*****96W PARTS UPDATE *****

We then checked GPOP and found part status as ASN.
ETA for parts 08/21/17.

*****END OF UPDATE *****

+++ PARTS INFORMATION +++

Dealer Code Order ng Part: 42622
Part Number: RL752830AB
Part Description: VALVE
Order Number: 232843
Order Date: 08/08/17
Order Type: SPECIAL
Current ETA? 08/21/17
Is the vehicle off road? Y

Is the customer in a rental due to parts? Y

+++ END PARTS INFORMATION +++

8

Label Created On:

08/21/2017

***** START OF SUPPORT ESCALATION by T6854VG*****

**** Update from Expediting Team for ****

Part#RL752830AB, Order#232843, OMC#97646000
Part Invoice PDC ON 08/22/17.....Please an Order.

***** END OF SUPPORT ESCALATION ***** by T6854VG

1ZR6958W6730072238

Scheduled Delivery:

Wednesday, 08/23/2017 , By End of Day

OMC# 97646000 Order# 232843 FOR PN: RL752830AB IS RESOLVED

18

Delivered On:

Wednesday, 08/23/2017 at 11:59 AM

Left At:

Dock

Received By:

SHIFLETT

Part arrived as per UPS lines 114 120 *

Writer called dealership at 336 294 5510. SA is now George. Customer was at dealership today.

Was the customer in a rental? yes If yes, how many days? 16

Did the customer have a co pay? no If yes, how much? no

What is the RO #? [REDACTED]

ENDING ODM 5643

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

***** Create Prep Sheet *****

Prep sheet was saved successfully.

Status update provided via email to the following email address:

[REDACTED]
Hello, my name is Amy 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 from 6:00 AM to 2:30 PM Mountain Time. My contact information is 800 763 8422 Ext.40451. If I'm unavailable and you wish to speak with another case manager about your case, please contact Theresa at extension 40434. If your preferred telephone number mentioned above isn't correct, please reply with the correction.

Thank you.

Amy

End of Status Update

CONTACT UPDATE Customer was contacted today at 08/24/2017 11:06:16 AM

Customer was provided with agent's extension: 40451

Status update provided via email to the following email address:

[REDACTED]
Thank you for allowing Chrysler Customer Care the opportunity to address your concern and we hope we were able to resolve your concern to your satisfaction. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case, therefore, you could potentially receive an email or telephone survey. We'd ask that you take the time to complete the survey so we know how we're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a Chrysler customer.

Thank you.

Amy

End of Status Update

Writer called customer at 4 [REDACTED]. Customer states that this is the 3rd repair. Customer is going to look into the Lemon Law. Customer at this time has satisfied with repairs but this usually takes 2 to 3 weeks to see if the fix is fully repaired. CM advised the customer that he may call back and reopen the case if the vehicle concerns reoccur within 30 days.

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.

*****Rental Value Updated*****

Estimated Rental Amount: \$720 Provided By: Dealer Days Authorized: 16

Customer Assistance Inquiry Record (CAIR)#

3

VIN	2C4RC1EG8	HR7	Open Date	08/10/2017	Built Date	03/20/2017
Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
In Service Dt	03/26/2017	Mileage	4116	Dealer Zone	63	DALLAS
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				
Engine	ERC	3.6L V6 24V WT ENGINE UPG I W/ESS				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				

Dealer	67688	PETERS CHRYSLER JEEP				
Dealer Address	4181 N US HIGHWAY 259					
Dealer City	LONGMEW	Dealer State	TX	Dealer Zip	75605	
Owner				Contact Type	TELEPHONE	
Address				Home Phone	 	
	LONGMEW				Country	UNITED STATES

Product Unknown Unknown Sta ng Defau t Veh c e just stopped work ng

Th s s arted as a roads de case

Wrtter rece ved a ca back from SALonny. SAstated customers veh c e s at the dea er due to the veh c e just stopped work ng w th no codes pu ng up. SAstated the customer was on a trp and wh e gett ng on the freeway the veh c e just stopped work ng on customer, when roads de towed t to the dea er they were unab e to pu any codes. SA spoke w th the customer and exp a ned that the customer shou d br ng the veh c e nto h m and he w ook nto the ssue. SAstated h s tech drove the veh c e and today the veh c e stopped work ng and the tech s ook ng nto whyas there are no codes pu ng for that reason.

SAstated the dea er has the customer n a renta .

*****Renta Va ue Updated*****

Est mated Renta Amount: \$315 Prov ded By: Dea er Days Author zed: 7 Customer ca ng as he just wanted to make sure that someone was speak ng w th the DLR n h s beha f. Agent adv sed that a CMw be ca ng h m somet me today, and they are nvo ved w th h s case. he a ready has the case number, and agent ver f ed h s number and ema address as correct to reach h m on. He thanked agent, and w awa t a ca back. Agent attempted to contact dea er Serv ce Department, however, Serv ce not ava ab e. Left message for a return ca at extens on 40748.

Wrtter contacted th s s for HarmonyL vng Centers, wrtter d sconnected ne at the ma n menu.

Wrtter contacted the customer, the customer stated that the DLR has dup cated the concern, and the DLR s work ng on the veh c e, the customer wants to have the veh c e repa red as qu ck yas poss b e. The customer stated that her husband wou d be the best contact at

and the secondary number wou d be \$

Wrtter w fo ow up 8/15 for a further update.

***** Case Management D str ct 883 *****

COW: Bas c 33 Months or 31,999 M es, Power Tra n 57 Months or 55,999 M es

MMP: None

Househo d: 1 New 0 Used

***** Create Prep Sheet *****

Prep sheet was saved successfu y.

Agent attempted to contact dea er Serv ce Manager (SM), however, SM not ava ab e. Left message for a return ca at extens on 40408 Status update prov ded va ema to the fo ow ng ema address:

o, myname s Sherr e and I am your Case Manager. Th s ema s conf rmat on that your case, XXX was successfu yesca ated to me. My off ce hours are from 6:00 AM to 2:30 PM Mouna n T me. My contact nformat on s 800 763 8422 Ext. 40408.

End of Status Update

Status update prov ded va ema to the fo ow ng ema address:

Your case number s

End of Status Update

Task To Dealer:

I need to have an update on the customers vehicle as they need their vehicle ASAP

Task Type: Has vehicle been diagnosed

Notification of an Assigned Task sent to Dealer at email [REDACTED]

Task response received from Dealer 67688

Task Sent By: T4009S1 Date: 08/16/2017 10:56:55 AM

I need to have an update on the customers vehicle as they need their vehicle ASAP

Dealer Response:

Response By: S58196B Dealer Code: 67688 Date: 08/16/2017 11:12:29 AM

Task Type: Has vehicle been diagnosed Vehicle Diagnosed : No I AM

CURRENTLY GETTING AN UPDATE ON THIS VEHICLE. THE TECHNICIAN IS WORKING

ON IT NOW. I WILL PROVIDE AN UPDATE ONCE I HAVE SPOKEN WITH HIM

Writer spoke with customer and let him know of lines 61-64 and that the new case manager should call him today with an update from the DLR.

Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40575.

PLEASE DISREGARD LINES 67-68.

Agent attempted to contact dealer Service Manager (Dean), however, SM not available. Left message for a return call at extension 40575

Agent called customer and advised we have left a message for SM and that we will follow up 8/21 if we haven't heard back today.

Agent received voicemail from SM Dean who requests call back at [REDACTED]

Agent called DLR at 903 291 3388, reached SM Dean who advised they found the point of failure to be the EGR valve, it had an internal failure and was causing a vacuum leak, they have already replaced the part and are in the process of completing quality assurance testing and then failure goes we will look into returning the vehicle as soon as today. Agent advised SM that both DLR and customer are in Longview TX and there should be no issue with same day delivery.

Agent called customer and advised lines 76-82, set follow up for 8/21 to confirm status and repairs.

Agent called DLR at 903 291 3388, reached SM Dean who advised he was on his way to get paid out 1 day of rental when the vehicle was down for 10.

Agent apologized to SM and advised we will put DM notes for the additional 9 days.

Was the customer in a rental? If yes, how many days? y 10 days

Did the customer have a co-pay? If yes, how much? n

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. not yet entered.

Does the SM have everything needed from Customer Care to process the claim? yes, after DM notes are entered

Outgoing message? 4116

DM notes entered for 9 days rental.

*****Rental Value Updated*****

Estimated Rental Amount: \$135 Provided By: Dealer Days Authorized: 3

Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40575.

Agent called customer and confirmed repairs, advised case is closing and that we will email information on a survey and the brand name.

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.

Status update provided via email to the following email address:

[REDACTED]
Thank you for allowing Chrysler Customer Care the opportunity to address your concern and we hope we were able to resolve your concern to your satisfaction. If you have any future questions or concerns, please contact us at 1 800 247 9753. We wanted to let you know that we will attempt to conduct a satisfaction survey upon the closure of a case; therefore, you could potentially receive an email or telephone survey. We'd ask that you take the time to complete the survey so we know how

we're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a Chrysler customer.

End of Status Update

approved to close

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1GG4	HR54	Open Date	08/16/2017	Built Date	07/14/2016
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	07/15/2016	Mileage	15347	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PRV	VELVET RED PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	26802	DULLES CHRYSLER DODGE JEEP RAM				
Dealer Address	109 CATOCTIN CIR SE					
Dealer City	LEESBURG	Dealer State	VA	Dealer Zip	20175	
Owner		Contact Type	E MAIL			
Address		Home Phone	 			
	STERLING VA	Country	UNITED STATES			

Product Dr vab ty Unknown Sta ng Defau t	Customer seek ng emon aw
Dea er By Pass Defau t Defau t Defau t	
Corporate SurveyBy Pass Defau t Defau t Defau t	

***** EMAIL BRIEF DESCRIPTION CONTENT *****

May have a lemon

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

He o We bought a 2017 Pac f ca n 8/2016 and have now run nto our
th rd
major prob em after 15k m es. We had e ctr ca w res corrode n March
and
an em ss ons prob em four weeks ago. Today the car sta ed n the m dd e
of
an ntersect on w th my ch dren ns de. We bought the extended warranty
but are beyond d sappo nted w th the car. Three major repa rs n the
frst
year of ownersh p s outrageous and l no onger fee comfortab e hav ng
my
fam y n the car. P ease et me know how to pursue a emon aw ca m.
Thanks, Tyer Re s nger

*****END OF CUSTOMERS EMAIL*****

Dear ,

Thank you for contact ng the FCA Customer Ass stance Center.

I can certa n y understand that, w th the ssues you have ment oned, you
wou d want to f nd a reso ut on to the concerns.

P ease be adv sed, that by contact ng us you are not forma y f ng for
emon aw, veh c e rep acement or any re ated process. Our object ve s
a ways to repa r the veh c e as per the terms of the org na warranty,
however, your case w be esca ated for a review of the veh c e's repa r
h story to determ ne f your request mer ts further act on. The outcome
of th s review does not determ ne Lemon Law e gb ty.

To best serve you, I am go ng to send your case to a case manager who
w be better ab e to ass st you. They w be n the best pos t on to
eva uate the repa r h story and c r cumstances of your case and determ ne
the r ght course of act on. You w be contacted w th n one bus ness day
un ess add t on a research s needed, wh ch may take up to 3 bus ness
days" to beg n the process.

Thank you aga n for your ema . Shou d you requ re add t on a
ass stance, or have any new nformat on to prov de, p ease rep y to th s
ema message or ca 1 800 247 9753.

S ncere y,

Roya

Customer Serv ce Representat ve

FCA Customer Ass stance Center

*****END OF CAC RESPONSE*****

Customer was nformed that by mak ng th s request

they are NOT actua y f ng emon aw or any re ated process.

The r case s be ng esca ated for a review of the veh c e's repa r
h story to determ ne f the r request mer ts further act on and that due
to the nature of the r request, tw requ re a ca back wh ch w
take

CMNZ77, please reach out to Customer ASAP.

pace ca to dr 26802 for SAKr st ne and received updated RO, vehicle concerns were not duplicated and the dealer performed a quick earn to assist, but after that a harsh shift occurred, per star they recommended to replace valve body and it's set to be test driven tomorrow.

pace ca to customer at [REDACTED] LVM for customer giving info n regards to what has occurred.

and advised that once the dealer does contact him to pick up he needs to go get the vehicle and we will review for a possible resolutions.

*****8/30*****

Customer sent the following message to pac faforums.com today: "My case manager Nasr called yesterday and left a message. There were some details left out of what he has in his notes. i.e. we were told that the shop WAS able to duplicate the shuddering/stalling action. His message indicated they were unable to duplicate it. I tried to clarify as best as I could through a voicemail.

I need a response to my request for a buyback and full refund. It's been more than 10 days without the van, it's still not repaired and I have no clear answer as to what's wrong with it. He indicated that I would have to wait until I get the car back before they would entertain the idea of any compensation.... so now I'm in complete limbo. If I don't have a definitive answer by COB Monday August 28th, I'm hiring a lawyer and filing a Lemon Law claim.

Nothing personal towards you, of course, but I spent a fortune on this car, it's not safe and not even driveable. I've run out of patience."

Writer responded: "Hi [REDACTED] make sure to note that the issue was duplicated. Unfortunately I can't make a decision regarding your request for a buyback, so I am not going that again as we're in the case.

Kor

Chrysler Social Care Specialist"

pace ca to customer at [REDACTED] LVM advising for a callback and answering all of his questions and stating that if he has retained an attorney then we will be stepping away from case.

*****9/6*****

Customer contacted Chrysler to obtain assistance with the unresolved concern with being returned the vehicle and now it still hesitates some times when driving and accelerating, the check engine light is on and unable now to fill the gas tank.

Agent informs the customer that the case will be updated and supplied to the CM for further review and assistance.

Customer thanks agent.

Customer sent the following message to pac faforums.com yesterday: "Hello Kor

We received our van back on Friday. This morning the check engine light came back on. In addition, I can't put gas into the car each gas station I have been to, the auto stop is engaged after just a few seconds. I just don't understand what's going on. I've left Nasr a message regarding this. We don't know what to do next, or if it's even safe to drive the car.

Dues Motorcars said to just drive it in for diagnostics. But the main issue is that they said that if we have an issue with how they repaired the car we need to bring it up directly to Chrysler. Another issue is that they can't give us a loaner for at least another week."

Customer called seeking to speak with CM. Agent advised customer that her case will be documented.

Called the customer at [REDACTED]; LVM for the customer to call the CM at his direct extension, I advised that I was calling to see if he got the vehicle back into the dealership and that I would have his CM follow up 9/8

Agent contacted customer in reference to the issue the customer was having with paying for the diagnostics. Customer was unavailable. Agent left a detailed message for customer to return agent's call.

Vehicle is at the dealership DULLES CHRYSLER DODGE JEEP RAM (26802)
Update triggered by s585180

pace ca to customer at [REDACTED] LVM advising that I see he got the vehicle in and that I will work with the dealer to assist with repairs and once completed we can review for a possible resolutions.

*****9/13*****

Status update provided via email to the following email address:

Mr [REDACTED]

Hello Mr [REDACTED]

This is Nasir your case manager here at Chrysler.
If you could please give me a call at your earliest convenience in
regards to getting your vehicle in for service.
Thanks

Nasir

End of Status Update

Customer contacted via email, please see CAIR #32411385 for details.

Customer seeking contact from CM.

Place call to DR 26802 for SA Christy and get the latest RO info from
her and she stated that the dealer was not able to duplicate the concern,
they took the vehicle to the gas station and put \$15 worth of gas in. UTD
that concern.

Customer also stated that the tire pressure was low and SA stated that
was from the cold weather there was no issue,
and vehicle had a CEL on due to a purge valve, it was replaced and the
vehicle was test driven by SA and SM and there was no issues to be found
when vehicle was test driven 15 miles.

Place call to customer at [REDACTED] LVM for customer to return call
in regards to vehicle status and go over how we can assist and to verify
that the repairs with him.

*****9/26*****

Customer contacted via email, please see CAIR [REDACTED] details.

Customer indicates he is hiring an attorney.

Vehicle has qualified for Enhanced Customer Satisfaction (ECS) program.

Refer to AnswerCONNECT for handling procedures.

Status update provided via email to the following email address:

ndseyres [REDACTED]

Hello [REDACTED]

This is Nasir your case manager here at Chrysler.

I have left you a message in regards to the repairs completed at the
dealer and they were not able to locate any concerns.

Please reply back to me here if you are facing any concerns.

Thanks

Nasir

End of Status Update

Called customer at [REDACTED] got voicemail, left message that we need
to hear from them no later than COB, tomorrow, Tuesday, Oct 2nd to keep
case open.

Customer returned the call, left message said that they want a buyback
and asked for one over a month ago.

Returned his call; he said his vehicle has not acted up since he got it
back, but he wants it bought back. To do him we work for repair of van
through the warranty and I could review for a possible resolution,
just don't know what that would be today, but we'll let him know.

Called Dealer 26802; got voicemail for manager of dealer, left message
for New Car Sales manager to call me back.

Called Dealer 26802; had to leave a message for sales department again.

Called customer at (703) 477-8314; let him know that we have approved his
case for the trade assistance, and to do him I have called Dealer to get a
contact there and once I get that contact, we'll let him know who to go
see.

Called Dealer 26802; got voicemail for FRED in sales; left message for
return call.

Called customer at [REDACTED]; let him know still have not been able to
talk to anyone about it yet, left another message for sales, we'll let him
know when I do.

Called Dealer 26802; keep getting voicemail for the sales department, left
another message.

Called customer to see if they want me to try another dealership; got
voicemail, left message to return the call.

Customer called and left message that he would like to go to Staffords
in McCann VA and he has already spoke with BEN there, left his # of

[REDACTED]

Called BEN at that 703-303-6007; he said that he would be happy to help
him and he will reach back out to customer and I explained the CDI
program to him.

called customer ([REDACTED]) left voice mail

Customer called in and left message that he sold his Van 2 days ago to an

individual, no longer owns van.

closing case.

Begin Customer Message reviewed:

I don't understand what this meant by "no concerns" the check engine light was on and the dealer ship, as I understand it, did a recall fix.

It was the recall fix that was claimed to have been done on our last trip to the shop but was not done. It was also never explained to me why the recall fix was on my service records when it was not performed.

We have already hired an attorney and are pursuing a lemon law case.

Nobody has ever responded to our request for a buyback.

Thanks,

[REDACTED]

End of Reviewed Customer message

Customer Assistance Inquiry Record (CAIR)# 3

VIN	2C4RC1GG8	HR5	Open Date	08/14/2017	Built Date	07/11/2016
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	07/11/2016	Mileage	15000	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PRV	VELVET RED PEARL COAT				
Engine	ERF	3.6L V6 24V VWT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				

Dealer	44264	SPARTANBURG CHRYSLER DODGE JEEP INC				
Dealer Address	1035 NORTH CHURCH ST EXT					
Dealer City	SPARTANBURG		Dealer State	SC	Dealer Zip	29303
Owner				Contact Type	TELEPHONE	
Address				Home Phone		
	BOILING SPRINGS			Country	UNITED STATES	

Product Dr vab ty Unknown Sta ng Defau t	Sta ng on busy h ghway wh e dr v ng.
Dea er By Pass Defau t Defau t Defau t	

Br e f y summar z e why the customer s contact ng Chrys er: Customer states that veh c e a most k e d customer and fam y. Customer states that veh c e shut off wh e dr v ng and a most caused a b g acc dent. Customer states that customer no onger wants th s veh c e. Br e f y summar z e what the customer s expect ng: Customer s expect ng to get out of th s veh c e as t s not onger safe for customer or fam y. Agent sympath z ed w th customer. Agent adv sed that case s be ng esca ted to Case Ana yst for further review.

Customer agreed, thanked agent and ended ca . Customer was nformed that by mak ng th s request they are NOT actua y f ng emon aw or anyre ated process. The r case s be ng esca ted for a review of the veh c e's repa r h story to determ ne f the r request mer ts further act on and that due to the nature of the r request, t w requ re a ca back wh ch w take

p ace w th n 1 2 bus ness days. The outcome of the rev ew does NOT determ ne Lemon Law e g b ty.

Preferred Morn ng/Mdday ca back number s 8 3

Preferred Afternoon/Even ng ca back number s

Who has possess on of the veh c e? Dea er

Reass gned to 91L

***** 91L Review *****

***** Case Esca ted to I2R *****

Reviewed Warranty H story wh ch determ ned th s case shou d be esca ted to I2R for case management.

*** Oscar w th the I2R Customer Reso ut on Team s now respons b e for th s CAIR. If the customer shou d ca , p ease d rect them to contact Oscar d rect y at Thank you. ***

8/15/2017 1:20:59 PM User Comment by OC163: P aced n ta ca to customer. I exp a ned that th s case has been esca ted to me for spec a hand ng and I wou d ke to ass st w th veh c e concerns. I provided my hours and a number for quest ons. Customer conf rmed h s veh c e s n repa rs and t put h s fam y at r sk. Customer s request ng to have veh c e rep aced and t s current y at Spartanburg Chrys er Dodge Jeep Inc. as of 8/14 but he does not have a ren a. Customer was nformed there s a 3 week de ay on oaners and veh c e s n repa rs due to sta ng and unab e to stop the veh c e when t was ro ng back. P aced ca to 44264 and spoke w th SA Barrett who transferred me to SA Veron ca who stated the veh c e s n but w not start unt 8/17 w th repa rs and conf rmed oaners are 3 weeks out.

8/17/2017 9:05:43 AM User Comment by OC163: Made contact w th customer and adv sed of the renta s tuat on and the be ow nformat on.

Adv sed customer that renta s \$35 \$40/day n a CDJ product and does not ncude gas a owance or nsurance, nav gat on, etc.

8/17/2017 10:43:29 AM User Comment by OC163: Customer ca ed back to

state that the on y renta ava ab e for h m at Enterpr se s at around \$60.00 da y rate. I adv sed customer I wou d honor that and re mburse h m the to a rate just as ong as the veh c e s n repa rs.

8/21/2017 11:16:47 AM: User Comment by OC163: P aced ca to 44264 Spartanburg Chrys er Dodge Jeep Inc. and spoke w th SA Tom. Conf rmed repa rs are comp ete but customer s ated he wou d not p ck up the veh c e unt I contacted h m. P aced ca to customer and conf rmed he was adv sed the repa rs are comp ete but he had h s doubts. I adv sed customer to p ck up h s veh c e and he agreed to p ck up h s veh c e and then ca me back.

Veh c e s at the dea ersh p SPARTANBURG CHRYSLER DODGE JEEP (44264)

Update tr ggered by S40424L

8/23/2017 9:30:21 AM: User Comment by OC163: Made contact w th customer and he conf rmed veh c e s repa red but he has subm tted a b to Veron ca for Enterpr se renta charges he ncurred. Customer stated the renta charges were \$329.00. P aced ca to 44264 Spartanburg Chrys er Dodge Jeep Inc. and requested to speak to Veron ca who he s ates he turned n h s ren a document to. No answer, LVM

8/24/2017 9:21:58 AM: User Comment by Oc163: P aced ca to customer to offer a CRO of \$1,000.00 but customer requested a buyback or rep acement. Customer w fax me h s renta documents and I adv sed customer that a though there s no guarantee for rep acement or repurchase I wou d review but on y contact h m once a week to prov de updates. Customer understood.

Veh c e has qua fied for Enhanced Customer Sat sfact on (ECS) program. Refer to AnswerCONNECT for hand ng procedures.

8/25/2017 12:51:22 PM: User Comment by OC163: P aced ca to Spartanburg Chrys er Dodge Jeep Inc. and spoke w th SA Just n to request customer cop es of the RO documents. I then spoke w th SAA ysha who I requested the RO; s from.

8/28/2017 9:33:05 AM: User Comment by OC163: P aced ca to 44264 Spartanburg Chrys er Dodge Jeep Inc. as I rece ved the summary cop es of the RO?s and not the customer cop es. LVM for SA Reed.

8/29/2017 4:20:45 PM: User Comment by OC163: P aced ca to 44264 Spartanburg Chrys er Dodge Jeep Inc. and spoke w th SA Tom. I eft my ca back number and he stated he wou d forward the nformat on to SA A ysha and SA Just n.

8/30/2017 4:35:57 PM: User Comment by OC163: No documents rece ved, w cont nue to fo ow up.

9/1/2017 8:40:40 AM: User Comment by OC163: Rece ved and attached RO documents. RO's n quest on are correct w th days down.

9/1/2017 3:22:41 PM: User Comment by Oscar Cantu: Ca ed customer to offer rep acement/repurchase. Customer accepted. Adv sed customer to p ck up veh c e f t s repa red pr or to comp et on of rep acement/repurchase process. (Ema ed offer etter?CA ONLY).

***Request to c ose case as t was n repa rs for 48 days w th 44264 SA Just n for CEL and fue pressure sensor.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1GG7	HF	0	Open Date	08/14/2017	Built Date	08/29/2016
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON			
In Service Dt	08/30/2016	Mileage	8000	Dealer Zone	35	WASHINGTON	
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US	
Color	PRV	VELVET RED PEARL COAT					
Engine	ERF	3.6L V6 24V VWT ENGINE					
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS					
Dealer	23309	DARCARS CHRYSLER JEEP DODGE OF NEWCARROLLTON					
Dealer Address	8100 ANNAPOLIS ROAD						
Dealer City	NEW CARROLLTON			Dealer State	MD	Dealer Zip	20784
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	BETHESDA					Country	UNITED STATES

Product Dr vab ty Unknown Sta ng Defau t	
Corporate SurveyBy Pass Dup cate CAIR Defau t Defau t	31734149

Br ef y summar ze why the customer s contact ng Chrys er: customer ca ng n s ates they have been hav ng an ongo ng, nterm ttent ssue w th the veh c e sta ng wh e dr vng, and mu t p e serv ce bu et ns for var ous e ectr ca components such as remote start, s d ng doors. customer says they have an appo ntment schedu ed w th the DLR 8/29/17. agent adv sed as per answer ID 25201 .

Br ef y summar ze what the customer s expect ng: repeat concern of veh c e sta ng reass gn to 82h

Status update prov ded v a ema to the fo ow ng ema address:

He o,

Th s s Kayee from FCA we spoke n regards to your case. If you shou d have any further quest ons we can be reached at 800 992 1997, thank you for your t me and pat ence

End of Status Update

Th s veh c e s not a hybr d p ease hand e on mer ts.

IN SERVICE DATE: 11/28/2016

ORIGINAL OWNER: YES

MILEAGE: 8000 MILES

VEHICLE PURCHASE LOYALTY: 1 NEW

MULTIPLE REPAIRS / PREVIOUS RELATED REPAIRS: YES

MVP PLANS: NONE

OUTBOUND CUSTOMER CONTACT

8032401241

CM contacted the customer to prov de n t a ntroduct on and gather nformat on. CM adv sed the customer that we w ook nto renta for the customer when the t me comes and then fo ow up w th the DLR the day of the appo ntment to ensure a ssues w be addressed. Customer adv sed that the veh c e has had a sta ng ssue when stopped at a ght and he has to turn off and then put nto gear to dr ve. Customer a so adv sed that the veh c e s hav ng ssues w th the outs de temperature gauge, the s d ng door sensors, remote start c mate s not work ng proper y, and the touch screen s freez ng. Customer was pat ent and adv sed he oves h s veh c e and just wants the few ssues addressed. Status update prov ded v a ema to the fo ow ng ema address:

He o,

My name s Sarah and I have been ass gned as your FCA Case Manager. My pos t on as a Case Manager s to ass st both you and the Dea ersh p n any way poss b e to reso ve your veh c e concerns and ensure customer sat sfact on.

If you have any quest ons or concerns perta n ng to your case, p ease reach me at the number be ow and I w be happy to ass st.

FCA Case Management: 866 932 3873

Case Manager's Extens on: 4719060

Our hours of operation are:

Monday to Friday: 8am to 8pm

End of Status Update

803 240 1241 has been activated for text message communication.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T0735SJ*****

Hi myName is Sarah. I am your FCA Case Manager. I can be contacted at 1 866 932 3873 ext.4719060. I am in the office Monday to Friday.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from [REDACTED]

Phone Number: [REDACTED]

Received Date: Tue Aug 15 15:16:41 EDT 2017

Text: Thanks!

***** End SMS Reply From Customer *****

Begin Customer Message reviewed:

Sarah,

Thank you for your call today. I just learned from the Pacifica forums that there may be a flash update to fix the starting issue. Two people were told by the dealers that TSB 18 069 17 was applied to fix the issue.

Can you confirm if that is available and if it is intended to address the starting issue that we discussed earlier today?

Thanks again,

Matt

Also, it looks like the following TSB was released regarding my outdoor thermometer issue. The text below is a post from the Chrysler representative on the Pacifica forum.

Hi everyone,

Thanks for your patience, a TSB was released over the weekend to fix this issue:

"NUMBER: 08 058 17

GROUP: 08 Electrical

DATE: July 15, 2017

SUBJECT:

Flash: BCM Diagnostic and System Improvements

SYMPTOM/CONDITION:

A customer may describe a higher ambient temperature (up to +12° C (10° F)) being displayed in the cluster and radio than the actual ambient temperature outside the vehicle. This condition can be noticed during normal driving conditions, stop and go driving conditions (the most apparent) and also after an engine cold soak."

Your local dealership will be able to apply this update to your vehicle and assist you further. Please feel free to PM our page with any additional questions!

Andrea

Chrysler Social Care Specialist

Finally, there were the TSB's referenced by the ChryslerCares representative in a message to me on the Pacifica forums regarding the sliding door issue (not automatically retracting when arm blocking door) and climate system not coming on when the vehicle's remote started. She said that these are not active for my vehicle but I reported them to her without even knowing that these were issues that had been addressed by TSBs (so I'm needed to believe they have not been applied to our vehicle!).

That only leaves the screen freezing issue, which hasn't happened often but has happened. I have no idea if there is a TSB for that.

"Hi Matt,

The service bulletins you've mentioned are not active for your vehicle. The remote start bulletin is TSB #24 001 17, so we can see if the dealership is able to do anything, even though it does not show up for your vehicle.

The sliding door bulletin is TSB #08 087 16, and again is not showing up for your vehicle. All TSBs are covered under either the basic or powertrain warranty, depending on which aspect of the vehicle it addresses."

End of Reviewed Customer message

Begin Customer Message reviewed:

Hi. We were just notified by NHTSA about this recall. Does it affect our vehicle and, if so, can it be added to our upcoming service appointment?

L nk: <https://www.nhtsa.gov/recalls?nhtsaId=17V482>.

End of Reviewed Customer message

***APPOINTMENT SCHEDULED 8/29/17.

~CM TO REVIEW RECALL

***APPOINTMENT SCHEDULED 8/29/17

***APPOINTMENT SCHEDULED 8/29/17

***EMAIL SENT TO DLR

H John, I am looking to put this customer into a rental for tomorrow.

The customer has an appointment for tomorrow morning Aug. 29. The vehicle is a 2017 Chrysler Pacifica and has concerns with the vehicle shutting down/stalling, outside temperature gauge, side door sensors, and his touch screen is freezing. I can add DM notes for 3 days to start and can continue once you have a diagnosis and repair plan.

Customer called for update on rental during repairs scheduled 08/29/2017

Vehicle is at the dealership DARCARS CHRYSLER JEEP DODGE OF (60296)

Update triggered by s90598p

*****VM FROM CUSTOMER*****8/28/2017

Customer stated he has an 8:45am appointment at the dealer tomorrow and he wants to make sure that CM has the technician but he provided his email and to make sure a rental is lined up for him. Customer stated he would like to get car back.

Begin Customer Message reviewed:

Sarah I have sent you multiple emails and left multiple voicemails with no response. Please call me at [REDACTED] 1 today as my appointment is tomorrow. Thank you.

I also wanted to confirm the rental car that we discussed. I won't have a way back from the dealership without that. A van would be the preference as we discussed. Thank you.

End of Reviewed Customer message

*****VM FROM DLR*****

SA Corey DLR 23309 stated he has the customer there and needs to get rental authorization.

*****OUTBOUND CALL DLR*****

Darcars CDJ 23309 301 459 6800

CM spoke to SA Corey and advised him returning his call as SJ666 is out of office. SA Corey stated the customer stated that SJ666 had to do him rental would be covered, this in the shop now being looked at. CM reviewed notes 123 129, advised CM can enter the DM notes for what SJ666 has advised. SA Corey requested the email SJ666 had sent be emailed to him. CM advised we leave a note on file for SJ666 on this request as do not have a copy of the email.

*****OUTBOUND CALL CUSTOMER*****

[REDACTED]
CM advised him following up on behalf of his case manager as she is out of office; advised per call with the SA Corey. CM advised when speaking to the SA they were still looking at the vehicle and did not yet have a diagnosis, we will be following up on this with the dealer.

SA Corey requested the email SJ666 sent me forwarded to him at cable @darcars.com

*****OUTBOUND DEALERSHIP CONTACT*****

35 23309 DARCARS CHRYSLER JEEP DODGE OF NEW 301 459 6800

Writer spoke to SAM chae who advised that the vehicle is not at the dealership. Writer received STAR car and found that the vehicle is operating as designed.

***CM TO FOLLOW UP UPON RETURN

*****OUTBOUND CALL CUSTOMER*****

[REDACTED] 41

CM attempted to reach the customer to confirm his operating as it should. CM unable to reach the customer.

OUTBOUND CUSTOMER CONTACT

Matthew Howsare 803 240 1241

CM attempted to reach the customer. CMLVM

***REASSIGN FOR SURVEY BYPASS**DUPLICATE CAIR

Bypass Added

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1EG7	HR5	Open Date	08/16/2017	Built Date	07/04/2016
Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
In Service Dt	07/05/2016	Mileage	9605	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	45426	ARRIGO DODGE CHRYSLER JEEP RAM				
Dealer Address	5901 MADISON AVE					
Dealer City	TAMARAC	Dealer State	FL	Dealer Zip	33321	
Owner		Contact Type	TELEPHONE			
Address		Home Phone	 			
	COCONUT CREEK	Country	UNITED STATES			

Product Dr vab ty Unknown Sta ng Defau t	Eng ne sta ng s nce march 2017
Corporate SurveyBy Pass Defau t Defau t Defau t	
Product Body/Tr m / Pa nt F n sh Exter or Sty ng/Appearance	Dr ver's s d ng door opens wh e dr vng s nce Jan. 2017
Unsat sfactory/ D s kes Unknown	

Br ef y summar æ why the customer s contact ng Chrys er:

Dr ver's s d ng door opens wh e dr vng s nce Jan. 2017 and Eng ne sta ng s nce march 2017 See Case # 6 s ar cases are documented nc ud ng today's repa rs at Arr go Dr shp.

Br ef y summar æ what the customer s expect ng:

Return veh c e and be compensated for the payments when "past 5 months; no one wou d work on veh c e and no CMs have returned ca s s nce 08/08/17".

Agent documented the repa rs on both s d ng door h nges, spark p ugs, tune up, PCMan d other work done today at D rshp w th SABob #45426 and F e d Techn c an where customer no onger has conf dence n the veh c e or fee safe dr vng h s 1 yr and 6 yr o d ch dren n a "veh c e where door opens wh e dr vng".

Customer seek ng ass stance w th:

Return veh c e and be compensated for car payments on the veh c e where ssues occurred s nce January 2017 and purchase was Ju y 2016.

Customer expect ng:

See above.

Agent adv sed w esca ate to case manager.

Fo ow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone number:

Ear est ca t me: anyt me

Latest ca t me:

Updates va text: Y

Updates va ema : b use

Veh c e ocat on: Arr go Chrys er

Date and T me of Appo ntment: 08/08/17

Conf med appo ntment w th: SABob #45426

Customer n ren a : No but wou d apprec ate a renta unt a s reso ved p ease.

Author zed by:

Renta start date: [Date]

Reass gn 91L

081617 sd update: have been attempt ng to contact th s owner a mom ng to p ck up h s veh c e @ 954 815 7309 wh ch goes nto vo cerna , but the ma box s fu and w not accept any messages. Veh c e s ready for h m to p ck up.

Ca ed 60444 and spoke to SADan e and ver f ed RO.

Ca ed 45426 and LVMfor SABran after ta k ng to Mche e the cash er and request ng a RO cop es.

Made n t a ca to the customer and spoke to the customer and he stated that h s prevous ca r manager R chard W cox never contacted h m and h s o d CM from I2R was BH670 and I stated that she s no onger w th us and I am h s new CM I stated that I wou d ob a n a nfo from th s ast vs t to the DLR and I know he wants a buyback and I stated that t sn?t guaranteed and cou d take up to 30 days but I wou d see what happens. The

customer was given my contact info and he told me to get the final ROs from SA Bob at Arrgo CDJR of Sawgrass.

**Follow up with the customer and dealer on 8/21.

PLEASE SEE CAIR 32015249 FOR INFORMATION, YESTERDAY MR. MUELLER WAS TOLD

THAT FCA WILL REPURCHASE HIS VEHICLE, HE WAS ALSO INFORMED THAT HE NEEDED

TO PICK HIS VEHICLE UP FOR THE DURATION OF THE SETTLEMENT PROCESS.....PLEASE REITERATE THIS MESSAGE TO THE CUSTOMER.....THANK YOU, VAJ3

The customer called and requested to receive a loaner vehicle because while driving home from picking up the vehicle the back sliding door opened up at a stop sign. The customer stated he is in the process of having the vehicle repurchased. Writer informed the customer that a temporary transportation is not offered during the repurchase process.

The customer requested to speak with a supervisor. Writer transferred the customer to NB561.

Customer would like a callback from previous CM because he is still having problems with his vehicle and isn't safe to drive that's why he is requesting a loaner through the repurchase process is complete.

Wesley called in and has called CM Kean at 214 583 2185 and Mr. W Cox at FCA in Orlando, FL at 407 826 7035 multiple times since last night after picking up the vehicle after it has been at Drishp for ten days both sliding door hinges were replaced. Wesley was informed to pick up vehicle at 6 pm on 08/17/17 where 100 yards down the road driver's side, sliding door opened while Wesley was driving. Wesley needs a safe vehicle to drive for himself, wife, 1r and 6yr old children as this is the only vehicle they have to drive. Agent phoned and left a message with SMPete #45426 requesting a loaner vehicle while FCA is dealing with the vehicle. Note: No one from Drishp, CM or Mr. W Cox has contacted Wesley since 6:30pm (08/17/17) yesterday when sliding door opened while driving once again (reoccurring issue since Jan. 2017). Agent transferred Wesley over to Resolution Team.

Case will be handled by 91B.

082117 dealer has voicemail for owner this morning advising owner to drop off vehicle for sliding door issue and owner to be provided a temporary transport duration of settlement process.

Customer left message requesting return call. Contacted RW5 for direction.

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1DG9	HR70	Open Date	08/16/2017	Built Date	02/22/2017
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
In Service Dt	02/22/2017	Mileage	1200	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERC	3.6L V6 24V WT ENGINE UPG I WESS				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	64067	WILLIAMSBURG CHRYSLER JEEP				
Dealer Address	3012 RICHMOND ROAD					
Dealer City	WILLIAMSBURG			Dealer State	VA	Dealer Zip 23185
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	WILLIAMSBURG				Country	UNITED STATES

Product Dr vab ty Unknown Sta ng Defau t	veh c e sta ng and produc ng carbon sme
Corporate SurveyBy Pass No D agnos s Defau t Defau t	

Br ef y summar æ why the customer s contact ng Chrys er: Customer s ca ng stat ng he s the 3rd owner of FCA veh c es, customer s ates he had purchased a 2015 Cherokee, 2017 Pac f ca and another Pac f ca from a d fferent d r. customer s ates a the veh c es have the same ssue an exhaust eak.

Customer states h s veh c e s g vng off a carbon sme when acce erat ng, customer states he gets m gra nes from dr vng n th s veh c e.

Customer states h s veh c e sta ed out 3 t mes and has transm ss on ssues, hes tates, d es rough at stop ght and a so the rad o doesn't work and prob ems w th the GPS.

Customer stated h s ast Pac f ca a so had a bunch of ssues (ac and such).

*

Br ef y summar æ what the customer s expect ng: veh c e to not have these ssues.

*

Customer s hav ng ongo ng ssues w th h s veh c e, has a schedu ed appo ntment @64067 , 8/28/2017 7:30 am

Customer adv sed that they w be contacted w th n one (1) bus ness day, by COB the r t me

Preferred morn ng/m dday ca back number s

Preferred afternoon/even ng ca back number s

Customer ema address for case updates:

Wou d customer ke to rece ve updates v a text message? no

Mbb e number:

Who has possess on of the veh c e? Owner

Has the veh c e been d agnos ed by a CDJR

dea er w th n the ast 30 days? Yes

If a CDJR dea er has not d agnos ed w th n 30 days, when s the customer's appo ntment schedu ed?

Date: 8/28th/2017

T me: 7:30am

Conf med appo ntment at 64067 WILLIAMSBURG CHRYSLER JEEP DODGE

Is the customer n a ren a ? no

Reass gned case to 88F

SME reviewed

Customer stated that he reached out to the dea ersh p regard ng h s appo ntment and that the serv ce manager was not there so he spoke w th someone e se from the serv ce department and they nform ed h m that no appo ntment s made. He s ated that he w ca and speak w th Mke to ver fy the appo ntment, Document ng the notes.

Anthony ca ed n and exp a ned var ous ssues w th W amsburg and Hampton Dea ersh ps w th the ssues w th 3 of the veh c es he purchased where ALL 3 veh c es had exhaust ssues where t was enter ng the veh c es when acce erat ng qu ck y to get onto nterstates and other scenar os where he s ates that a 3 veh c es have same/s m ar V 6, 6 cy nder and transm ss ons. Anthony exp a ned that there was var ous

issues with 2nd purchase of the 2017 Pacifica where his Mother went in and was very upset and dealt with the owner and she had Alzheimer's who was extreme with her behavior as she owned the vehicle for her son Anthony's business; this vehicle's agreement in purchase had a wiring harness that was never installed.

Anthony's Mother returned the vehicle back to Williamsburg and now Anthony is requesting the wiring harness so he can install on the current (3rd vehicle) Pacifica 2017 where he is installing the transfer hitch and Beve today as Williamsburg Dealership informed Anthony that they "cannot work on his vehicle no longer" where Anthony believes the Owner David Johnson "blocked his VIN # out of the Williamsburg Dealership" where the following issues need to be repaired: starting, exhaust fumes in vehicle, radio connection and the ACC circuit. Anthony has a great relationship with SMW. Anthony is seeking the Wiring Harness from Williamsburg Dealership or FCA and to get his vehicle serviced at Williamsburg.

In Service Date: 07/17/2017

Original Owner: Yes

Mileage: 1200

Vehicle purchase opportunity. Just this one.

Multipoint Repairs/ Previous related repairs: No but vehicle is one month old.

MVP plans: Navigaton

Other:

Wiring harness and the Beze needs to be installed by [REDACTED] prior to Saturday (cannot get into dealership for 3 weeks) for his employment where he purchases a transfer for his business and appreciate a callback from CM at 757 561 6418. Anthony's wife added that her Mother Law dealing with dealership "discrimination" as the vehicle has various issues.

***** Create Prep Sheet *****

Prep sheet was saved successfully.

~

*****OUTBOUND CUSTOMER CONTACT*****

[REDACTED] @ [REDACTED]

Agent spoke with customer who has several concerns.

- 1) repeat concern with exhaust smell
- 2) needs a wiring harness for towing installed by Sat.
- 3) His mom has gone to the dealership and has insulted people so that the dealership has backed behind him.
- 4) customer has purchased several vehicles that have already had repeat concern with the smell of exhaust.

Agent spoke with Tech Pod who referred agent to Star Case S [REDACTED]

(WHICH CAN NOT BE GIVEN

TO CUSTOMER) It can be given to dealership.

Agent advised customer that she would try to speak with W at the dealership today.

*****OUTBOUND DEALERSHIP CONTACT*****

WILLIAMSBURG CHRYSLER / DC 64067 / 757 229 1050

Agent spoke with W SM who advised that management made the decisions on that the dealership would not work on this customer's vehicles.

Customer has had issues with Sales / forfeited a vehicle and left at the

dealership with frustrations among other things. They/he will no longer work

on this customer's vehicles.

*****OUTBOUND CUSTOMER CONTACT*****

A [REDACTED]

Agent advised customer that the dealership has indeed advised that they won't

work on his vehicle.

Agent offered to contact Pomoco Chrysler to see if we could get an appointment

scheduled.

Customer states he will be contacting them but will be about getting

out of this

vehicle.

Agent asked customer if he would like to hear back from her in a few days

and customer

states that unless he get out of the vehicle he will be pursuing getting
the exhaust issue
resolved.

If customer calls back please reach out to dealership with Star Case on
line 91.

No diagnosis reassigned for survey bypass.

BYPASS ADDED

Customer Assistance Inquiry Record (CAIR)#

VIN	2C4RC1EG1	HR5	Open Date	08/22/2017	Built Date	09/22/2016
Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
In Service Dt	09/22/2016	Mileage	8100	Dealer Zone	71	LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				

Dealer	27086				
Dealer Address					
Dealer City			Dealer State	Dealer Zip	
Owner	N		Contact Type	TELEPHONE	
Address			Home Phone		
	MENLO PARK		Country	UNITED STATES	

Dea er By Pass Defau t Defau t Defau t	
Corporate SurveyBy Pass Defau t Defau t Defau t	
Product Electr ca Unknown Other Defau t	customer has had severa ssues w th veh c e

br e y desc r be customer reason for contact: Customer ca ed to see what her opt ons were for return ng her veh c e. Customer s ated that she has had severa e electr ca ssues w th her veh c e s nce she has got t. Customer stated that she just got veh c e back August 20th and she s scared to dr ve veh c e. Agent adv sed customer case wou d be esca ated customer thanked agent and d sconnected

Customer was nformed that by mak ng th s request

they are NOT actua yf ng emon aw or anyre ated process.

The r case s be ng esca ated for a review of the veh c e's repa r h story to determ ne f the r request mer ts further act on and that due to the nature of the r request, t w requ re a ca back wh ch w take

p ace w th n 12 bus ness days. The outcome of the review does

NOT determ ne Lemon Law e g b ty.

Preferred Morn ng/Mdday ca back number s 6

Preferred Afternoon/Even ng ca back number s

Who has possess on of the veh c e? (Owner/Dea er/IRF) owner

Reass gned to 91L

***** 91L Review *****

*****Case Esca ated to I2R*****

Reviewed Warranty H story wh ch determ ned th s case

shou d be esca ated to I2R for case management.

Ca ed the customer and ntroduced myse f as her CM. The customer stated

that she s hav ng troub e w th the nav gat on. Customer stated the

dea ersh p adv sed they be eve they found the concern and t's the BCM

wh ch was rep aced as t was ma funct on ng. It was dra n ng the battery

and caus ng the nav gat on to freeze. Customer stated she p cked up the

veh c e ast week. Customer s ated she s scared to dr ve w th her k ds.

Customer stated a strut mount concern that was mak ng knock ng no se and

sta ng. Customer a so ment oned concerns w th transm ss on. She a so

stated the veh c e came on and had a CEL warn ng ght. A so veh c e d d

not start and t was towed tw ce. Customer stated the dea ersh p stated

they fee conf dent the BCM rep acement shou d have f xed the be ow

concerns. Customer stated th s has been a huge nconven ence and she s

frustrated and fee s ke she was r pped off. Customer stated she has

been m serab e s nce the day she purchased the veh c e. (SM) R ck (SA)

Oscar at dea er 27086. I adv sed that I wou d reach out to obta n RO's

and adv sed the customer to cont nue to dr ve the veh c e and wou d ke

an update on how the veh c e s perform ng. Customer stated that her

husband s fr ends w th an attomey and reviewed her notes and stated

that she has a very strong case w th emon aw and Chrys er wou d have to

pay attomey fees and much more f she h res h m. Customer s demand ng

a buyback. Adv sed customer I wou d con act her Tuesday.

Concerns:

1) Nav gat on freezes up and gets a oad ng nd cator

2) Sta ng

3) Warn ng ghts

Called dealer 27086 and spoke with Sara who had spoke with customer and stated she would email me a copy of the RO's.

Follow up 8/29

Received RO's and attached.

Called customer and advised the I was able to obtain a RO's. I advised if concerns she mentioned were previous concerns or ongoing and she stated they were ongoing. She also added additional concerns:

4) Humming noise that continues when vehicle's off until doors opened.

5) Transmission shifting

I advised that I would contact her with an update on her case later in the week.

Follow up 9/1

SUSAN TRAVERSAT called asking to speak to her case manager AS3553, as she

has had no response since 8/29/2017. Customer was asking for an update on her vehicle status.

WRITER gave customer her case number, case manager's first name and I2R number: 888 542 7239.

WRITER transferred caller to toll free number for I2R.

CUSTOMER requested a callback today or asap and stated that she would contact an attorney if she did not get any response from us.

Called customer who stated the sliding door did not work and vehicle's jumping. I asked if she would take her vehicle in service for repairs and ongoing concerns and she refused to do so. She stated she has an attorney who asked to wait to see what Chrysler does first because they are confident she has a case and would win. I advised that I would update her regarding her case once an update was available.

Follow up 9/13

Called customer LVM requesting return phone call.

Follow up 9/14

Status update provided via email to the following email address:

Anthony.stanley@stercycle.com

doc

Below documents are also attached to the email:

[REDACTED] Letter.pdf

End of Status Update

Status update provided via email to the following email address:

[REDACTED]

[REDACTED]

Attached is the offer letter we discussed.

Anthony

Below documents are also attached to the email:

[REDACTED] Offer Letter.pdf

End of Status Update

Called customer and offered replacement and she accepted. She asked if she could just get her money and I said I believe so and she would need to speak to the replacement coordinator who would explain a portion of the details. I advised that I would send her an offer letter.

Customer Assistance Inquiry Record (CAIR)#

32263779

VIN	2C4RC1EG5	HR747704	Open Date	08/24/2017	Built Date	04/05/2017
Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
In Service Dt	04/06/2017	Mileage	1034	Dealer Zone	70	PHOENIX
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PW2	TUSK WHITE				
Engine	ERC	3.6L V6 24V WT ENGINE UPG I W/ESS				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	44394	TEMPE DODGE				
Dealer Address	7975 S AUTOPLEX LOOP RD					
Dealer City	TEMPE			Dealer State	AZ	Dealer Zip 85284
Owner	MILLER JUDITH				Contact Type	TELEPHONE
Address	5202 S 28 PLACE				Home Phone	(800) 348 8267
	PHOENIX AZ85040				Country	UNITED STATES

Product	Unknown	Unknown	Sta ng	Defau t	Customer s ated that the veh c e sta ed and wou dn't start.
---------	---------	---------	--------	---------	---

Customer reported that the veh c e sta ed and wou d not start back up again. The veh c e s new and ow on m eage. Agent tr ed mu t p e t mes con act ng dea er. Dea er was reached hours ater. The dea er was ab e to d agnose. Customer s seek ng to return veh c e for another one. The customers nformat on was never p aced n the system from the dea er. Agent was unab e to enter a phone number or address for the customer. Customer has been adv sed to contact the dea er to have the nformat on updated.

Customer Assistance Inquiry Record (CAIR)#

32267607

VIN	2C4RC1GG2	HR668763	Open Date	08/25/2017	Built Date	01/12/2017
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	01/12/2017	Mileage	2603	Dealer Zone	51	CHICAGO
Plant	R	WMDSOR ASSEMBLY PLANT		Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	26828	NAPLETON'S MID RIVERS CHRYSLER				
Dealer Address	4951 VETERANS MEMORIAL PARKWAY					
Dealer City	ST PETERS			Dealer State	MO	Dealer Zip 63376
Owner	OLIVER J				Contact Type	ROADSIDE
Address	172 HUNTINGTON DOWNS				Home Phone	(636) 493 7012
	SAINT CHARLES MO				Country	UNITED STATES

Corporate	Roads de Services	Warranty	S art/Sta	Defau t
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Roads de Assistance Contacted DATE : 2017 08 25

Road Side File Created 08 25 17 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

2097 2099 ZUMBEHL RD 4951 VETERANS MEMORIAL PARKWAY

W CLAY ST

SAINT CHARLES ST PETERS

MO USA MO

VEH STALLED IN MIDDLE OF THE ROAD AT LIGHTS NEEDS

DEALER CODE : 26828 NAPLETON'S MID RIVERS CHRYSLER

Customer Assistance Inquiry Record (CAIR)#

32274991

VIN	2C4RC1BG7	HR507462	Open Date	08/26/2017	Built Date	04/27/2016
Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
In Service Dt	04/27/2016	Mileage	1800	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	45701					
Dealer Address						
Dealer City				Dealer State		Dealer Zip
Owner	TEIXEIRA,G				Contact Type	ROADSIDE
Address	4713 VILLAMARE LANE				Home Phone	(239) 300 3039
	NAPLES FL				Country	UNITED STATES

Corporate Roads de Services Warranty S art/Sta Defau t

Roads de Assistance Contacted DATE : 2017 08 26

Road Side Fee Created 08 26 17 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

4269 ENTERPRISE AVE 6381 AIRPORT PULLING RD N

INDUSTRIAL BLVD

NAPLES NAPLES

FL USA FL

STALLED OUT

DEALER CODE : 45701 Naples Chrysler Dodge Jeep Ram

Customer Assistance Inquiry Record (CAIR)#

32282312

VIN	2C4RC1BG9	HR523579	Open Date	08/27/2017	Built Date	06/13/2016
Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
In Service Dt	06/18/2016	Mileage	25000	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PBX	JAZZ BLUE PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	62869	BENSON CHRY DODGE JEEP				
Dealer Address	400 W WADE HAMPTON BLVD					
Dealer City	GREER			Dealer State	SC	Dealer Zip 29650
Owner	SMITH ,S				Contact Type	ROADSIDE
Address	72 MADELINE CIRCLE				Home Phone	
	TAYLORS SC				Country	UNITED STATES

Corporate Roads de Services Warranty Transm ss on Defau t

Roads de Assistance Con acted DATE : 2017 08 27

Road S de F e Created 08 27 17 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

1860 REID SCHOOL RD 400 W WADE HAMPTON BLVD

ROBERTS RD

TAYLORS GREER

SC USA SC

VEH DIED IN MDD OF RD / STUCK PARK

DEALER CODE : 62869 BENSON CHRY DODGE JEEP

Customer Assistance Inquiry Record (CAIR)#

32284578

VIN	2C4RC1GG5	HR585232	Open Date	08/28/2017	Built Date	10/12/2016
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	10/12/2016	Mileage	7000	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PRV	VELVET RED PEARL COAT				
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				

Dealer	45391	MEDINA AUTO MALL				
Dealer Address	3205 MEDINA RD					
Dealer City	MEDINA	Dealer State	OH	Dealer Zip	44256	
Owner	WING, JORDAN			Contact Type	TELEPHONE	
Address	1265 WATERBURY DR			Home Phone	(330) 461 0515	
	MEDINA OH 44256 3838			Country	UNITED STATES	

Reca T23: 2016 2017 EGR VALVE FUNCTION Other	2016 2017 EGR VALVE FUNCTION
Product Transm ss on / Transaxle Unknown Other Defau t	Transm ss on fa ure error/stuck n park
Corporate Hard Copy Manua Order Defau t Defau t Defau t	
Product Eng ne Unknown Check Eng ne Lamp On/F ash ng Defau t	Eng ne ght on

Br ef y summar ze why the customer s contact ng Chrys er: Customer ca ed stat ng h s w fe s broke down at a gas stat on and needs to get to the DLR. Reoccurr ng/unreso ved ssue w th eng ne ght, transm ss on fa ure error and veh c e w not sh ft out of park, keeps shutt ng down.

Br ef y summar ze what the customer s expect ng: Veh c e towed and repa red

Customer seek ng ass stance w th: Reoccurr ng/unreso ved ssue w th eng ne ght, transm ss on fa ure error and veh c e w not sh ft out of park, keeps shutt ng down.

Customer expect ng: Veh c e towed and repa red

Agent adv sed w esca ate to case manager.

Fo ow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone number: 330 335 2627 opt on 3 then opt on 4 unt 7:00 PM after 7:00 PM ca 330 461 0515

Ear est ca t me: 9:00am

Latest ca t me: 9:00pm

Updates va text: no

Updates va ema : no

Veh c e ocat on: Dea er 45391

Date and T me of Appo ntment: Be ng towed to DLR

Conf rmed appo ntment w th: n/a

Customer n ren a : no

Author zed by:

Renta start date:

JM2677 Approves Esca at on

Wr ter transferred customer to roads de to have veh c e towed to DLR.

In Serv ce Date: 12/10/2016

Org na Owner: yes

M eage: 7000

Veh c e purchase oya ty: 1 new 0 used

Mu t p e Repa rs/ Previous re ated repa rs: yes

MVP p ans: o change pkg

Other: none

***** Create Prep Sheet *****

Prep sheet was saved successfu y.

JORDAN WING 330 335 2627 opt on 3 then opt on 4 unt 7:00 PM

15 after 7:00 PM ca 330 461 0515

CM spoke w th the customer n regards to the concern w th the veh c e.

Customer stated that h s w fe was dr vng n the veh c e w th the r

nfant son and the veh c e just stops and they have no contro . Customer

a so s ated the Med na Dea ersh p had repa red the veh c e the frst

t me, when customer drove off the ot t happened aga n, Dea ersh p took

veh c e back n and worked on t aga n and stated t was repa red, t has

now happened a th rd t me. Customer's w fe s afra d to be n the

vehicle with the children.

Customer preferred contact

Email eagr@fyrsgmail.com

Phone Cell phone 330 461 0515 after 7:00 PM

WORK 330 335 2627 opt on 3 then opt on 4 until 7:00 PM 15

Text 330 461 0515

Status update provided via email to the following email address:

eagr@fyrsgmail.com

My name is Ritchie and thank you for taking the opportunity to speak with me regarding the concern with your 2017 Chrysler Pacifica. As I had stated I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

? Your case number is 32284578.

? The Chrysler Case Management telephone number is: 1 844 827 1999

? My direct extension is: 4718166

? My work hours are: 8:00am - 4:30pm (Eastern Standard Time Monday-Friday).

? I will contact you within one business day of your appointment by telephone to review your case with you.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

End of Status Update

*****OUTBOUND DEALERSHIP CONTACT*****

MEDINA AUTO MALL 45391 email rrubno@mednaautoma.net
CM emailed the SM Ron regarding the customer's concern with the vehicle's continuous issue of shutting down and customer having no control of the vehicle. CM asked for information as to what direction the dealership will be taking at this time with the vehicle.

*****OUTBOUND AREA MANAGER CONTACT*****

AM Tom / email

CM emailed AM Tom to inform him that vehicle back at Medina Auto Mall for the ride time.

***** Update Prep Sheet *****

Prep sheet was updated successfully.

*****INBOUND DEALERSHIP CONTACT*****

MEDINA AUTO MALL 45391 email rrubno@mednaautoma.net
SM Ron responded to CM's email, vehicle is at dealership and has not been diagnosed. SM Ron will keep CM updated.

DM contacted R. Rubino Service Mgr and requested he notify Tech Advisor and DM of additional technician assistance needed AFTER STAR Case is created.

SM to contact CM with diagnosis through email.

*****OUTBOUND DEALERSHIP CONTACT*****

MEDINA AUTO MALL 45391 email rrubno@mednaautoma.net
CM emailed the SM Ron regarding diagnosis on customer's vehicle.

*****OUTBOUND DEALERSHIP CONTACT*****

MEDINA AUTO MALL 45391 / 330 723 3291

CM left voicemail for SM Ron to contact CM with an update with diagnosis for the customer's vehicle. CM provided contact information 1 844 827 1999 EXT. 4718166.

Status update provided via email to the following email address:

eagr@fyrsgmail.com

This is Ritchie, a Case Manager with FIAT Chrysler. I wanted to let you know that I have contacted the Service Manager Ron at the Medina Auto Mall for an update on the diagnosis of your 2017 Chrysler Pacifica. If you have any updates for me, or other concerns or difficulties you'd like to address, do not hesitate to contact me so I may assist. You can reach me at 1 844 827 1999 ext 4718166 Monday to Friday between 8 am and 4:30 pm.

End of Status Update

*****INBOUND DEALERSHIP CONTACT*****

MEDINA AUTO MALL 45391 / 330 723 3291

SM Ron contacted CM stating that they are replacing the ABS module, then testing the vehicle, if the vehicle is having no further concerns vehicle will be returned to customer. SM Ron stated they also replaced part a Wiring Harness.

Status update provided via email to the following email address:

eagr@fyrsgmail.com

Th s s R che e, FCA Case Manager. I wanted to keep you updated on the repairs of your 2017 Chrysler Pacifica.

I spoke with the Service Manager Ron at Medina Auto Mall and he stated that they are replacing the ABS Module and Partial Wiring Harness. They will be testing the vehicle and if there are no further concerns, they will contact you to pick up the vehicle.

Once you have picked up your vehicle I will contact you in a couple of days to verify there are no further issues with the vehicle. Please do not hesitate to contact me with any questions or concerns you may have by calling me at 1 844 827 1999 EXT. 4718166 or responding to this email.

End of Status Update

An order for printed owner materials has been placed with our fulfillment house

The following items have been selected:

Warranty

Owner's Manual

***** INBOUND CUSTOMER CONTACT *****

JORDAN WING 330 335 2627 opt on 3 then opt on 4 until 7:00 PM after 7:00 PM call 330 461 0515

Customer picked up the vehicle and stated having some questions about the repair. Customer stated that this is the third time for the same issue and the Dealership repair included a recall customer did not know anything about. Specialist confirmed customer's address and reviewed the recall T23 2016 2017 EGR VALVE FUNCTION which stated letters were being distributed to customer's the week of Sept. 4/17. Customer is concerned for his family's safety because of the staining. Specialist suggested to the customer he could speak with the sales department at the dealership. Specialist ordered the warranty and owner's manual for the customer which provides information on options that the customer may choose. Specialist advised the customer the case will remain open for a couple of days and an email would be sent to him with contact information for further concerns should arise. Customer thanked Specialist for the assistance.

Status update provided via email to the following email address:

eagfyr@gmail.com

I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is: 32284578

The FCA Case Management Telephone Number is: 1 844 827 1999

My Direct Extension is: 4718166

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, for your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may reopen your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. We'd ask that you take the time to complete the survey so we can know how we're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

It has been a pleasure working with you, all the best

End of Status Update

CLOSED LOOP UPDATE no need for additional follow up.

Customer Assistance Inquiry Record (CAIR)#

32291959

VIN	2C4RC1GG5	HR585232	Open Date	08/29/2017	Built Date	10/12/2016
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICALIMITED PLATINUM WAGON		
In Service Dt	10/12/2016	Mileage	7500	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PRV	VELVET RED PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	45391	MEDINA AUTO MALL				
Dealer Address	3205 MEDINA RD					
Dealer City	MEDINA			Dealer State	OH	Dealer Zip 44256
Owner	WING ,JORDON				Contact Type	ROADSIDE
Address	1265 WATERBURY DRIVE				Home Phone	(330) 461 0515
	MEDINA OH				Country	UNITED STATES

Corporate	Roads de Services	Warranty	Vehicle Inoperable	Default
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Roads de Assistance Contacted DATE : 2017 08 29

Road Side Fee Created 08 29 17 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

302 SOUTH COURT ST 3205 MEDINA RD

E SMITH RD

MEDINA MEDINA

OH USA OH

STALL AT GET GO GAS STATION/UNATTENDED KEYS IN CTR

DEALER CODE : 45391 MEDINA AUTO MALL

Customer Assistance Inquiry Record (CAIR)#

32291997

VIN	2C4RC1EG4	HR708778	Open Date	08/29/2017	Built Date	02/16/2017
Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
In Service Dt	02/16/2017	Mileage	7885	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PRV	VELVET RED PEARL COAT				
Engine	ERC	3.6L V6 24V WT ENGINE UPG I W/ESS				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	68748	PARKWAY CHRYSLER JEEP, INC				
Dealer Address	21560 HALL RD					
Dealer City	CLINTON TOWNSHIP			Dealer State	MI	Dealer Zip 48038
Owner	FRANZ ,KRISTEN				Contact Type	ROADSIDE
Address	39812 SHETLAND STREET				Home Phone	
	CLINTON TWP MI				Country	UNITED STATES

Corporate Roads de Services Warranty S art/Sta Defau t

Roads de Assistance Contacted DATE : 2017 08 29

Road S de F e Created 08 29 17 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

39812 SHETLAND ST 21560 HALL RD

CHARTER TOWNSHIP OF CLINTON CLINTON TOWNSHIP

MI USA MI

VEH STALLED AND STUCK IN PARK NOW/VEH IN THE MDD

DEALER CODE : 68748 PARKWAY DODGE CHRYSLER JEEP

Customer Assistance Inquiry Record (CAIR)#

32298098

VIN	2C4RC1BG9	HR587539	Open Date	08/29/2017	Built Date	09/27/2016
Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
In Service Dt	09/27/2016	Mileage	9778	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PW2	TUSK WHITE				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	44259	DOVER DODGE CHRYSLER JEEP, INC.				
Dealer Address	396 ROUTE 46					
Dealer City	ROCKAWAY			Dealer State	NJ	Dealer Zip 07866
Owner	BREUER ,YOEL				Contact Type	TELEPHONE
Address	29 FOREST RD				Home Phone	(845) 781 8158
	MONROE NY10950 2976				Country	UNITED STATES

Product Dr vab ty Unknown Sta ng Defau t	car sta ng out wh e operat ng
--	-------------------------------

customer ca ed n stated the veh c e keeps sta ng out wh e dr v ng.

customer s seek ng ass stance w th a d agnos s appo ntment. agent

adv sed customer they cou d ass st w th schedu ng the serv ce

appo ntment. agent ca ed dea er 7182362600. agent spoke to Ash ey.

customers d agnos s appo ntment 09/07/17 @ 9am. agent prov ded customer

w th appo ntment deta s.

Customer Assistance Inquiry Record (CAIR)#

32298135

VIN	2C4RC1EG6	HR770411	Open Date	08/29/2017	Built Date	05/26/2017
Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
In Service Dt	05/26/2017	Mileage	2939	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PRV	VELVET RED PEARL COAT				
Engine	ERC	3.6L V6 24V WT ENGINE UPG I W/ESS				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	44463	FALLS CHRYSLER JEEP DODGE				
Dealer Address	4100 STATE RD					
Dealer City	CUYAHOGA FALLS			Dealer State	OH	Dealer Zip 44223
Owner	KANE ,JAMES & CAROL				Contact Type	TELEPHONE
Address	1156 S HAMETOWN RD				Home Phone	(330) 697 8175
	AKRON OH44321 1526				Country	UNITED STATES

Product	Eng ne	O ng System / Pan / Pump	Other	Defau t	Red o ght s on
Product	Ar Cond t on ng / Heater	Unknown	Inadequate	Coo ng Defau t	A/C s not work ng
Product	Unknown	Unknown	Hes tat on/No Power	Defau t	Issues w th speed contro and acce erat on
Product	Dr vab ty	Unknown	Hes tat on/No Power	Defau t	Issues w th speed contro and acce erat on

Br ef y summar ze why the customer s contact ng Chrys er: Customer states they are trav ng to CA from OH. Customer s ates they are current y n NV. Customer s ates wh e dr vng there veh c e was hav ng a ssue w th the speed contro and acce erat ng. Customer s ates the ac stopped work ng and the red o ght came on. Customer states the veh c e was towed to DLR 45625 after wa t ng 3 hours for a tow. Customer states they are supposed to eave to CA tomorrow morn ng for a wedd ng and needs reso ut on now. Customer s ates the SM was supposed to fo ow up at Noon to fo ow up w th the veh c e and they have no heard from them.

Br ef y summar ze what the customer s expect ng: customer s seek ng new veh c e to travel to CA

Agent con acted DLR and was unab e to get through. Agent eft message for SM Jacob to fo ow up w th customers. Agent offered CM and adv sed a ca back wou d be made tomorrow. Customer states that s not good enough. Customer requested superv sor. Agent offered empowerment statement. Customer states someth ng needs to be done r ght now.

****LIVE SUPERVISOR CALL****

Wr ter was approached by the agent as the customer was current y outs de of h s state and s trav ng and h s veh c e s down. Wr ter agreed to take the ca . Wr ter spoke w th the customer and found that he s ook ng for a veh c e r ght now as he trans ent customer. The wr ter adv sed that she w go ahead and make sure that they are con acted by a CM by the EOB today due to the scenar o. The wr ter adv sed that she w shes she cou d he p more mmed ate y but she w need to get them to the CM team to get them to fo ow up w th them.

Customer seek ng ass stance w th:

[Veh c e's speed contro s not work ng and t s acce erat ng, the o ght s on and the A/C has stopped work ng].

Customer expect ng:

[Customer s ook ng for a renta and to have the r veh c e f xed].

Agent adv sed w esca ate to case manager.

Fo ow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone number:

Ear est ca t me: 330 697 8175

Latest ca t me: 330 697 8175

Updates v a text: Y [330 697 8175]

Updates v a ema : Y [ckane63@roadrunner.com]

Veh c e ocat on: [Dea er]

Date and T me of Appo ntment: [Current y at the DLR].

Conf rmed appo ntment w th: [Sahara, 45625]

Customer n ren a : N (Look ng for one)

Author zed by: N/A

Renta start date: [N/A]

***** ECS\LVL 2 SWAT*****

In Warranty or OOW: In warranty

MVP (Act ve): NEW MAXIMUM CARE (MINIMUM 5/60 PT WARRANTY)

Ownership history: 4 & 6 in the household

Original or Current Owner: Original

Incomplete Recalls: No

Writer spoke with SALarry in Service. SA transferred writer to SM

Agent attempted to contact dealer Service Manager Typhus, however, SM not available. Left message for a return call at extension 40559. To get some updates and find out what is going on with the vehicle.

WRter spoke with customer. Customer let writer know they are still working on the vehicle and don't know when the DLR will be done and so they are at Enterprise to pick up a rental vehicle. Customer says that the drive belt that is shredded and it damaged other parts and so they are waiting on the parts. WRter let customer know writer will look into what parts were ordered and will look into arrival date for the parts.

WRter spoke with Cory in Parts. Cory let writer know RO#6100625. There are no parts billed out on this order yet. SA is Jacob.

SA let writer know his tech has not had time to get the parts ordered and so he does not have the work order in front of him yet. WRter let SA know writer will follow up tomorrow, 08/30/2017 regarding parts and ETA. WRter let SA know writer let customer know if rental was not covered under the warranty writer would help customer out with rental.

CONTACT UPDATE Customer was contacted today 08/29/2017

Customer was provided with agent's extension: 40559

Status update provided via email to the following email address:

ckane63@roadrunner.com

Hello, my name is Ange and I have been assigned as your case manager.

This email is confirmation that your case, 32298135, was successfully escalated to me. After I review the details of your case I will be calling you at your preferred number, 3306666394, within the next 1-2 business days. My office hours are 9:30 am - 6:00 pm (Mountain Standard Time). My contact information is 800.763.8422 EXT 40559. If your preferred telephone number mentioned above isn't correct, please reply with the correct one.

End of Status Update

***** Create Prep Sheet *****

Prep sheet was saved successfully.

Customer calls to speak with the specialist.

Writer transferred the call to AG1365 at ext:40559 VM.

Status update provided via email to the following email address:

AG1365@chrysler.com, cp1389@chrysler.com, bs899@chrysler.com

ASAP callback request.

End of Status Update

Writer spoke with Mike in Parts. The ordered a serpentine belt, tensioner, 2 der pulleys, front belt pan, and a splash shield. ETA for parts is scheduled for tomorrow, 08/31/2017. The front crank seal in stock which they installed. Writer will follow up in the next 1-2 business days regarding parts repairs and then will follow up with customer.

Begin Customer Message reviewed:

Abe called me 330 697 8175. Caro Kane

End of Reviewed Customer message

Writer attempted contacting DLR Parts. They are still waiting on a part, however writer got disconnected and so does not have Part Order No. or ETA.

Writer attempted contacting SA Jacob on his cell: (702) 479 2182. To find out what part we are waiting for and when the ETA is for it? WRter let SA know writer did try to contact Service and Parts several times but was put on hold or disconnected. WRter let SA Jacob know writer will not be in the office on Monday, 09/04/2017 due to the Holiday but will be back in on Tuesday, 09/05/17 and will follow up on this date or after if writer does not hear from SA.

WRter spoke with customer. Customer let writer know the repair end got a call from the Dealership stating the parts are in vehicle would be repaired today, 09/01/2017. WRter forwarded customer SA Jacob's contact information and let customer know writer has tried to contact the DLR and left SA a message to contact writer back on parts repairs. Customer

thanked writer for a lot of writers help and will contact the DLR to see if

the vehicle will be repaired today, 09/01 and will see if they will keep the vehicle until Tuesday, 09/05/2017 so they have time to drive back from California to pick it up on the way back home from the wedding? Writer let customer know if writer hears anything writer will contact customer and if customer has any issues to contact writer back and let writer know? Writer let customer know writer will not be in the office on Monday, 09/04/2017 due to the Holiday but will be back on Tuesday, 09/05/17 and will follow up on this date or after.

Writer spoke with SA Jacob. SA let writer know the vehicle has been repaired and is ready for pickup, however customer is still out of town. SA let writer know customer may be in to pick up the vehicle today, 09/05 but the customer has to drive back through from CA. Writer will follow up within the next few days to see if customer picked up the vehicle and to see if repairs are to customer satisfaction.

Customer left writer a voicemail letting writer know they picked up vehicle on 09/05/2017. Customer left writer Her phone No.# (303) 697 8175 & His phone No.#(303) 697 8157. Writer will follow up on repairs within the next few days.

Writer spoke with customer. Customer let writer know they are still on the road and were advised by the Dealer ship they bought the vehicle from 44463 FALLS CHRYSLER JEEP not to use the cruise control because that is what seems to have caused the issues. Customer let writer know when he gets back into town he is going to take the vehicle into 44463 FALLS CHRYSLER JEEP next week and have them look over the vehicle and make sure

there is no mechanical or mechanical shavings in the engine. Writer let customer know writer will leave the case open and will follow up with customer next week on appointment date.

Vehicle is at the dealer ship FALLS CHRYSLER JEEP DODGE (44463)
Update triggered by s789060

Customer (Caro Kane) called in and left writer a voicemail letting writer know not to close her case because they had to have the vehicle towed into current dealer ship FALLS CHRYSLER JEEP DODGE which costs \$700.00+. Customer let writer know when they picked up the vehicle from Dealer ship Sahara, 45625 when they were driving on the freeway the vehicle broke down 09/08/2017. It would not accelerate past 45 miles per hour and they were almost hit by a semi truck and so they had to have the vehicle towed in. Customer feels the lives are in jeopardy and the vehicle is not safe to drive. Writer will follow up with DLR and follow up with customer.

WRter spoke with SA Betsy. SA let writer know the vehicle was towed in on Saturday, 09/09/2017 and SA got in on Monday, 09/08. SA let writer know customer's vehicle has an oil leak and it is all over the vehicle and so they are in process of diagnosis to find out where the leak is coming from. SA let writer know they are taking pictures before it gets cleaned up. SA let writer know she just spoke with the customer and they are expecting a call. SA let writer know to follow up by tomorrow, 09/13/2017. SA let writer know customer is not in a rental vehicle but if they need one she will definitely make sure they get one. Writer let SA know writer is willing to help out with goodwill on rental or repairs if we need to.

Writer spoke with customer. Customer let writer know they do not want the vehicle back and will not drive it again because of what has happened with it. They bought the vehicle so they could travel because their other vehicles are getting old. Customer let writer know they have had 9 Chrysler vehicles and have never had any issues traveling with any of them until this one. Customer (both him and his wife) let writer know they were scared to death when they were on the freeway with a great big semi barreling down on top of them and they could not accelerate the vehicle over 45 miles per hour. They were trying to get out of the lane and were almost sideswiped by the semi and state, "they could have been killed!" Customer let writer know he cannot even sleep at night because of it. Customer thought 45625 SAHARA CHRYSLER JEEP DODGE RAM fixed the vehicle. They already had issues with it when they were in Nevada and had to leave it at this dealer ship for repairs because they had to be in California for a wedding and expected it to be repaired, however this was not the case when they were driving back through to pick it up and make

the vehicle home. Writer asked customer what direction they want to take with the vehicle? Customer let writer know they will never drive this

vehicle again and will get an Attorney if they have to. Writer let customer know if they want to trade then they will need to do this through the dealership. Customer let writer know they do not want to trade it because they would be upside down on it and wanted to know what to do about the payments they are still making on it and want Chrysler to give them a brand new vehicle. Writer let customer know if customer is looking to get into a new vehicle writer is not qualified to advise or handle anything legal and strictly handles repairs but can escalate customer's case for a review of the request.

Customer was informed that by making this request they are NOT actually going to follow any related process. The request is being escalated for a review of the vehicle's repair history to determine if the request merits further action and that due to the nature of the request, it will require a callback which will take

place within 12 business days. The outcome of the review does NOT determine Lemon Law eligibility.

Preferred Morning/Midday callback numbers (330) 697 8175 or (330) 666 6395

Preferred Afternoon/Evening callback numbers (330) 697 8175 or (330) 666 6395

Who has possession of the vehicle? Dealer Reassigned to 91L

Writer let customer know the vehicle can still stay at the dealership and diagnosis/repairs, however if the case is returned to a CM, CMW proceed with diagnosis/repairs.

***** 91L Review *****

***** Case Escalated to I2R *****

Reviewed Warranty History which determined this case should be escalated to I2R for case management.

***** Rental Value Updated *****

Estimated Rental Amount: \$45 Provided By: CAC Days Authorized: 1

***** Rental Value Updated *****

Estimated Rental Amount: \$40.00; Additional Rental Amount: \$ 5.00; Provided By: CAC; Days Authorized: 1

***** Rental Value Updated *****

Estimated Rental Amount: \$45 Provided By: CAC Days Authorized: 1

***** Rental Value Updated *****

Estimated Rental Amount: \$0 Provided By: CAC Days Authorized: 1
Disregard notes 212 220

Called dealer (45625) was transferred to service. Manager answered the line and disconnected after CM introduced herself. CM called back twice with no response. CM called back again and requested to speak with SA Jacob, was transferred to SA's VM. CMLVM for a callback.

Placed note to the customer to explain the case has been escalated to me for special handling. Customer was unavailable so a VM was left at (330) 697 8175 advising of my direct number (214 583 2105) along with my hours. Requested callback to discuss case and thanked customer for being a Chrysler customer.

*** Follow up 09/15/17 ***

Called customer and was unable to leave VM requesting callback.

** Follow up 9/18 **

Received VM from customer returning CMs call. Customer stated the vehicle did twice on them. Customer stated the vehicle is undrivable and she would like CM to let her know what can be done.

Called and spoke with customer, completing the note to contact call. Advised customer I have been assigned as the case manager and the case has been escalated to me for Special Handling. Customer expressed concerns with the vehicle dying on them twice. Customer stated the vehicle was towed to Father's Chrysler Jeep Dodge (44463) and confirmed customer's current usage as a rental. Provided customer my name and direct contact information (214 583 2105). Advised customer I will be in contact every 2-3 business days while I review the case for resolution. Customer and husband advised they believe the vehicle is a lemon and they do not want the vehicle. Customer advised they are working with SA Betsy

Mo es at the dea er.

Ca ed dea er (44463) spoke w th SA Betsy who conf rmed the veh c e s current y at the dea er. SA stated they veh c e was towed n due to a no acce erat on ssue. SA stated they took the veh c e out and the veh c e overheated and on them and there s an o eak. CM updated RO nformat on.

fo ow up 09/21/17

***** Fo ow ng Corporate Resource has been con acted *****

TAPS

on 2017 09 18 @ 11:51

CAIR ESCALATION UPDATE

SEE STAR CASE# 100944313 FOR INFORMATION

CAIR ESCALATION UPDATE

SEE STAR CASE# 100944313 FOR INFORMATION

Ca ed dea er (44463) spoke w th SA Betsy who adv sed parts have been ordered and w arr ve tomorrow.

Spoke w th customer and adv sed of conversat on w th Betsy. I adv sed customer she w be offered a form of compensat on once the veh c e becomes repa red. I adv sed customer CM not offer ng to rep ace the veh c e at th s t me. I adv sed customer I w a ow the dea er some t me to rece ve the parts, have them nsta ed and test dr ve the veh c e and w fo ow up for an update. Customer agreed.

fo ow up 09/26/17

CAIR ESCALATION UPDATE

SEE STAR CASE# 100944313 FOR INFORMATION

CAIR ESCALATION UPDATE

SEE STAR CASE# 100944313 FOR INFORMATION

Ca ed dea er (44463) adv sed SA Betsy eft ear y. CMLVM for a ca back from SA Betsy w th an update on the customer's veh c e.

fo ow up 09/28/17

***** Be ow Customer Contacted for Documentat on Request *****

ckane63@roadrunner.com on 2017 09 26 @ 17:02

Status update prov ded v a ema to the fo ow ng ema address:

ckane63@roadrunner.com

Mr. and Mrs. Kane,

I have sent you a separate ema that conta ns a nk for you to attach a copy of your month y car note statement to. The document needs to nc ude the veh c e owner's name and payment amount or VIN and payment amount. The nk s good for 7 days. P ease ensure to attach your document w th n th s t me frame. P ease et me know f you have any quest ons.

Regards,

Raven

End of Status Update

CAIR ESCALATION CLOSURE

SEE STAR CASE# 100944313 FOR INFORMATION

***** Customer Document Rece ved *****

Spoke w th customer and adv sed I wou d ke to re mburse two of her month y payments based on the past ssues that have occurred on her veh c e, but rep acement not be ng offered. Customer s ated she w need to speak w th her husband and make a determ nat on.

fo ow up 10/03/17

Ca ed dea er (45625) and ob a ned RO nformat on on the veh c e.

Ca ed customer at (330) 666 6395 tw ce and reach error tone.

Ca ed customer at (330) 697 8175 and LVM for a ca back.

fo ow up 10/05/17

Customer eft message thank ng RF1049 for ass stance and request ng a ca back. States there was a m x up w th the phones but both (330) 697 8175 and (330) 697 8157 are va d numbers.

Ca ed customer at (330) 697 8157 and LVM for a ca back conf rm ng the r acceptance of the offer previous y extended.

Ca ed customer at (330) 697 8175 and ne rang a few t mes then ne d sconnected.

fo ow up 10/09/17

Received VM from customer stating they do not want to accept the offer.

Spoke with customer at (330) 697 8157. Customer confirmed he does not want to accept the two month payment reimbursement offer. Customer stated he is seeking either a replacement vehicle or a full refund of the monies he has paid to date (\$10,000 down payment+3 month payments). I apologized to customer that neither offer are being extended at this time. I advised customer I can reimburse the two month payments reimbursement for his time without the vehicle and inconvenience the vehicle has caused. I advised customer with Chrysler, the goal is to get the vehicle repaired and that was done. Customer expressed his lost trust in the vehicle. I advised customer he can speak with NCDS as an alternative. CM provided customer NCDS contact information and advised customer offer extended is good for 30 days (11/09/17). Customer understood and thanked CM for assistance.

standby to close

Customer calling the unit is a lemon and wants to speak to corporate.

Customer has sent in documents that were requested.

Escalating to 97L.

Agent quoted AC 24992.

Customer calling that he is afraid of driving the vehicle.

CAIR RE OPENED AND FOLLOWING REASON CODE(S) REMOVED

Close Loop Exception Reason Code

There is a current legal case. No goodwill for vehicle payments can be approved.

Vehicle is at the dealership FALLS CHRYSLER JEEP DODGE (44463)

Update triggered by S789060

Customer Assistance Inquiry Record (CAIR)#

32299324

VIN	2C4RC1BG4	HR821294	Open Date	08/29/2017	Built Date	06/20/2017
Model Year	2017	Body	RUC53	CHRYSLER PACIFICA TOURING L WAGON		
In Service Dt	06/20/2017	Mileage	100	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERC	3.6L V6 24V WT ENGINE UPG I W/ESS				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				

Dealer	60453	EASTCHESTER CHRYSLER JEEP DODGE				
Dealer Address	4007 BOSTON RD					
Dealer City	BRONX	Dealer State	NY	Dealer Zip	10466	
Owner	SPRIA,URIEL			Contact Type	LETTER	
Address	3256 BEDFORD AVENUE, 2ND FLOOR			Home Phone	(347) 267 4577	
	BROOKLYN NY11210 4509			Country	UNITED STATES	

Product Dr vab ty Unknown Sta ng Defau t	
Referra Top Care Execut ve Team Defau t Pub c Re at ons/Commun cat ons	

POSTMARK DATE: 082917; DATE RECEIVED: 083017

*****TOP CARE: EXECUTIVE REFERRAL*****

Top Care customer frst contact was 08/30/17 at 13:10 by MLS45

Top Care fo ow up contact was 08/30/17 at 13:10 by MLS45

Owner's ema was rece ved n Execut ve Referra . Owner sa d he eased th s veh c e and rece ved t on 8/24/17. Owner sa d wh e h s w fe was dr vng the veh c e w th the r ch dren ns de, the veh c e sta ed. Owner sa d the veh c e was towed to dea ersh p 60710 for d agnost cs. Owner sa d he was adv sed by the dea ersh p the TCMfa ed and w take two weeks to repa r. Owner sa d he was den ed renta s nce he d d not purchase the veh c e from that dea ersh p. Owner sa d he has a vacat on p anned for 8/30/17 9/1/17 and does not have a veh c e to dr ve.

Wr ter ca ed dea ersh p and spoke w th Magg e n serv ce. Magg e sa d the veh c e was towed nto the dea ersh p today. Magg e the veh c e has been ass gned to serv ce Wr ter, Robert, at ext. 233, but the veh c e has not been d agnosed yet. Magg e sa d wr ter cou d not speak w th Robert or eave a v/m message as he s current y on the phone. Magg e sa d the customer was contacted by the dea ersh p but he has not returned the r ca .

Wr ter ca ed owner and acknow edged rece pt of ema . Wr ter prov ded update from dea ersh p. Wr ter adv sed the dea ersh p eft a v/m message for h m and s wa tng for h s ca back. Wr ter prov ded Serv ce Wr ter's name and extens on. Wr ter nqu red f owner s current y n a renta , owner sa d yes, he was g ven a ren a though the dea ersh p. Wr ter adv sed s nce the d agnos s has not started at th s t me, wr ter w reach out to the dea ersh p tomorrow for nformat on and w fo ow up. Owner thanked wr ter.

NOTE: Veh c e was towed from dea er 60710 to dea er 60453.

9.07.17 Wr ter ca ed dea ersh p and the ca was d sconnected wh e on ho d for the serv ce department.

Wr ter ca ed owner and nqu red about the veh c e. Owner sa d he veh c e s st at the dea ersh p. Owner sa d he rece ved a ca from h s Serv ce Wr ter, Robert, today and was adv sed the part arr ved today. Owner sa d the part s a PCM. Wr ter adv sed she w fo ow up w th the dea ersh p to determ ne when the repa r w be comp eted. Owner sa d h s payments are \$369 a month and he has not made the frst payment yet, however, t s due w th n the next few weeks. Wr ter offered to re mburse owner for the frst months payment. Wr ter adv sed she w fo ow up w th the dea ersh p and w prov de fax number when she ca s back w th update. Owner thanked wr ter.

9.19.17 Wr ter ca ed owner and nqu red about the veh c e. Owner sa d

he finally got the vehicle back from the dealership. Owner said the vehicle appears to be repaired and "so far so good". Writer reminded owner of offer to reimburse for one month's payment. Owner said he just made his payment and will fax to writer attention. Writer provided name and number. Owner asked if writer can also reimburse the \$400 deposit fee for turning in a Chrysler Town and Country and leasing the Pacifica. Writer agreed to reimburse owner the first month payment and the lease deposit fee for customer satisfaction.

10.3.17 Writer called owner and left voicemail message informing he has made the first payment for the vehicle yet and paid the deposit fee. Writer reminded owner, as previously discussed, writer will reimburse for one month's payment and deposit fee. Writer provided desk number and fax number.

10.10.17 Writer called owner and informed he attempted to fax the requested information. Owner said he just received the deposit fee payment confirmation and will be faxing the information today. Writer provided fax number again.

Writer received faxed proof of payment (\$369.01) and deposit on fee information (\$395.00). Writer called owner and acknowledged receipt of fax. Writer advised the reimbursement total will be \$764.01. Owner verified mailing address and thanked writer.

POSTMARK DATE: 101017; DATE RECEIVED: 101117

Customer Assistance Inquiry Record (CAIR)#

32306344

VIN	2C4RC1GG2	HR528356	Open Date	08/30/2017	Built Date	06/17/2016
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	07/02/2016	Mileage	26000	Dealer Zone	71	LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	26914	MIDWAY CHRYSLER DODGE JEEP RAM				
Dealer Address	777 CAMINO DEL RIO SOUTH					
Dealer City	SAN DIEGO			Dealer State	CA	Dealer Zip 92108
Owner	KNUTH ,GREGORY S				Contact Type	TELEPHONE
Address	5201 MARLBOROUGH DR				Home Phone	
	SAN DIEGO CA92116 2036				Country	UNITED STATES

Product	Body/Tr m / Pa nt F n sh	Unknown	No sy	Unknown	Veh c e roof ng
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Customer ca ed n request ng someth ng be done regard ng h s veh c e.

States veh c e has ratt ng no se n roof.

Car shut off severa t mes and w ndows shut down, DLR f xed these ssues but do not know of any ssue re ated to roof.

Veh c e was aken to San D ego Chrys er for nspect on and repa rs.

DLR adv sed customer the ssue s "norma road no se".

Customer s not accept ng th s stat ng "that s not norma".

Customer requested same dea ersh p as they have other parts to repa r as parts are now n.

Agent phoned San D ego Chrys er, spoke w th Mbn ca n serv ce.

Warm transferred customer to set appo ntment.

Appo ntment was set for Thursday August 31 9:20am. Mbn ca adv sed h m

theyw provid e oaner f veh c e s needed onger than the day.

Adv sed customer CMw ca back n 1 2 bus ness days.

CUSTOMER REQUESTS CALLBACK BEFORE APPOINTMENT, IF POSSIBLE.

Agent provid ed h m w th Case number.

Reass gned to 88F

Agent phoned DLR for d agnos s of prevous nspect on. Spoke to Mr.Pat

who adv sed customer brought veh c e n Aug 7, they nspected and

t ghtened every screw and bo t they cou d. There shou d be no ratt ng

and f there s they do not know why.

TL reass gned to Inbasket 88F as 97 w not hand e Ca for a unt next week.

CMreass gned to 97Xper JIMM(TL) Th s s a WEST CST.

J m C adv sed to re ass gn to CB1768

Agent ca ed WESTGATE CHRYSLER JEEP DODGE RAM and spoke to the SM B ,

after ook ng over the dea er notes, SM stated that he had noth ng on any

overhead ratt ng no se. However customer s ates that they spoke to Pat

n the serv ce department who had the r QC Jeremy dr ve the veh c e w th

the customer. After the dr ve a ong QC determ ned the overhead ratt ng

no se was an ssue and not norma road no se, and that they wou d ca

h m oon o chedu e an appo n men u ome gave hem h con ac

nformat on, but has not rece ved a ca for an appo ntment. I ca ed

back n to the dea er to conf rm but my ca was not answered.

Got an answer at the dea ersh p but the SM was unava ab e and so were

the ST and the QC who d rect y worked on th s case.

Status update provid ed v a ema to the fo ow ng ema address:

gregknuth@me.com

He o, I got n touch w th the dea er however the reps I needed to speak

w th were unava ab e to speak w th today. I w try back tomorrow

morn ng and get you an answer/appo ntment as soon as poss b e. Thank you.

End of Status Update

Agent ca ed the Dea er but ne ther the SM or the ST or QC nvo ved n

the case were n yet. Left a message for each of them, and am wa t ng for

a ca back. W fo ow up ater n the day f I don't hear from them.

D scovered that the serv c ng dea er provid ed n the CAIR s not the same

as the dea er who actua y serv ced the veh c e after more carefu

read ng of the Narrat ve. I have updated the Serv c ng Dea er to San

D ego CDJR and am attempt ng to contact the r SMPh p And the SAPat, ne ther of whom s ava ab e today.

Status update prov ded v a ema to the fo ow ng ema address:

gregknuth@me.com

H Greg,

I ca ed n to speak to the dea er and I was unab e to reach e ther of the necessary reps today. I w be out of the off ce unt Tuesday, due to the weather cond t ons n my home s ate of F or da. I apo og ze for any nconven ence and w cont nue to work d gent y on your case upon my return.

Thank you.

End of Status Update

Veh c e s at the dea ersh p SAN DIEGO CHRYSLER DODGE JEEP RAM (26914)

Update tr ggered by s64410p

Agent reached out to Dea er, spoke to Jeremy the QC he s current y tak ng apart the top and d agnos ng the veh c e. Dea er w contact Customer ater today when the d agnos s s comp ete. Agent updated customer on progress of the veh c e.

Beg n Customer Message rev ewed:

Off c a y today the car s n the shop to be f xed. The d rect ne to

Jermey K e ger s:

619 293 6336

End of Rev ewed Customer message

Agent reached out to Jeremy to get an update on the repa r and rece ved no answer but eft a vo cema request ng a ca back.

Agent reached out to SM but rece ved no answer

Agent reached out to SM and QC but rece ved no answer from e ther. Both contacts at the dea er have vo cema s request ng ca backs.

Agent reached out to SM(Ph p) and QC (Jeremy) and rece ved no response but eft another vo cema request ng a ca back n each vo cema box.

6192936322 s the d rect number for SM(Ph)

Repa rs are comp ete and the veh c e has been p cked up. Fo ow up conc uded that the ratt e s gone at ast and the veh c e s operat ng as des gned. Agent s now c os ng the case.

Customer Assistance Inquiry Record (CAIR)#

32310174

VIN	2C4RC1EG1	HR778030	Open Date	08/31/2017	Built Date	05/17/2017	
Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON			
In Service Dt	05/17/2017	Mileage	1800	Dealer Zone	32	NEW YORK	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERC	3.6L V6 24V WT ENGINE UPG I W/ESS					
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS					
Dealer	26405	FREEHOLD CHRYSLER JEEP, INC					
Dealer Address	4304 ROUTE 9 SOUTH						
Dealer City	FREEHOLD			Dealer State	NJ	Dealer Zip	07728
Owner	ELLIS JEFFREY D				Contact Type	TELEPHONE	
Address	25 RACON DR				Home Phone	(908) 216 7460	
	HAZLET NJ07730 1449				Country	UNITED STATES	

Corporate SurveyBy Pass No D agnos s Defau t Defau t

Product Unknown Unknown Sta ng Defau t

Br ef y summar ze why the customer s contact ng Chrys er: Customer s
ca ng n s at ng that she s exper enc ng ssues w th her veh c e.

Br ef y summar ze what the customer s expect ng: Customer s expect ng
ssue to be f xed.

Customer states that she was dr v ng the veh c e down the street w th her
k ds n the veh c e.

Customer states that sudden y she ost automot ve power and not ced the
con f ash ng over her dr ve con.

Customer then rece ved a message stat ng to p ace the veh c e nto P and
start the veh c e up.

Customers veh c e d not crank unt the second attempt.

Agent reached out to DLR: 26405 and spoke w th Ed who was ab e to ass st
the customer w th schedu ng an appo ntment.

SurveyByPass Customer has fu warranty coverage No d agnos s.

Ed 26405

Customer Assistance Inquiry Record (CAIR)#

32315204

VIN	2C4RC1GG7	HR616299	Open Date	08/31/2017	Built Date	10/19/2016
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICALIMITED PLATINUM WAGON		
In Service Dt	10/20/2016	Mileage	5332	Dealer Zone	71	LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PW2	TUSK WHITE				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	24097	TUTTLE CLICK CHRYSLER JEEP DODGE				
Dealer Address	40 AUTO CENTER DRIVE					
Dealer City	IRVINE			Dealer State	CA	Dealer Zip 92618
Owner	PALMER ,DONALD				Contact Type	TELEPHONE
Address	25362 JUNIPER DR				Home Phone	(949) 294 7460
	MISSION VIEJO CA92691 3026				Country	UNITED STATES

Product Dr vab ty Unknown Sta ng Defau t

083117..am agrees to rep ace the veh c e due to mu t p e concerns for
sta ng. Customer wants another Pac f ca but s current y n a ease
w th Chrys er Cap ta . Veh c es frst concern at 500 m es.

Customer Assistance Inquiry Record (CAIR)#	32318356
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VIN	2C4RC1EG6	HR729986	Open Date	09/08/2017	Built Date	03/14/2017
Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
In Service Dt	04/15/2017	Mileage	7300	Dealer Zone		
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PRV	VELVET RED PEARL COAT				
Engine	ERC	3.6L V6 24V WT ENGINE UPG I W/ESS				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				

Dealer						
Dealer Address						
Dealer City				Dealer State		Dealer Zip
Owner	HAMLEY, REBEKAH				Contact Type	E MAIL
Address	39101 RODEFFER RD				Home Phone	(240) 382 0018
	LOVETTESMILLE VA20180				Country	UNITED STATES

Corporate SurveyBy Pass No D agnos s Defau t	
Product Unknown Unknown Sta ng Defau t	Customers veh c e sta ed adn had to be restarted.

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Car shut off wh e dr v ng

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

He o, Todaywh e I was s tt ng at a stop ght my car shut off wh e dr v ng. The b ue ght under D was f ash ng as was the D on the dashboard. No other serv ce ghts were on. I was ab e to put the car n park and res art. I am very concerned th s w happen wh e I am dr v ng at h gh speeds. P ease et me know the next step. Rebekah Ham ey
VIN:HR729986
M eage:7300

Serv c ng Dea er:Du es Chrys er Dodge Jeep Ram

T te:

F rst Name:Rebekah

Mdd e ln ta :

Last Name:Ham ey

Address 1:39101 Rodeffer Rd

Address 2:

C ty:Lovettesv e

State:VA

Z p:20180

Ema :rebekah312@gma .com

Home Phone:240.382.0018

*****END OF CUSTOMER EMAIL*****

Dear Rebekah,

Thank you for contact ng the FCA Customer Ass stance Center.

Congratu at ons on the purchase of your new 2017 CHRYSLER PACIFICA TOURING L PLUS WAGON!

I can certa n y understand you want ng to get th s s a ng concern reso ved so that you do not exper ence t agan. You have reached the r ght p ace as we certa n y want you to fee conf dent dr v ng your new veh c e. In order to get your veh c e concern d agnosed and reso ved, I wou d recommend that you contact Du es Chrys er and schedu e an appo ntment to get th s ssue d agnosed. In the meant me, shou d you exper ence th s same ssue aga n, p ease contact us or Roads de Ass stance d rect y w thout restart ng the veh c e (f t s safe to do so).

The reason that I suggest th s, s that when the veh c e s restarted, somet mes t c ears the error code and then when the Dea ersh p p p ugs n the d agnost c equ pment t shows no errors. If you contact Roads de for the free tow ng to the nearest Dea ersh p, then the error code shou d st be present wh ch w he p the Dea ersh p get your veh c e ssues d agnosed and reso ved for you. I comp ete y understand that f your veh c e sta s n an ntersect on, then gett ng t out of the way s your pr or ty, wh ch s why I stated th s opt on on y f t s safe to do.

Thank you aga n for your ema . Shou d you requ re add t ona ass stance, or have any new nformat on to prov de, p ease rep y to th s ema message or ca 1 800 247 9753.

Sincere y,

Joce yn

Customer Service Representative

FCA Customer Assistance Center

*****END OF CAC EMAIL*****

Reassigned to 861 for survey bypass for no diagnosis.

Customer Assistance Inquiry Record (CAIR)#

32318380

VIN	2C4RC1GG9	HR528385	Open Date	09/01/2017	Built Date	06/14/2016
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	06/17/2016	Mileage	28500	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	67920	GALEANA CHRYSLER JEEP INC				
Dealer Address	180 GREYSTONE BLVD					
Dealer City	COLUMBIA			Dealer State	SC	Dealer Zip 29210
Owner	THOMAS ,ASHLEY				Contact Type	TELEPHONE
Address	MAJ USA 546 MARSH POINTE DR CO				Home Phone	(803) 466 1500
	COLUMBIA SC29229				Country	UNITED STATES

Product Transm ss on / Transaxe	Unknown Other Defau t	jerks wh e dr vng
Product E ectr ca	Power S d ng Door Other Both S des	c oses s ow y
Product E ectr ca	TV/DVD Interm t tent or Inoperat ve V deo	goes n and out

Br ef y summar z e why the customer s contact ng Chrys er: 2017 CHRYSLER PACIFICA LIMITED PLATINUM WAGON purchased ast summer, rad ator rep aced

after 6 months, constant jerk ng wh e dr vng, and enterta nment constant y goes n an out, s d ng doors are not work ng proper y, and DLR cannot f nd ssue for jerk ng does not happen a the t me. Now enterta nment has been out for 3 weeks. S d ng doors started 3 weeks ago, for some reason they c ose very s ow y. P ann ng to take veh c e ater th s month for unreso ved ssues to DLR. Veh c e r ght now s at the DLR GALEANA CHRYSLER JEEP INC for o change and t re rotat on. Br ef y summar z e what the customer s expect ng: Rep acement veh c e Agent has nformed customers w fe of the r reca , customer s nterested n hav ng the r veh c e bought back because of a the ssues that they are hav ng so soon.

Customer was nformed that by mak ng th s request they are NOT actua yf ng emon aw or any re ated process. The r case s be ng esca ated for a rev ew of the veh c e's repa r h story to determ ne f the r request mer ts further act on and that due to the nature of the r request, t w requ re a ca back wh ch w take p ace w th n 1 2 bus ness days. The outcome of the rev ew does NOT determ ne Lemon Law e g b ty.

Preferred Morn ng/Mdday ca back number s 803 361 9650
Preferred Afternoon/Even ng ca back number s 803 361 9650
Who has possess on of the veh c e? (Owner)
Reass gned to 91L

Th s veh c e does not meet the cr ter a for esca at on to 91L.

****Next Agent****

If customer ca s back p ease nform customer that due to currant m eage we are unab e to ook nto rep acement of veh c e. However, we wou d ke to start a case for customer currant ssues. P ease, set up apt. for customer w th DLR so we can esca ate to case management for further ass stance.

Survey By Pass, no d agnos s.

Customer ca ed because she have rece ved an ema stat ng to ca th s number regard ng update of the case

Agent adv sed from nes 28 32

Customer states she w ca back tomorrow

Customer ca ed n s at ng she wou d ke to update her case w th the correct m eage on her veh c e. Customer states the correct m eage s 28,468. Customer wou d ke a ca back w th an update regard ng the case. Customer's pr mary phone number (803 361 9650) Ash ey Thomas.

CAIR RE OPENED AND FOLLOWING REASON CODE(S) REMOVED

C ose Loop Except on Reason Code

Customer seek ng ass stance w th:

Repeat ssues w th the veh c e e ectr ca ssue

Customer expect ng:

Technical Assistance

Agent advised we escalated to case manager.

Follow up will occur within 1 business day by COB customer time.

Preferred phone number: 803 361 9650 or 803 466 1500 (Husband)

Earliest call time: anytime

Latest call time: anytime

Updates via text: Yes

Updates via email: Yes curt.sandash.ey@gmail.com

Vehicle location: Customer

Date and Time of Appointment: September 13th 9:10am

Confirmed appointment with: SA Dave at DLR#67920 GALEANA CHRYSLER

Customer present: Yes

Authorized by: N/A

Rental start date: N/A

Reassigned to 97x

SME Reviewed

Vehicles at the dealership: GALEANA CHRYSLER JEEP INC (67920)

Update triggered by S00750q

Customer calling for an update.

Agent advised CAIR is in the right department and they would be reached out to.

CUSTOMER CALLED

Customer states she is on her way to go pick up the vehicle from DC 67920

. Customer states that DLR informed her that the only repair that was done was the recall T23, the entertainment system's parts backordered, DLR found no issue with the doors or the jerking in the car. Customer wants the vehicle to be replaced. Agent informed customer that as per the notes and line 26, the vehicle does not qualify to be bought back. Customer states that it shouldn't matter how many mileage the vehicle has, the vehicle has had issues since the first 6 months when the alternator had to be replaced. Customer stated that her CM will contact her within 1 business day at (803 361 9650) and customer says that she has not even heard from her CMs since the vehicle was brought in for the "repairs"

Escalated back to HH315

Contacted customer and left VM advising that the CM is not in the office due to Hurricane Irma evacuations, but we are still aware of the case and will reach out as soon as they are back in the office to assist further.

I also advised to call back if they need assistance sooner.

Customer was calling for an update on the case

agent advised the case has been assigned a CM

Please call customer at 8033619650 Ashley

Vehicles at the dealership: GALEANA CHRYSLER JEEP INC (67920)

Update triggered by S00750Q

Per SA Kevin customer took the vehicle back to the dealership due to the same reason with the jerking and the sliding door closing slowly. Waiting on Diagnosis. Writer will call SA back at 5:30 09/18/2017.

Called the customer and left a VM introducing myself as the case manager.

Provided customer with writers contact number 844 888 0601 and extension 88214.

Customer restated the previous issues, also stated that the entertainment system has had issues since the first few weeks, and now a new issue is taking place where her dashboard gave her a message to place the vehicle into park to drive. Customer tried to switch lanes so that she can restart the vehicle, but the vehicle stalled. Customer feels that she purchased a lemon, and stated that after 6 months they had to replace the alternator. Customer no longer wants to be inconvenienced with the issues with the vehicle. Customer is upset that the car can not be bought back.

Called the dealer to check on the status of the diagnosis, SA Trenton stated that they reset the transmission code u o d values, no does unable to duplicate. Sliding door needed the lubrications. Also asked about the place into park to drive issue the customer had where the vehicle locked in place. From what it looks like it is a safety feature in the vehicle but writer wanted to ask the SA what that actually means, does, and how to bypass, and for him to further explain this feature to the customer upon Pick up of the vehicle.

Called customer and left a VM to call writer back.

customer called back, writer informed the customer that per the dealer the vehicle is operating as designed. customer stated that she still does not feel safe in the vehicle if it's a problem on her while driving and does not want to pick up the vehicle until the issue is diagnosed and resolved for her. informed the customer that I will call the dealer to inform of this and see if we can engage another department that can dig deeper. called the SM at the dealer left VM and advised the customer feels unsafe in the vehicle and suggested that we get a safety recall to see what can be done to get the customer in a safe vehicle.

Task To Dealer:

customer stated that she feels unsafe in the vehicle if it's a problem on her while driving. emailing to see if we can get a safety recall for the customer so that we can see why she's having this issue. please call 844 888 0601 EXT:88214 so we can see what can be done to get the vehicle back to safe operation for the customer.

Notification of an Assigned Task sent to Dealer at

email: servcemgr@ganasc.com

Customer @firstadythomas reached out on Twitter stating: "Thank you for expressing interests in my experience with our 2017 Pacific model. My husband and I purchased our vehicle just about 13 months ago and unfortunately we regret our purchase. Deciding to purchase a van was a major decision for us as I never found interests in one but after having a family of 5 and being a military family we so the value and after doing much research we chose the Pacific after my husband was in a car accident and our vehicle was totaled. Six months into our purchase with the Pacific we needed a new alternator and began to experience a very strong jerk when accelerating 20-40 mph. This issue has yet to be fixed. We also began to experience problems with our Entertainment center and we were told there was nothing wrong with it however a month ago it completely stopped working and the replacement is on back order with no date of when it will be available. We also continue to experience off and on dragging sounds with the sliding doors. And on today I had the most scarcest experience while driving my children to school a message came up that said "to drive put the car in park" it was a blessing I was in the carpool lane because I went to move over to let the car behind me go the van completely locked up on me and would not move! I then parked in park and back in drive and it moved. I immediately called the service department and drove the vehicle back to the service dept. Opting to take the long drive there because I was fearful of getting on the freeway. We've been in conversation with corporate for the last 3 weeks and today is the first day after several complaints, car problems not being resolved, and several messages that we heard from our case manager who was a new associate Michael and he has been very helpful however the former case manager never contacted us. When I finally contacted corporate 3 weeks ago I shared my concerns and told them I was seeking a replacement due to the unresolved problems however was told we didn't meet the requirements due to the mileage which was 28000 at that time. I believe this is a very poor and ridiculous excuse as I don't know any family that on average puts 12,000 miles in a year on a vehicle (scam) but regardless of the mileage we purchased a lemon without knowledge and should be given a replacement or our money back. We have invested in extended warranty but we refuse to continue to pay for a vehicle that cannot perform to its intended abilities. The safety of our family is most important and after today if we are not given a replacement. We are seeking legal advice, contacting consumer affairs, and better business bureau against the Chrysler industry. I do not believe that Chrysler truly values the customers that are families mothers, fathers, children, etc. Because our safety is not prioritized. We have been having these issues long enough and by now a new car should've been given to us. My husband and I work hard, serve our country and this is not what one should experience when you place your hard earned sacrifice into a vehicle to provide transportation for your family. Thank you again for this opportunity to provide feedback. Sincerely, Ashley Thomas."

Writer advised customer that she will document these concerns with her case file for her case manager to address further.

called to speak with the SM/Kar to see what can be done with the customer vehicle. left the SM another VM to see what can be done. informed in the VM that the customer feels unsafe in the vehicle and

writer/CM is trying to come to a resolution for the customer for the family to be in safe vehicle. provided contact number and explained the customer to inform that writer/CM has been in contact with the SM/Kar and have not been able to reach the SM and that we will escalate further if need be.

received VM from SM/Kar and he stated that he could not duplicate the issues with the vehicle when it comes to the steering while driving. writer did some research and found that the issue with the steering has been reported to the National Highway and Safety Administration on a most on 70 different occasions.

customer feels unsafe driving a car that can steer on her while she has her 3 young children in the car, she is requesting a vehicle buyback so that she can put her family in a vehicle that is safe and won't steer on her while driving on the interstate.

tried to call the SM/Kar once again and can not reach this is the 3rd time I have tried to contact him. escalating case to 91L for buyback consideration for the safety issue the customer has with the vehicle. This vehicle does not meet the criteria for escalation to 91L.

Customer reached back out on social stating: "Good afternoon, I just wanted to communicate that I'm continuing to be disappointed with the results of our Pacifica. The service department has not been able to identify why my van locked up and stopped operating. My case manager did inform me that he was looking into having engineers look at the vehicle at this point this has become frustrating and inconvenient. I would like to proceed with this vehicle being replaced. We are not on a maintenance plan our monthly payments but also our extended warranty."

Writer responded stating: "I'm sorry to hear this, Ashley. Getting our Corporate Technicians involved would certainly be our next step. I see that your Case Manager already put in a request for them to be contacted. I can certainly document your requests with in your case and ask that your Case Manager look into any possible goodwill options in regards to your monthly car payment. However, you will have to continue to work with your Case Manager to reach a resolution. To clarify, are you currently in a rental vehicle? If not, I will request that a rental vehicle be supplied to you, as we are." ^AP"

Customer responded stating: "Hi yes we do. I understand and I will continue to address my concerns and see what they will be willing to do concerning our car payments. Please let me know how we can proceed with our case manager regarding this."

Customer is requesting buyback and cost assistance with monthly car payments. Writer advised that she will place this request with in the CAIR and advised customer to follow up with CM to see if they are able to assist at a with this.

called customer informed that writer is waiting on a response back from the AM and once I am able to speak with the AM we will move on further from that point.

Spoke with the area manager and he is going to get SM/Kar to call writer/CM to see what can be done about getting the customer into a safe vehicle.

called the customer and informed that the AM is currently involved and writer is waiting to hear what resolution if any they are going to come up with and writer will call back in 24-48 hours.

Customer received the call from dealer and today is the last day for them to have the rental under the dealer and needs an extension until AM and SM come to a resolution for her vehicle since she feels unsafe that it can steer at any time.

*****Rental Value Updated*****

Estimated Rental Amount: \$450 Provided By: CAC Days Authorized: 10

called dealer to inform that rental has been extended 10 days

Customer reached out on Twitter to provide more feedback stating: "Hi I'm just wanted to inform the department of the continued negative experience I've had with the dealership Gaana. I spoke with our case manager and we were told 2 days ago that the area manager would be meeting with the service and sales manager to resolve our case. However, on today when I called just to see if they had a ready meet I was told that the area manager has been hard to get in contact with so we now no longer know when the situation will be resolved or how. Much as our case manager has continued to go above and beyond to provide us with quality customer service and support. However the dealership has not and has a so

continued to try and get us to take the vehicle back without identifying

and fixing the cause of the vehicle locking up on me. We are not at 3 weeks where we've had to leave our vehicle with Chrysler and very dissatisfied and disappointed with the level of service we've received. Unfortunately this has impacted our feelings towards Chrysler and General as we are doing business with the brand in the future or making referrals. Again this is to provide feedback and an update thus far of what we have experienced thus far however we are having a positive experience with Michael and we hope this issue is resolved sooner than later. Thank you."

called to speak with SMKar about the issue and left a VM for SMKar to call writer back

SMKar called writer back and informed that all the other issues have been resolved but they have not been able to duplicate the issue after driving 50+ miles. informed that the customer has expressed numerous times that she feels unsafe and has requested a buyback or a trade in. Kar stated that he would get Star involved to further trouble shoot the issues.

***** Below Customer Contacted for Documentation Request *****

curtsandash ey@gmail.com on 2017-10-02 @ 14:38

customer called and requested a status update, informed that Star has been notified and the SMKar is working on getting this resolved for her. customer stated that with the issues they have had with the dealership and the issues with the Pacifica they are requesting a buyback and not a trade in anymore. customer wants to vehicle bought back by the dealer.

***** Customer Document Received *****

called and spoke to SMKar he stated that they still have not been able to duplicate the issue. and that he will continue to try to figure out what is going on with the car.

called the customer and informed that the dealer still has not been able to duplicate the issue and they are working hard on trying to figure out what is wrong with the vehicle. informed customer to talk with her husband and discuss the options that have been provided to them which are to take possession of the vehicle or to trade in the vehicle for another similar one. informed customer that Writer will call her on Monday after writer speaks with SMKar. Also informed that we will process a check for a one month of car payment which is a total of 595.21.

called the dealer to speak with SAKar and left a VM

called and spoke With customer, they stated that they just swapped out the vehicle out for the newer a new one informed the customer that we will still cover the 595.21 monthly payment for them since the vehicle has been at the dealer for the last month.

Customer Assistance Inquiry Record (CAIR)#

32346655

VIN	2C4RC1EG3	HR764162	Open Date	09/05/2017	Built Date	04/21/2017
Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
In Service Dt	04/24/2017	Mileage	2000	Dealer Zone	71	LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERC	3.6L V6 24V WT ENGINE UPG I W/ESS				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				

Dealer	60313	CRYSTAL CHRYSLER, JEEP, DODGECENTER				
Dealer Address	36 444 AUTO PARK DRIVE					
Dealer City	CATHEDRAL CITY	Dealer State	CA	Dealer Zip	92234	
Owner	TETLEY, LIZ			Contact Type	TELEPHONE	
Address	72207 E CHERRYWOOD DR			Home Phone	(802) 676 3483	
	QUEEN CREEK AZ85142			Country	UNITED STATES	

Product	Dr vab ty	Unknown	Sta ng	Defau t		
Referra	Soc a	Med a	Facebook	Defau t	Soc a	Too

Customer reached out on Soc a Med a v a Facebook regard ng concerns w th her veh c e:

"H! My husband and I need he p. Our new Pac f ca (not even 2 months o d) broke down on Saturday wh e on vacat on. My husband was dr vng t and t just turned off w th no warn ng. The van was towed to a oca dea ersh p. They were unw ng to ass st us w th a car renta . We have two young g r s and the r car seats are n our m n van, wh ch we can't get to because the dea ersh p won't even have the shutt e come get us. Is there anyone we can speak w th about gett ng some he p? I understand t's a ho day weekend but regard ess, t's been two days w thout a veh c e."

Wr ter apo og zed to customer and adv sed we can esca ate her concerns to a team that can ook nto th s further and review for a ren a / oaner opt on. Wr ter requested conf rmat on of contact de a s from customer to esca ate case.

Customer seek ng ass stance w th veh c e sta ng concern

Customer expect ng to be updated on status of d agnos s and repa rs, and to be g ven a renta n the meant me.

Agent adv sed w esca ate to case manager.

Fo ow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone number: Husband Chr s, 203 928 7067

Ear est ca t me: 8AM MST

Latest ca t me: 9PM MST

Updates v a text: No

Updates v a ema : Yes, ctet ey12@gma .com

Veh c e ocat on: DLR 60313

Date and T me of Appo ntment: Veh c e arr ved on 9/2 and s current y at dea er

Conf rmed appo ntment w th: N/A

Customer n ren a : NO, NEEDS RENTAL

Author zed by: N/A

Reass gned to 88F.

Customer reached back out stat ng the dea er returned her veh c e to her, but she s now hav ng add tona concerns regard ng her Uconnect system.

*****OUTBOUND CUSTOMER CONTACT ***** 203 928 7067

CM eft message for customer to return ca at 877 855 8400 ext. 4719599.

INBOUND CUSTOMER

Customer s concerned that the uconnect theatre (DVD) s produc ng ssues. Agent adv sed the customer that theyw need to have a techn c an ook at t.

*****OUTBOUND CUSTOMER CONTACT ***** 203 928 7067

CM eft message for customer to return ca at 877 855 8400 ext. 4719599.

Veh c e s at the dea ersh p TEMPE CHRYSLER DODGE JEEP RAM(44394)

Update tr ggered by s081930

*****OUTBOUND CUSTOMER CONTACT ***** 203 928 7067

CM eft message for customer to return ca at 877 855 8400 ext. 4719599.

Veh c e s at the dea ersh p TEMPE CHRYSLER DODGE JEEP RAM(44394)

Update tr ggered by S081930

Status update provided via email to the following email address:

ctetey12@gmail.com

Hello

This is Deidre from uconnect case management, I am reaching out to you on behalf of your case manager Brittany. I am showing that your vehicle has been to the dealership, would you be able to tell me how that appointment went,

End of Status Update

CASE UPDATE

CUSTOMER CONTACT ? 203 928 7067

Writer contacted customer and customer stated that the dealership was able to resolve the issue, Writer will document case

Customer Assistance Inquiry Record (CAIR)#

32374125

VIN	2C4RC1BG2	HR532639	Open Date	09/08/2017	Built Date	06/24/2016
Model Year	2017	Body	RUC53	CHRYSLER PACIFICA TOURING L WAGON		
In Service Dt	06/25/2016	Mileage	28105	Dealer Zone	71	LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				
Engine	ERF	3.6L V6 24V W/T ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				

Dealer	60597	PERRY CHRYSLER DODGE JEEP RAM OF				
Dealer Address	2340 NATIONAL CITY BLVD					
Dealer City	NATIONAL CITY		Dealer State	CA	Dealer Zip	91950
Owner	SIGNORINE ,MARIA				Contact Type	TELEPHONE
Address	4601 PENDLETON ST				Home Phone	
	SAN DIEGO CA92109 3720				Country	UNITED STATES

Dea er By Pass Defau t Defau t Defau t	
Product Eng ne Unknown Check Eng ne Lamp On/F ash ng Defau t	Customer states check eng ne ght s back on
Product Unknown Unknown Hes tat on/No Power Defau t	Customer states veh c e ost power wh e dr vng on freeway
Corporate Survey By Pass Defau t Defau t Defau t	

Br ef y summar æ why the customer s contact ng Chrys er: Customer states she wou d ke her money back for the veh c e so she can purchase a new one. Customer states she does not fee safe putt ng her ch dren n the veh c e. Customer s ates the DLR as attempted to repa r the veh c e for 3 weeks and when she rece ved t back on Saturday the check eng ne ght came back on.

Br ef y summar æ what the customer s expect ng: Customer s seek ng buy back.

Customer was nformed that bymak ng th s request they are NOT actua yf ng emon aw or anyre ated process.

The r case s be ng esca ated for a rev ew of the veh c e's repa r h story to determ ne f the r request mer ts further act on and that due to the nature of the r request, t w requ re a ca back wh ch w take

p ace w th n 12 bus ness days. The outcome of the rev ew does NOT determ ne Lemon Law e g b ty.

Preferred Morn ng/Mdday ca back number s 8504850452

Preferred Afternoon/Even ng ca back number s 8504850452

Who has possess on of the veh c e? Dea er

Reass gned to 91L

Veh c e s at the dea ersh p PERRY CHRYSLER DODGE JEEP RAM OF (60597)

Update tr ggered by S50989B

***** 91L Review *****

*****Case Esca ated to I2R*****

Rev ewed Warranty H story wh ch determ ned th s case shou d be esca ated to I2R for case management.

*** Le ghe Anne w th the I2R Customer Reso ut on Team s now respons b e for th s CAIR. If the customer shou d ca , p ease d rect them to contact her d rect y at 214 583 2186. Thank you. ***

Ca ed Dea er 60597; had to eave a message for serv ce.

Ca ed customer at (850) 485 0452; got vo cema , eft message for return ca .

Ca ed Dea er 60597; sat on ho d for over 5 m n, w try back.

Ca ed customer at 850 485 0452; she sa d she no longer owns the veh c e, she traded out of t.

Customer Assistance Inquiry Record (CAIR)#

32388492

VIN	2C4RC1DG2	HR529527	Open Date	09/11/2017	Built Date	06/16/2016
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
In Service Dt	06/21/2016	Mileage	1250	Dealer Zone	63	DALLAS
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				

Dealer	45478	GILLMAN CHRYSLER JEEP DODGE				
Dealer Address	10585 W SAM HOUSTON PKWY S					
Dealer City	HOUSTON	Dealer State	TX	Dealer Zip	77099	
Owner	NGUYEN ,HEIN			Contact Type	TELEPHONE	
Address	3121 BUFFALO SPEEDWAY APT 6401			Home Phone	(301) 728 9678	
	HOUSTON TX77098 1856			Country	UNITED STATES	

Product Dr vab ty Unknown Sta ng Defau t	veh c e sta s wh e dr v ng
Dea er By Pass Defau t Defau t Defau t	
Corporate Survey By Pass Defau t Defau t Defau t	

Br ef y summar z e why the customer s contact ng Chrys er: Mrs; nguyen ca ed as she was concerned that veh c e was shutt ng down wh e veh c e was dr v ng customer has a 18 month o d, customer s fearfu for the safety, customer had been to dea er 4x s nce purchase n ju y(1st t me t was at the dea er for over a month and they were not ab e to dup cate, customer most recent was over the weekend where customer was merg ng on to nterstate when veh c e shut down customer s seek ng buy back s not fee ng safe, agent exp a ned t can be reviewed by CM for buyback

Br ef y summar z e what the customer s expect ng: customer seek ng buyback of veh c e

Customer was nformed that by mak ng th s request they are NOT actua yf ng emon aw or anyre ated process.

The r case s be ng esca ated for a rev ew of the veh c e's repa r h story to determ ne f the r request mer ts further act on and that due to the nature of the r request, t w requ re a ca back wh ch w take

p ace w th n 12 bus ness days. The outcome of the rev ew does NOT determ ne Lemon Law e g b ty.

Preferred Morn ng/Mdday ca back number s : 240 715 7585

Preferred Afternoon/Even ng ca back number s xxx xxx xxxx

Who has possess on of the veh c e? customer

Reass gned to 91L

***** 91L Review *****

***** Case Esca ated to I2R *****

Rev ewed Warranty H story wh ch determ ned th s case shou d be esca ated to I2R for case management.

*** Dana w th the I2R Customer Reso ut on Team s now respons b e for th s CAIR. If the customer shou d ca , p ease d rect them to contact her d rect y at 214 583 2123. Thank you. ***

Status update prov ded v a ema to the fo ow ng ema address: henvnguyen22@gmail .com

He o,

I am w th the Chrys er reso ut on team.

My contact nformat on s:

Phone number s 214 583 2123

My hours of bus ness 8:00 am to 4:30 pm Centra T me.

Monday through Fr day.

If you have any quest ons p ease fee free to contact me.

Thank You,

Dana

End of Status Update

Status update prov ded v a ema to the fo ow ng ema address:

henvnguyen22@gmail .com

He o,

We apo og z e that we were unab e to ass st you further n the process.

Chrys er apprec ates you as a customer and unders ands that you may st

not be satisfied. Chrysler has expanded its third party Customer Arbitration Process to allow customers in your state the opportunity to file for arbitration. For more information about how to initiate arbitration, please call the National Center for Dispute Settlement (NCDS) at (586) 226-2470 extension 114; or visit the website at www.ncdsusa.org

End of Status Update

Called dealership 713 776 4900, 45478; spoke to SA April and updated RO information.

Called customer (240) 715 7585, placed note to customer. I explained that this case has been escalated to me for special handling and I am calling to find out what is going on. I provided my hours and a number for questions via email. The customer states that she wants the car returned and her money back, even though her vehicle is not having issues right now, she feels unsafe in her vehicle and does not want this car anymore or the same car anymore, because I might do the same thing again and she just does not want the vehicle anymore. She states that she is going to file for LL and at that time I offered the information for arbitration and she accepted. She would not let me help assist her any other way at a case closed.

Returned call to the customer (240) 715 7585, she states that the dealership still has issues, but they are not able to duplicate her issue and she is frustrated and stated that she filed for LL. I also gave her the information for arbitration again and she stated that she would file for arbitration too.

This Pacifica has never duplicated the power loss complaint and it appears that the only repair attempt for the power loss issue was ntf. Local tech adv TP and I have declined repair attempts until the complaint can be verified.

Customer Assistance Inquiry Record (CAIR)#

32392328

VIN	2C4RC1BG4	HR598593	Open Date	09/12/2017	Built Date	10/07/2016
Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
In Service Dt	10/09/2016	Mileage	3500	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				

Dealer	36277	LARRY ROESCH CHRYSLER JEEP DODGE				
Dealer Address	200 W GRAND AVE					
Dealer City	ELMHURST	Dealer State	IL	Dealer Zip	60126	
Owner	HALMON ,JAMIE			Contact Type	ROADSIDE	
Address	8648 SOUTHMEW AVENUE			Home Phone	(708) 721 0217	
	BROOKFIELD IL			Country	UNITED STATES	

Corporate Roads de Services Warranty S art/Sta Defau t
--

Roads de Assistance Contacted DATE : 2017 09 12

Road Service Created 09 12 17 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

8648 SOUTHVIEW AVE 200 W GRAND AVE

CIRCLE DR

BROOKFIELD ELMHURST

IL USA IL

VEH STALLED WHILE DRIVING

DEALER CODE : 36277 LARRY ROESCH CHRYSLER JEEP DODGE,

Customer Assistance Inquiry Record (CAIR)#

32407176

VIN	2C4RC1GG1	HR676904	Open Date	09/14/2017	Built Date	01/17/2017
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICALIMITED PLATINUM WAGON		
In Service Dt	01/18/2017	Mileage	6000	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PUV	DK. CORDOVAN PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	45420	ROUTE 46 CHRYSLER JEEP DODGE				
Dealer Address	1655 ROUTE 46					
Dealer City	LITTLE FALLS			Dealer State	NJ	Dealer Zip 07424
Owner	CAREWBAKARE ,MONICA				Contact Type	ROADSIDE
Address	16 JOHNSON AVENUE				Home Phone	(973) 337 7789
	NEWARK NJ				Country	UNITED STATES

Corporate Roads de Services Warranty S art/Sta Defau t

Roads de Assistance Contacted DATE : 2017 09 14

Road Side Fee Created 09 14 17 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

310 SOUTH ORANGE AVE 1655 ROUTE 46

FAIRVIEW AVE

SOUTH ORANGE LITTLE FALLS

NJ USA NJ

VEH SHUT DOWN WILL NOT GO INTO PARK CUST HOLDING B

DEALER CODE : 45420 ROUTE 46 CHRYSLER JEEP DODGE

Customer Assistance Inquiry Record (CAIR)#

32418354

VIN	2C4RC1GG1	HR841544	Open Date	09/15/2017	Built Date	07/29/2017
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	07/29/2017	Mileage	309	Dealer Zone	71	LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERC	3.6L V6 24V VWT ENGINE UPG I W/ESS				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				

Dealer	27086				
Dealer Address					
Dealer City		Dealer State		Dealer Zip	
Owner	PATEL ,SIDDHARTHA			Contact Type	TELEPHONE
Address	20 DUNNE CT			Home Phone	(708) 305 7310
	MENLO PARK CA94025 1820			Country	UNITED STATES

Product Dr vab ty Unknown Sta ng Defau t

***** 91L Review *****

Owner s seek ng re ef under the Ca form a state

1. What does the customer a ege s wrong w th the veh c e? Customer states the veh c e comp ete y shut down on the h ghway
2. Was the veh c e purchased new and used? Veh c e was purchased as a new veh c e
3. If used, what number owner s the customer and what was the m eage? N/A

4. Is customer c a m ng # of repa r attempts or # of days out of serv ce? No

5. Does the cond t on desc r bed by the customer st exst? Yes, customer doesn't fee safe

Customer has been referred back to the dea ersh p.

Reass gned to the West Bus ness Center (TMT).

Customer was con acted today at (t me).

Customer was prov ded w th agent's name and extens on f the customer needs to re contact the agent.

Customer was nformed they shou d be contacted w th n 5 bus ness days.

***** 91L Review *****

*****Case Esca ated to I2R*****

Reviewed Warranty H story wh ch determ ned th s case shou d be esca ated to I2R for case management.

***** Fo ow ng Corporate Resource has been con acted *****

TAPS

on 2017 09 19 @ 11:48

*** Oscar w th the I2R Customer Reso ut on Team s now respons b e for th s CAIR. If the customer shou d ca , p ease d rect them to contact Oscar d rect y at 214 583 2146 Thank you. ***

9/19/2017 11:06:31 AM: User Comment by OC163: P aced ca to 27086

Boardwa k Chrys er Dodge Jeep Ram to update RO and conf rmed SAMke s

n charge. I was transferred to SAMke who requested I open up a STAR

case. Ver f ed concerns w th mu t p e DTC are present. 5 act ve DTC?s

rema n. Er c the shop foreman conf rmed there s an SOP on BO. I then

spoke w th Ben to ob a n part and order number however when he

transferred me t was a very ong ho d and r ng ng w th no answer. P aced

n t a ca to customer. I exp a ned that th s case has been esca ated

to me for spec a hand ng and I wou d ke to ass st w th veh c e

concerns. I prov ded my hours and a number for quest ons. Customer

rmed ate y requested a buyback or rep acement. I apo og zed to customer

and adv sed I wou d review for best poss b e reso ut on. Customer was

adv sed I wou d fo ow up w th them on e ther Fr day or Monday.

CAIR ESCALATION UPDATE

SEE STAR CASE# 100945643 FOR INFORMATION

Customer (@shpate 1) reached out on Soc a Med a v a pac f ca forums.com stat ng:

"I v s ted th s forum numerous t mes before purchas ng a 2017 Pac f ca L m ted that was bu t n Ju y 2017. My w fe and I were exc ted to put

our growing family into a safe vehicle with room for everyone to be comfortable. I purchased the car at the end of August and we decided to go on a morning road trip of about 200 miles roundtrip from our home. The car was wonderful except that the sunroof screen failed and would not close. I took it back to the dealer the next day where they proceeded to keep the car a week to get a new switch. I picked up the car on the evening of Sept 13th and was excited to have the car back. On Sept 14th at around 830am I was on my way to work on highway 101 traveling roughly 65mph in the leftmost lane. I had the ACC (adaptive cruise control) on when all of a sudden I had a sudden jerk and loss of power with no ability to accelerate, no power steering, and various warning lights flashing. With no left shoulder, I had to try and get to the right shoulder while dodging heavy traffic going at a much faster speed than me. I had made it to the second right lane when I noticed a semi truck barreling down not realizing that I was traveling at a much slower speed than traffic. I looked down and saw I was only traveling 16mph at the time. When the semi realized how slow I was traveling, he slammed on his brakes and added on the horn. I could see smoke coming out the side of his truck key from him locking up. I thought for certain that he was going to hit me and prepared for impact. Luckily for me, the truck was able to swerve into the next lane over and I finally made it to the right shoulder with my heart pounding. As I sat there trying to figure out what the heck happened, I remembered this thread and couldn't believe this happened to me. I remember people saying they would turn off the car and then restart it and everything would be back to normal. I tried this but my car would barely turn over and when it finally did, I hobbled to the nearest exit which was about 250ft away. The max speed I could obtain was 16mph and it was so shaky and jerky. No matter how hard I depressed the accelerator, the car would not go faster than 16mph. I finally made it to a side street where I parked the car and phoned for roadside assistance. The car was towed to the dealer I purchased the car from and they were extremely concerned with what had happened and immediately took my car in and gave me a Jeep Grand Cherokee loaner and apologized. I know it's not the dealer's fault that this happened as the car was brand new when I bought it. When I think about how bad the situation could have turned out, I know that I can never get back in this car again and will never put my family in it for fear of this happening again. I have posted this in the issues, recalls, and defects forum but I wanted to bring awareness of the issue to those who don't frequent that section. Before any of you consider buying this car or putting your family in it, consider what happened to me and demand that Chrysler find a solution to this problem as it seems to be happening to random Pacificas regardless of build date, geographic location, or mileage. Please see the thread about this in problems forum to see that many people are having this issue and it's not localized to just a few individuals. Please see the attached videos as well. As of now, I have filed a claim with Chrysler and I have been in constant contact with the dealership who can't even get the car out of park and cannot figure out what's going on."

Writer advised Customer she would document concerns in case and alert CM. Customer was requesting to be contacted asap.

Writer also provided CM's phone number from line 29.

Customer reached out on Social Media via pacificforums.com stating:

"I attempted to call Oscar and left him a message but did not receive a callback. I spoke with the dealer who said that it may be related to a major electrical fault and they are attempting to rectify the situation.

Given the circumstances of the car having only 309 miles and shutting down at 65mph on the highway and almost colliding with a semi truck, I don't feel comfortable ever putting my family in this vehicle and am requesting an expedited buyback. I spoke with JD who is the general manager at Boardwalk CDJR who is actively involved in the case and would like to speak with Chrysler's cares as well to help get me out of this vehicle. Could you please request that a supervisor or manager call me back regarding this issue so we can have this resolved in a timely and fair manner."

CAIR ESCALATION UPDATE

SEE STAR CASE# 100945643 FOR INFORMATION

Customer would like to have vehicle buyback. Customer would like to be contacted by Case Manager.

Customer reached out on Social Media via pacificforums.com stating:

"I have now tried calling at 3 separate times today and left a second voicemail as many days and I have still not heard back from Oscar. Who else can I contact to help me resolve this issue?"
Writer advised CM Oscar will be best able to assist Customer further.
Writer advised she would document concern. CM please contact Customer asap.

9/22/2017 10:48:25 AM: User Comment by OC163: Placed call to 27086 Boardwalk Chrysler Dodge Jeep Ram and spoke with SAMke. SAMke stated that they replaced the crank position sensor however there is a plug behind the engine that had water in it. They reassembled it and placed a drop of grease on it to correct the situation. SA stated customer did not want to take vehicle home because he is expecting replacement. Made contact with customer and confirmed he was advised to go in to speak with the GM and SM and he requested replacement or repurchase. I apologized to customer and advised that we are not offering replacement or repurchase since the repairs are complete. Customer accepted our NCDS information which was emailed to him.

CAIR ESCALATION CLOSURE

SEE STAR CASE# 100945643 FOR INFORMATION

Customer would like to know why the case was closed. She would like to know if there is a guarantee that her vehicle is not going to stop on the highway while with her 4 month child. Advised the customer that the issue with her vehicle was worked on by STAR and that they have driven the car several times to make sure that it does not stall anymore. The customer then stated that she would like to speak to a manager. Advisor brought TL Janice on the line. Janice explained the same thing I did, the customer states that the vehicle is a lemon and that she may want to exchange it for another one. TL advised her that there is an arbitration book in the glove compartment that she can fill out. Escalating this case as per TL Janice; customer would like a callback tonight. She would like more information on the safety of her vehicle.

CAIR RE OPENED AND FOLLOWING REASON CODE(S) REMOVED

Closed Loop Exception Reason Code

Customer is seeking callback on case asap.

*****TOP CARE: EXECUTIVE REFERRAL*****

11/16..... Executive Referrals Now Handling. Please Close CAIR.

Vehicle has qualified for Enhanced Customer Satisfaction (ECS) program.

Refer to AnswerCONNECT for handling procedures.

Customer Assistance Inquiry Record (CAIR)#

32428787

VIN	2C4RC1EG5	HR538589	Open Date	09/18/2017	Built Date	07/06/2016
Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
In Service Dt	07/06/2016	Mileage	6700	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PBX	JAZZ BLUE PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	66325	BAYSIDE CHRYSLER JEEP DODGE				
Dealer Address	21219 NORTHERN BLVD					
Dealer City	BAYSIDE			Dealer State	NY	Dealer Zip 11361
Owner	LIPARI ,MICHAEL S				Contact Type	TELEPHONE
Address	21445 29TH AVE				Home Phone	(718) 423 6710
	BAYSIDE NY11360 2648				Country	UNITED STATES

Product	Electr ca	Battery	Other	Default	customer ca ng vehc e keep dyng
Corporate	SurveyBy Pass	No D agnos s	Default	Default	
Corporate	Reca	Default	Default	Default	customer ca ng she has reca

Br ef y summar æ why the customer s contact ng Chrys er: customer ca ng ssue w th veh c e dyng customer keeps tak ng t n and they rep ace battery customer ask f the has any reca agent nform customer she has a reca on t23 and adv se customer referred to a/c Answer ID 25392 customer state w br ng veh c e to the dea er .customer ask f keep hav ng ssue can she trader veh c e agent adv se referred to a/c Answer ID 25013 customer s ate w br ng veh c e to the dea er and f she keep hav ng ssue w ca back and thank agent
 Br ef y summar æ what the customer s expect ng: want to know f she has any reca

Customer Assistance Inquiry Record (CAIR)#

32429616

VIN	2C4RC1BG8	HR503999	Open Date	09/18/2017	Built Date	04/18/2016
Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
In Service Dt	04/19/2016	Mileage	30921	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	51927	RIEDMAN MOTORS CO INC				
Dealer Address	610 GRAND AVENUE					
Dealer City	CONNERSVILLE			Dealer State	IN	Dealer Zip 47331
Owner	MILLER ,ROBERT C				Contact Type	TELEPHONE
Address	630 S WALNUT ST				Home Phone	(765) 312 2575
	CAMBRIDGE CITY IN47327 9731				Country	UNITED STATES

Corporate Survey By Pass No Diagnosis Default	
Product Electrical uConnect Cellular System Software Upgrade Issues FOTA	Customer did a software update, from vehicle, radio has backed out

Briefly summarize why the customer is contacting Chrysler: Customer states, she has been having issues, with vehicle for the last 6 months. Customer states, first was the side doors, and then when vehicle was at a stop sign or street light, the vehicle would jerk and stall out. DLR did drive the vehicle, and had to reset, the engine and transmission, customer states, and then the front left head light, was rusting. Customer also states, while driving vehicle, a rock hit her windshield and had to have that replaced, but DLR, could not put the proper windshield on vehicle, and had to put a regular windshield on, as there was no windshield, available at the time.

Customer states now, she did a software update to vehicle, and now the radio has backed out, and screen showing the FCA emblem.

Briefly summarize what the customer is expecting: Customer seeking assistance with the radio, as she has brought to DLR, and they are unable to fix.

Customer states, DLR is also waiting for a callback from FCA, and both customer and DLR, she states, are putting in a complaint.

Customer also states, she has been paying for Sirius Radio, and she has hardly used, because of vehicle always being in the DLR's.

Customer wants to at this point file for the lemon law.

Agent searched in VIP, and customer has had many issues, starting 11/29/2016.

Customer has vehicle now, and servicing DLR (51927) Riedman Motors Co. Inc. (765) 825 4341.

Customer seeking assistance with: Customer having issues now with FOTA update, screen backed out in vehicle.

[Insert Vehicle Concern]. Customer is upset, as she has had on going issues, with vehicle, and DLR is unable to assist, with repair for radio, as DLR is waiting for a callback from STAR.

Customer expecting: Customer would like to seek, buy out.

[Insert Request].

Agent advised worksheet to case manager.

Follow up will occur within 1 business day by COB customer time.

Preferred phone number: Amanda's wife, for contact.

Earliest call time: Anytime

Latest call time: Anytime

Updates via text: Y/N [Mobile number] Amanda (765) 312 2325

Updates via email: Y/N [Email address]

Vehicle location: [Customer/Dealer/IRF] Vehicle is with owner, DLR (51927) Riedman Motors Co. Inc.

(765) 825 4341 (SA) Jeff

Date and Time of Appointment: [Insert Date and Time].

Confirmed appointment with: [Dealer and Dealer Contact] Customer had already brought vehicle there and DLR unable to repair.

Customer present: Y/N

Authorized by:

Renta start date: [Date]

SME MH1376 approves esca at on.

Reassigned

Please review AC 25402 regarding FOTA issues. as so vehicle not at dealer

See TL for feedback.

Update

Customer stated that CM mentioned buyback. Customer does not want to do buyback. Customer wants to do a coatera switch out. Customer does not want to be stuck with this Chrysler Pacifica. Vehicle is currently at dealer being serviced for radio and they put her in a rental vehicle.

Please close this case.

Customer contacted stating that she did not receive a call by 3 like she was told she would. Customer states she is looking to switch out of vehicle.

Agent advised customer does not meet CM procedure as she is over 24000 miles.

Advised to seek attorney assistance if she is wanting to peruse this, customer thankful.

Please close.

AM has test driven the Vehicle with the Dealer notices some slight surging from the transmission. Noted as normal operation from this transmission. Transmission takes milliseconds to determine gears which may cause this concern.. RH1038 _

Customer Assistance Inquiry Record (CAIR)#

32451440

VIN	2C4RC1BG5	HR837519	Open Date	09/21/2017	Built Date	06/24/2017
Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
In Service Dt	06/25/2017	Mileage	0	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PTE	MOLTEN SILVER				
Engine	ERC	3.6L V6 24V WT ENGINE UPG I W/ESS				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	67897	BILL MARSH CHRYSLER DODGE & JEEP				
Dealer Address	1655 SOUTH GARFIELD AVE					
Dealer City	TRAVERSE CITY			Dealer State	MI	Dealer Zip 49686
Owner	MCCARTY ,PATRICK				Contact Type	TELEPHONE
Address	283 SHADOWRIDGE CT				Home Phone	(239) 734 0389
	MARCO ISLAND FL34145 3629				Country	UNITED STATES

Corporate Outbound Survey Follow Up Continuous Quality Improvement Default

CQI Survey Record Received DATE : 09/21/2017

Survey Number : 12541283

Quality Survey ID Number: 377812635

Survey Date : 09/20/2017

VIN Complete 17 : 2C4RC1BG5HR837519

CQI Comments : \The who e car. 1 239 734 0389

Agent contacted customer regarding survey follow up.

Customer stated Park Assist/Backup Warning sounds difficult to understand/use; in a poor location.

Instrument panel illumination/warning indicator lights work properly but difficult to understand/use, Head lights not bright enough.

Engine stop/start function works, but sounds difficult to understand/use.

He wants the center console taken out however the seats will have to be taken out to do so there's grinding noise he's not sure if the brakes when moving forward the vehicle's a s and advised the town and country was the best car ever the vehicle now's a joke.

Agent offered to contact any CDJR dealer customer informed will be traveling to Florida for days.

Agent advised concern is noted.

Customer will contact Chrysler CC if require further assistance once vehicle been diagnosed and issue/concern not resolved.

Customer Assistance Inquiry Record (CAIR)#

32454435

VIN	2C4RC1DG8	HR516071	Open Date	09/21/2017	Built Date	04/26/2016
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
In Service Dt	04/27/2016	Mileage	7000	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				
Engine	ERF	3.6L V6 24V VWT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				

Dealer	60451		LESTER GLENN CHRYSLER DODGE JEEP			
Dealer Address	101 ROUTE 37 E					
Dealer City	TOMS RIVER		Dealer State	NJ	Dealer Zip	08753
Owner	BERARDI ,KELLY A			Contact Type	TELEPHONE	
Address	482 CLIFTON AVE			Home Phone	(908) 240 5139	
	BAYMILLE NJ08721 3423			Country	UNITED STATES	

Product Unknown	Unknown	Sta ng	Defau t	unab e to reach CM
Dea er	By Pass	Defau t	Defau t	Defau t
Corporate	Survey	By Pass	Defau t	Defau t
Corporate	Chat	Informat on	Defau t	Defau t
Corporate	Enhanced Customer Sat sfact on Program (ECS)	Defau t	Defau t	Customer s ates the veh c e shut down comp ete y
Referra	Top Care	Execut ve Team	Defau t	Pub c
Re at ons/Commun cat ons				
Product	Dr vab ty	Unknown	Hes tat on/No Power	Defau t

Br ef y summar ze why the customer s contact ng Chrys er:

customer states that she has not heard from her CM

customer request ng superv sor

Br ef y summar ze what the customer s expect ng:

Fo ow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone number: 908 240 5139

Ear est ca t me: 8AM

Latest ca t me: 8PM

Updates va ema : Y/N [ke yberard @comcast.net]

P ease see TL LS1521

Customer Assistance Inquiry Record (CAIR)#

32454440

VIN	2C4RC1EG3	HR555844	Open Date	09/21/2017	Built Date	09/06/2016
Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
In Service Dt	09/07/2016	Mileage	9416	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PRV	VELVET RED PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	26016	JIMRIEHL'S FRIENDLY CHRY JEEP INC				
Dealer Address	32899 VAN DYKE AVENUE					
Dealer City	WARREN			Dealer State	M	Dealer Zip 48093
Owner	MARQUETTE ,BRIAN				Contact Type	CERTIFIED LETTER
Address	50606 LANCELOT DR				Home Phone	(571) 309 2677
	MACOMB MI48044 6300				Country	UNITED STATES

Product Drvab ty	Unknown	Sta ng	Default
Corporate Lemon Law	Default	Default	Default
Dea er By Pass	Default	Default	Default

POSTMARK DATE: 091817; DATE RECEIVED: 092117

The owner submits a certified letter and notfication card to FCA received on 9/21/2017. The customer is having issues with vehicle status. An Acknowledgment letter will be sent to owner and this file will be forwarded to the bc for further review and handling.

POSTMARK DATE: 092117; DATE RECEIVED: 092117

9/22/2017 Please contact the customer and dealer review concern and handle on merits. GPJ

AM to follow up with customer week of September 25th. ELM54

AM assigned 2 CAIRS for this customer, AM to close this one and provide updates in CAIR #32111098 please reference. ELM54

Customer Assistance Inquiry Record (CAIR)#

32461461

VIN	2C4RC1EG4	HR669187	Open Date	09/22/2017	Built Date	12/23/2016	
Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON			
In Service Dt	01/09/2017	Mileage	1900	Dealer Zone	74	DENVER	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	ERF	3.6L V6 24V WT ENGINE					
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS					
Dealer	45099	LITHIA DODGE OF BILLINGS					
Dealer Address	2229 KING AVENUE WEST						
Dealer City	BILLINGS			Dealer State	MT	Dealer Zip	59102
Owner	SPOTTEDELK ,LANE				Contact Type	CERTIFIED LETTER	
Address	PO BOX 484				Home Phone	(406) 740 2713	
	LAME DEER MT59043				Country	UNITED STATES	

Product Dr vab ty	Unknown	Sta ng	Default	
Corporate Lemon Law	Default	Default	Default	
Dea er By Pass	Default	Default	Default	

POSTMARK DATE: 091817; DATE RECEIVED: 092217

The owner subm ts a cert f ed etter and not f cat on card to FCA rece ved on 9 22 2017. The customer s havng ssues w th veh c e sta ng. An Acknow edgment etter w be sent to owner and th s f e w be forwarded to the bc for further review and hand ng.

POSTMARK DATE: 092217; DATE RECEIVED: 092217

Spoke w th dea er and they were unab e to dup cate the customers concern. AM eft 2 vo cerna s w th customer and has not rece ved a ca back.

AM eft vo cerna for GM at 45099 ask ng f he wou d fac ate a rep acement and who the contact s at the dea er.

AM spoke w th customer and offered a rep acement as veh c e was down 32 days. Customer was not sure f they wanted to accept a rep acement and nstead wou d ke a repurchase. AM dec ned repurchase. Customer sa d they wou d th nk about t and ca back.

Spoke w th customer who stated he does not want a rep acement and has reta ned a awyer to pursue a buyback.

Customer wanted a ca back and n fact s not con act ng awyers.

Adv sor nformed customer want wr ter doesn't make dec s ons and can just res gn case.

Customer wou d ke to ook nto buyback.

Customer Assistance Inquiry Record (CAIR)#

32464608

VIN	2C4RC1DG7	HR502193	Open Date	09/22/2017	Built Date	04/08/2016
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
In Service Dt	04/13/2016	Mileage	5383	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	60227	GARDEN CITY JEEP CHRYSLER DODGE, LLC				
Dealer Address	283 N FRANKLIN ST					
Dealer City	HEMPSTEAD			Dealer State	NY	Dealer Zip 11550
Owner	SANCHEZ ,RAMON				Contact Type	OUTBOUND CONTACTS
Address	150 W COLUMBIA ST APT 6L				Home Phone	(516) 539 6332
	HEMPSTEAD NY11550 2507				Country	UNITED STATES

Corporate Enhanced Customer Satisfaction Program (ECS) Default Default Default

Veh c e has been identified for outreach related to the Enhanced Customer Satisfaction (ECS) Program. ECS start date for veh c e s 2017 09 23.

Veh c e s at the dealership GARDEN CITY JEEP CHRYSLER DODGE, (60227)

Update triggered by S50055M

CASE HAS BEEN ASSIGNED TO I2R, CASE MANAGER PATRICIA IF CUSTOMER CALLS

IN PLEASE HAVE THEM CALL CMPATRICIA AT 214 583 2171. THANK YOU.

10/2/2017 9:05:28 AM: User Comment by Patricia Johnson: >>Received call from customer inquiring about status of veh c e advised no status update at this time but will contact dealer and give him a callback<<

***** Following Corporate Resource has been contacted *****

TAPS

on 2017 10 02 @ 10:59

10/2/2017 10:01:17 AM: User Comment by Patricia Johnson: >>Called dealer 60227 and spoke with SA Jenny who verified veh c e s at dealer and provided RO info<<

10/2/2017 10:03:59 AM: User Comment by Patricia Johnson: >>Called customer and advised d d speak with dealer who advised case still being reviewed for resolution<<

10/2/2017 10:10:52 AM: User Comment by Patricia Johnson: >>Called dealer 60227 and spoke with SA Jenny who verified veh c e s at dealer and provided RO info<<

10/2/2017 10:11:51 AM: User Comment by Patricia Johnson: >>Called customer and advised d d speak with dealer who advised veh c e s being diagnosed<<

CAIR ESCALATION UPDATE

SEE STAR CASE# 100956454 FOR INFORMATION

CAIR ESCALATION UPDATE

SEE STAR CASE# 100956454 FOR INFORMATION

no contact made due to working with FCA

10/4/2017 4:16:57 PM: User Comment by Patricia Johnson: >>Made attempt to reach SA Jenny at dealer 60227 but was advised she is not in and to please callback tomorrow<<

10/5/2017 3:38:05 PM: User Comment by Patricia Johnson: >>Returned call to customer due to VM received but unable to reach LVM with contact info<<

10/5/2017 3:50:16 PM: User Comment by Patricia Johnson: >>Received call back from customer who states he has veh c e back and the dealer fixed the AC but they advised they were not able to verify the steering concern. Customer states the veh c e s not safe and he wants it repaired. Apologized that I am not able to assist with the desired resolution and provided NCDS info<<

Veh c e s at the dealership GARDEN CITY JEEP CHRYSLER DODGE, (60227)

Update triggered by S68300P

CAIR ESCALATION CLOSURE

SEE STAR CASE# 100956454 FOR INFORMATION

Customer Assistance Inquiry Record (CAIR)#

32473886

VIN	2C4RC1GG1	HR771754	Open Date	09/25/2017	Built Date	05/01/2017
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	05/02/2017	Mileage	5400	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PTE	MOLTEN SILVER				
Engine	ERC	3.6L V6 24V WT ENGINE UPG I W/ESS				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	26769	HALL CHRYSLER JEEP				
Dealer Address	3152 VIRGINIA BEACH BLVD					
Dealer City	VIRGINIA BEACH			Dealer State	VA	Dealer Zip 23452
Owner	KIM, JAE				Contact Type	ROADSIDE
Address	813 PARKER ROAD LOT 168				Home Phone	(757) 537 2089
	CHESAPEAKE VA23322				Country	UNITED STATES

Corporate Roads de Serv ces Warranty Veh c e Inoperab e Defau t

Roads de Ass stance Con acted DATE : 2017 09 25

Road S de F e Created 09 25 17 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

5715 RICHMOND RD 3152 VIRGINIA BEACH BLVD

MOORE DR

WILLIAMSBURG VIRGINIA BEACH

VA USA VA

CUST ALT NUMBER 7575372089 // CVRD FOR FIRST 12 M

DEALER CODE : 26769 HALL CHRYSLER DODGE JEEP RAM

Veh c e s at the dea ersh p HALL CHRYSLER DODGE JEEP RAM (26769)

Update tr ggered by S552000

CAIR pu ed from 960

SAMatt was at unch. Agent w ca back ater.

Agent st unab e to speak to SAMatt for an update on veh c e.

Agent spoke to SAMatt who nformed agent that the veh c e s sta ng.

SA stated that a PDC/fuse box s be ng ordered. Matt a so stated that he

s go ng to put the customer n a oaner unt the r veh c e s repa red.

Customer Assistance Inquiry Record (CAIR)#

32481105

VIN	2C4RC1DG8	HR836152	Open Date	09/26/2017	Built Date	06/24/2017
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
In Service Dt	06/25/2017	Mileage	2446	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERC	3.6L V6 24V WT ENGINE UPG I W/ESS				
Transmission	DFH	9 SPD 948TE FWD AUTO 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	RODRIGUEZ ,J				Contact Type	ROADSIDE
Address	70 E 36TH STREET				Home Phone	
	HIALEAH FL				Country	UNITED STATES

Corporate	Roads de Servces	Warranty	S art/Sta	Defau t
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Roads de Ass stance Con acted DATE : 2017 09 26

Road S de F e Created 09 26 17 FOR WARRANTY

VEHICLE PROBLEMAT: VEHICLE TAKEN TO:

70 EAST 36TH ST 16600 NW 57TH AVE

E 1ST AVE

HIALEAH MIAMI LAKES

FL USA FL

@ HOME IN DRIVEWAY STALLS WHILE RUNNING

DEALER CODE : 60457 MIAMI LAKES DODGE CHRYSLER JEEP

Customer Assistance Inquiry Record (CAIR)#

32481157

VIN	2C4RC1BG3	HR763503	Open Date	09/26/2017	Built Date	04/25/2017
Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
In Service Dt	04/30/2017	Mileage	4000	Dealer Zone	63	DALLAS
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERC	3.6L V6 24V WT ENGINE UPG I W/ESS				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	44690	MARK DODGE, CHRYSLER, JEEP, LLC				
Dealer Address	3777 GERSTNER MEMORIAL DRIVE					
Dealer City	LAKE CHARLES			Dealer State	LA	Dealer Zip 70607
Owner	JOHNSON ,D				Contact Type	ROADSIDE
Address	564 SHILOH DRIVE				Home Phone	(850) 494 2308
	PENSACOLA FL				Country	UNITED STATES

Corporate	Roads de Servces	Warranty	E ectr ca	Defau t
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Roads de Ass stance Con acted DATE : 2017 09 26

Road S de F e Created 09 26 17 FOR WARRANTY

VEHICLE PROBLEMAT: VEHICLE TAKEN TO:

6917 SHADOW LN 3777 GERSTNER MEMORIAL DRIVE

LA 384

LAKE CHARLES LAKE CHARLES

LA USALA

CX IS COVERD// VEH STALLED AND TURNED OFF VEH SAYS

DEALER CODE : 44690 MARK DODGE, CHRYSLER, JEEP, LLC

Customer Assistance Inquiry Record (CAIR)#

32483718

VIN	2C4RC1GG7	HR531477	Open Date	10/01/2017	Built Date	06/23/2016
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	06/27/2016	Mileage	16200	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				

Dealer	44771	GRIFFIN DODGE				
Dealer Address	N83 W15474 APPLETON AVE					
Dealer City	MENOMONEE FALLS		Dealer State	WI	Dealer Zip	53051
Owner	MILKEY,LINDA				Contact Type	E MAIL
Address	3467 E HOWARD AVE				Home Phone	
	ST FRANCIS WI53235				Country	UNITED STATES

Product	Eng ne	Unknown	Other	Defau t	Repeat concern w th eng ne shutt ng down.
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

eng ne shut down for second t me

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

serv ce department has not found the cause for the eng ne shutt ng down for the second t me. veh c e s st under warranty . If th s ssue cont nues s there anyth ng I can do? Does Chryser have any buy back po cy n p ace for emons? I be eve there are other e ectr ca ssue s nce the second shut down was not recorded.

*****END OF CUSTOMER EMAIL*****

Dear L nda,

Thank you for contact ng the FCA Customer Ass stance Center.

I am sorry to eam of the ssues you are exper enc ng w th your eng ne.

Your concerns, part cu ar y n vew of the nconven ence nvo ved n th s ssue, are understandab e and I apprec ate the t me and effort you took to br ng th s matter to my attent on.

L nda, I want to assure you we are here to ass st you 24/7. Your ema has been revewed and has been forwarded to a more appropri ate area for the r attent on and response. One of our Case Managers w contact you by phone w th n one bus ness day address ng your ssue. Th s referra act on w prov de the best opportun ty for your request.

We va ue your bus ness and I hope you have a great day!

Thank you aga n for your ema . Shou d you requ re add t ona ass stance, or have any new nformat on to prov de, p ease rep y to th s ema message or ca 1 800 247 9753.

S ncere y,

Rand

Customer Serv ce Representat ve

FCA Customer Ass stance Center

*****END OF CAC EMAIL*****

Customer seek ng ass stance w th:

[Repeat concern w th eng ne shutt ng down.].

Customer expect ng:

[Veh c e repa red].

Agent advsed w esca ate to case manager.

Fo ow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone number: 262 389 2393

Ear est ca t me: 8:00 am

Latest ca t me: 8:00 pm

Updates va text: N

Updates va ema : Y[nda.m key@hotmail .com]

Veh c e ocat on: [GRIFFIN'S HUB CHRYSLER JEEP DODGE]

Date and T me of Appo ntment: [N/A].

Conf rmed appo ntment w th: [N/A]

Customer n ren a : Y/N

Author zed by:

Renta start date: [N/A]

SME MH1376 approves esca at on.

Reass gn ng.

Status update provided via email to the following email address:

tjeske@griffindodge.com

He o t h s s James from FCA Case Management.

(I am contacting on behalf of Jane)

I am contacting in reference to CAIR #: 32483718.

Customer: MS LINDA MLKEY

Vehicle: 2017 CHRYSLER PACIFICA LIMITED

VIN #: 2C4RC1GG7 HR531477

If you could please advise of this vehicle's diagnoses and current repair status that would be greatly appreciated!

Please feel free to either reply to this email or contact by phone.

James FCA Case Manager

Phone 1 844 827 2003 EXT. 471 9058

End of Status Update

In Service Date: 08/17/2016

Original Owner: NO 2nd owner purchased 08/25/17

Mileage: 16,068 miles

Vehicle purchase type: 3 Household 2 New, 1 Used (1 of the 2 New's under Kenneth M Key)

Multipoint Repairs/Previous related repairs:

MVP plans: NO

Other: There is an open STAR case #100958420 for the issue of shutting down when in city traffic

On warranty claims during the customer's ownership of the vehicle are for a power window sensor and the reprogramming of a TCM module.

There is nothing on this being 2nd time for the engine do not have confirmation of duplication from the DLR or what the issue is.

***** Create Prep Sheet *****

Prep sheet was saved successfully.

*****OUTBOUND DEALERSHIP CONTACT*****

GRIFFIN'S HUB CHRYSLER JEEP DODGE 44771 414 325 3333

Steve in Service passed to SADDEN. SADDEN says they had for 2 days and put into a loaner. Went through all the checks for codes and fixed off a STAR case. Just driving in different conditions. Gave permission for the technician to take it home. She does have a phone charger in there. Trying to find out if this happens when she's charging her phone. Had some problems with the signals from her phone that's a possibility. Apparently STAR has run cross this when certain phone cords put in USB can cause interference with the electronic functioning.

Customer does not have the START/STOP feature. DLR have had the vehicle since Monday 10/02/17 and for over 100 miles without the issue happening. Basically the DLR cannot duplicate the issue. The technician did act up for the mechanic when he got home. SADDEN will check with him on whether a repair was done.

*****OUTBOUND CUSTOMER CONTACT*****

LINDA MLKEY 262 389 2393

The vehicle went into neutral.

?Has the vehicle been to the dealer for this concern previously? Customer says she had it there twice before

?What happened? the first time it was taken in was Aug. 28th to the same DLR she purchased it used on 8/17/17 at 14,800 miles

?When did this first occur? at just over 15,000 miles

?How often does it occur now? that first time and it happened again on Sep. 21st

Customer states that the first time the DLR saw it, part 68277373AH was replaced and the DLR did a software update. The 2nd time they said they fixed the throttle sensor.

She just returned this Saturday, Sep. 29th and it happened again. It just shut itself off and on Sep. 30th it put itself into neutral by itself. The DLR have had the vehicle since Saturday.

?Under what conditions does this concern occur? twice it has happened in the same locations in the morning, then once customer had pulled off the freeway. It happened when she took her foot off the gas.

?What can you tell me about your concern that I haven't already reviewed with you? customer is afraid to be on the freeway, she can't put it into PARK, and says that it's dangerous

?Are you the primary driver of the vehicle? yes

?What would you like to see happen? customer wants them to find something, that's why she authorized for

Customer also stated that the engine lights stayed on. The next 2 times

the DLR did not show anything on the diagnostic even.

Customer does currently have a loaner she got it on Saturday when she was in.

Customer says she can pull up on the Mopar site but she has an issue.

The mileage on the site is higher than what is on her vehicle. 16,200 is what she says is on the vehicle right now. She says it's saying 25,000 on her Mopar owner connect site.

CM advised that this is now known as the Mopar.com Owners Site and she will look into whether or not there is a way to escalate her concern to get the mileage fixed on the site.

*****RESEARCH*****

AC #S 24875 AND 25282.

AC#24875 attachment "Survival Guide" states:

Manually entered service history:

Customer will manually enter this into the account.

If Service History not Displaying from dealership, Mopar.com Owner account is unable to change/alter the service entered by the dealership as this comes directly from dealer system to customer account.

Customer has RA4S Uconnect 3C NAV with 8.4" Display the free trial of Access would have expired on 08/17/2017 unless customer gave her credit card information to Uconnect Access to renew some features may be connected to the active Uconnect Access subscription, so customer may wish to contact Access first for general information on what she gets with the subscription

CORRECTION TO LINES 116-117

Customer wants the DLR to find something that is why she authorized for the tech to drive it home.

Status update provided via email to the following email address:

linda.milkey@hotmail.com

My name is Jane 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 32483718

? The FCA Case Management telephone number is: 1 844 827 2003

? My direct extension for leaving a Voice Mail is: 4718062

? FCA Case Management's hours are: 7:00 am - 7:00 pm Central Time, Monday

through Friday

? My work hours are: 10:30 am - 7:00 pm Central Time, Monday through Friday.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

End of Status Update

*****OUTBOUND DEALERSHIP CONTACT*****

GRIFFIN'S HUB CHRYSLER JEEP DODGE 44771 414 325 3333

SM Tanya is away this week and will be back. SM has not test driven the vehicle. The technician was the one test drive it. Customer's patient per SADDEN says. CM pointed out that the STAR case says for customer to help duplicate the concern. SADDEN says the customer has been in a loaner since Monday, 10/02/17.

DLR will need to make the decision as to whether or not customer should pick up the vehicle, since they have put 100 miles on the vehicle from test driving it and so far, have not been able to duplicate the issue and the SM is currently away.

SADDEN says he will call the customer and offer for the customer to come in and try to duplicate the concern, in the SM's absence.

*****OUTBOUND CUSTOMER CONTACT*****

LINDA MILKEY 262 389 2393

Customer states that she is putting a deposit on another vehicle. She is getting out of the vehicle. CM explained that we require her help in duplicating the concern since it has only happened when she is driving the vehicle and the SADDEN will be contacting her today regarding the issue. CM advised there is another step we can take of installing a Data Recorder in the vehicle but we would need to speak to the SM Tanya first and she returns to the dealership on Saturday, 10/07/17. We would not be able to do this if customer does not intend to keep the vehicle. Customer had wanted it "fixed" so she can sell it. CM explained that without being able to duplicate the issue, we would not be able to

determine a repair. CM will follow up with the customer next week and customer can call into Case Management Monday through Friday if she

requires any further assistance.

CM also advised customer of the results of her research on her quest on about the mileage disagreement with her actual mileage on the Mopar Owner's Site. Customer had not renewed the Uconnect Access.

*****OUTBOUND DEALERSHIP CONTACT*****

GRIFFIN'S HUB CHRYSLER JEEP DODGE 44771 414 325 3333

SM Tanya says they test drove it 150 miles. They had it in a most a week. Customer picked up the vehicle on Oct. 5/17 and has not returned.

CM updated SM Tanya on discussions with SA Dennis the STAR case advised customer should help to demonstrate the issue to the DLR. CM also wanted input from the tech on whether customer's use of a USB cable is causing the concern.

SM Tanya will call Case Management back once she has obtained the tech's opinion on the non duplicate issue, since CM had requested more details.

*****INBOUND DEALERSHIP CONTACT*****

GRIFFIN'S HUB CHRYSLER JEEP DODGE 44771 414 325 3333 SM

DLR calling wanting to speak with Jane. CM advised she is currently out to lunch. DLR advised that it could be the cable causing this issue as they have seen it before but the customer could not tell the DLR which cable she was using and couldn't confirm it was the cable. CM advised we will try to contact the customer and see if we can get more information.

SM thanked CM.

*****OUTBOUND CUSTOMER CONTACT*****

LINDA MLKEY 262 389 2393

CM advised customer the SM requires more information. Customer says we can close the case because she is picking up her new vehicle which is a 2018 Pacifica. Customer states she was impressed by how we were handling her case and that is why she is staying with the brand. CM thanked customer for working with us and the dealership and advised we would be sending a final email which mentions a Survey and that we would ask that she fill out the Survey so we can gauge how we are doing. CM offered future assistance if required.

Status update provided via email to the following email address:

linda.mkey@hotmail.com

Hello Linda,

Your Case Number is: 32483718

The FCA Case Management Telephone Number is: 1 844 827 2003

My Direct Extension is: 4718062

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may reopen your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. We'd ask that you take the time to complete the survey so we can know how we're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

It has been a pleasure working with you, all the best

Jane FCA Case Manager

Phone: 1 844 827 2003 Ext. 4718062

End of Status Update

Customer Assistance Inquiry Record (CAIR)#

32493473

VIN	2C4RC1EG3	HR684196	Open Date	09/27/2017	Built Date	01/24/2017
Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
In Service Dt	01/27/2017	Mileage	3900	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERC	3.6L V6 24V WT ENGINE UPG I W/ESS				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	23955	FIRKINS C P J E				
Dealer Address	2700 FIRST STREET					
Dealer City	BRADENTON			Dealer State	FL	Dealer Zip 34208
Owner	JORDAN ,AMANDA				Contact Type	TELEPHONE
Address	744 SPANISH MAIN DR				Home Phone	(813) 952 8801
	APOLLO BEACH FL33572 2431				Country	UNITED STATES

Product Dr vab ty	Unknown	Sta ng	Defau t	
Corporate Outbound	Corporate In at ve	Defau t	Defau t	
Dea er By Pass	Defau t	Defau t	Defau t	
Corporate Comp a nt Contact	Defau t	Defau t	Defau t	

Customer ca ed stat ng she had a prob em w th the serv ce department Chrys er Dodge Jeep Ram Crestvew. Customers veh c e broke down. Tow ng ass stance came and jump started the veh c e. After an hour of dr vng customer came to a ro ng stop and veh c e shut down. When got to the dea ersh p E ot and the superv sor Mke were extreme y rude. Customer was runn ng ate for a wedd ng and asked for a oaner veh c e. Dea ersh p does not do oaner veh c e but offered renta . Customer went to the dea ersh p 9 27 2017 to ask was her veh c e ready. Mke answered her w th nope and wa ked away. Dea ersh p can't f gure out what s wrong w th the veh c e but customer s 7 hours away from home. When at the dea ersh p customer overheard E ot prom se another customer a oaner but to d customer they do not have oaner veh c es. Customer s now dr vng the renta home and doesn't know when her veh c e w be ready. Offered to ca dea ersh p but customer d dn't want that

11/22/17 Con acted owner to d scuss s a ng concern and conducted survey for feedback.

Customer Assistance Inquiry Record (CAIR)#

32493898

VIN	2C4RC1EG1	HR518811	Open Date	09/27/2017	Built Date	06/01/2016
Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
In Service Dt	06/02/2016	Mileage	20000	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERF	3.6L V6 24V W/T ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				

Dealer	68348	KOONS CHRYSLER				
Dealer Address	2000 CHAIN BRIDGE RD.					
Dealer City	VIENNA	Dealer State	VA	Dealer Zip	22180	
Owner	COHEN ,ALLISON K			Contact Type	TELEPHONE	
Address	1977 CREEK FIELD CIR			Home Phone	 	
	LEESBURG VA20176			Country	UNITED STATES	

Product	Unknown	Unknown	Sta ng	Defau t	Veh c e s sta ng
Product	Unknown	Unknown	Hes tat on/No Power	Defau t	Ent re veh c e oses power, cannot acce rate or sw tch gear
Corporate	SurveyBy Pass	Dup cate	CAIR	Defau t	Defau t
Reca	T23: 2016 2017 EGR VALVE FUNCTION Advse				
Owner/Incomp ete Reca					

Customer seek ng ass stance w th:

[Customer contacted CAC stat ng the veh c e has been nto the dea er at east 3 t mes for just cutt ng off. The customer has the veh c e n for serv ce for the past 7 days and the 23 reca and s current y wonder ng f the veh c e w be f xed w th the cutt ng off ssue because of the reca . Customer states f he can not rece ve conf rmat on that the veh c e s f xed then he w not take ownersh p of the veh c e].

Customer expect ng:

[Customer seek ng further ass stance w th gett ng the veh c e d agnosed and f xed.]

Agent con acted the dea er and spoke to Greg the SM who stated the t23 reca has been done. The veh c e s current ywa t ng for a m dd e conso e and the veh c e has been unab e to dup cate any of the ssues.

Agent conferred w th TL who suggested to open a STAR case to see f there s add t on a ss stance that can be offered. SA w be open ng STAR case for further ass stance.

Agent adv sed w esca ate to case manager.

Fo ow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone number:7036336387

Ear est ca t me:9am

Latest ca t me:5pm

Updates va text: Yes

Updates va ema : Yes [adam_j_cohen@hotmail .com]

Veh c e ocat on: /Dea er

Date and T me of Appo ntment: [Insert Date and T me].

Conf rmed appo ntment w th: [Dea er and Dea er Contact]

Customer n ren a : Y/N

Author zed by:

Renta start date: [Date]

There s not a STAR case open as of now, veh c e s unab e to be d agnosed. Customer fee s unsafe w th the veh c e cutt ng off.

Reass gn ng.

~~~~~  
Goodw Qua fer Narrat ve

~~~~~  
In Serv ce Date: 06/20/2016

Org na Owner: Yes

M eage: 20000

Veh c e purchase oya ty. Just th s veh c e.

Mu tiple Repa rs/ Previous re ated repa rs: Just a coup e

MVP p ans: Yes

Other: Reca T23 2016 2017 EGR VALVE FUNCTION (Parts are ava ab e)

Veh c e needs to be d agnosed and an appo ntment schedu ed.

*****OUTBOUND DEALERSHIP CONTACT*****

KOONS CHRYSLER / DC 68348 / 703 356 0400

Agent attempted to contact SA Greg however, he was not available.

Left message for a return call 471 9869

***** OUTBOUND DEALERSHIP CONTACT *****

KOONS CHRYSLER 68348 703 356 0400

CM contacted dealership, service advisor who is working on the vehicle is not available. Left a voicemail requesting a callback.

***** INBOUND DEALERSHIP CONTACT *****

KOONS CHRYSLER 68348 703 356 0400

SA Greg called to speak to case manager. SA stated that they have tested the vehicle numerous times, have tried scanning for trouble codes but they have not been able to determine that there is anything wrong with the vehicle. The vehicle required a new center console which is being installed today and once installed the shop foreman will be testing driving it again and opening a STAR case.

***** OUTBOUND CUSTOMER CONTACT *****

ALLISON COHEN 703 633 6387

CM contacted customer, customer was not available. Left a voicemail requesting a callback.

INBOUND CUSTOMER CONTACT

ALLISON K COHEN

Customer called seeking to speak with CM. Customer was transferred over for additional assistance.

***** INBOUND CUSTOMER CONTACT *****

ALLISON COHEN 703 633 6387

Customer called to speak to CM. Case manager advised customer of lines 54 59 and that the dealership is reaching out for further assistance regarding the issue. CM advised she will contact dealer for an update and will follow up with the customer no later than 10/4/2017. Customer has a loaner vehicle and states he will not take the van back until he knows it has been repaired.

Customer emailed CM regarding problem. Customer described the issue as the vehicle beginning to drag, followed by the vehicle completely shutting down with no power at all, when this happens the "D" for drive lights up and flashes and you can't put it into any other gear, and there is nothing she can do but let the vehicle coast until it stops. After this occurs she restarts the vehicle and this as of yet doesn't happen.

Status update provided via email to the following email address:

allisoncohen02@gmail.com

Hi Allison,

This is Nicole from Chrysler case management. I just wanted to let you know that the dealership have now opened a STAR case and they are working with a technician to determine what needs to be done to diagnose the cause of the vehicle issues. I will provide you with more updates as they become available. Thanks for your time.

End of Status Update

*****Customer Email Address Updated*****

Customer has updated the email address from allisoncohen02@gmail.com to allisoncohen02@gmail.com for further communication or for surveys.

Status update provided via email to the following email address:

allisoncohen02@gmail.com

Hi Allison,

This is Nicole from Chrysler case management. I just wanted to let you know that the dealership have now opened a STAR case and they are working with a technician to determine what needs to be done to diagnose the cause of the vehicle issues. I will provide you with more updates as they become available. Thanks for your time.

End of Status Update

Status update provided via email to the following email address:

allisoncohen02@gmail.com

Hi Allison,

This is Nicole from Chrysler case management following up. I wanted to give you an update and let you know that the dealership is actively working with our STAR technicians to determine what is causing the vehicle issues. I will follow up with you as updates become available.

End of Status Update

***** OUTBOUND DEALERSHIP CONTACT *****

KOONS CHRYSLER 68348 703 356 0400

CM contacted dealer, service manager Greg was not available. Left a

vo cema request ng a ca back.

***** OUTBOUND DEALERSHIP CONTACT *****

KOONS CHRYSLER 68348 703 356 0400

CM contacted dea er, SA Greg was not ava ab e. Contacted serv ce manager by ema for an update on the veh c e.

SM contacted CM by ema , serv ce manager adv sed that th s veh c e has on y sta ed 4 t mes n 20,000 m es and due to how nterm ttent the concern s they are return ng the veh c e to the customer and term nat ng the renta . They have dr ven the veh c e 300 m es w th no dup cat on.

Status update prov ded va ema to the fo ow ng ema address:

a soncohen02@gma .com

H A son,

Th s s N co e from Chrys er case management. I have an update on your case, f you cou d p ease contact me whenever poss b e. Thank you.

End of Status Update

*****INBOUND CALL CUSTOMER*****

Customer seek ng to speak to NS1317. Agent adv sed h s CM s current y not ava ab e. Customer stated he wou d ke to eave a VM. Agent connected the customer to CMs VM.

***** OUTBOUND DEALERSHIP CONTACT *****

KOONS CHRYSLER 68348 703 356 0400

CM contacted dea er, SA stated that the customers veh c e has been returned to them. CM w fo ow up w th customer.

Status update prov ded va ema to the fo ow ng ema address:

a soncohen02@gma .com

Th s s N co e from Chrys er case management. I spoke to the serv ce manager at Koons and he adv sed me that due to the sta ng prob em not dup cat ng they have returned your veh c e to you. If you fee the ssue needs to be addressed further I can ass st you n sett ng up an appo ntment at another dea ersh p for a second op n on the ssue, and recommend br ng ng the veh c e n to a dea er mmed ate y f the ssue occurs aga n. Do you current y have any appo ntments schedu ed to have the veh c e d agnosed?

End of Status Update

Inbound Customer Con act

Customer, Adam Cohen s ca ng to speak w th CM. Agent warm transferred.

~

OUTBOUND CUSTOMER CONTACT

ADAM COHEN 703 633 6879

Customer s ca ng to ask the Dea er for a comp ete break down of what they d to attempt to d agnose th s veh c e to nc ude mechan ca nspect on beyond s mp e computer test. CM can send by ema or phone. Customer s an attorney. Agent thanked customer for a ow ng us th s opportun ty to document customer's concern.

~

***** INBOUND CUSTOMER CONTACT *****

ADAM COHEN 703 633 6387

Customer ca ed to speak to case manager. CM adv sed that at th s t me the dea er s unab e to dup cate the ssue after dr v ng t over 300 m es and they cannot cont nue to put m eage on the veh c e w th no resu ts. Customer has p cked up h s veh c e but s upset that there was no repa r. CM adv sed customer that f the ssue were to occur aga n to have the veh c e towed to the dea er and that f he was d ssat sf ed w th the reso ut on prov ded by the dea er he cou d seek a second op n on. Customer s upset that open ng a STAR case and a case w th FCA case management d d not resu t n a repa r and does not want to dr ve the veh c e or wa t any onger for reso ut on as he fee s t s unsafe, CM adv sed that we do need dup cat on before t can be repa red and the sta ng prob em s very nterm ttent, occurr ng on y once around every 6 months or 5000 m es. Customer fee s that h s prob em s not be ng acknow edged by Chrys er. Dea er d d work w th STAR techn c ans on the ssue however they have no dup cat on and no error codes to go by at th s t me.

Customer requested to speak to a superv sor as he s unhappy that there s not more that the dea er and the star techn c ans cou d do to reso ve the ssue. CM adv sed superv sor was not current y ava ab e and adv sed he cou d rece ve a ca back n one bus ness day, customer agreed.

Customer has requested Supervisor call back
Preferred daytime number: 8 AM
Preferred evening number: 8 PM
Reason for request: Customer is upset dealer could not duplicate concern and does not accept next steps
CAIR assigned to: SM2149
CSR has informed customer a Supervisor call back request has been made, and the customer will receive a call back within one (1) business day

OUTBOUND SUPERVISOR CONTACT 703 633 6387
ADAM COHEN

Writer contacted customer to return call. Customer informed that this issue has occurred 2 times in the last year and a half. Customer relayed that this is unacceptable and that he has reached out to NHTSA to make a formal complaint. Customer would like to have his vehicle repaired; however, understands the DLR is unable to duplicate the issue. Customer relayed he does not feel safe in his vehicle. Writer informed she will reach out to our technical resources to make certain we are researching every possibility. Customer understood and thanked. Customer requested to send us information he has found as there have been 48 NHTSA cases pertaining to this issue.

Status update provided via email to the following email address:
asoncohen02@gmail.com

Adrian,
This is Nico from Chrysler case management. I wanted to let you know that we are reaching out to our technical resources to make sure we are covering every possible resolution, I will follow up with you when I receive any updates.

End of Status Update

Status update provided via email to the following email address:
asoncohen02@gmail.com

Good evening Ms. Cohen
Our apologies for your frustrations, we are still researching your concern and looking for potential solutions to your unique problem. Please do not hesitate to reach out to us if the issue happens again, in the meantime, we will continue looking into it.

End of Status Update

Begin Customer Message reviewed:

We received an update message from Jevon, but the case manager with whom we have been working is Nico and her supervisor, Samantha, both of whom work in the Mid-Atlantic Case Management Group. While we appreciate the update email, we respectfully disagree with the characterization that this is a "unique problem." With due respect, to characterize it as a "problem" oversimplifies the powering down of the vehicle is not merely a problem, but rather is a major safety defect, which if left unaddressed, could cause grievous injury or death. We also reject the characterization that this is "unique." For the 2017 Pacifica, there are no less than 42 complaints filed with the National Highway Transportation Safety Administration (NHTSA) that assert the vehicle is experiencing the same major safety defect. There are a significant number who have posted on various online forums, including PacificaForums.com, where Chrysler corporate personnel have themselves posted to invite those owners to provide the VIN to open a case. This dates back to May 2017. The pace of this research is stunningly slow. While we appreciate the update, more can and must be done.

End of Reviewed Customer message

Agent reviewed with SWAT; SM emailed

Status update provided via email to the following email address:
asoncohen02@gmail.com

Good evening Ms. Cohen,
I apologize that it has been slowing down with your concern. I have personally reviewed the NHTSA cases you referred to in your previous email and been in contact with both our technical resources, who made some suggestions regarding diagnostic approaches, and the service manager at your dealership. Rod looked into them and apologized that the technician who was most familiar with your vehicle went on medical leave. He has reviewed the suggestions and information provided by our technical resource with his shop foreman and they do not feel any of our

suggestions are relevant to your case. They have referred me back to the relevant findings and we are continuing to look for a solution.

End of Status Update

Begin Customer Message reviewed:

Jevon, thank you for this update, and more particularly for the specific steps you have taken since our last correspondence. While I appreciate the additional research and engagement with the local service department, I am disappointed to hear that there continues to be no known resolution at this time. In the absence of a resolution, this remains a dangerous vehicle. We recognize that identifying the cause of this safety defect may take some time. That said, the most dangerous aspect of this system failure is its unpredictability. We do not know whether this will occur on a local road, a highway, or not again for a couple months and thus we do not feel comfortable driving this vehicle. Quite frankly, from both a public safety and liability standpoint, we do not believe Chrysler should feel comfortable either. Can we please set up a time to discuss what options Chrysler can make available to us to ensure our family's safety while Chrysler continues to identify the source of and work to resolve this major safety defect in our 2017 Pacifica? We can be reached at 703 633 6387 to discuss this further. Thank you.

End of Reviewed Customer message

TOP CARE CAIR 32699737 OPENED YESTERDAY

Agent requests Survey Bypass TOP CARE

Reassigned to SM2149

Customer Assistance Inquiry Record (CAIR)#

32501016

VIN	2C4RC1DG9	HR529248	Open Date	10/03/2017	Built Date	06/11/2016
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
In Service Dt	06/13/2016	Mileage	13000	Dealer Zone		
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PRV	VELVET RED PEARL COAT				
Engine	ERF	3.6L V6 24V VWT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				

Dealer		
Dealer Address		
Dealer City		Dealer State Dealer Zip
Owner	MARCHUS ,DEREK	Contact Type E MAIL
Address	1185 S RED COLT RD	Home Phone (808) 722 8668
	TUCSON AZ85748	Country UNITED STATES

Product	Electrical	Lamps and Switches	Other	Default	Gauges act errat c
Corporate	Survey By Pass	No Diagnosis	Default	Default	
Product	Unknown	Unknown	Sta ng	Default	veh c e sta s at ghts
Product	Electrical	Power Windows	Intermittent or Inoperative	Unknown	Windows ro down nadvertent y

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Dissatisfaction with vehicle

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

I have a 2017 Pacifica, that I have owned about 1 year now. We have had nothing but electrical problems since we bought it. We have taken it to the dealer 3 times and the vehicle keeps having problems. It has become a very big safety concern for us. My wife has no confidence in driving our kids around in the vehicle as the last time it went from drive to park on 2 occasions while the vehicle was in use. We have had a lot of the recalls taken care of and still have issues with the electrical system. Windows roll down inadvertently, vehicle status lights, gauges act erratically. We have serious safety concerns about this vehicle and are very unhappy with the product. The dealership has been awesome in attempting to address the issue and I have no complaints about the service received during the sale and the attempted fixes. We paid a lot of money for this vehicle and are extremely dissatisfied with the electrical problems. We absolutely love the van itself and think our family needs excellent, however with the safety concerns of this vehicle outweighs our satisfaction of the van. I feel we have a defective vehicle and would like it taken care of for our safety. I was very happy with the Chrysler brand to date but this experience has given me lack of faith in your products. My wife should not be concerned about the safety of our children every time she drives it. It's a new van and she's already saying just get rid of it, I can't even drive without thinking it's going to stall and cause an accident with the kids in the car. Thank you, I hope you stand behind your products

*****END OF CUSTOMER EMAIL*****

Dear Derek,

Thank you for contacting the FCA Customer Assistance Center.

I'm sorry to learn about your family's experience with your 2017 Chrysler Pacifica, I can absolutely understand how concerns such as this would be worrisome for you and your wife as parents and as a who, disappointed for a new vehicle.

Although this is probably not what you want to be hearing in response to your recent email. The best course of action would be to schedule an appointment with your dealership. Except this time, as soon as you have the appointment made, call us and provide us with the appointment date and time. From there the representative you speak with will be able to

escalated your case to involve a Case Manager who will work with you and the dealership towards resolution.

I very much appreciate the time you took to contact us surrounding these issues. We look forward to assisting you further.

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 800 247 9753.

Sincerely,

Jenna

Customer Service Representative

FCA Customer Assistance Center

*****END OF CAC EMAIL*****

Reassigned to 861 - no diagnosis

Customer Assistance Inquiry Record (CAIR)#

32509725

VIN	2C4RC1DG3	HR501977	Open Date	09/29/2017	Built Date	04/20/2016
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
In Service Dt	04/23/2016	Mileage	21426	Dealer Zone	71	LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				

Dealer	64855	VICTORVILLE MOTORS INC				
Dealer Address	14617 CIMC DR					
Dealer City	VICTORVILLE	Dealer State	CA	Dealer Zip	92394	
Owner	ONTIVEROS ,RAYMOND			Contact Type	OUTBOUND CONTACTS	
Address	12853 AMBER CREEK CIR			Home Phone	(760) 553 4329	
	VICTORVILLE CA92395 8902			Country	UNITED STATES	

Corporate Enhanced Customer Satisfaction Program (ECS) Default Default Default

Veh c e has been identified for outreach related to the Enhanced Customer Satisfaction (ECS) Program. ECS start date for veh c e s 2017 09 30.

*****OUTBOUND ECS FIRST ATTEMPT*****

Agent contacted customer to inquire if veh c e has been repaired to satisfaction, however customer stated that he's still having issues with the veh c e. The customer stated that he was driving the veh c e and while driving the veh c e shut down completely. The customer stated that he then had to have the veh c e towed over to a Chrysler studio to have issue repaired, when the veh c e arrived to the dealership the dealership couldn't resolve the issue. Customer then had to tow the veh c e all the way back to his hometown where the veh c e is still down. The customer also expressed that the veh c e's radio isn't working he said that he'll turn the radio on but nothing happens it just shows a Chrysler design then cuts off right after. The customer is not happy at all with the veh c e.

760 553 4329 has been activated for text message communication.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T2205YR*****

Hey, Mr. Ontiveros, this is Neely your Case Manager. You may reach me at 866 275 1420 ext 89029

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

CM Called Customer, Customer stated that veh c e is at his dad's house in CA and he is in WA. Customer will call CM when his dad will be able to bring veh c e into the DLR. CM said okay. Call ended

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T2205YR*****

Hey, Mr. Ontiveros, this is Neely your Case Manager. You may reach me at 866 275 1420 ext 89029

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T2205YR*****

Hey This is Neely your case manager. the number that you provided for me yesterday for the DLR ended up being a lock smith. Do you mind providing me the # again

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from 760 553 4329

***** Start SMS Reply From Customer *****

Phone Number: 17605534329

Received Date: Wed Oct 18 11:17:28 EDT 2017

Text: Im sorry about that, the number is 360 754 5500

***** End SMS Reply From Customer *****

***** Start SMS Reply From Customer *****

Phone Number: 17605534329

Received Date: Wed Oct 18 11:17:28 EDT 2017

Text: Im sorry about that, the number is 360 754 5500

Phone Number: 17605534329

Received Date: Wed Oct 18 11:17:28 EDT 2017

Text: Im sorry about that, the number is 360 754 5500

***** End SMS Reply From Customer *****

***** Start SMS Reply From Customer *****

Phone Number: 17605534329

Received Date: Wed Oct 18 11:17:28 EDT 2017

Text: Im sorry about that, the numbers 360 754 5500

Phone Number: 17605534329

Received Date: Wed Oct 18 11:17:28 EDT 2017

Text: Im sorry about that, the numbers 360 754 5500

Phone Number: 17605534329

Received Date: Wed Oct 18 11:17:28 EDT 2017

Text: Im sorry about that, the numbers 360 754 5500

***** End SMS Reply From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T2205YR*****

Okay Thank you, I laughed when I the guy called me back and to d me he was not a dea er sh p.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from 760 553 4329

Text message received from 760 553 4329

***** Start SMS Reply From Customer *****

Phone Number: 17605534329

Received Date: Wed Oct 18 14:00:26 EDT 2017

Text: Im at the dea er sh p to p ck up the Pac f ca. They stated it was fixed. When I started t up... Rad o st broken

Phone Number: 17605534329

Received Date: Wed Oct 18 14:04:13 EDT 2017

Text: Th s w be the 3rd attempt dea er sh ps have made to f x th s

***** End SMS Reply From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T2205YR*****

The Rad o s broken how ts not power ng on? and f you have not eft the DLR yet nform them before you eave the r park ng ot.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from 760 553 4329

Text message received from 760 553 4329

***** Start SMS Reply From Customer *****

Phone Number: 17605534329

Received Date: Wed Oct 18 14:10:56 EDT 2017

Text: Yes we are st here n the dea er sh p. It never eft the park ng ot

Phone Number: 17605534329

Received Date: Wed Oct 18 14:11:35 EDT 2017

Text: Same symptoms

***** End SMS Reply From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T2205YR*****

so I d d ook nto the ema s that I had and your v n s qua f ed for the new update

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from 760 553 4329

***** Start SMS Reply From Customer *****

Phone Number: 17605534329

Received Date: Wed Oct 18 14:33:15 EDT 2017

Text: The dea er sh p nsta ed the new update and t crashed aga n

***** End SMS Reply From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T2205YR*****

oh man.. okay g ve me a sec.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T2205YR*****

Hey Raymond I am st n the process of ook ng nto what e se we can do about you rad o not work ng. I ask our Techs n house and I am wa t ng for a responce

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T2205YR*****

I w keep you posted

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from 760 553 4329

***** Start SMS Reply From Customer *****

Phone Number: 17605534329

Received Date: Fr Oct 20 14:22:13 EDT 2017

Text: Thank you so much

***** End SMS Reply From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T2205YR*****

You are we come

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from 760 553 4329

Text message received from 760 553 4329 after CAIR was closed

Text message received from 760 553 4329

Text message received from 760 553 4329 after CAIR was closed

Customer called stating he would like to speak to his CM. Agent advised case was closed and offered to assist. He stated Uconnect on the vehicle is now no longer working due to download of the update. Customer states he's been made aware there are two radios available, one is covered by warranty and one is not and would like to discuss this with his CM. Transferred to CM.

Customer Assistance Inquiry Record (CAIR)#

32509877

VIN	2C4RC1DG8	HR516071	Open Date	09/29/2017	Built Date	04/26/2016
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
In Service Dt	04/27/2016	Mileage	13377	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	60451	LESTER GLENN CHRYSLER DODGE JEEP				
Dealer Address	101 ROUTE 37 E					
Dealer City	TOMS RIVER			Dealer State	NJ	Dealer Zip 08753
Owner	BERARDI ,KELLY A				Contact Type	OUTBOUND CONTACTS
Address	482 CLIFTON AVE				Home Phone	(908) 240 5139
	BAYVILLE NJ08721 3423				Country	UNITED STATES

Product Unknown	Unknown	Sta ng	Defau t	Customer s ates the veh c e shut down comp ete y
Dea er	By Pass	Defau t	Defau t	Defau t
Corporate	Survey	By Pass	Defau t	Defau t
Corporate	Chat	Informat on	Defau t	Defau t
Corporate	Enhanced Customer Sat sfact on Program (ECS)	Defau t	Defau t	Shuts off, de ays/hes tate wh e dr vng.
Product	Dr vab ty	Unknown	Hes tat on/No Power	Defau t
				Veh c e powers off, Hes tates/de ays wh e dr vng.

Veh c e has been dent f ed for outreach re ated to the Enhanced Customer Sat sfact on (ECS) Program. ECS start date for veh c e s 2017 09 30.

*****ECS OUTBOUND 1ST ATTEMPT*****

No Answer.

*****OUTBOUND ECS SECOND ATTEMPT*****

Agent con acted customer to nqu re f veh c e has been repa red to sat sfact on, however customer stated that she s st hav ng ssues w th the veh c e and a so that she s not a ways ava ab e to answer the phone and s ask ng that when she s contacted that the case manager eaves an vma w th a number to be con acted back

Status update prov ded va ema to the fo ow ng ema address:

ke y.berard @comcast.net

He o, my name s Ruth and I have been ass gned as your Case Manager.

Th s ema s conf mat on that your case, 32509877 was successfu y esca ated to me.

After I review the deta s of the case, I w be ca ng you at your preferred number, 908 240 5139. If your preferred tephone number ment oned above sn't correct, p ease rep y w th the correct on.

My off ce hours are from 8am 4pm Eastern Standard T me. My contact nformat on s 844 378 0573 EXT. 89055.

Thank you for be ng a va ued FCA customer.

End of Status Update

Agent con acted customer to gather nformat on.

**

Ca was forwarded. Left a vo cema w th contact nformat on.

Agent con acted customer to gather nformat on. Immed ate busys gna , unab e to eave a vo cema w th contact nformat on.

Agent con acted customer to gather nformat on. Ca was forwarded. Left a vo cema w th contact nformat on.

Customer returned agents ca

Customer stated that her car stopped and ost a power wh e she was dr vng. Veh c e w beep then began to stop work ng and come to a s ow stop. Issue has occurred tw ce to customer. Her s d ng door are a so not work ng. Customer has a so not ced that the veh c e hes tates when she s at a stop and tr es to dr ve off. She s ated that she has done research

and found that NHTSA has over 80 cases. Customer says she has been in touch with an attorney of just one whose vehicle had the same issue. He contacted customer through email and customer states that he is gathering information from the people who have also experienced the same issue with the vehicle stopping suddenly.

EXPECTATION: Lease voided/ Buyback if issue can not be figured out. Customer states she fears for her and her children's life. Doesn't want any form of goodwill consideration. Only wants REPAIR OR BUYBACK.

Agent explained to the customer that if she is working with an attorney then CMW not be able to continue the case and case will be escalated to a different department. Customer says she wants to continue with FCA and isn't working with the attorney but was contacted by him through her email.

Agent explained to customer that all the information provided will be taken into consideration and advised customer that she would be contacted again in 12 days with an update on the next steps that will need to be taken.

908 240 5139 has been activated for text message communication.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1762R1*****

Hey Ms. Berard,

It's Ruth, your case manager. I have a few questions.

Where is your vehicle currently located? and What DLR did you take the vehicle too?

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from 908 240 5139

***** Start SMS Reply From Customer *****

Phone Number: 19082405139

Received Date: Mon Oct 16 11:08:27 EDT 2017

Text: My vehicle is currently in my possession as my dealer will not hold it until ess directed by Chrysler and my vehicle has been brought to Lester Glenn, Toms River NJ.

***** End SMS Reply From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1762R1*****

Ok. and do you know which service advisor may have looked at the vehicle?

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from 908 240 5139

***** Start SMS Reply From Customer *****

Phone Number: 19082405139

Received Date: Mon Oct 16 11:14:06 EDT 2017

Text: Joe MGore and Andrew Carr no.

***** End SMS Reply From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1762R1*****

Okay. Thank you.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Agent contacted DLR and spoke to SACarone. Explained customer was experiencing the same issue again. Requested appointment be set up to have issue looked at again. Requested that DLR provide a rental. SA has set up the appointment for 10/25 at 9AM.

Agent contacted customer through text and provided her the appointment date. Agent advised that vehicle will be looked at and diagnosed and a rental will be provided to her.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1762R1*****

Good morning, I have contacted the LESTER GLENN dealer and set up an appointment for a diagnosis on 10/25 at 9am. They will also be providing a rental.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from 908 240 5139

***** Start SMS Reply From Customer *****

Phone Number: 19082405139

Received Date: Tue Oct 17 00:52:09 EDT 2017

Text: Thank you.

***** End SMS Reply From Customer *****

Vehicles at the dealership LESTER GLENN CHRYSLER, DODGE, JEEP (60451)

Update triggered by S69151P

Agent received call from SA Kye from the LESTER GLENN CHRYSLER, DODGE,

JEEP DLR. Says that the car was checked the car and there were no codes coming up. SA says that he has driven the car 45 miles and nothing happened. SA is calling to see what FCA technicians should be done next because he isn't getting anything and calling there is an issue on the vehicle. SA says that they can keep driving the car and see if the issue occurs again but they don't have a rental they can provide.

**

Agent explained that if the vehicles not bring up any codes and isn't displaying any of the concerns that it was brought in for then the customer needs to get her car and if issue occurs again, bring it to the DLR or have it towed to the DLR immediately.

Agent contacted customer to provide an update and call was forwarded.

Left a voicemail.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1762R1*****

Good afternoon. I have received contact from the service advisor assigned to your car at the dealer and he has made me aware that no codes are coming up.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1762R1*****

Your vehicles as so not displaying any of the concerns you have. So you will have to go pick up the vehicle and continue to drive it.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1762R1*****

If the issue occurs again you will need to contact the dealer and have vehicle towed to them immediately.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from 908 240 5139

***** Start SMS Reply From Customer *****

Phone Number: 19082405139

Received Date: Wed Oct 25 14:14:10 EDT 2017

Text: Thank you. I understand that as codes have never been found on my car or the other approximately 100 cars that this has been happening to. In addition I am unable to pick my car up as the dealer did not have a loaner for me. They will need to bring the car to me.

***** End SMS Reply From Customer *****

Agent contacted DLR to see if there was anything they could do to get the car to the customer. Call was forwarded to the service department voicemail. Agent called back and spoke to Ashley who transferred call to Carone. Agent asked if the customer's vehicle could be brought to her. Carone says that customer was supposed to receive a rental and said she would transfer call to Kye. SA came on the line and said that the customer would be picked up at 4:30 today.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1762R1*****

I have contacted the dealer and been told that you will be picked up at 4:30.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from 908 240 5139

***** Start SMS Reply From Customer *****

Phone Number: 19082405139

Received Date: Wed Oct 25 15:23:47 EDT 2017

Text: Yes. Thank you. The arrangement was made after I responded to you.

***** End SMS Reply From Customer *****
*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1762R1*****

Okay, perfect.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1762R1*****

Good morn ng. I w ll be keep ng the case open for another week. If ssue does not return by 11/3, then case w ll be c osed.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1762R1*****

Fe free to contact me f you have any quest ons or ssue occurs before 11/3 or w th n 2 weeks of case be ng c osed on 11/3. Thank you.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message rece ved from 908 240 5139

***** Start SMS Reply From Customer *****

Phone Number: 19082405139

Rec eved Date: Thu Oct 26 10:26:18 EDT 2017

Text: Thank you.

***** End SMS Reply From Customer *****

* * * Enhanced Customer Sat sfact on Team (ECS) * * *

Dea er Code: 60451

POC Name and pos t on:

POC number:

POC e ma :

Date and t me customer brought veh c e nto dea er? 10/25/17 @

Is the customer wa t ng? NO(Issue w th veh c e hes tat ng and de ayed dr ve)

Is the customer n a ren a ? NO

Customer name: KELLY ABERARDI

A customer contact numbers: 908 240 5139

Best t me of day to contact customer? Anyt me(If dur ng the day p ease eave vo cema due to customer not rece ve s gna n customer work area).

Customer concern: Shutt ng off, Hes tat ng/de ay wh e dr v ng.

Current m eage:15000

Dea er d agnos s: Wa t ng on SAKye for d agnost c nformat on.

Are there ANY mod f cat ons to the veh c e?Unknown

Recommended repa rs: Unknown due to SAKye @DLR not be ng ava ab e, eft vo cema for SAKye w/CAIR # request ng ca back w th D agnost c nformat on.

Est mated comp et on date?10/25/17

POC name: SAKye @DLR code:60451

Poc number: 732 349 4200

CMcontacted the DLR, spoke to L sa and Kye and was adv sed that veh c e s not at the DLR and has not been n s nce October.

CMcontacted the customer, reached VM LVMw th contact nformat on.

Customer LVMstat ng that she s ook ng to work w th Chrys er to get a buy back. She stated that the car has not shut down aga n, but the s der doors open on the r own and the car hes ates. Customer s want ng to get a buy back because she was aware of other customers w th th ssue be ng offered a buy back.

Customer was nformed that by mak ng th s request they are NOT actua yf ng emon aw or anyre ated process.

The r case s be ng esca ated for a rev ew of the veh c e's repa r h story to determ ne f the r request mer ts further act on and that due to the nature of the r request, t w requ re a ca back wh ch w take

p ace w th n 12 bus ness days. The outcome of the rev ew does NOT determ ne Lemon Law e g b ty.

Preferred Morn ng/Mdday ca back number s 908 240 5139

Preferred Afternoon/Even ng ca back number s 908 240 5139

Who has possess on of the veh c e? (Owner/

Reass gned to 91L

>>> Anew CAIR and l2R case were opened to further ass st customer.

Previous CAIR was 31652549.

Customer Assistance Inquiry Record (CAIR)#

32514212

VIN	2C4RC1DG0	HR536685	Open Date	09/30/2017	Built Date	08/17/2016
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
In Service Dt	08/17/2016	Mileage	645	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PTE	MOLTEN SILVER				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	60710					
Dealer Address						
Dealer City				Dealer State		Dealer Zip
Owner	VIELLE ,SHEILA				Contact Type	ROADSIDE
Address	891 E KING STREET				Home Phone	
	YORK PA				Country	UNITED STATES

Corporate Roads de Services Warranty S art/Sta Defau t

Roads de Assistance Contacted DATE : 2017 09 30

Road S de F e Created 09 30 17 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

NASSAU EXPY 550 BURNSIDE AVE

N HANGAR RD

QUEENS INWOOD

NY US ANY

STALLED AT A FORK IN THE RD SHEILA BY THE AIRPO

DEALER CODE : 60710 South Shore Chrysler Dodge Jeep Ram

Customer Assistance Inquiry Record (CAIR)#

32523600

VIN	2C4RC1DG9	HR684706	Open Date	10/02/2017	Built Date	01/27/2017
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
In Service Dt	01/29/2017	Mileage	4843	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				
Engine	ERC	3.6L V6 24V WT ENGINE UPG I W/ESS				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	26833	NEWNAN PEACHTREE CHRYSLER DODGE				
Dealer Address	53 HOLLZ PARKWAY					
Dealer City	NEWNAN			Dealer State	GA	Dealer Zip 30265
Owner	HENDRIX,C				Contact Type	ROADSIDE
Address	48 GINA COURT				Home Phone	(770) 634 6681
	HIRAMGA				Country	UNITED STATES

Corporate	Roads de Servces	Warranty	S art/Sta	Defau t
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Roads de Ass stance Con acted DATE : 2017 10 02

Road S de F e Created 10 02 17 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

4410 SHARPSBURG MCCOLLUM RD 53 HOLLZ PARKWAY

NEWNAN NEWNAN

GA USA GA

CCX VEH IS AT WAFFLE HOUSE VEH STALLED WHILE DRI

DEALER CODE : 26833 NEWNAN PEACHTREE CHRYSLER DODGE

Customer Assistance Inquiry Record (CAIR)#

32523601

VIN	2C4RC1DG9	HR684706	Open Date	10/02/2017	Built Date	01/27/2017
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
In Service Dt	01/29/2017	Mileage	4843	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				
Engine	ERC	3.6L V6 24V WT ENGINE UPG I W/ESS				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	42631	LANDMARK DODGE CHRYSLER JEEP				
Dealer Address	6850 MOUNT ZION BLVD					
Dealer City	MORROW			Dealer State	GA	Dealer Zip 30260
Owner	HENDRIX,C				Contact Type	ROADSIDE
Address	48 GINA COURT				Home Phone	(770) 634 6681
	HIRAM GA				Country	UNITED STATES

Corporate Roads de Servces Warranty Battery D ed Jump S art On y Defau t
--

Roads de Ass stance Con acted DATE : 2017 10 02

Road S de F e Created 10 02 17 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

4410 SHARPSBURG MCCOLLUM RD

NEWMAN

GA USA

CCX VEH IS AT WAFFLE HOUSE VEH STALLED WHILE DRI

DEALER CODE : 42631 LANDMARK DODGE CHRYSLER JEEP

Customer Assistance Inquiry Record (CAIR)#

32524655

VIN	2C4RC1GG0	HR735165	Open Date	10/02/2017	Built Date	03/10/2017
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	03/10/2017	Mileage	8000	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERC	3.6L V6 24V VWT ENGINE UPG I W/ESS				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				

Dealer	45701				
Dealer Address					
Dealer City		Dealer State		Dealer Zip	
Owner	SCHILLING,SCOTT			Contact Type	TELEPHONE
Address	21203 TERNI CT			Home Phone	(239) 405 3151
	ESTERO FL33928 6416			Country	UNITED STATES

Dea er	Serv ce/Body Shop	Personne	D scourteous/ Rude	Service Management	Appo ntment ssue.
Corporate	Survey By Pass	Dup cate CAIR	Defau t	Defau t	

Ca ed customer to adv se that I am new Case Manager. Apo og zed for nconven ence and asked how I can ass st.

The current veh c e concern(s): Corporate comp a nt about dea er

Name of the Dea er(s): Nap es Chrys er Dodge Jeep Ram

Name of Serv ce Adv sor(s): SAA son

Date the veh c e was brought n for serv ce (or

veh c e not current y n for serv ce): 9/25/17

Number of t mes the veh c e has been n for repa r for th s concern(s): 1

Has the customer been p aced n a renta ? : N/A

Fo ow up date:

Any other pert nent nformat on:

Note a week before the car comp ete y shutdown dash ghts goes on. Set

up o change and to check out the dashboard ghts fash ng to d n

advance oaner to be offered by SAA son. When arr vng to appo ntment.

S/A Char es stated "We do not offer Loaner" w on y take a few hour..

Customer thought very rude, not he pfu . Got rent a from Enterpr se.

Customer stated the serv ce department not he pfu at a . Customer's

husband ca ed spoke to an SM Oscar. SA Char es gave customer hard

t me/very d srespectfu . There was a reca for that was to be taken

care of. The o change was not done but customer charged and pa d

\$70.00. Dea er forgot to do anyth ng. SM Oscar had to order a new

stop/s art battery. Customer set appo ntment to br ng 10/2/17 to do

repa r/ dea ersh p was to p ck up veh c e and g ve oaner. Customer tr ed

to contact dea ersh p but not ab e to contact or get response to mu t p e

messages. I contacted dea ersh p and transferred SM Oscar over to

customer to comp ete appo ntment set up.

Customer ca ed back request ng to speak to prevous agent HC811. Agent

adv sed that they wou d be ab e to further ass st. Customer ca ed

ensur ng that the comp a nt for the dea ersh p was put n and was

wonder ng how FCA goes about such a comp a nt. Agent nformed customer

that the r comp a nts are taken ser ous y as they are revew. As far as

further contact goes, agent adv sed that they are not sure how corporate

hand es that on the r end. Agent nformed customer that f they

exper ence further ssues to contact us back at the r conven ence.

Customer a so requested more nformat on regard ng tow ng ass stance and

other re ated quest ons, n wh ch the agent answered conf dent y.

Customer was p eased and thanked agent for the r ass stance. CAIR CLOSED.

Customer ca ed and stated that he was eft an VM by the genera mager

of the DLR advs ng h m that he can take h s veh c e e se where for

serv ces and he s go ng to be cance ng h s appo ntment for Fr day.

Agent adv se customer that the dea ersh ps do have the r ght to dec ne

serv ces and each dea ersh p s ndependent yown and they do have the

r ght now dec nes serv ces. Customer stated that he on y have 8,000

m es on h s veh c e and t sn't fa r that he has to dr ve the veh c e

to another DLR to have the serv ced, customer stated that he w ke to

speak w th an superv sor. Agent adv se customer that he rece ve a ca

back w th n 24 48 hours.

Another case was created regard ng th s concern. SurveyBypass dup cate
ca r

Customer Assistance Inquiry Record (CAIR)#

32546384

VIN	2C4RC1GG7	HR805146	Open Date	10/04/2017	Built Date	06/10/2017
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	06/12/2017	Mileage	360	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				
Engine	ERC	3.6L V6 24V VWT ENGINE UPG I W/ESS				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				

Dealer	45647	PREFERRED CHRYSLER DODGE JEEP RAM				
Dealer Address	810 ROBBINS ROAD					
Dealer City	GRAND HAVEN	Dealer State	M	Dealer Zip	49417	
Owner	LOCKHART ,HENRY			Contact Type	TELEPHONE	
Address	18208 LOST CREEK LN			Home Phone	 	
	SPRING LAKE MI49456 9313			Country	UNITED STATES	

Dea er By Pass Defau t Defau t Defau t	
Product Transm ss on / Transaxe Unknown Defect ve Defau t	reoccur ng ssue w th veh c e sta ng
Corporate SurveyBy Pass Defau t Defau t Defau t	reoccur ng ssue w th veh c e sta ng

Br ef y summar z e why the customer s contact ng Chrys er: GMMke ca ed for the customer and had the customer on three way ca . GMMke stated the customer s very upset w th the veh c e s a ng. GMMke s ated the customer fee s unsafe n th s veh c e. GMMke stated that the customer states th s s a fact not just h s fee ngs toward the veh c e. GMMke stated the customer takes h s grand ch dren and h s w fe n th s veh c e and he wont dr ve the veh c e . GMMke stated that the veh c e had the transm ss on modu e f xed and one week ater the veh c e s do ng the same th ng. GMMke s ated the customer s a oya customer and the day he purchased th s veh c e he a so purchased another one for h s w fe. GM Mke stated the customer wants to pursue emon aw.

Br ef y summar z e what the customer s expect ng:

:

Br ef y summar z e what the customer s expect ng: seek ng emon aw

Agent Advsed

Agent advsed the customer that a concerns are be ng documented and esca ated to crn for further review.

Customer was nformed that by mak ng th s request they are NOT actua yf ng emon aw or anyre ated process.

The r case s be ng esca ated for a rev ew of the veh c e's repa r h story to determ ne f the r request mer ts further act on and that due to the nature of the r request, t w requ re a ca back wh ch w take

p ace w th n 12 bus ness days. The outcome of the rev ew does NOT determ ne Lemon Law e g b ty.

Preferred Morn ng/Mdday ca back number s 616 502 3050

Preferred Afternoon/Even ng ca back number s 616 502 3050

Who has possess on of the veh c e? /Dea er/

Reass gned to 91L

***** 91L Review *****

*****Case Esca ated to I2R*****

Rev ewed Warranty H story wh ch determ ned th s case shou d be esca ated to I2R for case management.

Ca ed dea er (45647) to obta n an update on the customer's veh c e. Spoke w th SM Russ who advsed the customer s current y n on the second repa r attempt. SMs ated the veh c e w d sp ay "serv ce transm ss on ght", w sta and w not crank. SM stated after ett ng the veh c e s t for some t me, the veh c e w eventua y crank. SM stated they have reached out to the r TA and he s com ng to nspect the veh c e Wednesday, but they are try ng to see f he can get the r sooner. SM stated there s def n te y an e ctr ca ssue w th the veh c e. CM updated RO ab.

Ca ed and spoke w th customer, comp et ng the n t a contact ca . Advsed customer I have been ass gned as the case manager and the case has been esca ated to me for Spec a Hand ng. Customer expressed concerns w th the veh c e's not crank ng, s a ng & error codes.

Customer stated the vehicle is at Preferred CDJR (45647) and confirmed customer's current usage area. Provided customer my name and direct contact information (214 583 2105). Advised customer I will be in contact every 2-3 business days while I review the case for resolution. Customer stated he has on average 50 miles on the vehicle and he believes there is something wrong with the vehicle. Customer is seeking a replacement vehicle. Customer stated he does not believe he will be satisfied with the outcome, but will try his best to work with CM.

follow up 10/10/17

Customer stated he is going to October 15 December 1 and will need something done by then. Customer stated it will be a huge mistake if the vehicle is put back on the road.

Called dealer (45647) to obtain an update on the vehicle. Transferred to SM Russ. Line rang multiple times before disconnected. CM will follow up tomorrow to obtain an update on TAVs.

follow up 10/11/17

Called dealer (45647) to obtain an update on the vehicle. Spoke with SM Russ who stated the Chrysler representative is coming to inspect the vehicle tomorrow and the tech representative is coming the following Wednesday, maybe sooner. SM stated the rep that was supposed to come today got sick and couldn't make it. SMs stated they started a new STAR case.

Called customer at (616) 502 3050 and LVM advising Chrysler representative is coming to inspect the vehicle tomorrow. I advised customer if he has any questions to follow up with CM at 214/583 2105.

follow up 10/13/17

Called dealer (45647) spoke with SM Russ who stated the Chrysler representative came out yesterday while the customer was there and now they have a feed representative coming out.

follow up 10/17/17

Called dealer (45647) to obtain an update on the customer's vehicle. Spoke with SM Russ who stated the feed representative has been there for the last two days testing and inspecting electrical connections and modules. SM confirmed no repairs have been completed as of yet.

Called customer and advised feed engineer is currently working on his vehicle. Customer stated he has been going to the dealer day so he is aware of what is going on. Customer was advised, at this time, Chrysler would like to proceed with TA assistance and repairs on the vehicle. Customer was advised replacement is not being offered at this point. Customer understood.

follow up 10/20/17

Called dealer ship 616 842 2250 45647 LVM with SM Russ for an update of vehicle.

***follow up 10/24/2017

Called dealer (45647) requested to speak with SM Russ. Was transferred to VM CMLVM for a callback with an update.

Called customer and LVM for a callback. Customer was advised parts on order and expected to arrive within the next day or so. Customer was advised once vehicle is released to him he will be given time to test drive the vehicle to confirm repairs before resolutions extended. Customer was advised he will be compensated for his time without the vehicle.

follow up 10/27/17

Received VM from SM Russ who stated the vehicle is repaired and the vehicle was returned to the customer Friday.

Called customer to obtain an update on the vehicle. Customer was not available. CMLVM requesting a callback with the vehicle status. CM requested customer fax a copy of his monthly statement for resolution review.

follow up 10/31/17

Case is closing due to no follow up from customer in regards to repair process. Last contact made with customer was 10/17. CM has made 3

unsuccessfu attempts to reach customer.

standby to c ose

Customer Assistance Inquiry Record (CAIR)#

32557435

VIN	2C4RC1BG0	HR526791	Open Date	10/05/2017	Built Date	06/10/2016
Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
In Service Dt	06/10/2016	Mileage	24915	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERF	3.6L V6 24V W/T ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				

Dealer	60620				
Dealer Address					
Dealer City		Dealer State		Dealer Zip	
Owner	TOFEILI ,FATEN A			Contact Type	TELEPHONE
Address	8179 WOODBINE ST			Home Phone	(313) 377 4996
	DEARBORN HEIGHTS MI48127 1349			Country	UNITED STATES

Product	Electrical	Ignition System	Intermittent or Inoperative	Default	Vehicle keeps stalling when driving
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Briefly summarize why the customer is contacting Chrysler: Customer states since he has owned vehicle he has brought vehicle to DLR 3 times and still they have not been able to find why vehicle keeps stalling. Vehicle has been there since Oct 1. Customer states he will not pick up vehicle until it is fixed.

Briefly summarize what the customer is expecting: To get to root of problem

Agent advised we escalated to case manager.

Follow up will occur within 1 business day by COB customer time.

Preferred phone number:

Earliest call time: any

Latest call time: any

Updates via text: Y/N [Mobile number]

Updates via email: Y/N [Email address]

Vehicle location: [Dealer]

Date and Time of Appointment: [There now].

Confirmed appointment with: [LIVONIA CHRYSLER JEEP 60620]

Customer renewal: Y

Authorized by: DLR

Rental start date: [10/02/17]

Preferred numbers 313 377 4996, texts welcome

Reassigned

In Service Date: 10/02/2017

Original Owner: No

Mileage: 24915

Vehicle purchase type: 1 Used

Multiple Repairs/ Previous related repairs: Yes

MVP plans: No

***** Create Prep Sheet *****

Prep sheet was saved successfully.

Customer called stating he was told that he would receive a callback today and he has no.

Agent advised customer that the case was updated today and he should receive a callback some time soon.

*****OUTBOUND DEALERSHIP CONTACT*****

LIVONIA CHRYSLER JEEP 60620 734 525 5000

CM contacted the DLR and spoke with Service Adviser Edwina who stated they did open a Service case and were advised if the issue cannot be duplicated there is nothing more we can do.

Edwina stated that the customer is saying when he downshifts it shifts hard in second gear and that it cranks for a long time, stating about 20 seconds, then times out.

Edwina then stated until the issue is present at the time there is not much that can be done.

*****OUTBOUND CUSTOMER CONTACT*****

MR FATEN TOFEILI 313 377 4996

CM contacted the customer to advise him I will be the case manager working the case and to give him my contact information.

Customer stated he is not picking his vehicle up until the issue is resolved, stating he has shown a video to the DLR of the issue and what it is doing, also stating he has had the vehicle back to the DLR 3 times for this same issue.

Customer states it takes 2 to 3 minutes to get the vehicle started and then it shuts down and he has to use his remote to restart it. and that he is to be making a payment on 10/10/2017 and vehicle has been at the DLR since 10/02/2017 and the rental vehicle that was supplied is too small for his family, stating that is why he purchased the Pacifica. CM informed the customer his case is being reviewed further and I will follow up with him on 10/09/2017

*****OUTBOUND DEALERSHIP CONTACT*****

LIVONIA CHRYSLER JEEP 60620 734 525 5000

CM contacted the DLR and spoke with Service Adviser Edwina informing him I did send this case with the issues to our SWAT team and they have provided 2 STAR cases with issues to check, and Edwina stated he will have the Tech check them out.

*****INBOUND DEALERSHIP CONTACT*****

LIVONIA CHRYSLER JEEP 60620 734 525 5000

Service Adviser Edwina called back stating he spoke with his Tech and they have viewed those Star cases and checked what was stated and everything checked out fine.

Edwina then stated they the customer has been advised and refusing to return the rental so Edwina will be talking with his Service Manager.

Customer seeking to speak to the CM as soon as possible, agent advised the customer that he would need to leave a VM for the CM but that she would note the fee for him as we

Customer called in needing to speak to CM. Writer advised CM is currently on the other line, but will call him as soon as she is available.

Customer understood. Customer is concerned of the rental bill.

*****OUTBOUND CUSTOMER CONTACT*****

MR FATEN TOFEILI 313 377 4996

CM contacted the customer to inform him we have exhausted all resources and that he would need to pick up the vehicle, advising the customer that I will continue to work with him, informing next time the issue happens to not try and start the vehicle and have it towed to the DLR where the issues happen and gave the customer towing assistance number.

*****INBOUND CUSTOMER CONTACT*****

Customer called back stating he received a call from the DLR and that they want the rental vehicle returned today or customer is going to be charged \$35 from here on, and customer stated that he is at work and hour away and cannot leave work and even if he could he would not make it to the DLR before they closed.

CM advised the customer that this will be reviewed and he will receive a call back.

*****INBOUND DEALERSHIP CONTACT*****

LIVONIA CHRYSLER JEEP 60620 734 525 5000

CM contacted the DLR and spoke with Service Manager Mike to see if they would except DM notes for 3 days of rental as the customer is at work and not able to leave and working tomorrow, not being able to return the rental until 10/09/2017. Mike stated that the customer already advised him he is not working tomorrow, but will except DM notes for 3 days of rental.

*****INBOUND DEALERSHIP CONTACT*****

LIVONIA CHRYSLER JEEP 60620 734 525 5000

CM contacted the dealer and spoke to Service Manager Chris to inquire if the customer has dropped off the rental vehicle before closing the case, and Chris stated that the customer has not dropped off the rental as of yet but will be contacting the customer to remind him and will call back once rental has been returned.

313 377 4996 has been activated for text message communication.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T6094S1*****

Hello Mr Tofe

This is your case manager Sue, Inquiring if you have an email in order for me to forward my contact information. Thank You

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

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.

CLOSED LOOP UPDATE no need for additional follow up.

Customer Assistance Inquiry Record (CAIR)#

32558714

VIN	2C4RC1BG5	HR770730	Open Date	10/05/2017	Built Date	05/05/2017
Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
In Service Dt	05/08/2017	Mileage	5000	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERC	3.6L V6 24V WT ENGINE UPG I W/ESS				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				

Dealer	68596	TOWN & COUNTRY JEEP CHRYSLER DODGE				
Dealer Address	3156 HEMPSTEAD TPKE					
Dealer City	LEVITTOWN	Dealer State	NY	Dealer Zip	11756	
Owner	KISNASAMY ,KESHAN D			Contact Type	FAX	
Address	10742 117TH ST			Home Phone	(347) 652 6060	
	SOUTH RICHMOND H NY11419 2716			Country	UNITED STATES	

Product Dr vab ty Unknown No Start Defau t

Customer seek ng ass stance w th:

customer ca ng n s ates that h s veh c e wou d not start, wh ch he had
t towed to the DLR for a d agnoses. customer says that t has been at
the DLR two weeks and they are unab e to d agnose why the veh c e w
not start. customer a so concerns that the DLR wou d not prov de a oaner
veh c e.

Customer expect ng:

renta veh c e, DLR cannot d agnose concerns

Agent advsed w esca ate to case manager.

Fo ow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone number: 5169378335, 3476526060

Ear est ca t me: 8am

Latest ca t me: 8pm

Updates v a text: yes 5169378335

Updates v a ema : no

Veh c e ocat on: Dea er

Date and T me of Appo ntment: current y at DLR 68596. SAJ m

Customer n ren a : no

Author zed by: n/a

Renta start date: n/a

Esca at ons requ re TL overr de

P ease see TL for feedback

Overr de by SME JB1781

Reass gn ng.

***** Create Prep Sheet *****

Prep sheet was saved successfu y.

In Service Date:05/26/2017

Org na Owner: Yes

M eage: 5000

Veh c e purchase oya ty: 1or g na owner

Mu t p e Repa rs/ Prev ous re ated repa rs: no

MPP ans: none

Other: New veh c e.

*** OUTBOUND DEALERSHIP CONTACT***

DC 68596 TOWN & COUNTRY JEEP CHRYSLER 516 796 5500

Cm contacted dea ersh p and spoke w th SMJ m , wa t ng on a tester. SM

J m , SMexp a ned that the veh c e has been at the dea ersh p 12 days ,

d dn't buy the veh c e at the dea ersh p and cou d not prov de a oaner

for th s reason , SMexp a ned that they do not have a contract w th

enterpr se.

*** OUTBOUND CUSTOMER CONTACT *** 5169378335

CM attempted to contact customer and reached a fu vo cerna system. CM
d sconnected.

*** OUTBOUND CUSTOMER CONTACT *** 3476526060

Cm contacted customer and eft a vo cerna ntroduc ng herse f to the
customer. CM prov ded her extens on for customer ca back.

Customer contacted Dodge to obtain assistance with reaching the RCM: SR1666.

Agent unable to reach CM on first attempt.

Agent warm transfers customer to CM voicemail as requested by customer on second attempt.

Customer thanks agent.

**** INBOUND CUSTOMER CONTACT ***347 652 6060

Customer called in explaining that he can be reached at 347 652 6060 10/13/2017 from the hours of 12:00PM-4:00PM.

*** OUTBOUND DEALERSHIP CONTACT ***

DC 68596 TOWN & COUNTRY JEEP CHRYSLER 516 796 5500

CM contacted dealership and spoke with Service rep who explained that he has been working with customers and recommended calling back after lunch. CM to call after 1:30 PM EST.

*** OUTBOUND DEALERSHIP CONTACT ***

DC 68596 TOWN & COUNTRY JEEP CHRYSLER 516 796 5500

CM contacted dealership and spoke with SA Jim, who explained that they still have not received the GRE too to diagnose the customer's vehicle. Case being reviewed by STAR.

GR8 tools to check the voltage on the battery.

Case being reviewed by internal resource waiting for updates.

**** OUTBOUND CUSTOMER CONTACT ***347 652 6060

CM contacted customer and left voicemail seeking customer call back.

Reason for Contact: CM wanted to ensure that the customer has a tentative transportation while we are awaiting a diagnosis. As this dealership does not have a contract with Enterprise the CM would be willing to reimburse 3 days at 35 days until Monday not including the tax or insurance cost for the rental vehicle.

Next Agent: Please Transfer the customer to ext 4717318

CM to follow up with customer 10/17/2017. If the customer has any questions or concerns in the meantime please transfer to SR1666 at extension 4717318.

*** INBOUND CUSTOMER CONTACT ***

Keshan K snasamy 347 652 6060

Customer called in requesting CM call back.

*** OUTBOUND DEALERSHIP CONTACT ***

DC 68596 TOWN & COUNTRY JEEP CHRYSLER 516 796 5500

CM contacted dealership and spoke with SA Jim who explained that they should have the vehicle diagnosed by the end of the day. CM advised that she will follow up with him tomorrow.

**** OUTBOUND CUSTOMER CONTACT ***

Keshan K snasamy 347 652 6060

CM contacted customer and left voicemail for customer. CM provided her extension for customer to call back.

*** INBOUND CUSTOMER CONTACT ***347 652 6060

Customer called in seeking customer call back.

Briefly summarize why the customer is contacting Chrysler: Customer seeking CM. Agent transferred customer to EXT 4717318

Briefly summarize what the customer is expecting:

*** OUTBOUND DEALERSHIP CONTACT ***

DC 68596 TOWN & COUNTRY JEEP CHRYSLER 516 796 5500

CM contacted dealership and spoke with SA Jim who explained that the vehicle is in the shop right now. SA explained that they should have a diagnosis later today and recommended follow up later on. CM inquired about the STAR case. SA explained that they will have the STAR case reopened.

**** OUTBOUND CUSTOMER CONTACT ***

Keshan K snasamy 347 652 6060

CM contacted customer and left voicemail for customer. CM explained that the dealership should have some next steps by tomorrow. CM explained that they are to contact our technical advisory team.

CM provided her extension for customer call back.

The agent transferred the customer to SR1666.

*****Customer Email Address Updated*****

Customer has updated the email address from mokhan249@gmail.com to keshan629@gmail.com for further communication or for surveys.

*** INBOUND CUSTOMER CONTACT ***

Keshan K snasamy 347 652 6060

Customer explained that the vehicle shut down on him on the highway,

Customer explained that it happened twice in one day. Customer

explained that this was the closest dealership and he was unaware they had loaner vehicle and had to pay 5 days and the vehicle is still not repaired.

CM contacted customer and spoke with Keshan, CM if the customer needs a alternate transportation. Business purposes, customer explained that he needs the space for work, Keshan explained that he uses his vehicle to assist his coworkers. CM advised customer that she would be willing to reimburse the customer 35\$ a day for 3 days not including insurance, gas or tax.

Customer explained that he currently has a receipt with enterprise, CM explained that she will be willing to review once we have the vehicle repaired and returned. Keshan advised CM that last time it cost him 50/dollars a day the last time, Customer explained that it may be more as he knows a representative that assisted him at enterprise. CM inquired if there was an urgent concern with using his brother van. Customer explained that he would use his brother's van until the vehicle is repaired.

CM updated the customer information and explained that she will contact the dealership in order to provide the customer an update.

***** Following Corporate Resource has been contacted *****

TAPS

on 2017 10 18 @ 19:32

Status update provided via email to the following email address:

keshan629@gmail.com

My name is Sarah 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 stated above.

The Chrysler Case Management telephone number is: 844 827 2006 My direct extensions are: 4717318 My work hours are: 11:30 AM - 8:00 PM Monday - Friday EST

End of Status Update

*** OUTBOUND DEALERSHIP CONTACT ***

DC 68596 TOWN & COUNTRY JEEP CHRYSLER 516 796 5500

CM contacted dealership and spoke with SAJ who explained that the vehicle has been cleaned and the customer picked up the vehicle. CM inquired what was done SAJ explained that they replaced the battery.

*** OUTBOUND CUSTOMER CONTACT ***

Keshan K. Snasamy 347 652 6060

CM contacted customer and left a voicemail. CM explained that she was following up as the dealership has advised her the vehicle has been repaired and returned. CM explained that she would like to have the customer submit documentation regarding the rental vehicle including the rental as well as proof of payment. CM advised the customer to contact her back if he has any questions or concern and explained that she is planning to follow up with the customer Monday, 10/23/2017.

***** Beow Customer Contacted for Documentation on Request *****

keshan629@gmail.com on 2017 10 19 @ 14:57

CAIR ESCALATION CLOSURE

SEE STAR CASE# 100970839 FOR INFORMATION

CM follow up with customer 10/23/2017

516 937 8335 has been activated for text message communication.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T3038SR*****

Good Afternoon Keshan, This is Sarah with Chrysler Case Management I was wondering if there was a convenient time today that I could follow up with you?

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Begin Customer Message reviewed:

Hello Sarah

I have received back my vehicle. Drives good so far. I am waiting for the credit card statement to submit to you for the rental so have a towing receipt for towing vehicle to the dealer. Can I also submit this receipt?

End of Reviewed Customer message

*** OUTBOUND CUSTOMER CONTACT ***

Keshan K. Snasamy 347 652 6060

CM contacted customer and left voicemail, CM explained that she will be sending the customer further information on how to proceed for the towing

re mbursement.

Status update prov ded v a ema to the fo ow ng ema address:

keshan629@gma .com

Good Afternoon Keshan ,

Just et me know when you are ab e to send n your proof of payment. I
w touch base w th you aga n on Thursday to check and see how
everyth ng s com ng.

W th regards to the tow ng ,we have a separate process to subm t
documentat on to ook nto re mbursement.

Be ow you w f nd the Address nformat on to send your documen at on as
we as the nformat on n:

FCAUS LLC Roads de Ass stance

Attn: C a ms Department

PO Box 9145

Medford, MA 02155

Fax: (781) 395 6706 or (781) 658 2691

When contact ng Roads de Ass stance, p ease prov de:

ٗ Veh c e Owner name and address

ٗ Veh c e Ident f cat on Number (VIN) (appears on your veh c e;
on your veh c e's state reg strat on

cert f cate and on your s ate 'Cert f cate of Insurance' card)

ٗ Copy of roads de serv ce rece pt and proof of payment

ٗ Copy of dea er repa r order (f app cab e) conta ng customer
name, address, VIN and current m eage.

*P ease a ow up to 60 days for process ng wh e the request s be ng
reviewed.

If you have any quest ons or concerns fee free to ema or contact me by
phone .

Regards,

Sarah

Chrys er Case Manager

End of Status Update

*** OUTBOUND CUSTOMER CONTACT ***

Keshan K snasamy 347 652 6060

CMcontacted customer and eft vo cema for customer offer ng further
ass stance for subm tt ng documen at on. CMexp a ned that she w be
out of the off ce next week .

Wa t ng for documentat on.

Begin Customer Message reviewed:

He o sarah

Can you send me the nk so can attach f es for re mbursement

Thank you

End of Reviewed Customer message

***** Be ow Customer Contacted for Documentat on Request *****

keshan629@gma .com on 2017 11 01 @ 15:08

OUTBOUND CUSTOMER 516 937 8335

Agent con acted the customer and eft a VM

Prov ded the fax number to customer.

***** Be ow Customer Contacted for Documentat on Request *****

keshan629@gma .com on 2017 11 06 @ 13:22

*** OUTBOUND CUSTOMER CONTACT ****

Keshan K snasamy 347 652 6060

Cm contacted customer and eft vo cema for customer. CMexp a ned that
she has send the customer another documentat on request nk n order to
address the customer's concern.

*** INBOUND CUSOTMER CONTACT ***

Customer eft vo cema exp a ng that they are hav ng d ff cu ty
send ng n documentat on.

*** OUTBOUND CUSTOMER CONTACT ***

Keshan K snasamy 347 652 6060

CMcontacted customer and eft vo cema . CMprov ded the fax number n
vo cema and her number and requested the customer to contact her s he
cont nues to have ssues.

Status update prov ded v a ema to the fo ow ng ema address:

keshan629@gma .com

Good Morn ng Keshan,

I rece ved your vo cema and I am hop ng I can he p you send th s
nformat on n. I know th s maybe frustrat ng try ng to get t sent n ,

I have put an email together to lessen your inconvenience.
You could fax the documentation
to 877 768 5076 with a cover sheet include a CAIR number(32558714) and
Attention: Reimbursement Request

Or if you are having difficulties sending multiple attachments I can
send you multiple documentation request link.
If you have any questions or are still having concerns please let me know
Regards,

Sarah
Chrysler Case Manager
End of Status Update

*** OUTBOUND CUSTOMER CONTACT ***

Keshan Ksnasamy 347 652 6060
CM contacted customer and left voicemail seeking documentation. CM
provided her extension for customer callback.

*** OUTBOUND CUSTOMER CONTACT ***

Keshan Ksnasamy 347 652 6060
CM contacted customer and left voicemail seeking customer callback.

*** OUTBOUND CUSTOMER CONTACT ***

Keshan Ksnasamy 516 937 8335
CM contacted customer and spoke with his brother who explained that his
phone number is still active and should contact CM back.

*** OUTBOUND CUSTOMER CONTACT ***

Keshan Ksnasamy 347 652 6060
CM contacted customer and left voicemail seeking documentation. CM
explained that due to multiple attempts to assist CM will have to close
the case in 2 business days without any further contact.

Next Agent : If customer calls in please warm transfer contact to CM
SR1666 at extension 4717318.

POSTMARK DATE: 112817; DATE RECEIVED: 112817

Customer Assistance Inquiry Record (CAIR)#

32563297

VIN	2C4RC1GG4	HR744368	Open Date	10/06/2017	Built Date	03/29/2017
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	03/29/2017	Mileage	4500	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	66804	MANCARI'S CHRYSLER JEEP, INC.				
Dealer Address	4630 WEST 95TH STREET					
Dealer City	OAK LAWN	Dealer State	IL	Dealer Zip	60453	
Owner	HUESTIS ,ARIELLE				Contact Type	TELEPHONE
Address	5241 W 121ST ST				Home Phone	(708) 606 8729
	ALSIP IL60803 3170				Country	UNITED STATES

Corporate	Survey	By Pass	No D agnos s	Defau t	Defau t	
Product	Eng ne	Unknown	Other	Defau t		shuts off wh e dr vng.

Customer extreme y rude, adv sor tr ed to ass st customer, ca ed d sconnected.

Customer ca ed and stated that h s veh c e shuts off wh e dr vng, customer stated that th s happen about 3 t mes and he s ated that th s s the frst t me he has taken the veh c e nto h s oca DLR regard ng th s ssues. Agent reached out DLR 66804 and spoke w th Terry who stated that the veh c e has been there s nce Wednesday and he reprogram the PCM test drove the veh c e and wasn't ab e to dup cate the customer ssue Terry a so s ated that h s Tech was dr vng now and st wasn't ab e to dup cate the ssues. Customer stated that he w ke to speak w th an supervisor agent adv se customer that t does take 24 48 hours. Customer (@bhuest s) reached out on Soc a Med a v a pac f caforums.com stat ng:

"My 2017 Chrys er Pac fca s current y at the Mancar Dea ersh p n Oak Lawn, I (708 423 1700). My serv ce wr ter s Terry. My VIN number s 2C4RC1GG4HR744368.

Wh e the van s dr vng t s shutt ng off. It has happened a m n mum of 6 t mes.

It s s m ar to the ssue n th s thread:

Veh c e SHUT OFF WHILE DRIVING

The dea er does not have any answers, but I do not fee safe dr vng a veh c e that s turn ng off random y.

P ease adv se on how to fx th s ssue."

Wr ter adv sed Customer she wou d further document concerns n case so CM was aware.

TL ca ed DLR and SA Terry stated they w reach out to Star techn ca to try and dup cate the customer's concerns.

Unab e to dup cate and no stored codes.

TL ca ed customer and adv sed her of the f nd ngs.

Customer stated she wou d ke for us to touch bas s w th the dea ersh p and her tomorrow.

She states f were unab e to dup cate her concern she w f e for emon aw, because a ot of ca ers are hav ng the same ssues v a Chrys er Forum webs te.

TL ca ed SA Terry and he s ated he w touch bas s w th the ca er.

Customer Assistance Inquiry Record (CAIR)#	32578763
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VIN	2C4RC1DG3	HR611086	Open Date	10/08/2017	Built Date	10/20/2016
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
In Service Dt	10/21/2016	Mileage	5000	Dealer Zone	32	NEW YORK
Plant	R	WMDSOR ASSEMBLY PLANT		Market	U	US
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	26062	MANHATTAN JEEP CHRY DODGE INC				
Dealer Address	678 ELEVENTH AVENUE					
Dealer City	NEW YORK	Dealer State	NY	Dealer Zip	10019	
Owner	WESTCOTT, WILLIAM			Contact Type	TELEPHONE	
Address	3 HARTFORD AVE			Home Phone	(917) 687 6915	
	OLD SAYBROOK CT06475 1913			Country	UNITED STATES	

Product Dr vab ty Unknown Sta ng Defau t	
Corporate SurveyBy Pass No Longer Owns Veh c e Defau t Defau t	

Br ef y summar z e why the customer s contact ng Chrys er: Customer ca ed CAC because he was dr v ng n the h ghway and the veh c e starts to sta , customer s g ad that they were c ose to manhattan and ext t the way there and tow the veh c e at the DLR 26062 MANHATTAN JEEP CHRY DODGE INC. Customer states that th s ra sed a ot of concerns for h m s nce a brand new veh c e and t's a safety concern. Customer states that the DLR they brought the veh c e to does not have renta and adv sed h m to ca th s number

Br ef y summar z e what the customer s expect ng: F x the ssue and renta veh c e

Customer seek ng ass stance w th: Sta ng and renta veh c e

Customer expect ng: Ren a car

Agent adv sed w esca ate to case manager.

Fo ow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone number: 917 687 6915

Ear est ca t me: 8 am

Late st ca t me: 8 pm

Updates va text: n

Updates va ema : b dwestcott@gma .com

Veh c e ocat on: Dea er

Date and T me of Appo ntment: 10/08/2017

Conf rmed appo ntment w th: 26062 MANHATTAN JEEP CHRY DODGE INC

Customer n ren a : N

Author zed by:

Renta start date: [Date]

SME MH1376 approves esca at on.

Reass gn ng.

*****OUTBOUND DEALERSHIP CONTACT*****

26062 MANHATTAN JEEP CHRY DODGE INC 212 765 6634

CM contacted DLR to f nd out f the veh c e s st there and f t has been d agnosed. CM spoke w th SA V van who adv sed that Mchae s the SA work ng w th the customer and adv sed that the veh c e has been at the DLR for two days and s unsure f t has been ooked at as of yet. CM thanked the rep for the nformat on.

***** Create Prep Sheet *****

Prep sheet was saved successfu y.

In Serv ce Date: 04/14/2017

Or g na Owner: Yes

M eage: 5000

Veh c e purchase oya ty: 1 or g na owner veh c e

Mu t p e Repa rs/ Prevous re ated repa rs: No

MVP p ans: No

Other: No

*****OUTBOUND CUSTOMER CONTACT*****

WILLIAM WESTCOTT 917 687 6915

CM contacted customer to introduce as CM and to gather further information on the concerns they have been having. CM had gotten the customers voicemail and LVM advising the customer of the reason for the call and asked that the customer contact the CM back if they have any questions or any concerns. CM then provided customer with contact information and advised that we will follow up with him once there is a diagnosis.

Customer is calling stating that the vehicle has been diagnosed that there was an overflow into the evaporator and the gas tank was overflowed. Customer states he was speaking to the dealership this morning. Agent transferred customer to CM QS21 VM.

*****OUTBOUND DEALERSHIP CONTACT*****

26062 MANHATTAN JEEP CHRY DODGE INC 212 765 6634

CM contacted DLR to speak with SAM Chae to find out what the diagnosis for the customer's vehicle has been and to see if the repairs will be covered. CM also advised that we were looking to see if there was any assistance that could be provided with a temporary transportation for the customer until the repairs can be completed. CM spoke with SAM Chae who advised that they do not offer rentals or loans at the DLR but did advise that the parts should arrive in about 3-5 days (Fuel tank). CM thanked the rep for the information.

*****CUSTOMER VOICEMAIL RECEIVED*****

B Westcott called in seeking to receive a call back from his CM.

Customer states that the person who he had talked to earlier was going to try and get the CM on the phone but transferred him to the CMs voicemail. Customer states that he wants a call back today.

*****OUTBOUND CUSTOMER CONTACT*****

WILLIAM WESTCOTT 917 687 6915

CM contacted the customer to discuss the case and provide the customer with the information provided by the DLR. CM had gotten the customer's voicemail. CM LVM advising the customer of the reason for the phone call and advised that we will follow up with him again at a later time.

CM will follow up with the customer on 10/17/2017

CM will follow up with the customer on 10/17/2017

Customer called requesting to speak with CM and it seems like don't no one cares that he don't have a vehicle to drive around. Customer will be to receive call back at 4:45 PM east coast time.

Customer called and stated he wanted to talk with a supervisor. Customer is very upset that he has no rental nor a loaner vehicle and the pacifica is the only vehicle the family has. Customer stated he will get his vehicle fixed and then sell it and never purchase another Chrysler vehicle. Customer would like a call back as soon as possible. Agent advised the customer of line 81.

*****INBOUND CUSTOMER CONTACT*****

WILLIAM WESTCOTT 917 687 6915

Customer contacted stating his CM never gets back to him or calls him, writer advised customer that CM tried reaching out to him the day prior. CM then transferred customer to CM VM as per request.

CM will follow up with the customer on 10/17/2017

Customer reaches out on Facebook and is upset he was not offered rental or loaner. Customer was looking to speak to CM to see if he could look into rental options again. Customer also seems to be unaware what the concerns are and what the dealers are doing. Writer updates customer on line 67. Writer lets customer know CM plans to follow up 10/17.

Customer reaches out on Facebook again "Not a very good case worker as he's not communicating with me or giving me any updates. Last I spoke to someone on Friday he was supposed to call me first thing today. Nothing. Pretty f---ed up "case working" if I have to go through Facebook to get an update."

*****OUTBOUND DEALERSHIP CONTACT*****

26062 MANHATTAN JEEP CHRY DODGE INC 212 765 6634

CM contacted DLR to speak with SAM Chae find out if the parts needed for the repair of the customer's vehicle have arrived and if there was an ETA or when the repairs will be completed. Spoke with SABrian who advised that the parts have not arrived just yet but advised that both the fuel tank and cover are showing an ETA for the 18th. CM thanked the rep for the information.

*****OUTBOUND CUSTOMER CONTACT*****

WILLIAM WESTCOTT 917 687 6915

CM contacted customer to advise of update gathered from the DLR and to advise that we would not be able to facilitate a vehicle through the DLR and to advise that if he is to rent out of pocket we would be able to review for possible reimbursement. Customer would not let CM advise of information and instead advised that he wasn't able to understand anything that the tech at the DLR had to do him. Customer also advised that he wants a call from someone else at Chrysler with authority who can advise that this is a common problem and that him and his family will be safe. CM attempted to advise that we would be the reps working with him and when advising that we would not be able to facilitate a rental through the DLR customer advised that he doesn't want to hear any information that is not going to help him and advised that he will be reaching out to FCA by other means and disconnected.

***** INBOUND CUSTOMER CONTACT *****

WILLIAM WESTCOTT 9176876915

Customer called in wanting his case escalated to a STAR Case. CM pulled up his VIN and advised the customer there is a current STAR case opened with the dealership. Customer wanted direct contact to STAR. CM advised that we do not have the contact information as they are for internal use only. Customer wants someone with authority to call him. CM referred the customer to continue to work with his CM. CM advised the customer that QS21 would be the best assistance to him. Customer declined and advised he was going to go a different route and disconnected.

CM will follow up with the DLR on 10/20/2017.

*****OUTBOUND DEALERSHIP CONTACT*****

26062 MANHATTAN JEEP CHRY DODGE INC 212 765 6634

CM contacted DLR to speak with SAM Chae to find out if they had received the parts needed for the repairs or if they have an ETA for when the repairs will be completed on the customer's vehicle. CM was unable to get in contact with the SA working with the customer.

*****OUTBOUND DEALERSHIP CONTACT*****

26062 MANHATTAN JEEP CHRY DODGE INC 212 765 6634

CM contacted DLR to speak with SAM Chae to find out if they had received the parts needed for the repairs or if they have an ETA for when the repairs will be completed on the customer's vehicle. CM spoke with SA Brian who advised that Chae is currently unavailable and that the part had arrived this morning but offered to touch base with the tech to find out what is going on. SA placed CM on hold. SA came back and advised that the repairs should be done by the end of today.

CM will follow up with the customer on 10/25/2017.

*****OUTBOUND CUSTOMER CONTACT*****

WILLIAM WESTCOTT 917 687 6915

CM contacted the customer to find out if they have had the chance to pick up the vehicle and to make sure that they are not having any further issues with the vehicle. Customer advised that he hasn't had any issues since picking up the vehicle but did advise that he hesitates on driving the vehicle as he does not trust it. Customer also advised that he is looking to get rid of the vehicle and asked if Chrysler would be able to buy the vehicle back. CM advised that each state has its own laws and regulations regarding lemon law and buyback and advised that he doesn't meet the states parameters for us to look into that as an option on our end. CM then advised that if he is interested in trading the vehicle in towards another FCA brand vehicle we can look into seeing if there is anyway we could get him a discount. Customer declined and advised that he isn't interested in another FCA vehicle. CM advised that if he has any further concerns to contact the CM back and we would be happy to work with him further. Customer agreed and asked that the CM contact him back if FCA decides to buyback his Pacifica.

Customer plans on getting rid of his vehicle for a competitive brand vehicle.

CUSTOMER CONTACT 11/22 Writer dialed customer at 917 687 6915, spoke to

customer. Customer answered survey questions. Customer states he may have

a concern with the fuel gauge inaccurate but he will call writer should he want to go to the dealer. Writer thanked customer. Ended call.

Customer Assistance Inquiry Record (CAIR)#

32584602

VIN	2C4RC1CG5	HR529247	Open Date	10/09/2017	Built Date	06/11/2016
Model Year	2017	Body	RUCL53	CHRYSLER PACIFICA LX WAGON		
In Service Dt	06/11/2016	Mileage	13364	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	26951	DUPAGE CHRYSLER DODGE JEEP RAM				
Dealer Address	433 E NORTH AVE					
Dealer City	GLENDAL HEIGHTS			Dealer State	IL	Dealer Zip 60139
Owner	CASAREZ ,EDUARDO				Contact Type	TELEPHONE
Address	4259 N NARRAGANSETT AVE				Home Phone	
	CHICAGO IL60634 1570				Country	UNITED STATES

Product	Body/ Tr m / Pa nt F n sh	Ar Bag	Ar Bag Lamp On/F ash ng	Defau t	sensor ght
Product	Brakes	Ant Lock Brake System	ABS Lamp On/F ash ng	Defau t	Sensor ght
Dea er	By Pass	Defau t	Defau t	Defau t	
Product	Steer ng	Unknown	Poor Hand ng	Defau t	Shak ng

Customer contacted FCA to get assistance with his vehicle because at this time earlier today his vehicle sensor warranty light came on all at once. Customer stated that he took his vehicle into the dealership to get serviced but they didn't diagnose his vehicle. Customer stated that they just refreshed the alerts and sent him on his way. Customer stated that he has contacted his selling dealership and stated that they would assist him with making an appointment but won't have a loaner. Customer stressed that he doesn't feel safe in his vehicle and wish that he could get assistance.

Agent advised the customer that we will have to contact the dealership to see if they will be able to provide him with a loaner vehicle.

Customer stated that he will drop his vehicle off today and wants to know when the dealership have a loaner.

Agent contacted the dealership and spoke with Mo'y who stated that the customer will have vehicle Friday.

Agent advised Mo'y the customer is on his way and due to that can we apply DM Notes could they provide the customer with a loaner vehicle Mo'y stated yes.

SBP: No Diagnose.

Vehicle at the dealership DUPAGE CHRYSLER DODGE JEEP RAM (26951)

Update triggered by S64912Q

Customer called back and said that the vehicle still has undiagnosed issues. Agent reached out to the dealership and was advised by SAMo'y that the issues that the customer brought forth could not be replicated.

SAMo'y indicated that vehicle is operating as designed and is operating in top condition.

Customer requested to speak to another dealership to set an appointment for another diagnosis, as he is not satisfied with the diagnosis received.

Customer frustrated with vehicle because vehicle is 1 year old and has been in the shop 3 times. Agent spoke with a Mo'y in the service who provided information stating that the vehicle has been to dealer#26591 for coolant service and hard shifting. SA informed agent that the vehicle shifts perfectly and after checking the coolant it shows to be fine.

After picking up vehicle customer car satisfied and it took 8 turns to crank vehicle. Agent advised customer to take back to dealer for diagnosis.

Mo'y the service advisor called in wanting to know if we are going to cover the rental for the customer of \$105.00 and or should we bill the customer for the rental because they did not find a diagnosis for the vehicle they mostly stated the customer is a very nice man and would hate to bill him when he has been having issues with his vehicle on and off... Mo'y is looking for a callback about this case on what is going to be done 630 547 1154

CAIR RE OPENED AND FOLLOWING REASON CODE(S) REMOVED

Survey By Pass No Diagnosis
See next steps

Customer Assistance Inquiry Record (CAIR)#

32589301

VIN	2C4RC1EG1	HR607603	Open Date	10/10/2017	Built Date	10/14/2016
Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
In Service Dt	10/17/2016	Mileage	14000	Dealer Zone		
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PW2	TUSK WHITE				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				

Dealer	99999				
Dealer Address					
Dealer City		Dealer State		Dealer Zip	
Owner	CYNTHIAJPARISE ,.			Contact Type	ROADSIDE
Address	1000 CHRYSLER DRIVE			Home Phone	
	AUBURN HILLS MI			Country	UNITED STATES

Corporate Roads de Services Defau t Star /Sta Defau t

Roads de Assistance Contacted DATE : 2017 10 10

Road Side File Created 10 10 17 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

1000 CHRYSLER DR 2021 EXECUTIVE HILLS DR

CHRYSLER DR W EXECUTIVE HILLS CT

AUBURN HILLS AUBURN HILLS

MI USA MI

STALL WHILE DRIVING CALL UPON ARRIVAL TO MEET AT

DEALER CODE : Nissan Bros. Chrysler Dodge Jeep

Customer Assistance Inquiry Record (CAIR)#

32589302

VIN	2C4RC1EG1	HR607603	Open Date	10/10/2017	Built Date	10/14/2016
Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
In Service Dt	10/17/2016	Mileage	14000	Dealer Zone		
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PW2	TUSK WHITE				
Engine	ERF	3.6L V6 24V VWT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	99999					
Dealer Address						
Dealer City				Dealer State		Dealer Zip
Owner	CYNTHIAJPARISE ,.				Contact Type	ROADSIDE
Address	1000 CHRYSLER DRIVE				Home Phone	
	AUBURN HILLS MI				Country	UNITED STATES

Corporate Roads de Services Defau t Star /Sta Defau t

Roads de Assistance Contacted DATE : 2017 10 10

Road Side Fee Created 10 10 17 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

1000 CHRYSLER DR FEATHERSTONE RD

CHRYSLER DR W/N OPDYKE RD

AUBURN HILLS AUBURN HILLS

MI USA MI

STALL WHILE DRIVING CALL UPON ARRIVAL TO MEET AT

DEALER CODE : Nissan Bros. Chrysler Dodge Jeep

Customer Assistance Inquiry Record (CAIR)#

32590474

VIN	2C4RC1GG9	HR533182	Open Date	10/10/2017	Built Date	06/29/2016
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	07/06/2016	Mileage	19764	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	66162	TATE CHRYSLER FREDERICK				
Dealer Address	5629 BUCKEYSTOWN PIKE					
Dealer City	FREDERICK			Dealer State	MD	Dealer Zip 21701
Owner	BERRIOS ,MEGAN F				Contact Type	TELEPHONE
Address	832 GERONIMO DR				Home Phone	(773) 983 1611
	FREDERICK MD21701 4680				Country	UNITED STATES

Corporate Veh c e Down Customer Reported Other Defau t

Customer seek ng ass stance w th: veh c e shuts off wh e dr v ng

[veh c e s ows down/shuts off].

Customer expect ng: f x ssue

[Insert Request]. reso ve ssue

Agent adv sed w esca ate to case manager.

Fo ow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone number: 7739831611

Ear est ca t me: 8:00am

Latest ca t me: 8:30pm

Updates v a text: Y/N [Mob e number]

Updates v a ema : Y/N [mf tch4036@hotmail .com]

Veh c e ocat on: [Dea er]

Date and T me of Appo ntment: [dea er].

Conf rmed appo ntment w th: [Dea er Contact]

Customer n ren a : Y

Author zed by: dea er

Renta start date: [Date]

Reass gn ng.

In Serv ce Date: 07/18/2016

Org na Owner: Y

M eage: 19764

Veh c e purchase oya ty: 1N

Mu t p e Repa rs/ Prev ous re ated repa rs: Y

MVP p ans: 6/100,000 powertra n warranty

In bas c warranty.

OUTBOUND DLR 66162 TATE FREDERICK 301 663 6126

SAN ck states veh c e was n, repa red a oose battery cab e connect on.

SAstates customer s aware of f n shed repa rs but has not yet p cked up.

*OUTBOUND CUSTOMER CALL * MEGAN BERRIOS 773 983 1611

Agent eft vm.

*****INBOUND CUSTOMER CONTACT*****

MEGAN F BERRIOS 7739831611

Customer ca ed n adv sed that she s scared to dr ve the veh c e and wou d ke the dea ersh p to open a STAR case as she s afra d to dr ve the veh c e. She has been read ng forums and a ot of other peop e are hav ng the same concerns. Wr ter adv sed that we w contact the dea ersh p to ask for th s to be done as she does not be eve a battery cab e f xed the ssue as she has been there 4 t mes for her veh c e shutt ng off wh e dr v ng.

*****OUTBOUND DEALER CONTACT*****

66162 TATE FREDERICK 301 663 6126

Wr ter spoke to N kk the recept on st n serv ce who adv sed that she w ask SAN ck to speak to the techn c an about open ng a STAR case. Status update prov ded v a ema to the fo ow ng ema address:

mf tch4036@hotmail .com

Good Afternoon Megan,

As per our conversat on, I have ca ed the dea ersh p and spoke to the

receipt on st N kk n serv ce. I have requested to engage our further techn ca recourses and N kk advsed that she w eave a note for your Service Advisor to nqu re about th s w th the Techn c an tomorrow.

End of Status Update

*****OUTBOUND DEALER CONTACT*****

66162 TATE FREDERICK 301 663 6126

Agent reached out to SA, who advsed the veh c e s ready to p ck up, t was repa red a coup e days ago and they expect the veh c e to be p cked up today.

*****INBOUND CUSTOMER CONTACT*****

MEGAN F BERRIOS 773 983 1611

Agent con acted customer and advsed that per her request yesterday the STAR group had reached out to the dea ersh p and conf rmed repa rs w th them. Agent advsed that per the nformat on prov ded the repa rs seem effect ve.

Customer advsed that she has been to d that 3 t mes and she does not be eve the veh c e s f xed and she w not p ck up today. She wou d ke the veh c e to be dr ven over the weekend and to p ck t up Monday, she wou d a so ke an ema guarantee ng the veh c e s repa red.

Agent advsed he can reach out to the dea ersh p and request they cont nue to dr ve t, but that the dea er m ght need her to author ze a onger test dr ve. Agent advsed customer that dea y, our next steps are

1 customer p cks up veh c e, asks the dea er to exp a n/demonstrate repa rs and et them know f anyth ng s damaged.

2 test dr ve the veh c e for 2 bus ness days, and f no concerns n that t me we can d scuss compensat on.

3 move the case to a temporary 30 day ho d where the customer can ca n f she has concerns recur, otherw se case wou d c ose.

Customer apprec ated that, but wou d ke t n wr t ng.

Agent advsed that most of the nformat on s propr e ary and that he cannot guarantee a veh c e s safe or that noth ng wou d happen beh nd the whee of a veh c e. Agent advsed that the repa r seems effect ve, we wou d ke the customer to p ck up to ver fy she s sat sf ed w th the repa rs n other respects. Customer advsed she w not p ck up unt Monday and she wou d ke t test dr ven aga n.

Agent advsed he wou d ca the dea er and request.

Agent advsed ater he wou d see what nformat on he can send n an ema . Customer st does not accept veh c e s repa red.

Customer has been advsed that f there are further ssues we can ook nto severa d rect ons n terms of next steps, but as th s s the frst t me she has worked w th us, we wou d apprec ate her cont nu ng to work w th us.

*****OUTBOUND DEALER CONTACT*****

66162 TATE FREDERICK 301 663 6126

Agent d a ed for SA Shane and advsed customer wou d ke the veh c e dr ven over the weekend to make sure veh c e s not behav ng abnorma y.

SA Advsed that the SIM s out today, but he w check w th the ASM and see f he can ass gn someone to test dr ve t, they are f ne w th customer p ck ng up Monday.

Status update prov ded v a ema to the fo ow ng ema address:

mf tch4036@hotmail .com

Good afternoon Ms. Berr os:

I spoke w th your serv ce advsor Shane and et h m know you wou d ke them to cont nue test dr vng the veh c e over the weekend. He s ask ng the Ass stant Serv ce Manager to ass gn someone to that ask, and they are f ne w th you p ck ng up Monday as I to d them you cannot p ck up unt then. I wou d ke to assure you that the dea ersh p has been n contact w th our STAR techn ca resource as you requested and they have supported the dea ersh p's repa r. Our next step w be to ask you to rece ve the veh c e Monday and mon tor the veh c e's behav or n your possess on for a per od no shorter than two bus ness days and then prov de you w th the opportun ty to br ng concerns to us d rect y for a fo ow ng per od of 30 days.

End of Status Update

OUTBOUND DEALER CONTACT 66162 TATE FREDERICK 301 663 6126

SA Shane s ates they drove the veh c e 58 m es over the weekend and

found no further issues. SA states after repairing the loose battery

terminal, issue was resolved. Customer is not aware of test driving information but was aware it was done last Wednesday.

*OUTBOUND CUSTOMER CALL * MEGAN BERRIOS 773 983 1611

Customer states she is currently working with a lawyer compiling a list of similar car complaints.

Customer mentioned lemon law and may ask further if the issue reoccurs.

Customer states previous dealer replaced frayed battery cable, and the third time they changed out shifter, no easy fix. Customer is concerned for her children as this is the fifth time in for the same. Customer states the light went off, issue with the engine in Texas, but she is worried about car's ability to turn off in the future.

Customer states tomorrow she and her husband are going together to check out the car. Agent will call back in a week and encourages customer to call back if issues reoccur. Customer suggested she may change dealerships if this happens in the future.

*OUTBOUND CUSTOMER CALL * MEGAN BERRIOS 773 983 1611

Agent left VM

OUTBOUND DEALER CONTACT 66162 TATE FREDERICK 301 663 6126

SAN ck states customer has vehicle.

*OUTBOUND CUSTOMER CALL * MEGAN BERRIOS 773 983 1611

Agent left closed loop VM as per AC 20793.

Status update provided via email to the following email address:
mfitch4036@hotmail.com

Hello Ms. Berrios, I followed up with your dealer and was told your vehicle has been repaired and returned to you. I wanted to check to see if everything is okay. If it is, there is no need for you to contact me back. However, I will leave your case open for two more days prior to closing it. If you do need to contact me, please contact me at 866 932 3873, ext. 471 9862. Thank you.

End of Status Update

Approved.

Customer Assistance Inquiry Record (CAIR)#

32602353

VIN	2C4RC1DG9	HR529248	Open Date	10/11/2017	Built Date	06/11/2016
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
In Service Dt	06/13/2016	Mileage	37	Dealer Zone	70	PHOENIX
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PRV	VELVET RED PEARL COAT				
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				

Dealer	45603	LARRY H MILLER CHRYSLER JEEP				
Dealer Address	7800 E 22ND STREET					
Dealer City	TUCSON	Dealer State	AZ	Dealer Zip	85710	
Owner	MARDIS ,MARSHALL			Contact Type	TELEPHONE	
Address	1185 S RED COLT RD			Home Phone	(256) 613 1260	
	TUCSON AZ85748 1004			Country	UNITED STATES	

Product	E c t r c a	Unknown	Defect ve	Defau t	und agnos sab e ssues.
---------	-------------	---------	-----------	---------	------------------------

Customer seek ng ass stance w th:

hav ng the unreso vab e ssue reso ved. Someth ng e c t r c a s go ng on

p ease reference case number: 32501016

Customer expect ng:

CM to con act and d scuss how to get a h gher techn c an nvo ved and

have th s on go ng ssue reso ved.

Agent adv sed w esca ate to case manager.

Fo ow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone number: 8087228668

Ear est ca t me: Anyt me.

Latest ca t me: anyt me.

Updates v a text: Y/N [Mob e number]

Updates v a ema : Y/N [Ema address]

Veh c e ocat on: Customer

Date and T me of Appo ntment: OCT 17 1:00PM

Conf rmed appo ntment w th: DLR 45603

Customer n ren a : Y/N

Author zed by:

Renta start date: [Date]

Br ef y summar z e why the customer s contact ng Chrys er: Customer ca ed n regards to on go ng ssues that the DLR s unab e to f gure out what s happen ng. or why. The customer s ated that h s w fe doesn't fee safe what so ever.

Br ef y summar z e what the customer s expect ng: ssues reso ved CM to contact.

Status update prov ded v a ema to the fo ow ng ema address:

derekmarchus@aol.com

He o th s s prec ous , your case number s 32602353 . My phone number s 844 378 0597 Ext 81014 . My off ce hours are 10:30Am to 7:00 PM

End of Status Update

Spoke w th customer and he stated veh c e has cut off about 4 t mes and

h s w fe s scared to dr ve the veh c e . customer a so stated he was

to d he has a appo ntment on the 17th.

customer has an appo ntment today , wr ter w contact the customer to

conf rm he has made t to the appo ntment.

Wr ter tr ed to contact the customer and d d not get answer , wr ter

tr ed to eave vo cema but customer has not set up vo cema yet.

Customer went to the dea ersh p and th nk ng he had an appo ntment and he

d d not customer new appo ntment date s 10/24/17 .

Wr ter ca ed customer and d d not get answer

Customer stated he d d not have a appo ntment , c os ng ca r

Customer Assistance Inquiry Record (CAIR)#

32608931

VIN	2C4RC1EG5	HR542321	Open Date	10/12/2017	Built Date	07/20/2016
Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
In Service Dt	07/20/2016	Mileage	11000	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PRV	VELVET RED PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				

Dealer	45588	CLASSIC CHRYSLER JEEP DODGE RAM				
Dealer Address	306 N OAK FOREST RD					
Dealer City	GOLDSBORO		Dealer State	NC	Dealer Zip	27534
Owner	ROBINSON ,SHARON D				Contact Type	TELEPHONE
Address	603 S CLAIBORNE ST				Home Phone	(919) 673 9505
	GOLDSBORO NC27530 6223				Country	UNITED STATES

Product	Dr vab ty	Unknown	Hard Start ng	Defau t	veh c e hard to s art.
Product	Whee s and T res	T res	Other	Front	reoccur ng ssue w th the front t re on dr vers s de mak ng no se
Product	Body/ Tr m / Pa nt F n sh	Body	Hardware	No sy	Dr vers s de front door c ck ng
Door S d ng					
Reca	T54: SECOND ROW SEAT BELT BUCKLE Advse				
Owner/Incomp ete Reca					

Br ef y summar ze why the customer s contact ng Chrys er: Customer stated th s s the second van she has had because of ssues w th her previous van. Customer stated she traded her other van n do to ssues. Customer stated she s havng ssues and has had mu t p e ssues w th the veh c e. Customer s ated the check eng ne ght was on but the DLR has f xed that ssue. Customer stated she s now havng prob ems w th the veh c e hard start ng . Customer s ated somet mes t takes 30 m nutes before the veh c e w start. Customer stated the dr vers s de door s mak ng a c ck ng no se. Customer stated there s a reoccurr ng ssue w th the front dr vers s de t re mak ng a no se. Customer stated she kes her van but s frustrated w th a these ssues go ng on w th t.

Br ef y summar ze what the customer s expect ng: veh c e f xed

Agent Advsed

Agent advsed the customer that a concerns are be ng documented and esca ated to CM for rev ew.

Customer seek ng ass stance w th: hard start ng, reoccurr ng no se n t re, c ck ng no se n dr vers door.

Customer expect ng: veh c e f xed

Agent advsed w esca ate to case manager.

Fo ow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone number: 919 673 9505

Ear est ca t me: anyt me

Latest ca t me: anyt me

Updates v a text: /N

Updates v a ema : N [

Veh c e ocat on: [Customer

Date and T me of Appo ntment: 10/19/17 @8:30 am

Conf rmed appo ntment w th: [Dea er SA Josh

Customer n ren a : /N

Author zed by: N/A

Renta start date: N/A

SME CF590 approves esca at on to 97X

Status update prov ded v a ema to the fo ow ng ema address:

rob nsonqu k e@yahoo.com

Ms. Rob nson,

Myname s K yonna and th s ema s to conf rm that your case, 32608931 has successfu y been esca ated to me and I w be ass st ng you. My contact nformat on s 844 378 0573. I am n the off ce Monday Fr day from 8AM 4:30pm. S nce your veh c e s not schedu ed to go to the dea er unt 10/19/2017 I can not start work ng on your case yet. I can not start work ng on your case unt your veh c e s at the dea er and has been d agnosed. Once your veh c e has been d agnosed we can go from there. You have my contact nformat on, you can contact me f you have

any questions or concerns. Once the 19th comes I will contact you at the number listed; 919 673 9505. If this number is not correct please respond with the correct number and time to reach you. Thank you and have a great day.

End of Status Update

customer's vehicle scheduled to go to dealer tomorrow

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension XXXXX.

customer took vehicle to the dealer, stated they could not find anything with the engine, did something to the transmission. says that dealer could not duplicate the issue with the vehicle not starting. customer stated that her vehicle cut off on her after she picked it up from dealer. Customer picked up vehicle on Friday after dropping it off on Thursday so dealer did not have a chance to test drive vehicle to see if they could duplicate the issue. customer is upset about vehicle having to be in dealer. customer stated that she had this problem with her last vehicle which caused her to have to trade vehicle in. Customer will need a rental but she does not have a ride to rental place once she drops her vehicle off at dealer. I advised customer that I will call the dealer to have everything set up for her before she drops her vehicle off.

Transferred to CM Queue

Inbound Customer Contact

Customer called in stating that she went to the dealership this morning as per instructions from CM. Took a test drive with tech and couldn't duplicate the issues, dealership stated there is nothing else they can do. Customer's issues are as follows.

wouldn't start in Walmart parking lot on Friday after leaving dealership, then restarted, jerking motions/hard start
door making clicking sounds - drivers door
when turning drivers front tires sounds like something is rubbing

Agent contacted Dealership and spoke to Joshua

Agent advised SA Joshua that customer needs an appointment scheduled and a STAR ticket opened to assist in diagnosing and duplicating customer issues.

Agent also advised SA Joshua that customer is in need of a rental as we have an appointment scheduled for tomorrow 10/25/2017 at 8:30am. SA Joshua will be contacting Enterprise to reserve rental for customer.

Agent approves rental for 10 days in the amount of \$40 a day. (Standard High end rate)

*****Rental Value Updated*****

Estimated Rental Amount: \$400 ; Additional Rental Amount: \$400.00 ;

Provided By: CAC ; Days Authorized: 10

DMNOTES SUBMITTED FOR RENTAL

Informed SA Joshua of open Recall T54 SECOND ROW SEAT BELT BUCKLE, Joshua will order parts needed.

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension XXXXX.

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension XXXXX.

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension XXXXX.

customer picked up vehicle yesterday but dealer did not find the issue with the vehicle not starting. they told customer if the problem persists to bring vehicle back. Customer says that it depends on if she drives the vehicle a lot eventually it just won't start back up once she turns it off.

call dealer to get an update

Status update provided via email to the following email address:

robsonquike@yahoo.com

Ms. Robson,

I called the dealer to get an update on your vehicle and they did inform me that they could not get your vehicle to duplicate the issue. They stated the vehicle started for them every time. With that being said, they are not sure what's causing the problem. They did advise that you bring the vehicle back in if the problem occurs again. I do apologize but we cannot fix your vehicle without knowing exactly what's wrong with it. I am going to close out your case but I will be glad to reopen it if the problem happens again. Just give us a call and we will reopen it and assist you further. Thank you and it was a pleasure to work with you.

Please contact me if you have any questions or concerns.

End of Status Update

Customer Assistance Inquiry Record (CAIR)#

32612070

VIN	2C4RC1EG8	HR684291	Open Date	10/12/2017	Built Date	01/25/2017
Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
In Service Dt	01/25/2017	Mileage	19000	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PRV	VELVET RED PEARL COAT				
Engine	ERC	3.6L V6 24V WT ENGINE UPG I W/ESS				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				

Dealer	44940	MAROONE DODGE OF PEMBROKE PINES				
Dealer Address	13601 PINES BLVD					
Dealer City	PEMBROKE PINES		Dealer State	FL	Dealer Zip	33027
Owner	DAGER ,ORLANDO				Contact Type	TELEPHONE
Address	5400 SW 199TH AVE				Home Phone	(832) 525 6758
	FORT LAUDERDALE FL33332 1586				Country	UNITED STATES

Corporate Renta Veh c e Defau t Defau t Defau t	Seeks renta comp a nt on dea ersh p
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We bought th s veh c e n Feb or March S nce I have bought the veh c e I have been n the dea ersh p once a month and t keeps shutt ng off. I p cked veh c e up Saturday we took veh c e to dea ersh p today s Thursday and the veh c e just shut off n the h ghway. Th s s a very dangerous h ghway everyth ng was work ng f ne. I wa ked out found someone to he p we put t on neutra to push and t was not even go ng nto neutra . H tched a r de got more peop e to he p thankfu y veh c e turned on and she went to the dea ersh p[they are go ng to ook at veh c e. Customer s afra d to dr ve veh c e she s not go ng to put her ch dren n danger. She spoke w th the manager they are go ng to take the veh c e and ook at t. Customer comp a nt s they offered her a renta , after offer ng a renta theysa d they can not offer renta , they do not have any oaner veh c es at th s t me. Customer s ates that she was to get a ca back and has not rece ved a ca back. They d d not even g ve her the opt on to dr ve her home. Agent asked for dea er nfo. Dea ersh p Autonat on Te :954 446 8775 Customer states that f she wou d have been n an acc dent that wou d have been a aw su te. Customer states she has 2 open t ckets w th the dea er of ssues on the veh c e that have not been reso ved yet. Agent adv sed that she s go ng to ca dea ersh p and see what opt ons are ava ab e. Spoke w th Suzanne asked to speak w th a serv ce adv sor connect ng Not ava ab e prov ded me w th Enterpr se Te : 9544431990. Adv sed Customer to take veh c e to dea ersh p and g ve us a ca back for ren a . We are go ng to need to know how many days she needs renta for 2 3 days, f she needs add t ona days we need to know to have case esca ated. Prov ded case number and apo og zed for her horr b e exper ence.

Customer ca ed In s at ng veh c e s at DLR and f FCA can g ve her a renta , adv sor exp a ned to customer the way the renta author zat on goes s FCA author zes the renta for 35 do ar a day up to 3 days and then customer w be re mbursed, customer stated prev ous agent d dn't exp a n that to her, adv sor apo og zed, customer stated DLR w g ve her a oaner.

Customer Assistance Inquiry Record (CAIR)#	32612279
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VIN	2C4RC1GG2	HR571756	Open Date	10/12/2017	Built Date	09/16/2016
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	09/19/2016	Mileage	7000	Dealer Zone	66	ORLANDO
Plant	R	WMDSOR ASSEMBLY PLANT		Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	60483	CROWN CHRYSLER DODGE JEEP RAM				
Dealer Address	2120 CHAPMAN RD					
Dealer City	CHATTANOOGA	Dealer State	TN	Dealer Zip	37421	
Owner	STASCHEIT, SHAWN			Contact Type	LETTER	
Address	4039 ABBEY LN			Home Phone		
	COHUTTA GA 30710 9306			Country	UNITED STATES	

Product	Body / Tr m / Pa nt F n sh	Body Hardware	Msa gned / Poor F t	Door S d ng
Corporate	Re mbursement	Defau t	Defau t	Defau t
Referra	Soc a Med a	Facebook	Defau t	Soc a Too

Customer reached out on Soc a Med a v a Facebook regard ng concerns w th h s veh c e:

"I oved my 17 chrys er, but t's has been n the shop for two weeks now. The eng ne stopped tw ce wh e I was dr v ng down the nterstate putt ng myfam y n danger. The s de messed up as we and they fæd t. They can not seem to get the car to m rror what t d d before. Any suggest ons? Myfam y of 5 have been dr v ng around n jeep Cherokee that sme s ke smoke for 2weeks w th no success from the dea ersh p. My payments are 838 a month for th s, I am so scared to dr ve t aga n and comp ete y d sappo nted"

Wr ter apo og zed to customer and adv sed we can esca ate case to a spec a st for further ass stance w th th s as veh c e s current y at the dea er.

Customer seek ng ass stance w th veh c e sta ng concern and door m sa gnment

Customer expect ng repa rs comp eted as soon as poss b e or veh c e payment compensat on.

Agent adv sed w esca ate to case manager.

Fo ow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone number: 423 504 8652

Ear est ca t me: 8 AM

Latest ca t me: 8 PM

Updates v a text: No

Updates v a ema : Yes, rob n@dynam cgroupmgmt.com

Veh c e ocat on: Dea er 60483

Date and T me of Appo ntment: Veh c e has been at dea er 2 weeks

Conf rmed appo ntment w th: Customer

Customer n ren a : Yes

Author zed by: dea er

Renta start date: approx. 10/28

Send ng back to 97X

*****Customer Ema Address Updated*****

Customer has updated the ema address from evarwatts@hotmail .com to rob n@dynam cgroupmgmt.com for further commun cat on or for surveys.

Customer (Rob n) adv sed that 2 t mes veh c e shut off wh e dr v ng.

Descr pt on trave ng 80 mph reduc ng speed to 70 mph, wh e dr v ng on hwy. The ssue of shutt ng off d not start unt UPDATE of rad o system. Veh c e at DLR now 2 weeks. DLR contacted customer that a gnment of door has been repa red, veh c e ready to be p cked up.

Customer s a oaner, customer does not fee safe w th her ch dren n the veh c e f t cont nues to shut off.

DLR unava ab e at t me of ca , eft message, contact nformat on.

Status update prov ded v a ema to the fo ow ng ema address:

rob n@dynam cgroupmgmt.com

He o, my name s L nda and I have been ass gned as your Case Manager.

Th s ema s conf rmat on that your case, 32612279 was successfu y esca ated to me.

After I review with the dealer on your case, I will follow up with you.
My office hours are from 8:00 AM to 4:30 PM Eastern Standard Time.
My contact information is 844 378 0573 EXT 81469.
I am looking forward to assisting you.

Have a great day!

End of Status Update

DLR (Roy) advised operates as designed unable to duplicate shut off agent offered additional information (shut off occurs from high speed to reducing speed) DLR test drive several miles, but at regular speed ONLY. Star was not opened, but DLR will note now, as so noting that concerns started after radio updated.

Case will be closed upon customer picking up vehicle and start case is closed.

Status update provided via email to the following email address:

robn@dynamcgroupmgt.com

Hi Rob,

I was able to speak to the dealer, advised them of your concerns, a STAR case is being started on this.

Once STAR advises, I will keep you updated.

End of Status Update

Customer unable at time of call, left message, contact info

STAR suggest fght recorder case will be closed until DLR is able to duplicate and repair.

DLR contacted, advised STAR, DLR does not have tracking device customer to monitor on own. Close

Customer (Rob) contacted to advise that DLR will be in contact to pick up her vehicle, Customer is upset that there is no remedy and fees unsafe with her kids. She inquired as to what FCA would do if vehicle caused harm from stalling, agent tried to put customers mind at ease but unsuccessful. Customer advised midway through call was being monitored.

Advised customer that DLR advised agent that it was documented customer travels 90 mph, customer denied, agent advised customer that in previous conversation that customer was traveling 80 mph. Customer denied.

Requested supervisor return call. Customer started badgering agent to the point that agent did not want to provide any additional answers regardless or otherwise to customer. Customer refused to accept 1 day return call from supervisors.

*****TL Notes*****

CM will be actively reaching out to AM for assistance regarding fght recorder referenced in STAR case. CM will follow up with customer and service department regarding same.

*****TL Notes*****

Agent requested assistance from AM through email assistance.

Status update provided via email to the following email address:

robn@dynamcgroupmgt.com

Good morning Rob,

Just to let you know, I am in communication with the area manager, once I am advised of a possible resolution addressing your concerns for safety, then I will update you.

Have a great day!

End of Status Update

Status update provided via email to the following email address:

robn@dynamcgroupmgt.com

No updates from Area Manager at this time. Continuing to obtain information to best assist you.

End of Status Update

DLR unable at time of call, left message, contact info

AM Morgan Gayon 2 email attempts

DLR (Roy) vehicle OAD, customer has not picked up and DLR requests his vehicle to be returned.

Status update provided via email to the following email address:

robn@dynamcgroupmgt.com

I am advised that the Area Manager is currently on vacation. Dealer has completed all repairs and updates on the vehicle and it is currently operating as designed. You can pick up your vehicle any time today as the dealer is requesting his loaner to be returned.

Thank you,

End of Status Update

Begin Customer Message reviewed:

Please give me his boss then. I refuse to put my family in danger.

End of Reviewed Customer message

Status update provided via email to the following email address:

robn@dynamcgroupmgmt.com

Robn, I understand your concerns, but such information is not sharable.

Thank you

End of Status Update

Begin Customer Message reviewed:

Linda you stated to me a STAR case was open. The dealership is telling me that there is not one open.

You are not doing anything to help me, I need a supervisor to call me or another case manager that has a bit more experience. Everything you stated to me was incorrect the last time we spoke. I do not trust your intentions or your willingness to assist me.

End of Reviewed Customer message

Begin Customer Message reviewed:

Picked up my car today. They drove it 33 miles not the 100 miles you stated. This morning my roller door would not work again. I need to speak with a supervisor. This is going to be the 2nd time I make a payment on a car in the shop. This is crazy!!!

End of Reviewed Customer message

Vehicles at the dealership CROWN CHRYSLER DODGE JEEP RAM(60483)

Update triggered by S37575K

*

Customer reached back out on Facebook regarding his case:

"Doors do not work after spending 4 weeks at the dealership. Van shuts off driving down the road despite several calls to Chrysler customer care. Linda from customer care to tell me perhaps driving it to fast is causing it to shut off going down the interstate. Buyer beware!!! Taking it back again today. 2nd payment I will pay with it in the shop"

Advised customer that his case will be updated so case manager can follow up.

*

Begin Customer Message reviewed:

Picked up my car today. They drove it 33 miles not the 100 miles you stated. This morning my roller door would not work again. I need to speak with a supervisor. This is going to be the 2nd time I make a payment on a car in the shop. This is crazy!!!

End of Reviewed Customer message

Request sent to TL to review case and contact customer.

Customer refuses to speak to CM(LS1921). The customer's request to speak to a supervisor. She states the "misdemeanor" stated her case was never escalated to a supervisor and she was informed her contact number (423) 504 8652 was removed from the case. Agent informed the customer a TL did make a note on her case (JMB763) on 10/19/17. Agent could not confirm that her contact number was removed because that is how the agent retrieved the customer's information. Customer is seeking a supervisor callback and another STAR case to be open. Customer disconnected. Agent spoke to CM(LS1921) and the case has been sent over to her supervisor for further handling.

*

The AM had advised the dealer to reach out to a Tech advisor for assistance or someone's sight. He is also going to have them search for a flight recorder to either borrow or have the customer go to that driver so it can be placed on the vehicle.

The auto door buttons on the key fob and in the vehicle doesn't work anymore at this time. She is aware that we are working on other options and that I will follow up. She was provided my direct phone number and extension and hours to be able to reach out to me at any time with any questions or concerns.

Left voicemail with the AM as advised to callback later in the day.

Agent attempted to contact dealer Service Advisor Judy, however, SA not available. Left message for a return call at extension 81498.

*

Called and spoke to Robn to keep her informed that I am still working on a resolution with the AM and that I would keep her updated along the way and that I was waiting on a callback.

Agent attempted to contact dealer Service Manager, however,

SM not available. Left message for a return call at extens on 81498

The customer is not wanting to drive the car after the f ght recorder is installed due to her family being in the car and she feels unsafe. She has approved the driver to drive the extra miles to see if they can duplicate the concern. I sent a email to the driver asking if they would and waiting on a reply. The customer has advised she is recording the calls and may need to seek a lawyer but she is not sure at this point. She has requested a TL to speak with about getting the car rescheduled. I have informed her that I am her case manager and I am here to help her but that I would ask for them to speak with her for a moment. The driver has agreed to drive the extra miles so the consumer does not have to after the f ght recorder is installed.

****TL Notes****

Spoke to customer. Reaffirmed that CM is working with dealer to arrange a data recorder and to have dealer do the test drive. Customer is awaiting the results.

*****End TL Notes*****

*

Agent attempted to contact customer, however, customer was not available. Left message for a return call at extens on 81498.

Email to SM waiting reply.

Agent attempted to contact customer, however, customer was not available. Left message for a return call at extens on 81498.

Status update provided via email to the following email address:
robn@dynamcgroupmgt.com

Good evening,

This is Jessica from FCA customer care. I have tried to reach you via phone for a few days now and needed to speak to you. Please call me tomorrow 11/3/2017 so we can speak.

End of Status Update

Spoke with the customer and she has been updated that the door latch was replaced and the driver is road testing.

SM James informed me they are unable to duplicate after 400 miles at this time the vehicle operates as designed.

The customer has been updated that the vehicle operates as designed and will need to pick it up once we confirm the door is repaired. I will be following up as soon as I have that information on the door.

Door is repaired Judy is waiting to know what they are doing as far as drivability from SM.

Vehicle is ready for pickup.

Agent attempted to contact customer, however, customer was not available. Left message for a return call at extens on 81498.

Agent attempted to contact customer, however, customer was not available. Left message for a return call at extens on 81498.

*****Customer Email Address Updated*****

Customer has updated the email address from
robn@dynamcgroupmgt.com to

stasche ts@gmail.com for further communication or for surveys.

***** Below Customer Contacted for Documentation Request *****

stasche ts@gmail.com on 2017 11 09 @ 15:02

The document link expires on Thursday the 16th. The customer was advised of that and that if we did not hear from her we would close the case.

Agent attempted to contact customer, however, customer was not available. Left message for a return call at extens on 81498.

***** Below Customer Contacted for Documentation Request *****

stasche ts@gmail.com on 2017 11 21 @ 15:16

1. The reason for the customer's call (Customer states...) Customer checking status of her reimbursement. Customer stated that the link had expired, and she received a call from Jessica, and returning her call.
2. What the customer wants to see happen (Customer seeks...) Chrysler Advisor to warm transfer Customer to Jessica EXT 81498.
3. What the agent advises (Agent advises...) Customer that she can leave VM for Jessica can review and Chrysler Advisor will flag CAIR for Jessica can review and contact Customer. Chrysler Advisor will resubmit link for Customer to submit their documents. Per instructions AC 19074, 6. Advise the customer that they will be required to submit the original receipt, repair order, and proof of payment for reimbursement consideration.

Depending on the situation, they may be asked to provide additional documentation.

7. Explain the options for submitting receipts: 1. Submit the receipts electronically via the Contact Us page on the appropriate branded website (recall and extended warranty only)
2. Offer to email the customer a document request link and they submit via the link
3. Fax the receipts to 877 768 5076 with a cover sheet include a CAIR number and Attention: Reimbursement Request
4. Mail the supporting documents to
FCAUS Customer Care
P.O. Box 21 8007
Auburn Hills, MI 48321 8007
8. Advise the customer to allow up to 60 days for processing
9. Keep CAIR open, and reassigned to 96Y
4. Next step (Next step:) Reassigning CAIR to 96Y.

Customer Assistance Inquiry Record (CAIR)#

32615744

VIN	2C4RC1GG0	HR785953	Open Date	10/12/2017	Built Date	05/18/2017
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	05/18/2017	Mileage	5466	Dealer Zone	70	PHOENIX
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PRV	VELVET RED PEARL COAT				
Engine	ERC	3.6L V6 24V WT ENGINE UPG I W/ESS				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				

Dealer	60023	AIRPARK CHRYSLER JEEP				
Dealer Address	15656 N HAYDEN ROAD					
Dealer City	SCOTTSDALE	Dealer State	AZ	Dealer Zip	85260	
Owner	RODRIGUEZ ,LAURI A			Contact Type	TELEPHONE	
Address	21925 E ROSARD			Home Phone	(602) 710 4555	
	QUEEN CREEK AZ85142 4587			Country	UNITED STATES	

Corporate	Lemon Law	Default	Default	Default	Vehicle sudden shut off
Dealer	By Pass	Default	Default	Default	

Briefly summarize why the customer is contacting Chrysler: Customer calling is stated that vehicle had had sudden shut off while driving, vehicle had dealer service three times for the problems, battery replaced last month, but today needed 2 jumps, vehicle had sudden shut off, when it came back on, vehicle information on the dashboard did not display. Customer did not feel safe to drive this vehicle. Vehicle currently at dealer.

Briefly summarize what the customer is expecting: want Chrysler to buyback the vehicle

Owner is seeking buyback

1. What does the customer allege is wrong with the vehicle? sudden shut off
 2. Was the vehicle purchased new or used? new
 3. If used, what number owner is the customer and what was the mileage?
 4. Is customer calling # of repair attempts or # of days out of service? three times service at dealer
 5. Does the condition described by the customer exist? yes
- Customer was advised that she would be contacted within 1-3 business days. Reassigned to 91L

Next steps:

Reviewed by LC779

***** 91L Review *****

***** Case Escalated to I2R *****

Reviewed Warranty History which determined this case should be escalated to I2R for case management.

Crysta with the I2R Customer Resolution Team, is now responsible for this CAIR. If the customer should call, please direct them to contact Crysta directly at 214 583 2118. Thank You.

Called dealer 60023 they confirm the vehicle is currently there. SAMke is working with the vehicle. LVM to return call as soon as my email for additional contact information.

Made 1st initial call attempt to customer at (602) 710 4555 I introduced myself as the CMA and explained how the resolution process works. She stated she understands, however expressed interest in a replacement vehicle. She stated the vehicle died more than once while driving. She stated she no longer feels safe in the vehicle and would like out of it. She stated she is leaving 11/1/2017 to move and she would like to be resolved before then. I stated I will work on finding a resolution ASAP. She expressed extreme concern about the timeline. She stated the dealer told her to pick up her vehicle today.

Called dealer 60023 SAMke stated the vehicle is ready for pickup. He stated SM Sean stated one of the modules was offline. They held the vehicle just to make sure. I requested they send me the ROH story. They stated they will email.

Follow up 10/18

Called customer at (602) 710 4555 she stated the monitoring tapes sometimes. She stated there is a warning light on, however the dealer told her to go away. She stated the customer lights turned off just

before she turned the vehicle off. I requested she take her vehicle back to the dealer for repairs. She accepted, however stated she would like to take one closer to her home. I stated I would find a dealer closer to her.

****AT THIS POINT WE LOST SIGNAL****

Called customer at (602) 710 4555 LVM to return call. I also stated I would send her an email with the dealer's close to her zip code. Status update provided via email to the following email address: vmrr40@msn.com

Hello Mrs. Rodriguez,

I hope this message finds you well. I have looked up the FCA dealerships within your zip code. Please find one that is close to you and schedule an appointment. Once you have done that please call me and let me know when and where so I can call and introduce myself to the dealer. I want to let them know that you have been escalated to the Resolutions Department for escalated assistance. If you have any questions please feel free to contact me.

Earnhardt Chrysler

1521 E. Drivers Way Gilbert, AZ 85297

(480) 926 4000 & #59676;

Heggs Auto Group

6130 E Auto Park Dr. Mesa, AZ 85206

(866) 294 1512 & #59676;

Temp Chrysler Dodge Jeep Ram

7975 S Auto ex Loop Rd Tempe, AZ 85284

(800) 383 6343 & #59676;

Henry Brown Chrysler

1990 N Pinal Ave Casa Grande, AZ 85122

(520) 836 2147 & #59676;

Chapman Dodge

3800 N. 89th St Scottsdale, AZ 85251

(480) 949 7600 & #59676;

Thank you

Crysta

214 583 2118

Chrysler Customer Care

End of Status Update

Customer called LVM to return call. In the message she stated what dealer she would like to go to, however I could not hear it.

Called customer at (602) 710 4555 LVM to return call. I requested she give me the name of the dealer she would like to go to.

****Follow up 10/23****

Called customer at (602) 710 4555 LVM to return call. In the message I requested she give me the information to the dealer she would like to take her vehicle to.

****Follow up 10/25****

Called customer at (602) 710 4555 LVM to return call.

Customer called LVM stated she would take her vehicle to the dealer 43389. She stated she is moving to Iowa 11/2/2017 and the vehicle still needs repairs.

Called dealer 43389 they confirmed the RO history.

Called customer at (602) 710 4555 she stated the customer is not working. She stated within the days she got the vehicle back from the dealer the customer shut off and she could not see how fast she was going. I stated we can make an appointment at a dealer once she moves so she does not feel rushed. She accepted. She stated to find a dealer within 52806 zip code. Something within less than 20 miles radius. I stated I would call to get something started.

Called dealer 43389 they stated they do not have anything on order for the customer.

Called dealer 60023 SAMke stated they found a lot of ownership codes.

They cleared the mod codes. They ordered a module, however it is on BO for two weeks. He stated the software never was off so it is making the communication bad. He recommended to have the dealer do further diagnostics, because once they removed the ownership codes they did not have anymore issues with the vehicle.

****Once the customer decides on the dealer in Iowa I will call them to schedule an appointment and give them the information from dealer 60023****

****Follow up 10/30 via email****

Follow up 11/1

Status update provided via email to the following email address:

aurrodriguez2bg@gmail.com

Hello Ms. Rodriguez,

I hope this message finds you well. Please let me know what dealer you would like to work with once you have moved. If there is anything I can do to assist you please feel free to contact me.

Thank you

Crysta

214 583 2118

Chrysler Customer Care

End of Status Update

Called customer at (602) 710 4555 she stated the STAR/STOP is unavailable. She purchased HOT SPOT for the vehicle and it is not working. She stated she is currently on the road moving so she will need to take a look at which dealer she would like to go to.

Follow up 11/7

Customer called LVM to return car. She stated the vehicle is having trouble moving forward. The auto/stop light is still on. The Jack box keep opening while driving. Chip on the bumper after the dealer made. She stated the screen went back and the vehicle started.

Called customer at (602) 710 4555 I thanked her for the information she gave me in the VM. She stated to call the dealer to make an appointment.

Called customer at (602) 710 4555 LVM to return car. Requested to call once vehicle at dealer.

I will close this case, however the customer can always reopen once the vehicle is at a dealer for repair

Customer called stated she would like to make an appointment at dealer 65673 for a recall and repairs. She stated while driving to her new home the vehicle started while driving twice.

Called dealer 65673 I requested they contact the customer to make arrangements for the recall and the repair. They stated they will.

Follow up 11/21

CAIR RE OPENED AND FOLLOWING REASON CODE(S) REMOVED

Close Loop Exception Reason Code

Survey By Pass

>>> A new I2R case was opened to further assist customer. CAIR number is unchanged.

Vehicle is at the dealership KIMBERLY CAR CITY (65673)

Update triggered by S63588P

Crysta with the I2R Customer Resolution Team, is now responsible for this CAIR. If the customer should call, please direct them to contact Crysta directly at 214 583 2118. Thank You.

Called dealer 65673 they stated they do not show any appointments for the customer. I requested they contact the customer to schedule one for the customer today. They stated they will.

Follow up with customer/dealer 11/21

Called dealer 65673 they confirm the vehicle is currently not there. They stated the ordered recall parts for the T54 recall. I requested they call the customer to schedule an appointment. They stated they will.

Status update provided via email to the following email address:

aurrodriguez2bg@gmail.com

Hello Mr. Rodriguez,

I hope this message finds you well. I'm working on finding a resolution as quickly as possible. I appreciate your patience in the resolutions process. If you have any questions please feel free to contact me during my normal business hours Monday? Friday 9:30 am - 6 pm Central Standard Time.

Thank you

Crysta

214 583 2118

Chrysler Customer Care

End of Status Update

*Called Arpark DCJ/60023 who ordered the Video Routing Module 10/16/17.

Spoke with John in Parts who stated the part arrived and he was able to locate it. Inquired if they have the parts for the T54 recall and he said he can order them and will arrive by 12/11. *Called customer (602)

710 4555 and advised of above. Customer stated she has moved to

Davenport IA and the Video Routing Module was supposed to be shipped from

Arpark DCJ/60023 n AZ to K mber y Car C ty/65673 n IA.

*Apo og zed to the customer for the m s nformat on and t s not typ ca for a dea er to sh p parts to another dea er. Customer expressed extreme frustrat on and l apo og zed for the m scommun cat on, however l w reach out to John n Parts at Arpark/60023 to nqu re f an except on can be made, but no guarantees.

*Fo ow up 11/30

*Ca ed Arpark DCJ/60023 spoke w th John n Parts who sa d he needs to get author zat on to see f the Vdeo Rout ng Modu e can be sh pped to K mber y Car C ty/65673.

*John w th Arpark/60023 480 607 8591 ca ed back to say that f the dea er n IA s w ng to purchase the part, theyw sh p t for free.

*Ca ed K mber y/65673 spoke w th Parts Manager She by who agreed to do a D2D (dea er to dea er) sh pp ng for the Vdeo Rout ng Modu e Part # 68227168AN AND w ca the customer once t arr ves. No known ETA as of yet, but w be over a week.

*Ca ed customer (602) 710 4555 and advsed of above. Fo ow up 12/7 Ca ed 60023 and spoke to SM John and transferred to Parts and spoke to Brad and he d dn?t see any order nfo. l s ated that l wou d ca K mber y and then get back to h m f need be and l spoke to Matt n parts and he knows customer was ca ed up and the part s there and he doesn?t know the SA

Ca ed the customer and she s ated that she does have an appo ntment and t s 9am on Wednesday and l stated that the part w be ns a ed and she wou d need to dr ve the veh c e for a few days. l stated that there w be a reso ut on and wou d have to ca her back on Wednesday and l wou d not know a reso ut on unt next week and she s ated that the Arpark DLR sa d to her the veh c e wou d be bought back w th a ts prob ems so far. l stated to the customer that f t shuts down aga n t wou d be cons dered but l just got her case and wou d know more next week.

**Fo ow up w th the customer and dea er on 12/13.

Veh c e s at the dea ersh p KIMBERLY CAR CITY (65673)

Update trggered by S63588P

Ca ed 65673 and spoke to SA Adam and updated RO and the veh c e s there now and they are work ng on t.

Ca ed the customer and she nformed me that she s n renta and that they have spoken to her about progress but t wou d be after Chr stmas before they are done w th her veh c e. The customer was nformed that l am present y ook ng nto reso ut ons but w thout her n the veh c e dr vng t after repa r t cou d take some t me. The customer was okay w th me fo ow ng up w th her Fr day.

**Fo ow up w th the customer and dea er on 12/22.

Ca ed 65673 and spoke to SA Br an and updated RO he stated after the r own d agnos s they were unab e to take the other DLR advsement and the modu e they were sent wasn?t the repa r that the veh c e needs. The SA stated that the aux ary battery w be arr vng at the DLR tomorrow.

Ca ed the customer and she s ated that she had been nformed that they are order ng another part and wou d not be rep ac ng the modu e that Arpark recommended to repa r th s one. l nformed the customer that l wou d et her dr ve the veh c e after they re ease t for a coup e days to conf rm repa rs and she was okay w th t.

**Fo ow up w th the customer and dea er on 01/03.

Ca ed the customer and LVM.

**Fo ow up w th the customer on 01/09.

Ca ed 65673 and spoke to SA but she d dn?t know f the veh c e was there for sure and that SA was on h s unch he just eft the SA d sconnected acc denta y when transferr ng me to h s VM.

Ca ed the customer and she s ated that there were some th ngs broke on her veh c e and the DLR to d her ast week that t needed a cas ng for the battery because they freeze up there n IA and she stated that they to d her some other th ngs and t wou d be repa red and done somet me by the end of th s week. The customer was nformed that l have to ta k to the SA and l wou d ca her back on Thursday.

**Fo ow up w th the customer and dea er on 01/11.

Customer Assistance Inquiry Record (CAIR)#

32619509

VIN	2C4RC1DG7	HR770600	Open Date	10/13/2017	Built Date	04/27/2017
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
In Service Dt	04/27/2017	Mileage	500	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERC	3.6L V6 24V WT ENGINE UPG I W/ESS				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				

Dealer	42431	DAYTON ANDREWS DODGE				
Dealer Address	2301 34TH STREET NORTH					
Dealer City	ST PETERSBURG		Dealer State	FL	Dealer Zip	33713
Owner	PALMER ,STELLA E				Contact Type	TELEPHONE
Address	6530 109TH TER N				Home Phone	(727) 946 2766
	PINELLAS PARK FL33782 2423				Country	UNITED STATES

Product Dr vab ty Unknown Sta ng Defau t	
Corporate SurveyBy Pass No D agnos s Defau t Defau t	

Br ef y summar ze why the customer s contact ng Chrys er: Customer ca ed and stated she was dr vng her veh c e and t sta ed. She sa d she was ab e to get t back on aga n but 2 serv ce ghts came up on her dash.

Br ef y summar ze what the customer s expect ng: Customer wanted to know f there are any ssues.

Agent recommended a d agnos s.

Survey by pass no d agnos s

Customer Assistance Inquiry Record (CAIR)#

32630471

VIN	2C4RC1EG5	HR683793	Open Date	10/15/2017	Built Date	01/25/2017	
Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON			
In Service Dt	01/25/2017	Mileage	3807	Dealer Zone	51	CHICAGO	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					
Engine	ERC	3.6L V6 24V WT ENGINE UPG I W/ESS					
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS					
Dealer	66272	NAPLETON'S NORTHWESTERN CHRYSLERJEEP DODGE					
Dealer Address	6116 N WESTERN AVE						
Dealer City	CHICAGO			Dealer State	IL	Dealer Zip	60659
Owner	LYONS ,JOSEPH M				Contact Type	TELEPHONE	
Address	6532 N PONCHARTRAIN BLVD				Home Phone	(773) 531 0207	
	CHICAGO IL60646 2725				Country	UNITED STATES	

Product	Unknown	Unknown	Sta ng	Defau t
Dea er	By Pass	Defau t	Defau t	Defau t

Customer states that the engine turns off while driving. Customer would like to file a complaint. Customer states that the vehicle is currently at his residence. Customer stated that he took it to a dealership and that they were unable to diagnose the issue. Customer stated that the dealership is working with technical assistance and that there were no matching cases.

Customer was informed that by making this request they are NOT actually filing a Lemon Law or any related process. The request is being escalated for a review of the vehicle's repair history to determine if the request merits further action and that due to the nature of the request, it will require a callback which will take

place within 12 business days. The outcome of the review does NOT determine Lemon Law eligibility.

Preferred Morning/Afternoon callback numbers 773 531 0207

Preferred Afternoon/Evening callback numbers 773 531 0207

Who has possession of the vehicle? Dealer

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 66272 and spoke to Mre a n service and updated RO and customer's back in the vehicle.

Made a call to the customer and informed him that I am his CM and would like to discuss his current concerns with his vehicle. The customer stated that the vehicle died while driving on busy interstate with his wife driving. The customer stated that he doesn't feel like after spending 43K on this vehicle that he would expect putting his kids in this car won't happen after everything and he looked up other related complaints about this particular vehicle. I stated to the customer that I would review his case but they will have to put me on hold and see if it's good now and I stated that I would email him my contact info. I stated that I would call him back on Thursday.

**Follow up with the customer and dealer on 10/19.

Status update provided via email to the following email address: joseph.yons78@gmail.com

Mr. Lyons this is Kean with Chrysler Resolutions and here is the info you requested. My direct line is 214 583 2185 and I am in the office Monday thru Friday 8 430pm CST. Thank you.

End of Status Update

Called 66272 and I couldn't get SAJuette asked for SM and then got SM Doug's VM and LVM.

Called the customer and LVM.

**Follow up with the customer and dealer on 10/23.

Called 66272 and gave message to Mre a to get to SM Doug to call after he gets out of a meeting. SAJuette wasn't there today. Spoke to SM Doug and he stated that they put over 200 miles on it during test drive.

and worked with Chrysler engineer and they did a few checks.

Called the customer and informed him that I have spoken to SM and he stated that he put many miles on it and the Chrysler engineer had them do the checks. I informed the customer that he would have to take the vehicle in if it ever acted up again. The customer stated that he isn't interested in putting his family at risk in this vehicle and that's a problem for him. I informed the customer of the process and stated that I would look to see if there's any way of getting a data recorder or another service trip to make sure. The customer stated that he would like a callback on Wednesday and he would be discussing things over with his wife.

**Follow up with the customer and dealer on 10/25.

Called the customer and spoke to Mrs. Artes who LVM for me to call her after Mr. Lyons her husband got an explanation from me on the case. I informed this customer that the RO are what we go by in this department and that the vehicle was UTD and they haven't done any warranty repairs thus far. The customer asked for every shred of detail on the DLR service attempt and then asked about the process and I explained everything to her and left her with arbitration. The customer stated that she cannot put her kids in this death trap and that the DLR and Chrysler want her to drive it again until it happens and she was dramatic and stated that somebody could die this time. I informed the customer that it's unfortunate that her vehicle did give her something to worry about but I could not offer arbitration at this point and we ended the call. I am closing this case.

Customer Assistance Inquiry Record (CAIR)#

32631397

VIN	2C4RC1GG6	HR764198	Open Date	10/16/2017	Built Date	04/26/2017
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICALIMITED PLATINUM WAGON		
In Service Dt	04/27/2017	Mileage	8000	Dealer Zone	70	PHOENIX
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERC	3.6L V6 24V WT ENGINE UPG I W/ESS				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	45506	LARRY H MILLER CHRYSLER JEEP				
Dealer Address	1825 N UNIVERSITY PKWY					
Dealer City	PROVO			Dealer State	UT	Dealer Zip 84604
Owner	THOMPSON ,S				Contact Type	ROADSIDE
Address	10567 PELICAN ISLAND A				Home Phone	(702) 374 6761
	LAS VEGAS NV				Country	UNITED STATES

Corporate	Roads de Services	Warranty	Won't Start	Poss b e Tow	Defau t
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Roads de Assistance Con acted DATE : 2017 10 16

Road S de F e Created 10 16 17 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

1185 CENTER ST 1825 N UNIVERSITY PKWY

N 1200 W

OREM PROVO

UT USA UT

VEH STALLED IN THE INTERSECTION

DEALER CODE : 45506 LARRY H. MILLER CHRYSLER JEEP

Customer Assistance Inquiry Record (CAIR)#

32641528

VIN	2C4RC1BGX	HR788446	Open Date	10/17/2017	Built Date	05/11/2017
Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON		
In Service Dt	05/11/2017	Mileage	134	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				
Engine	ERC	3.6L V6 24V WT ENGINE UPG I W/ESS				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				

Dealer	68528	SPRINGFIELD CHRYSLER AUTO MART INC					
Dealer Address	HIGHWAY 21						
Dealer City	SPRINGFIELD			Dealer State	GA	Dealer Zip	31329
Owner	WALKER ,JEFF T					Contact Type	TELEPHONE
Address	111 SMITHWICK TRL					Home Phone	(225) 620 5900
	GUYTON GA31312 7136					Country	UNITED STATES

Product Dr vab ty Unknown Sta ng Defau t	Eng ne shut down wh e dr vng
Referra Soc a Med a Automot ve Forums Defau t Soc a Too	
Dea er By Pass Defau t Defau t Defau t	

Customer (@mo davan) reached out on Soc a Med a v a pac f caforums.com stating:

"5 Day o d 2017 Pac f ca Tour ng L w th under 100 m es.

Wh e turn ng eft at a very busy h ghway ntersect on the eng ne shut down. I had the ent re fam y n the car (w fe and 3 ch dren) and t cou d have been a very bad acc dent. Thankfu y two men n a red truck w th a tra er b ocked the street so that we were safe y out of the car. I had both hands on the whee and t just went dead. I put t n park and tr ed to restart and noth ng happened. A bunch of peop e he ped to push the car out of the way and n to a gas stat on. After severa attempts the van s arted.

Th s s the second t me th s has happened. When I was dr vng t home from the dea er (mmed ate y after purchase) the eng ne shut off wh e at a red ght. I put n n park and t s arted r ght back up.

It s the weekend so I w have to wa t unt tomorrow to have t towed to the dea ersh p (I do not th nk that t s safe to dr ve).

Th s s a very ser ous safety s tuat on. My fam y cou d have been ser ous y njured or k ed ast n ght.

VN: 2C4RC1BGXHR788446

Purchased at Spr ngf e d Chrys er n Spr ngf e d, Georg a on October 9, 2017."

Customer seek ng ass stance w th:

Veh c e shut down wh e dr vng

Customer expect ng:

Fo ow up and techn ca ass stance for DLR. Customer s upset because veh c e s brand new.

Agent adv sed w esca ate to case manager.

Fo ow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone number: 225 620 5900

Ear est ca t me: ANY

Latest ca t me: ANY

Updates v a text: N

Updates v a ema : Y Mo davan@aoo .com

Veh c e ocat on: DLR

Date and T me of Appo ntment: 10/16

Conf rmed appo ntment w th: SPRINGFIELD CHRYSLER

Customer n ren a : Requested

Author zed by: N/A

Renta start date: N/A

P ease nvo ve STAR w th case.

*****Case Esca ated to I2R*****

Rev ewed Warranty H story wh ch determ ned th s case shou d be esca ated to I2R for case management.

***** 91L Review *****

*****Case Esca ated to I2R*****

Rev ewed Warranty H story wh ch determ ned th s case shou d be esca ated to I2R for case management.

****ATTENTION CUSTOMER CARE AGENT****

This customer has contacted Customer Care seeking Lemon Law buyback/repacement. Preliminary research has determined this vehicle warranty history does not merit further review. Please continue case management in an attempt to resolve the customer's concern and/or issues.

Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 87096.

Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 87096.

Customer has vehicle and was told that it was OAD so I've informed him that if he had any problems again to contact us immediately and we will do everything in our power to fix the situation.

Customer Assistance Inquiry Record (CAIR)#

32643670

VIN	2C4RC1DG3	HR517547	Open Date	10/17/2017	Built Date	05/24/2016	
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON			
In Service Dt	05/25/2016	Mileage	5700	Dealer Zone	66	ORLANDO	
Plant	R	WMDSOR ASSEMBLY PLANT	Market	U	US		
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	ERF	3.6L V6 24V VVT ENGINE					
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS					
Dealer	41874	BONIFACE HIERS CHRYSLER DODGE					
Dealer Address	1775 E MERRITT CAUSEWAY						
Dealer City	MERRITT ISLAND			Dealer State	FL	Dealer Zip	32952
Owner	GARCIA,DAVE				Contact Type	TELEPHONE	
Address	243 CANAVERAL BEACH BLVD				Home Phone	(407) 325 4277	
	CAPE CANAVERAL FL32920 2657				Country	UNITED STATES	

Product Dr vab ty Unknown Sta ng Defau t	veh c e d ed wh e dr vng no restart.
Dea er By Pass Defau t Defau t Defau t	

Br ef y summar ze why the customer s contact ng Chrys er:

Customer request ng address to send arb trat on reg stered ma .

Customer states they ove the veh c e.

Customer states they are ret rement age and do not want a non trustworthy veh c e

shuts off wh e dr vng. attempt restart n park w not move. Been

towed back to dea ersh p 4 t mes but ssues rema n unreso ved.

Br ef y summar ze what the customer s expect ng:

buyback

AGENT RESPONSE

w esca ate to a CM for contact to be made w th n 1 2 bus ness days.

veh c e current y at dea ersh p

Conf rmed w th customer address n arb trat on book et.

reass gn to 91L

***** 91L Review *****

***** Case Esca ated to I2R *****

Reviewed Warranty H story wh ch determ ned th s case

shou d be esca ated to I2R for case management.

*** Dana w th the I2R Customer Reso ut on Team s now respons b e for

th s CAIR. If the customer shou d ca , p ease d rect them to contact her

d rect y at 214 583 2123. Thank you. ***

Status update prov ded v a ema to the fo ow ng ema address:

cbeenken88@gma .com

He o,

I am w th the Chrys er reso ut on team.

My contact nformat on s:

Phone number s 214 583 2123

My hours of bus ness 8:00 am to 4:00 pm Centra T me.

Monday through Fr day.

If you have any quest ons p ease fee free to contact me.

Thank You,

Dana

End of Status Update

Ca ed dea ersh p 321 452 8181, 41874; spoke to SACra g (SARoss) and updated RO nformat on.

Ca ed customer 407 970 8897, p aced n t a ca to customer. I

exp ned that th s case has been esca ated to me for spec a hand ng

and I am ca ng to fnd out what s go ng on. I prov ded my hours and a

number for quest ons v a ema . He states that ast week they broke down

n T usv e and a so brought t nto that dea ersh p, ca for RO

nformat on. He s ated that t broke down and t won't went nto neutra ,

reverse or anyth ng. He states that the ast t me t was repa red t was

n n T usv e and I need to get the updated RO work from both

Dea ersh ps and as of yesterday Dea er Code 41874 says that they d d g ve

h m a renta and they are say ng that t s repa red. He a so sates that

he pa d cash for th s veh c e.

Ca ed dea ersh p back 321 452 8181, 41874; spoke to SACra g and he

stated that Ross was the SA and gave me the updated RO and I stated that

he please let STAR know to communicate with STAR before releasing the vehicle and he agreed that he would not fly the SA
Called 321 268 8970, 68487; spoke to SA Justin and updated the missing RO
I did not have on hand and update a RO's.

***** Following Corporate Resource has been contacted *****

TAPS

on 2017 10 18 @ 11:27

CAIR ESCALATION UPDATE

SEE STAR CASE# 100969640 FOR INFORMATION

*** THE OWNER SUBMITTED A CERTIFIED NOTIFICATION CARD TO FCA
RECEIVED ON

10/20/2017. FILE 32671695 WILL BE FORWARD TO THE BUSINESS
CENTER.***

CAIR ESCALATION UPDATE

SEE STAR CASE# 100969640 FOR INFORMATION

CAIR ESCALATION UPDATE

SEE STAR CASE# 100969640 FOR INFORMATION

Called dealership 321 452 8181, 41874; spoke to SA Ross and he stated
that we still have not been able to duplicate, it was given to the SHOP
FOREMEN Jay to return the car to STAR. I advised them that STAR
contacted them today and they are waiting for a return car.

Called customer (407) 970 8897, spoke to the customer and I gave him an
update letting him know that STAR is in communication together and I told
him I should have a better update and I stated I would follow up 10/27.

CAIR ESCALATION UPDATE

SEE STAR CASE# 100969640 FOR INFORMATION

Called dealership 321 452 8181, 41874; Spoke to SA Ross and he stated
that the transmission module was shipped on 10/25/17, part should arrive
next week.

Called customer (407) 970 8897, LVM updating customer on part being
ordered for vehicle stated will follow up with him on Wednesday 11/1.

CAIR ESCALATION UPDATE

SEE STAR CASE# 100969640 FOR INFORMATION

Returned car to the customer (407) 970 8897, he wanted to know who made
the determination that the transmission module needed be replaced and I
stated that a TA was involved to help the dealership TECH make this
decision. It is what the customer wanted to know, I clarified that I would
call and follow up 11/1.

CAIR ESCALATION CLOSURE

SEE STAR CASE# 100969640 FOR INFORMATION

Status update provided via email to the following email address:

cbeenken88@gmail.com

He o,

Per our conversation, please send me a monthly payment statement and/or
breakdown with the breakdown and includes your name, VIN and monthly
payment amount of your vehicle and fax to:

866 849 3869

Attention: Dana

Case #32643670

End of Status Update

Called dealership 321 452 8181, 41874; Spoke to SA Ross and he stated
that the vehicle is no longer there, I updated the RO and he stated that
he did not need any assistance on the rental.

Called customer (407) 970 8897, LVM for the customer stating that I was
calling to follow up I requested his documentation for review and stated
that I would call on the repair work and follow up 11/6.

Called customer (407) 970 8897, he stated that he hasn't had time to test
drive the vehicle. He states that he fed for LL, but everything is
okay with the vehicle he would like to just move on. I did state that I
would work with him towards some type of goodwill gesture for his number
of days down, patience, inconvenience and delay. He stated that he is
interested in an extended service contract. He asked if I would please
follow up 11/13.

Called customer (703) 808 6369, spoke to the customer, the customer feels that the vehicle's repaired, and accepted the payment as a goodwill gesture for the time out of the vehicle, verified the address and let them know that the check will be issued in 7-10 business days. Offered 1 payment reimbursement of \$623.11 for various repairs and 17 days down. Called customer (407) 970 8897, he states that he drove the minivan for a 200 miles and it seems to be fine as of now. He would like to talk about trading it in and see where that leaves him and if he can not work with the dealership and he can not work out getting into a 2018. He would like to deal with: Toyota, Chrysler, Jeep, Dodge and if it does not work, he would like to go forward with an extended service contract. I asked him if he was still going to pursue LL, and he stated not if we can work something out at this time, the customer stated that he really wants out of this vehicle and would like a new vehicle. I stated that I would see what I could do and follow up 11/16.

Called dealership 321 268 8970, 68487; spoke to Meme and she took message

for the Sales Manager Schy to see if they would participate with the customer in a CDI, follow up 11/20.

Called dealership 321 268 8970, 68487; spoke to Dominique and she stated that the Sales Manager Matt and requested to see if I can get him to participate in a CDI, Schy is not the correct contact.

Called customer (407) 970 8897, LVM letting the customer know what I am waiting for a callback from the Sales Manager to see if they would participate in the CDI and as soon as I hear back I will give him a call, follow up 11/27.

Called dealership 321 268 8970, 68487; spoke to Sales Manager Matt and he is willing to participate with the customer and the CDI and he will give a Sales Manager his contact information to follow up in the next couple of days.

Called customer (407) 970 8897, notified the customer that the dealership is willing to participate in the CDI, but he stated that on 12/18 he got a call from Richard Cox with the LL and he wants to take it to see him too. We agreed that if the CDI did not work that he would deal with it through LL with Richard, follow up 12/4.

Customer stated that he was pursuing LL. I did not offer arbitration, he is already in communication with Richard Cox from LL.

Received call from the dealership 321 268 8970, 68487; spoke to Sales Manager Matt and he is requesting my email address to process the CDI for the customer, evident that the customer is no longer pursuing LL.

Called customer (407) 970 8897, just to verify that he is no longer pursuing LL, that last we spoke he had a hearing with them and were going through the process or if he decided to work with us and the CDI process.

I spoke to the customer (he called) and wanted to know what was going on with his CDI and see if I could help him process it, to do him I am still waiting on the information from the Sales Manager Matt. The customer stated that he much rather work with us and get into a new vehicle and not go to his arbitration hearing on the 18th with Richard Cox.

Received call from the dealership 321 268 8970, 68487; Sales Manager Matt to get the CDI information to process it for the customer and email the Sales Manager Matt's email to email him the CDI number ASAP (msheaton@thecarpeople.com).

CAIR RE OPENED AND FOLLOWING REASON CODE(S) REMOVED

Cause Loop Exception Reason Code

Survey By Pass

>>> A new I2R case was opened to further assist customer. CAIR number is unchanged.

(407) 970 8897 Received call from the customer and I stated to him that I would contact the Sales Manager today and make sure that I received the appropriate information to process the CDI for him.

Called customer (407) 970 8897, let him know that I did process the information that the Sales Manager provided me and we are waiting on the CDI number now.

customer called and LVM for someone to call them, forwarded to CM

.
Sales Manager Matt from 68487 left message asking for the CDI information.

.
Returned call to Sales Manager Matt from 67487 and let him know that I apologized, but there was some type of slowdown in the process, somehow, somehow. It's being processed and as soon as I get it I will send it to him right away.

.
Emailed CDI number to the Sales Manager Matt per his request, case closed.

Customer Assistance Inquiry Record (CAIR)#

32650350

VIN	2C4RC1GG0	HR537170	Open Date	10/18/2017	Built Date	07/05/2016
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	07/25/2016	Mileage	9830	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PTE	MOLTEN SILVER				
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	65694	SOUTH HILLS CHRYSLER JEEP				
Dealer Address	3344 WASHINGTON ROAD					
Dealer City	MCMURRAY			Dealer State	PA	Dealer Zip 15317
Owner	WINTER ,WILLIAM				Contact Type	TELEPHONE
Address	647 SCENIC RIDGE DR				Home Phone	
	VENETIA PA15367 2385				Country	UNITED STATES

Product Eng ne Unknown Other Defau t

owner seeks ass st trad ng out of veh c e due to h story of repa rs for sta ng cond t on. am offered and customer accepted a \$3500 goodw cert.

Customer Assistance Inquiry Record (CAIR)#

32666573

VIN	2C4RC1GG3	HR528625	Open Date	10/19/2017	Built Date	06/28/2016
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	06/29/2016	Mileage	28635	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	44509	RICK HENDRICK DODGE				
Dealer Address	1468 SAVANNAH HIGHWAY					
Dealer City	CHARLESTON	Dealer State	SC	Dealer Zip	29407	
Owner	JAMESON ,JOSHUA A				Contact Type	TELEPHONE
Address	3437 SUMMER COVE DR				Home Phone	(910) 978 6803
	FAYETTEVILLE NC28306 3946				Country	UNITED STATES

Product	Transmissions / Transaxle	Unknown	Improper Shift	Default	jerk ng acceleration.
---------	---------------------------	---------	----------------	---------	-----------------------

Customer seeking assistance with the issues with his vehicle he stated that his vehicle acceleration and jerks when he shifts the vehicle he stated that he has had the vehicle at the DLR for a few times and the issues still isn't resolved.

Customer expecting to have these issues resolved before his warranty run out.

[Insert Request].

Agent advised with escalation to case manager.

Follow up will occur within 1 business day by COB customer time.

Preferred phone number: 910 978 6801

Earliest call time: 8am

Latest call time: 8pm

Updates via text: N [Mobile number]

Updates via email: N [Email address]

Vehicle location: [Customer]

Date and Time of Appointment: [11/01/2017 and 9:30am].

Confirmed appointment with: [44509 and 843 763 8400]

Customer name: N

Authorized by:

Rental start date: [Date]

Talked to the service department and I've been informed that the appointment will be on 11/01/2017 at 9:30am.

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension 87096.

Talked to customer updated them and she explained to me about the jerking of the vehicle and the multiple times they have had to go into dealership and they have a new vehicle will offer some kind of goodwill just have to do research.

Waiting on appointment for 11/01/2017.

Talked to the customer and explained that they will have to diagnose the vehicle first.

Vehicles at the dealership RICK HENDRICK DODGE CHRYSLER JEEP 44509)

Update triggered by S75659P

Talked to the customer and the vehicles there at the dealership.

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 87096.

After talking to the SM he has informed me that STAR has got involved because they are unable to duplicate the customer's issues.

Vehicle has qualified for Enhanced Customer Satisfaction (ECS) program.

Refer to AnswerCONNECT for handling procedures.

***** Create Prep Sheet *****

Prep sheet was saved successfully.

Agent attempted to contact DLR @ 843 763 8400 and after speaking with receptionist and providing customer information she was able to look further into records and found that SMC had been overruling case.

She mentioned that he was not currently in the office but she transferred agent to VM and left a brief message with return contact info.

Status update provided via email to the following email address:

joshner n@me.com

Hello, my name is Cristan and I have been assigned as your Specialist.

This email is confirmation that your case, 32666573 was successfully escalated to me. After I review the details of your case, I will be calling

you at your preferred number, 910 978 6803.

My office hours are Monday Friday from 8:00 AM to 4:00 PM Eastern Standard Time.

My contact information is 866 275 1420 Ext. 89372.

If your preferred telephone number mentioned above isn't correct, please reply with the correct one.

End of Status Update

Agent received a VM from the customer's wife stating that the preferred contact number would be hers as her husband is at work during the day and can't have his phone on him. After introduction to Aaron Jameson she went on to explain to the agent about the repeated concern in a new vehicle that has been unable to be duplicated. Customer stated that she had two statements that she was in middle of intersections but at the same time the DLR has been unable to duplicate concern. Agent advised that we reached out to DLR and awaiting a callback from them regarding corporate resources and what the next steps will be, Agent to follow up with customer for any updates @910 978 6801.

Agent attempted to reach out to DLR and after being transferred to various lines in service department agent was unable to speak with anyone and was just sent to VMs. Agent then requested to speak with SM and after receptionist not being able to locate him she advised would be transferring to SMB's cell phone and was able to reach him as well so agent left a brief message requesting updates with return contact info.

Agent attempted to contact DLR @843 763 8400 again and was able to be transferred to the SMB. After getting Bob on the line he went on to state that his advisors are not to speak with CAC and all contact must be made through him so to contact him by Ce or Ema and he will get back to agent. Bob also went on to advise STARs case was opened and they requested to have customer come out to test drive vehicle and they were unable to duplicate. SMB mentioned could just be 9 speed drivability that customers not used to as they state characteristics once a month day one and vehicle could be operating as designed. Bob provided Repair Order number in regards to customer concern 485366. SM mentioned after unable to duplicate customer stated they would be heading to Florida for vacation following week.

Customer Assistance Inquiry Record (CAIR)#

32671695

VIN	2C4RC1DG3	HR517547	Open Date	10/20/2017	Built Date	05/24/2016
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
In Service Dt	05/25/2016	Mileage	6724	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	41874	BONIFACE HIERS CHRYSLER DODGE				
Dealer Address	1775 E MERRITT CAUSEWAY					
Dealer City	MERRITT ISLAND			Dealer State	FL	Dealer Zip 32952
Owner	GARCIA, DAVE				Contact Type	CERTIFIED LETTER
Address	243 CANAVERAL BEACH BLVD				Home Phone	(407) 325 4277
	CAPE CANAVERAL FL 32920 2657				Country	UNITED STATES

Product Dr vab ty	Unknown	Sta ng	Default	
Corporate	Lemon Law	Default	Default	Default

POSTMARK DATE: 101917; DATE RECEIVED: 102017

The owner submits a certified letter and not a fact on card to FCA received on 10/20/2017. The customer is having issues with the vehicle status. CAIR assigned to BC for handling. SEBC RECEIVED.

102317 writer vm for sm to ca .

writer recd ca back from sm. sm reports that has been test driving vehicle since last Tuesday after vehicle came in. found communication codes. has yet to dup concern. writer req sm contact a to see if able to address now or at later date.

102417 writer spoke with sm. sm spoke with ta. performed a couple of tests. npf. opened star case per ta request. sa has requested dr to check for any modification or add ons and if any other symptoms present. req be sent vehicle scan and configuration report. sm to made tech aware of star request.

102517 writer recd update from sm. ta to inspect on Friday, Oct 27.

102717 writer vm for sm to ca with update as to a test drive.

102717 writer sent an owner acknowledgement/appointment letter confirming receipt of MDN and settling appointment for owner to drop off vehicle to Bon face Hiers CDJ by noon on November 14, 2017 for FCA's inspection/repair. The concerns stated on MDN are as follows:
(1) vehicle shuts off while driving. will not restart. Is in park and thinks it's in run mode. can't shut off anything or put into drive
Dealer authorized to provide a transport on/rental as customer goodwill gesture for duration of inspection/repair and to include the following explanation in the customer narrative as justification: " Lemon Law approved in CAIR #32671695. Writer advised ta/asm/sm of the above. If owner calls in regard to Lemon Law, please refer owner to Richard W Cox at (407) 826 7035.

111417 emailed sm req confirmation for if not vehicle dropped off as scheduled.

111517 sm update: owner no show. missed appt letter sent.

111717 writer recd ca from owner in response to missed appt letter. writer rescheduled inspection/repair for 12/18/17. owner to drop off vehicle to Bon face Hiers by noon that day. writer advised ta/asm/sm of the above. rescheduled appt letter sent to owner.

CAIR RE OPENED AND FOLLOWING REASON CODE(S) REMOVED

Close Loop Exception Reason Code

121817 emailed sm req sm confirm for if not vehicle dropped off as scheduled.

sm update: contacted ta this morning when the vehicle arrived. He stated that I should scan for codes and road test the vehicle. The customer reported that although he hasn't driven it much since he picked it up in October, it has been running fine. It had no codes and we road tested it 20 miles. I called the customer and to inform that we completed the inspection and he could come pick it up. writer requested sm email writer copy of repair order and rental invoice, if applicable, on return of vehicle to owner.

121917 copy of repair order recd. veh returned to owner. follow up letter sent to owner.

Customer Assistance Inquiry Record (CAIR)#
32672847

VIN	2C4RC1EG0	HR652967	Open Date	10/20/2017	Built Date	12/08/2016
Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
In Service Dt	12/08/2016	Mileage	4599	Dealer Zone	74	DENVER
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PRV	VELVET RED PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				

Dealer	60279	LITHIA CHRYSLER JEEP DODGE OF GRAND FORKS				
Dealer Address	3401 GATEWAY DR					
Dealer City	GRAND FORKS		Dealer State	ND	Dealer Zip	58203
Owner	ALMLIE ,JAY				Contact Type	TELEPHONE
Address	941 5TH AVE SE				Home Phone	(701) 795 6934
	EAST GRAND FORKS MN56721 2366				Country	UNITED STATES

Corporate Survey By Pass	EMA Referral	Default	Default	Add ng bypass as per AM
Corporate Reimbursement	Default	Default	Default	re mburs ng renta \$583.20
Corporate Renta Veh c e	Default	Default	Default	re mburs ng renta \$583.20

Br ef y summar ze why the customer s contact ng Chrys er: Customer s ca ng seek ng nformat on that w ass st w th gett ng a renta veh c e.

Br ef y summar ze what the customer s expect ng: Customer s expect ng nformat on that may ead to gett ng a renta veh c e

Agent reached out to DLR:60279 and spoke w th the customer's serv ce adv sor.

(SA) adv sed the agent that at the current the DLR does not have any oaner veh c es ava ab e.

(SA) stated that he wou d ake the customers nformat on and contact h m n the event that a oaner veh c e becomes ava ab e.

Agent adv sed the customer that he can obta n a renta veh c e and subm t for a re mbursement request.

Customer seek ng ass stance w th:

[renta].

Customer expect ng:

[renta veh re mbursement].

Agent adv sed w esca ate to case manager.

Fo ow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone number:7013301409

Ear est ca t me:

Latest ca t me:

Updates v a text: Y/N [Mbb e number]

Updates v a ema : Y/N [Ema address] jca m e@m doo.net

Veh c e ocat on: [Customer/Dea er/IRF]60279

Date and T me of Appo ntment: [Insert Date and T me].

Conf med appo ntment w th: [Dea er and Dea er Contact]

Customer n ren a : Y/N

Author zed by:

Renta start date: [Date]

Customer ment oned he s need ng a veh

ADVISR ocated on the notes that DLR wou d contact customer w th Loaner veh

contacted the DLR

DLR nformed adv sor that FCA a ready nformed customer that we wou d g ve h m a Renta

spoke to Customer, Customer ment oned he a ready had the renta

same veh as the one he has obta ned t from enterpr se

customer states that the other rep d d not nform h m about the 3 days \$35.

Reass gned to CM

***** OUTBOUND DLR CONTACT ***** ERIN ALMLIE

LITHIA CHRYSLER JEEP DODGE OF GRAND FORKS 60279 (877) 363 1723

CM contacted DLR to seek more nformat on on the renta concerns and

repa rs. SAMatt adv sed that the veh c e sta ed and t s an e ectr ca

concern and they are work ng w th STAR. SA states that the w pers come on

when the vehicle started and at this time they are just diagnosing the concerns. SA states that undersanding he has the customer's rental and paying for the rental out of pocket and will be seeking reimbursement. SA did advise that we could put the rental to the RO and put in DM notes if needed.

***** OUTBOUND DLR CONTACT *****

***** ERIN *** 701 330 1409 ****

CM contacted customer to discuss the fee and the customer was not available, CMLVM seeking contact back.

Customer Jay called stating he received a VM and he was looking to speak with his CM.

Agent attempted to reach CM and was put through to VM.

Customer stated he would call back tomorrow to speak with CM.

***** OUTBOUND DLR CONTACT *****

LITHIA CHRYSLER JEEP DODGE OF GRAND FORKS 60279 (877) 363 1723

CM contacted DLR to seek an update on the repairs. SA Gary advised that he will need to look into the concern and contact back once he has further information.

***** OUTBOUND CUSTOMER CONTACT *****

***** JAY *** 701 330 1409 ****

CM contacted customer to discuss the fee and the customer was not available, CMLVM seeking contact back.

**** CUSTOMER VM ****

Customer LVM seeking rental reimbursement and follow up on the vehicle concerns.

***** OUTBOUND DLR CONTACT *****

LITHIA CHRYSLER JEEP DODGE OF GRAND FORKS 60279 (877) 363 1723

CM contacted DLR to speak with SA Matt or SA Gary to seek an update on the vehicle. Service was not available, CMLVM seeking contact back.

***** OUTBOUND CUSTOMER CONTACT *****

***** JAY *** 701 330 1409 ****

CM contacted customer to touch base and advise CM's waiting on the DLR for an update. Customer was not available, CMLVM seeking contact back.

***** OUTBOUND DLR CONTACT *****

LITHIA CHRYSLER JEEP DODGE OF GRAND FORKS 60279 (877) 363 1723

CM contacted DLR to speak with SA Matt or SA Gary for an update on the vehicle. SA Matt advised that he is by himself at the DLR at this time and needs CM to contact him tomorrow for an update.

***** Customer Email Address Updated *****

Customer has updated the email address from email@grm.dco.net to jcamer@mdco.net for further communication or for surveys.

***** OUTBOUND CUSTOMER CONTACT *****

***** JAY *** 701 330 1409 ****

CM contacted customer to touch base, customer advised that on Monday SA Matt advised him that at this time they have no time for repairs and they are looking for a loaner vehicle to put the customer in. Customer advised that he has had the rental since 10/23/2017 for \$30/day for the rental and \$25/day since 10/30/2017. Customer was seeking an email from CM for the rental reimbursement and CM advised that we will not have a final answer until the repairs are done. CM advised customer that CM will contact SA Matt tomorrow to seek an update and contact customer once there is an update on the repairs. Customer was seeking what will happen if the repairs take a long time and CM advised that contact to the DLR resources will need to be looked into to seek the options at that time.

CM was seeking customer's availability and customer advised Thursday: anytime after 11am and Friday: anytime. Customer advised CM can also contact by email and CM advised that contact information will be sent to him via email.

Status update provided via email to the following email address:

jcamer@mdco.net

Hello Jay,

Here is some information that will be helpful for you to have:

- Your case number is 32672847
 - The Chrysler Case Management telephone number is: 1 844 827 1926
 - My direct extension is: 4717452
 - My work hours are: 10:00am - 6:30 pm Eastern Standard Time
- Monday - Friday.

Please don't hesitate to make contact if you have any questions or

concerns. Thank you for your patience and cooperation!

Thanks,

Meaghan

FCA Case Manager

End of Status Update

***** OUTBOUND DLR CONTACT *****

LITHIA CHRYSLER JEEP DODGE OF GRAND FORKS 60279 (877) 363 1723

CM contacted DLR to speak with SAMatt to seek an update on the vehicle repairs. Service was not available. CM left message seeking contact back with an update.

***** OUTBOUND DLR CONTACT *****

LITHIA CHRYSLER JEEP DODGE OF GRAND FORKS 60279 (877) 363 1723

SM Gary called stating that they have heard back from STAR and are going to be putting in a module (transponder) and see if they can find out what the cause of the concern is. SM also states that they do have a loaner that the customer can use rather than a rental. SM states that he will contact the customer and see if they could come in tomorrow and trade vehicles.

***** OUTBOUND CUSTOMER CONTACT *****

***** JAY *** 701 330 1409 ****

CM contacted customer to touch base, customer was unavailable as the service in his area was down.

***** OUTBOUND CUSTOMER CONTACT *****

***** JAY *** 701 330 1409 ****

CM contacted customer to touch base, customer states that he is currently on his way to the DLR at the moment to get the loaner vehicle. CM advised that a follow up will be made early next week. Customer thanked CM for assistance.

***** OUTBOUND DLR CONTACT *****

LITHIA CHRYSLER JEEP DODGE OF GRAND FORKS 60279 (877) 363 1723

CM contacted DLR to speak with SAMatt or SM Gary, SM advised that they replaced the transponder and they are still testing the vehicle. CM will follow up later this week for an update.

***** OUTBOUND CUSTOMER CONTACT *****

***** JAY *** 701 330 1409 ****

CM contacted customer to advise that the DLR is still testing the vehicle at this time and a follow up will be made later this week to see if the vehicle is ready to be released to him. Customer advised on Thursday he will not be available from 1-3pm.

***** OUTBOUND DLR CONTACT *****

LITHIA CHRYSLER JEEP DODGE OF GRAND FORKS 60279 (877) 363 1723

CM contacted DLR to speak with SAMatt or SM Gary, SM was not available. CM left message for contact back.

***** OUTBOUND CUSTOMER CONTACT *****

***** JAY *** 701 330 1409 ****

CM contacted customer to advise CM is waiting on contact back from the DLR and will attempt to get an update tomorrow and if no information is obtained CM will follow up early next week. Customer advised he is going to contact the DLR tomorrow as well as they did not contact today as promised. CM advised the customer that he can contact CM if he receives any updates.

***** VM FROM CUSTOMER *****

Customer LVM advised that he spoke with the DLR and they advised they are doing one final test drive and if everything goes well they will be releasing the vehicle today.

***** OUTBOUND DLR CONTACT *****

LITHIA CHRYSLER JEEP DODGE OF GRAND FORKS 60279 (877) 363 1723

CM contacted DLR to seek an update on the vehicle, SAMatt advised that they will be releasing the vehicle today.

***** OUTBOUND CUSTOMER CONTACT *****

***** JAY *** 701 330 1409 ****

CM contacted customer to advise CM spoke with SAMatt and is looking to release the vehicle to him today. Customer was not available. CM LVM advised that a follow up will be made next week to confirm the vehicle is working well.

***** VM FROM CUSTOMER *****

Customer LVM advised that he attempted to pick up the vehicle today and could not even get into the van, to take the vehicle home. Customer is seeking contact again today and advised that he is seeking his options as

the vehicle has been down for a month and resolution is still not in

status.

***** OUTBOUND DLR CONTACT *****

LITHIA CHRYSLER JEEP DODGE OF GRAND FORKS 60279 (877) 363 1723

CM contacted DLR to speak with SAMatt or SMGary, SM advised that the original concern was that the vehicle would not get entrance into the vehicle. SM advised that there has only been one attempt at a repair and the vehicle was at the DLR 10/17/2017. SM advised that the customer's loaner at this time, there has not been any current diagnosis done on the vehicle as the concern is intermittent and is currently working after it did not work when the customer attempted to pick up the vehicle

***** VM FROM CUSTOMER *****

Customer LVM seeking direction on the concern and the next steps with the vehicle and the options that the customer has. Customer is seeking to move the file up and contact information to get higher in the company

***** Below Customer Contacted for Documentation Request *****

jcam_e@mco.net on 2017 11 20 @ 17:34

***** Below Customer Contacted for Documentation Request *****

jcam_e@mco.net on 2017 11 20 @ 17:35

***** OUTBOUND CUSTOMER CONTACT *****

***** JAY *** 701 330 1409 ****

CM contacted customer to advise that CM spoke with the DLR and at this time the plans to open another STAR case and look into getting the TA out to the DLR. CM advised customer that buyback is not an option at this time as there has not been enough repair attempts. Customer understood and advised that he is going to send an email to the file for his complaint against Chrysler not the CM. CM advised customer to send rental bills to CM to look at compensation and advised that we can look at more once the vehicle is repaired. CM advised that a follow up will be made mid week to follow up with the next steps.

***** Customer Document Received *****

***** Below Customer Contacted for Documentation Request *****

jcam_e@mco.net on 2017 11 21 @ 16:50

***** OUTBOUND CUSTOMER CONTACT *****

***** JAY *** 701 330 1409 ****

CM contacted customer to advise that CM received the rental documents and sent him another document link as per his request. Customer thanked CM and released the car

***** Customer Document Received *****

***** OUTBOUND DLR CONTACT *****

LITHIA CHRYSLER JEEP DODGE OF GRAND FORKS 60279 (877) 363 1723

CM contacted SMGray to seek an update on the vehicle repairs, SM advised that they are waiting on a special tool to continue diagnostics. SM advised that he spoke with the TA and right now they have to wait for the tool to arrive early next week.

***** OUTBOUND CUSTOMER CONTACT *****

***** JAY *** 701 330 1409 ****

CM contacted customer to advise that the DLR had to order a special tool that is needed to diagnose the vehicle, and CM will follow up on Monday to seek an update on the diagnostics. Customer thanked CM

CM will follow up with DLR and customer on Monday

***** OUTBOUND DLR CONTACT *****

LITHIA CHRYSLER JEEP DODGE OF GRAND FORKS 60279 (877) 363 1723

CM contacted DLR to speak with SMGary to seek an update on the vehicle, SARhonda took a message for SM to contact CM back

***** OUTBOUND DLR CONTACT *****

LITHIA CHRYSLER JEEP DODGE OF GRAND FORKS 60279 (877) 363 1723

CM contacted DLR to speak with SMGary, SAMatt advised that the tools are in and they are communicating with the TA while running diagnostics

***** OUTBOUND CUSTOMER CONTACT *****

***** JAY *** 701 330 1409 ****

CM contacted customer to advise the information from the DLR and advised CM will follow up with the SM and him later in the week and discuss next steps

***** OUTBOUND DLR CONTACT *****

LITHIA CHRYSLER JEEP DODGE OF GRAND FORKS 60279 (877) 363 1723

CM contacted DLR to speak with SMGary, SAMatt advised that they are extending a rental 11/30/2017 12/7/2017. SA advised vehicle is working

we at this time, the DLR did 500 pin spot tests and the vehicles showing signs of working well. SA advised that they are very hesitant to release the vehicle as this is the third time they had the vehicle and previously they contacted the customer for pick up after several days of testing and the concern was present. CM advised that we will look into the options

***** OUTBOUND AM CONTACT *****

CM contacted AM to seek if there are any further options that we can look into for this customer due to the history of the concern returning when the customer picks up the vehicle. CMLVM seeking contact back

***** OUTBOUND CUSTOMER CONTACT *****

***** JAY *** 701 330 1409 *****

CM contacted customer to advise that we are looking into a options including options beyond repairing the vehicle. CM advised customer that the DLR is looking into a there options and CM will contact customer once there is a firm answer on the decisions.

AM called in attempting to contact the CM. CM was not at her desk and agent states that he will document in the case that she would like the CM to call her back at (303) 990 4900.

AM contacted FACRAM Christy Vance who agreed with decisions on for replacement of vehicle. AM contacted customer, Jay, who advised they are looking to get into a new van with same features and trim even with a comparable lease payment. AM advised of details of replacement process and submitting temporary to sterile cycle for processing of replacement. AM will contact GM Atlanta to begin looking for van to get replacement. AM advised of usage fees in North Dakota, \$0.10 per mile. Customer was unhappy about possible fees. Advised sterile cycle with present terms for replacement and MSRP to MSRP conditions.

***** OUTBOUND AM CONTACT *****

CM contacted AM to follow up and seek approval on the rental reimbursement that CM previously discussed with the customer. AM advised that CM can still provide rental reimbursement to the customer and to have the customer contact CM at 303 990 4900 if he has any questions. AM advised CM that a survey bypass can be applied to the file by RW544 as AM can not close the file due to the check being sent.

Customer has submitted request for goodwill for rental costs.

Customer has paid out of pocket.

Writer is suggesting reimbursement as a goodwill gesture per customer satisfaction.

Customer's proof of payment is: MSA

Date of rental: 10/23/2017 - 11/10/2017

In Service Date: 12/28/2016

Original Owner: yes

Mileage: 4599

Locality: 6 Chrysler vehicles

Multipoint Repairs: ongoing concern with a no start concern

Authorized Chrysler Dealer ship: 60279

Dealer Opinion: AM advised CM to reimburse rental

Out of Pocket:

Rental: \$540.00

Tax: \$43.20

Writer is submitting check for approval in the amount of \$583.20

***** OUTBOUND CUSTOMER CONTACT *****

***** JAY *** 701 330 1409 *****]

CM contacted customer to follow up and discuss the file, customer was not available CMLVM seeking contact back.

Customer calling in to return the CM. Agent advised of the line 307 and that this is for reimbursement for the rental. Customer thanked and if there was anything else that the CM wanted to inform of they can contact the customer.

***** OUTBOUND CUSTOMER CONTACT *****

***** JAY *** 701 330 1409 *****

CM contacted customer to advise CM will no longer be assisting with the file as this has gone to higher resources. Customer accepts and verifies

he check should be made to the following name and address:

MR JAY ALMIE

941 5TH AVE SE,
EAST GRAND FORKS, MN 56721 2366,
UNITED STATES

Customer was provided with the AM contact information.

*****Approved*****

Briefly summarize why the customer is contacting Chrysler: customer would
like a callback

Briefly summarize what the customer is expecting: customer expecting a
callback

Customer would like an update. Customer states that no one has contacted
him and he does not want this to be sat on for a month

Customer Assistance Inquiry Record (CAIR)#

32674699

VIN	2C4RC1EG4	HR514798	Open Date	10/21/2017	Built Date	06/10/2016
Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
In Service Dt	06/12/2016	Mileage	16500	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PRV	VELVET RED PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	52488	BUTTON MOTORS INC				
Dealer Address	1400 E BOULEVARD					
Dealer City	KOKOMO	Dealer State	IN	Dealer Zip	46902	
Owner	YORK ,DARRELL				Contact Type	E MAIL
Address	2719 BAGLEY DR				Home Phone	(765) 453 9194
	KOKOMO IN46902				Country	UNITED STATES

Dea er By Pass Defau t Defau t Defau t	
Product Unknown Unknown Hes tat on/No Power Defau t	

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Apr 2017, September 2017, and October 2017 our

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

*****Customer Ema *****

It has been the same prob em a three t mes occas ons. It has been pure ya guess on dea ersh ps gett ng the van runn ng aga n. I have dr ven Chrys er products for over twenty years and have not had any ssues unt th s Pac f ca. My w fe and I are rea y nervous anyt me we dr ve. We frm y be eve we have a Lemon and our des re s for Chrys er to get us out of th s veh c e nto another Pac f ca

*****End of Customer Ema *****

Dear Darre ,

Thank you for contact ng the FCA Customer Ass stance Center. I am d sheartened to hear of the hes tat on ssues you have been exper enc ng.

Your ema has been rev ewed and has been forwarded to a more approp rate area for the r attent on and response. A Care Ana yst w contact you by phone w th n approx mate y two bus ness days address ng your ssue. Th s referra ct on w prov de the best opportun ty for your request. Thank you aga n for your ema . Shou d you requ re add t ona ass stance, or have any new nformat on to prov de, p ease rep y to th s ema message or ca 1 800 247 9753.

S ncere y,

Mchae

Customer Serv ce Representat ve
FCA Customer Ass stance Center

*****End of CAC Ema *****

Customer was nformed that by mak ng th s request they are NOT actua y f ng emon aw or any re ated process.

The r case s be ng esca ated for a rev ew of the veh c e's repa r h story to determ ne f the r request mer ts further act on and that due to the nature of the r request, t w requ re a ca back wh ch w take p ace w th n 1 2 bus ness days. The outcome of the rev ew does NOT determ ne Lemon Law e g b ty.

Preferred Morn g/Mdday ca back number s 765 453 9194

Preferred Afternoon/Even ng ca back number s 765 453 9194

Who has possess on of the veh c e? (dea er)

Reass gned to 91L

***** 91L Review *****

*****Case Esca ated to I2R*****

Rev ewed Warranty H story wh ch determ ned th s case shou d be esca ated to I2R for case management.

Ca ed dea er (52488) spoke w th C ndy n serv ce who conf rmed she w fax the customer's serv ce records to 866 849 3869 ATTN Raven.

Paced n t a ca to the customer to exp a n the case has been

escalated to me for special handling. Customer was unavailable so a VM was left at (765) 453 9194 advising of my direct number (214 583 2105) along with my hours. Requested callback to discuss case and thanked customer for being a Chrysler customer.

follow up 10/26/17

The customer is calling because they want to know who Raven is. The agent explained that is the case manager. The agent explained that Raven is the case manager and that they will be the one to work with. The customer also pointed out that in the VM Raven left the business hours and direct line. The customer understood and extended the line. The agent branded.

Case dealer (52488) spoke with Cindy in service who confirmed she will fax the customer's ROH story.

Called and spoke with customer, completing the initial contact call. Advised customer I have been assigned as the case manager and the case has been escalated to me for Special Handling. Customer stated at this point the vehicle is repaired, but he does not trust the vehicle. I explained to customer the I2R process and advised I will be in contact every 2-3 business days with updates. Customer agreed.

follow up 10/31/17

Status update provided via email to the following email address:

yorkdarre@gmail.com

Mr. York,

I am still in the review process of your case and hope to have an update for you soon. I will be in contact with you within the next 2-3 business days, but in the meantime if you need to reach me please contact me via phone.

Thank you for your patience,

Raven

Desk: 214/583 2105

To Free: 888/542 7239 X2105

End of Status Update

Case dealer (52488) and was advised service is closed for the day.

Email customer and advised case is still in review.

follow up 11/02/17

Case dealer (52488) requested to speak with the SM. Advised he is not available at the moment. CMLM advising have requested twice from SA Cindy vehicle's service records be faxed. CM advised have yet to receive the documents. CM requested SM fax the documents to 866 849 3869 ATTN Raven.

Called customer at (765) 271 4292 and LVM advising customer CM is still attempting to obtain the RO's from the dealer. CM advised customer have reached out 3 times and hope to receive the documents soon. CM advised customer once documents are received case will be reviewed for a resolution. CM provided contact information for a callback.

follow up 11/06/17

Called the customer at (765) 271 4292; and I advised that I was calling to let him know that his CM was on a special project and that someone would follow up with him in 2 days, and he said that would be fine, Called the dealership 52488; LVM for the dealership to call me back at my direct line, with updated ROH story and repair information,

*

Called 52488 Button Motors Inc 765 457 1189, spoke to Summer in service, CM requested a repair orders be faxed to 866 849 3869 Attn: Monica. CM asked Summer if she was printing them now, Summer stated she was in a moment, CM thanked her.

*

(765) 453 9194 Called customer. LVM stating that this case has been reassigned to me for special handling and I would like to assist with vehicle concerns. Provided my number and office hours requesting a callback and advised I would follow up again. Set follow up 11/14/17.

*

Please call Case Manager Monica at 214 583 2106 to update repair history and repair status. Also, please send a copies of a repair orders to fax#866 849 3869 Attention: Monica. Thank you.

*

Emailed AM for assistance.

*

Per voice mail returned call to SMDan stated dealer was not able to duplicate concern, customer can come in at anytime concern occurs, per SMDan about to go in to a meeting, requested CM call back in 45 minutes, CM agreed.

*

(765) 271 4292 called customer, apologized for vehicle concerns. Advised CM has been out of the office, customer understood. Per customer this has been the 3rd time in 6 months vehicle has shut down, would like a buy back, is very apprehensive about the future reliability of the vehicle. Advised this is a good warranty process, and the first resolution is to repair the vehicle, will then look at case to determine if a goodwill gesture will be extended, possibly compensation, MPP up to replacement/repurchase, cannot guarantee any outcome. CM has spoken to Button SMDan this morning and will return call to him to confirm the ROH story, will follow up 11/20/17, unfortunately CM does not have a firm date on completion of resolution, will attempt to expedite, thanked customer for his patience.

*

Called 52488 Button Motors Inc. 765 457 1189, spoke to SMDan, updated RO, spoke to SM/Tech at Suncoast was advised concern may be with pins, per Dan no trouble was found with pins, customer had another failure in Alabama and dealer did not create an RO.

*

11/20/2017 Please contact the customer and dealer review concern and handle on merits. GPJ

*

Called customer to apologize, advised CM is still looking at case for a resolution, unfortunately CM does not have a firm date on completion, CM will attempt to expedite, informed customer there will be some delay with the upcoming Holiday. Customer understood and requested a call back by the end of next week. CM agreed and advised will follow up when an update is available, thanked customer.

*

Tech Advisor at dealership 11/30/2017, seek findings.

*

Called 52488 Button Motors Inc. 765 457 1189, LVM for SMDan to request return call to CM.

*

Emailed AM for an update.

*

Received call from customer and apologized CM had been and did not return call. CM advised she will speak to dealer regarding TA inspection. CM inquired if concern occurred in November and is present, per customer it has not reoccurred. Advised will follow up today after case review, thanked customer.

*

Received voice mail from 52488 Button Motors SMDan, stating TA had inspected vehicle and concerns were not replicated, customer has possession of the vehicle.

*

Called 52488 Button Motors Inc. 765 457 1189, LVM for SMDan advising received voice mail and requested a return call to CM.

*

(765) 453 9194 called customer to apologize and advise CM is waiting to speak directly to SMDan regarding TA inspection, advised will follow up by 12/8/17 with an update on resolution. Thanked customer.

*

Called customer at (765) 453 9194 to apologize if not being offered a replacement, would like to extend a cash settlement of \$2,000, will email for review to yorkdarre@gmail.com. Customer inquired about future repairs being covered by warranty. Advised accepting offer will not void warranty. Thanked customer.

*

Status update provided via email to the following email address: yorkdarre@gmail.com

Attached you will find your offer letter and release form, as we

discussed. Please review carefully before signing and returning to me

within 10 days. If you are unable to scan agreement, please use the fax number 866 849 3869 to "Attn: Monica" on the cover letter. As a way, fee free to call me with any questions at 214 583 2106. Thank you.

Below documents are also attached to the email:

ACRO.pdf

End of Status Update

***** Below Customer Contacted for Documentation Request *****

yorkdarr @gmail .com on 2017 12 07 @ 12:22

*

(765) 453 9194 called customer LVM to request return call to CM

*

Received call from customer, advised received voice mail stating the \$2,000 offer is not sufficient. Customer stated that is a good starting point, but believes the vehicle should be replaced. Gave NCDS contact information. Per customer will need 24 hours to think about the offer. Apologized for the inconvenience and thanked customer for his patience. Set follow up 12/14/17.

*

Customer not satisfied with cash and keep, wants replacement. Working with dealer and customer to trade out with a goodw trade certificate. Dealer off by \$6000.00, trying to work out a trade certificate of \$4000.00 for complete customer satisfaction. Update next week. Dealer has agreed to trade Mr. York out of vehicle for \$4000 goodw trade assist. Customer is satisfied with the decision. Temporarily pending status for Goodw Trade for customer satisfaction.

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Customer Assistance Inquiry Record (CAIR)#

32683611

VIN	2C4RC1BG2	HR744439	Open Date	10/23/2017	Built Date	03/27/2017	
Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON			
In Service Dt	03/27/2017	Mileage	2	Dealer Zone	74	DENVER	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PBX	JAZZ BLUE PEARL COAT					
Engine	ERC	3.6L V6 24V WT ENGINE UPG I W/ESS					
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS					
Dealer	68978	LUTHER BROOKDALE CHRY JEEP					
Dealer Address	8188 BROOKLYN BLVD						
Dealer City	BROOKLYN PARK			Dealer State	MN	Dealer Zip	55445
Owner	RUDIN ,ROBERT				Contact Type	TELEPHONE	
Address	17007 66TH PL N				Home Phone	(763) 234 8642	
	MAPLE GROVE MN55311 4120				Country	UNITED STATES	

Corporate Outbound Survey Follow Up Continuous Quality Insight Default	
Corporate Product Suggestions Electrical Default Default	Stop/Start

CQI Survey Record Received DATE : 10/23/2017

Survey Number : 12805370

Quality Survey ID Number: 381404478

Survey Date : 10/20/2017

VIN Complete 17 : 2C4RC1BG2HR744439

CQI Comments : \Vehicle stop/start function, 952 906 5314

Customer states he likes his vehicle however the stop/start function needs improvement. Customer states when pulling into his garage, vehicle shuts off while trying to park. Customer suggested that there should be some type of manual delay before the Stop/start is engaged. Agent apologized for issues and informed suggestion would be noted. Agent provided customer with Chrysler CAC info if further assistance is needed.

Customer Assistance Inquiry Record (CAIR)#

32699551

VIN	2C4RC1GG1	HR622308	Open Date	10/24/2017	Built Date	11/14/2016	
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON			
In Service Dt	11/20/2016	Mileage	4500	Dealer Zone	32	NEW YORK	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ERF	3.6L V6 24V VVT ENGINE					
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS					
Dealer	23043	BOLLES MOTORS INC					
Dealer Address	84 WEST ROAD						
Dealer City	ELLINGTON			Dealer State	CT	Dealer Zip	06029
Owner	HECHT ,KIMBERLY A				Contact Type	LETTER	
Address	6 CANTERBURY LN				Home Phone	(860) 408 1132	
	EAST GRANBY CT 06026 9420				Country	UNITED STATES	

Product	Unknown	Unknown	Sta ng	Defau t
Referra	Top Care	Execut ve Team	Execut ve	Serg o March onne
Corporate	SurveyBy Pass	Top Care	Defau t	Defau t

POSTMARK DATE: 102417; DATE RECEIVED: 102517

Top Care customer f rst contact was 10/25/17 at 13:30 by SS11

Top Care fo ow up contact was 10/25/17 at 13:31 by SS11

.....Wr ter eft vo ce message for customer ca bck on (860) 212 2994 to rev ew current veh c e concerns.

.....Wr ter eft return vo ce message for customer (Mr. Hecht) on (610) 393 9425 for ca bck to rev ew current veh c e concerns.

.....Wr ter spoke w th customer on (610) 393 9425 who adv sed veh c e had a shut down cond t on back n June 2017, customer adv sed brought veh c e nto D r: 23043 when nc dent happened back n June 2017 and customer adv sed veh c e s st at D r: 23043. Customer adv sed D r: 23043 has not been ab e to dup cate shut down cond t on, customer adv sed at th s po nt does not fee safe dr vng the veh c e and wants a Buyback at th s po nt. Wr ter adv sed customer w rev ew current veh c e status w th D r: 23043 and w fo ow up w th next steps.

.....Wr ter eft return vo ce message for GMB r an Bo es at D r: 23043 for ca bck to rev ew the above.

.....Wr ter spoke w th SMRon at D r: 23043 who adv sed customers veh c e s current y at the dea er and SMRon adv sed dea er has not been ab e to dup cate any sta ng ssues and SMRon adv sed customer refuses to p ck veh c e up at th s po nt.

.....Wr ter eft return vo ce message for GMB r an Bo es at D r: 23043 for ca bck to rev ew current veh c e status.

.....Wr ter spoke w th GMB r an Bo es at D r: 23043 who adv sed dea er has test dr ven veh c e over 300 m es and dea er has been unab e to dup cate any sta ng ssues w th veh c e or retr eve any fau t codes (stored or act ve). GMB r an Bo es has been n touch w th h s AM and adv sed customer has been nstructed mu t p e t mes to p ck up h s veh c e as no sta ng prob ems have been found n over a 300 m e test dr ve on a d fferent roads and speeds but GMB r an Bo es adv sed customer s refus ng to p ck up veh c e but has s nce returned dea er oaner veh c e. Wr ter adv sed GMB r an Bo es at D r: 23043 wr ter w contact customer and adv se of the above that no ssues have been found and veh c e w need to be p cked up at th s po nt. Wr ter eft return vo ce message for customer on (610) 393 9425 for ca bck to rev ew current veh c e s atus.

.....Wr ter spoke w th customer on (610) 393 9425 and adv sed customer of the above that after an extens ve test dr ve by dea er that no dup cat on of any sta ng concern has been dent f ed. Wr ter adv sed customer w need to p ck up veh c e from D r: 23043 at th s po nt, wr ter d d adv se customer dea er has agreed to nsta a da a recorder to customers veh c e f wou d ke. Customer request ng Buyback of veh c e, wr ter dec ned veh c e Buyback and adv sed customer w need to contact GMB r an Bo es at D r: 23043 to arrange for veh c e p ckup. Customer adv sed w be contact ng the attorney genera .

.....Wr ter eft return vo ce message for GMB r an Bo es at D r: 23043 adv sng of the above that wr ter dec ned Buyback of veh c e and adv sed

customer vehicles ready for pickup.

Customer Assistance Inquiry Record (CAIR)#

32699737

VIN	2C4RC1EG1	HR518811	Open Date	10/24/2017	Built Date	06/01/2016
Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
In Service Dt	06/02/2016	Mileage	20000	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				

Dealer	68348	KOONS CHRYSLER				
Dealer Address	2000 CHAIN BRIDGE RD.					
Dealer City	VIENNA	Dealer State	VA	Dealer Zip	22180	
Owner	COHEN ,ADAM			Contact Type	LETTER	
Address	1977 CREEK FIELD CIR			Home Phone	 	
	LEESBURG VA20176			Country	UNITED STATES	

Product	Unknown	Unknown	Hes tat on/No Power	Defau t	
Referra	Top Care	Execut ve Team	Defau t	Emp oyee	

POSTMARK DATE: 102417; DATE RECEIVED: 102517

*****TOP CARE: EXECUTIVE REFERRAL*****

Top Care customer frst contact was 10/25/17 at 11:45 by MLS45

Top Care fo ow up contact was 10/25/17 at 11:45 by MLS45

Owner sa d there s a concern w th the veh c e sudden y oos ng power wh e n mot on. Owner sa d th s has occurred w thout warn ng and has eft h m unab e to acce erate, dece erate, or use power steer ng. Owner sa d the veh c e has ost power at vary ng speeds, rang ng from 15 m es per hour on a oca road to more than 70 m es per hour on a major h ghway. Owner sa d he s ask ng for someone to contact h m about th s ssue.

W rter ca ed owner at number requested (703)633 6387 and eft a v/m message acknow edg ng rece pt of etter. W rter eft name and number for ca back.

10.27.17 W rter ca ed owner and eft v/m message nv t ng owner to ca w rter back. W rter eft name and number.

Owner ca ed w rter back and sa d the veh c e ooses power at vary ng speeds, eav ng h m unab e to acce erate, dece erate, or use power steer ng. Owner sa d the veh c e has been brought to dea er 68348 where they were unab e to f nd codes. Owner sa d STAR has been nvo ved and a co p ot has been nsta ed, however, there has been no reso ut on. Owner sa d he s be ng an advocate for h mse f and a the other customers who are exper enc ng th s ssue. W rter asked owner to schedu e an appo ntment w th the dea ersh p and ca w rter back w th the nformat on. W rter adv sed wou d ke to have Eng neer ng and T/A aware of the appo ntment date, t me, and ocat on. Owner agreed to make the appo ntment and ca w rter back.

W rter ca ed CRM, R ck S mpson, and eft "heads up" v/m message regard ng veh c e concern and T/A nvo vement. w rter a so sent ema . W rter adv sed she w prov de appo ntment nformat on once owner ca s back.

10.30.17 Owner ca ed w rter back and sa d he has an appo ntment schedu ed for Wednesday, November 1, 2017 at 8:30am. W rter sent ema to CRM to request T/A for the appo ntment.

W rter reached out to CRM and nqu red f T/A w be ava ab e for Nov. 1st appo ntment. CRM sa d T/A ready has another veh c e schedu ed for that date and t me and w try to reschedu e w th the other customer. CRM sa d he w update w rter as soon as he hears back from T/A. CRM sa d customer can st keep the appo ntment and f the T/A s not ava ab e to d agnose on Nov. 1st, he w be out to d agnose the veh c e on Nov. 3rd.

Writer called dealership and left v/m message owner's point of contact, Service Writer, Greg Weis. Writer left name and number for call back.

11.3.17 Writer spoke with T/A, Joe Morton and was advised the vehicle was driven over 50 miles and the concerns did not duplicate. Joe said the purge solenoid and ESOM (emissions system optimization mode) were replaced, per Engineering and the parts were sent back to Engineering. Joe said a flight recorder will have to be installed on the vehicle but FCA will need the owner's approval first. Joe said a recorder will be coming from Detroit for the vehicle and may have to remain on the vehicle for a month or two months or until Engineering determines they need to have it back. Writer advised she will reach out to owner for his approval.

Writer called owner and left a v/m message inviting owner to call back. Writer left name and number.

11.06.17 Owner called writer back and provided above information. Owner said he will be happy to help identify the problem and agreed to the . Owner then said he refuses to pick the vehicle up and transport his vehicle in it. Owner said he is an advocate for other consumers with this problem. Writer explained unfortunately, we cannot diagnose his vehicle. Writer explained if someone's experiencing an issue, they will have to take the vehicle to the dealership for diagnosis. Owner said he is not sure at this time if he will agree to the data recorder. Writer asked owner to provide decision by tomorrow, owner agreed.

11.09.17 Owner sent lengthy email to writer and cc'd CEO. Owner states, "Towards that end, I am willing to consent to the installation of an FCA approved data recorder on my vehicle, but only subject to the following conditions: (a) FCA corporate or local service personnel must be the one to operate the vehicle during the full monitoring period (or some type of machine may be used to simulate its operation), and (b) FCA must provide me with a loaner vehicle, at FCA's expense, that my family will use in lieu of the 2017 Pacifica until FCA can identify and address the source of this major safety defect or some other acceptable resolution is reached. I do not believe this is an unreasonable request."

Writer forwarded email to Cam Cowser in vehicle Safety and cc'd T/A. Cam Cowser is currently in communication with FCA legal, Kris Krueger, for direction and next steps.

Writer replied to owner's email:

"Good afternoon Mr. Cohen,

Thank you for your email.

Your request is currently being reviewed.

I will reach back out to you early next week to advise if next steps have been determined or confirmed.

Thank you and be well.

Mayone"

11.20.17 On 11/15/17, writer spoke with Cam Cowser and Kris Krueger. Kris Krueger said the vehicle should be repurchased and brought back to FCA for further analysis. CRM, Rick Simpson, advised the customer can remain in the rental until the repurchase process is complete.

Writer called owner and left a v/m message inviting owner to call writer back.

Writer also sent email to owner:

"Good morning Mr. Cohen,

Thank you for your email.

FCA's position, at this time, is to repurchase the vehicle and keep you in the loaner vehicle until the repurchase process is complete.

A temporary arrangement with FCA's authorization to repurchase the vehicle will be sent to a third party company who will facilitate the repurchase process.

The name of the company is called Stericycle. Someone from Stericycle will be assigned to your case and will assist you throughout the repurchase process. Due to the upcoming holiday, there may be a delay with someone reaching out to you. If you are not contacted by tomorrow or Wednesday, someone will be in contact with you next week.

Please note: Should there be any negative equity in the loan for the Pacifica, the negative equity will have to be paid in full in order for Stericycle to proceed with the repurchase.

Thank you for your patience while we worked to find the best resolution for you and your vehicle!

Regards,
Mayone"

.
Writer called Service Manager, Rodney, and left a voicemail message advising of FCA's position. Writer asked if owner can stay in loaner until repurchase process is complete. Writer left name and number for callback.

.
11/21/17 Rod called writer back and left a voicemail message. Writer called Rod back and advised FCA has authorized a buyback on the vehicle. Writer asked if the customer could remain in the loaner until the buyback process is complete, Rod said yes and requested to have an email sent to him at rod.gauter@koons.com. Writer sent email as requested:

"Good morning Rod,
FCA has authorized a buyback on Mr. Cohen's 2017 Chrysler Pacifica, VIN: HR518811.

We would like Mr. Cohen to remain in the loaner vehicle until the buyback process is complete.

Someone from Stericycle (the company facilitating the process) will be in contact with either you or Phil (General Sales Manager) to advise when the buyback process is complete.

Please contact me should you have questions.

Have a Happy Thanksgiving!

Regards,
Mayone"

.
Template submitted to Stericycle.

11/29/17 MABC receives a response request letter from the VA Office of the Attorney General in regards to this case.

12/5/17 letter faxed back to the AG's office advising that a replacement offer was made and accepted.

***** Below Customer Contacted for Documentation Request *****

res22@chrysler.com on 2017-12-05 @ 11:36

***** Customer Document Received *****

Customer Assistance Inquiry Record (CAIR)#

32715628

VIN	2C4RC1GG8	HR653216	Open Date	10/26/2017	Built Date	01/11/2017	
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON			
In Service Dt	01/12/2017	Mileage	6000	Dealer Zone	71	LOS ANGELES	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PW2	TUSK WHITE					
Engine	ERF	3.6L V6 24V WT ENGINE					
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS					
Dealer	60435	PUTNAM CHRYSLER JEEP DODGE					
Dealer Address	3 CALIFORNIA DR						
Dealer City	BURLINGAME			Dealer State	CA	Dealer Zip	94010
Owner	GONYEA,SCOTT				Contact Type	TELEPHONE	
Address	350 FAY WAY				Home Phone	(602) 451 9997	
	MOUNTAIN VIEW CA94043 2804				Country	UNITED STATES	

Product	Dr vab ty	Unknown	Other	Defau t	eng ne stops runn ng.
---------	-----------	---------	-------	---------	-----------------------

Br ef y summar ze why the customer s contact ng Chrys er: Customer states veh c e stops runn ng and dash ghts and b ue above transm ss on sh fter b nks. and veh c e stops mov ng. Customer does not fee safe.

Br ef y summar ze what the customer s expect ng: Wou d ke veh c e to keep runn ng.

Customer seek ng ass stance w th: the veh c e stops runn ng

[Insert Veh c e Concern].

Customer expect ng: to get veh c e f xed

[Insert Request].

Agent adv sed w esca ate to case manager.

Fo ow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone number: 602 451 9997

Ear est ca t me: 9am PST

Latest ca t me: 9pm pst

Updates va text: 602 451 9997

Updates va ema : Veh c e ocat on: DEALER

Date and T me of Appo ntment: dea er has t

Conf rmed appo ntment w th: PUTNAM CHRYSLER JEEP DODGE SA John

Customer n ren a : no

Author zed by:

Renta start date: [Date]

***** Create Prep Sheet *****

Prep sheet was saved successfu y.

CMca ed the DLR and spoke to SA John, who stated the veh c e s dr v ng as des gned to do so. At th s t me they can not dup cate any of the th ngs the customer was exper enc ng. The DLR cannot f x an ssue f they cannot see the ssue. CMThanked SA John for the update and adv sed w ca customer and g ve h m an update as we .

CMca ed the customer and updated to the fact veh c e s dr v ng as des gned at th s t me. CMexp a ned that the DLR has tr ed to dup cate the ssues to no ava s nce 10/24/17. A so adv sed that there are reca s on the veh c e that need to be taken care of somet me next week. Customer stated f ssues happen aga n then what? CMadv sed f ssues return to go back to the DLR for d agnos s and poss b e repa rs. Customer th nks there s a faw w th th s veh c e and stated severa other owners on nternet comp a n ng about these same ssues. CMaga n adv sed no ssues found w th DLR d agnos ng veh c e. Customer s go ng to p ck up veh c e. CMthanked customer and customer d sconnected the ne. CLOSED LOOP UPDATE no need for add t ona fo ow up.

Status update prov ded va ema to the fo ow ng ema address:

gonyea@gma .com

He o Scott,

Th s s Vck w th FCA Chrys er CAIR. As adv sed on our phone ca the DLR stated very s dr v ng as des gned at th s t me. They have had the veh c e for 4 days and cannot dup cate any of the concerns at th s t me. If you fee n the future that these ssues are st occur ng, p ease by a means take the veh c e back nto the dea er for another d agnos s of the ssues. As a ways thank you for be ng part of the Chrys er fam y.

844 378 0575 ext. 87580

Monday Fr day 2:30pm 11:00pm est

Vck

End of Status Update

Customer Assistance Inquiry Record (CAIR)#

32721091

VIN	2C4RC1DG6	HR837106	Open Date	10/27/2017	Built Date	06/24/2017
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
In Service Dt	06/25/2017	Mileage	802	Dealer Zone	70	PHOENIX
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERC	3.6L V6 24V WT ENGINE UPG I W/ESS				
Transmission	DFH	9 SPD 948TE FWD AUTO 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	BROWN ,CORA			Contact Type	TELEPHONE	
Address	9308 CACTUS WOOD DR			Home Phone	 	
	LAS VEGAS NV89134 8909			Country	UNITED STATES	

Dea er	By Pass	Defau t	Defau t	Defau t	
Product	Eng ne	Unknown	Other	Defau t	sta ng, etc

Customer seeking emotion aw

Customer's parents call back s 702 645 7060

Her number s 702 499 3616

***** 91L Review *****

***** Case Escalated to I2R *****

Reviewed Warranty History which determined this case should be escalated to I2R for case management.

Customer seeking an callback at her cell 702 839 8312 pacific time.

*** Kean with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please direct them to contact her directly at 214 583 2185. Thank you. ***

Called 45469 and said did not pick up.

Made notification to the customer and informed her that I am her CM and would like to hear about her current vehicle concerns. The customer stated that she has had the vehicle on for 2 months and it has a safety issue that started out in the middle of the road. I informed the customer that I just got her case this morning and would need to speak to the DLR and the customer informed me of the contacts that I need there. I informed the customer of our process and she stated that customer care instructed her to leave the vehicle at the DLR and stay in a rental for now. The customer stated that she has a ready been a bad experience and she wants out of it or a replacement. I left the customer my contact info and stated that I would call her back Wednesday. ** Follow up with the customer and dealer on 11/1.

Called 45469 and LVM for SAJR to call me back. Spoke to receptionist and the SM is in meeting and she took message to give him for a callback.

Called the customer and LVM.

** Follow up with the customer and dealer on 11/3.

Called 45469 and receptionist stated that the SM is in an interview she transferred me to lead SA and his VM box wasn't set up. I did not call back.

Called the customer and she stated that she is paying money for this rental and she asked if there is anything I can do for her to get her down payment and first payment back and reimbursed for the \$10 Dodge truck they traded in for this vehicle. I informed the customer that I have to review the case and first step is getting the SM to call me so I know the current status of the vehicle and then she stated that they have been very rude to them and she wants me to call her back when I talk to Prestige.

** Follow up with the customer and dealer on 11/7.

Called 45469 and gave a message to SAMague to give to SABob for a callback.

Called the customer and informed her that I have a resolution on her case and that Chrysler is prepared to offer her a replacement vehicle. The customer had some questions about a vehicle payment coming up and she was

informed to make the payment that is an obligation. The customer asked if she had to get the same Pacifica and I stated that I am not sure but she

could discuss that with her case manager. I informed the customer that a replacement coordinator would call her in 2 to 3 business days with a decision. The customer accepted the offer and she did say she wouldn't be picking up that vehicle from Prestige and she is currently in a rental.

Customer Assistance Inquiry Record (CAIR)#

32722980

VIN	2C4RC1CG7	HR665590	Open Date	10/27/2017	Built Date	01/19/2017
Model Year	2017	Body	RUCL53	CHRYSLER PACIFICA LX WAGON		
In Service Dt	01/20/2017	Mileage	7000	Dealer Zone	71	LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERF	3.6L V6 24V VWT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				

Dealer	45292	MOSS BROS. CHRYSLER JEEP DODGE				
Dealer Address	27810 EUCALYPTUS AVE					
Dealer City	MORENO VALLEY	Dealer State	CA	Dealer Zip	92555	
Owner	SMITH ,WANDAJ			Contact Type	TELEPHONE	
Address	3417 20TH ST			Home Phone	(909) 362 3610	
	HIGHLAND CA92346 4532			Country	UNITED STATES	

Product Dr vab ty Unknown Sta ng Defau t	sta ng
Product Transm ss on / Transaxe Unknown Se zes, St cks, B nds Defau t	jerk ng
Product Ectr ca Horn Defect ve Defau t	w not stop

Br ef y summar ze why the customer s contact ng Chrys er: Customer ca ng veh c e was just p cked up from MOSS BROS CHRYSLER DODGE JEEP RAM and t s not f xed. Veh c e s st oos ng power, horn s st beep ng non stop, and veh c e s st jerk ng, est mated m eage s wrong. DLR ear er provded papers to ma for arb trat on. Customer just got home so she has not contacted DLR.

Br ef y summar ze what the customer s expect ng: Ass stance n gett ng veh c e repa red.

Agent adv sed w esca ate to case manager.

Fo ow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone number: 9093623610

Ear est ca t me:

Latest ca t me:

Updates va text: Y/N [9093623610]

Updates va ema : Y/N [terryjean1965@gma .com]

Veh c e ocat on: [Customer]

Date and T me of Appo ntment: [11/02/17].

Conf rmed appo ntment w th: [MOSS BROS CHRYSLER DODGE JEEP RAM 45292]

Customer n ren a : /N

Author zed by: NA

Renta start date: [NA]

wr ter contacted the customer and was unab e to reach the owner

***** Create Prep Sheet *****

Prep sheet was saved successfu y.

Customer stated customer been at the dea er three t mes and the customer p cked up the veh c e on the 10/27/2017 and the ssue hasn't been so ved. the customer s ook ng for a buyback because the veh c e s frequent y stopp ng w th them n the m dd e of the freeway. The customer a so stated, the veh c e s havng a mu t p e ectr ca prob em and the transm ss on s s pp ng. The customer stated that Genera Manager over at MOSS BROS 45292 had the customer f e for an ARBITRATION. Wr ter refer customer to any of the fo ow ng contacts and c ose the CAIR.

Ma ng Address: 12900 Ha Road, Su te 401, Ster ng He ghts, MI 48313

Phone: (866) 662 4639, Opt on 5 or 586 226 2470, extens on 114

Fax: 586 226 2559 Webs te: www.ncdsusa.org

***** Be ow Customer Contacted for Documentat on Request *****

terryjean1965@gma .com on 2017 10 30 @20:41

I sent an ema the customer the fo ow ng nformat on above to her ema address

customer ca ng go ng to take back dea er agent adv se customer have an appo ntment for 11 02 2017 customer s scare to dr ve veh c e agent nform customer she ahs roads de customer sa d she wou d ca .agent adv se customer ca back when veh c e at the dea er

Customer Assistance Inquiry Record (CAIR)#

32725304

VIN	2C4RC1DG3	HR520416	Open Date	10/28/2017	Built Date	05/24/2016
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
In Service Dt	05/25/2016	Mileage	3000	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				

Dealer	67962	POTAMKIN'S PLANET DODGE				
Dealer Address	9975 N W 12TH STREET					
Dealer City	MAMI	Dealer State	FL	Dealer Zip	33172	
Owner	VALLE ,ELIZABETH C			Contact Type	TELEPHONE	
Address	15333 SW 11TH ST			Home Phone	(305) 807 8613	
	MAMI FL33194 2687			Country	UNITED STATES	

Product Dr vab ty Unknown Sta ng Defau t	Veh c e sta ed four t mes yesterday
Reca T23: 2016 2017 EGR VALVE FUNCTION Fu f ment Request	Customer hav ng reca done Monday
Product Eng ne Unknown Check Eng ne Lamp On/F ash ng Defau t	Check eng ne ght came on
Corporate Renta Veh c e Defau t Defau t Defau t	Customer seek ng renta veh c e

Br ef y summar ze why the customer s contact ng Chrys er: Customer ca ed to adv se that P anet Dodge s go ng to comp ete the reca on Monday, October 30, 2017. She took the veh c e to the DLR today and adv sed them that the check eng ne ght s on. She requested a renta , but the DLR to d her to take her veh c e home and then br ng t back on Monday. Theyw g ve her a renta on that day. The customer s ates that the DLR to d her the repa r s go ng to take severa days. After the customer eft the DLR, the veh c e sta ed four t mes. The DLR s not aware of the sta ng. Customer s concerned about dr vng her veh c e w th the check eng ne ght on and the sta ng. She wants a renta r ght away.

Br ef y summar ze what the customer s expect ng: ren a

Agent adv sed w esca ate to case manager.

Fo ow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone number: 305 807 8613

Ear est ca t me: 8am Eastern

Latest ca t me: 7:30pm

Updates va text: Y/N [Mob e number] Yes, 305 807 8613. P ease text the customer and she w ca CMback.

Updates va ema : Y/N [Ema address] No.

Veh c e ocat on: DLR

Date and T me of Appo ntment: Monday, October 30 at 9am

Conf med appo ntment w th: PLANET DODGE CHRYSLER JEEP, SA Isma

Customer n ren a : Y/N No, but she w go to the DLR today to get the renta .

Author zed by: Covered under SC

Renta start date: Customer hopes to get renta today.

Reass gned to 97X

SME MH1376 approves esca at on.

Veh c e s at the dea ersh p PLANET DODGE CHRYSLER JEEP (67962)

Update tr ggered by S52051K

Customer Assistance Inquiry Record (CAIR)#

32725573

VIN	2C4RC1EG4	HR650431	Open Date	10/28/2017	Built Date	12/23/2016
Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
In Service Dt	12/23/2016	Mileage	8613	Dealer Zone	63	DALLAS
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PW2	TUSK WHITE				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	45478	GILLMAN CHRYSLER JEEP DODGE				
Dealer Address	10585 W SAM HOUSTON PKWY S					
Dealer City	HOUSTON			Dealer State	TX	Dealer Zip 77099
Owner	GARCIA,ELSA				Contact Type	TELEPHONE
Address	2610 YAUPON TRACE CT				Home Phone	(713) 548 6803
	KATY TX77494				Country	UNITED STATES

Corporate Comp a nt Contact Defau t Defau t Defau t

Customer called stating the vehicle keeps shutting down while driving.

Customer states they took it to DC45478 to be diagnosed and the SA

advised it wasn't throwing any codes. SA unsure what's causing the

issue. Customer states that dealership and two others did not have

owners to provide while being repaired. Agent inquired if they asked to

provide rental. Customer states the SA said the SM wasn't there to

authorize. Agent advised to call back on 10/30 to have next adviser

schedule apt for service and inquire about dealership providing rental.

Agent advised of open recall and customer states they checked NHTSA.gov

and none are open. Agent confirmed and advised customer must have been

completed and not updated in the system.

Customer Assistance Inquiry Record (CAIR)#

32726233

VIN	2C4RC1GG4	HR603154	Open Date	10/28/2017	Built Date	11/21/2016
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	11/21/2016	Mileage	1770	Dealer Zone	51	CHICAGO
Plant	R	WMDSOR ASSEMBLY PLANT		Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	45453	ZEIGLER CHRYSLER DODGE JEEP				
Dealer Address	2311 OGDEN AVE					
Dealer City	DOWNERS GROVE			Dealer State	IL	Dealer Zip 60515
Owner	773 574 5555 ,BO				Contact Type	TELEPHONE
Address	974 W 35TH PL APT 302				Home Phone	(773) 574 5555
	CHICAGO IL60609 1770				Country	UNITED STATES

Product	Electrical	Unknown	Other	Default	Veh c e shut down by tse f.
---------	------------	---------	-------	---------	-----------------------------

Customer ca , veh c e shut off sudden y. Customer ca ed roads de
 assistance and was towed to h s home. Customer attempted to restart
 veh c e wh e at home , but veh c e wou d not start. Customer ca ed
 purchas ng DLR, Ze g er 877 845 2317, they were a ready c osed. Customer
 w have veh c e towed to DLR on Monday morn ng for d agnos s. Customer
 to ca back w th d agnos s and then wou d ke to be esca ated for case
 management. Customer does not understand why th s wou d be happen ng,
 customer seek ng repa r of ssue because veh c e s ess than 1 year o d
 and has very ow m es.

Customer Assistance Inquiry Record (CAIR)#

32730768

VIN	2C4RC1DG8	HR552259	Open Date	10/29/2017	Built Date	09/13/2016
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
In Service Dt	09/14/2016	Mileage	10007	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PRV	VELVET RED PEARL COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	44799	HERB CHAMBERS CHRYSLER JEEP DODGE				
Dealer Address	2 LATTI FARM ROAD					
Dealer City	MLLBURY			Dealer State	MA	Dealer Zip 01527
Owner	LUCENA,LUIZ				Contact Type	CHAT
Address	N/A				Home Phone	(781) 46 0 33
	N/ANA0000000000				Country	UNITED STATES

Product Transm ss on / Transaxe Automat c Trans / Transaxe Other Defau t

Inc dent_Case_ID : 171028 000059

Ema Address : fucena@hotmail.com

VIN : HR552259

AGENT:H , my name s Mtche . How may I he p you?

Good afternoon Lu z!

CUST:H Mtche , I recent y d d the 10k nspect on when they d d a so a reca

The prob em s that now the car d es some no ses wh e chang ng gear and today t t the eng ne ght

What the warranty covers?

AGENT:Oh my! I'm sorry to hear about these ssues Lu z! Not on y the no se n the transm ss on but the power oss and fa ure nd cator as we ! Th s was on your 2017 CHRYSLER PACIFICA TOURING?

CUST:Yes

AGENT:Got t, cer a n y not what wou d expect w th such a new veh c e!

Form the warranty standpo nt you are covered we are st we w th n the 3 year / 36,000 m e bas c warranty that s the bumper to bumper sty e coverage. A we shou d need to do s get the veh c e nto the dea ersh p for d agnos s and repa r. D d you need any ass stance f nd ng a ocat on near you?

CUST:No I'm about to stop by there today. Just wanted to know f I have to pay anyth ng n case they d d not a good serv ce.

AGENT:Got t, Th s shou d be covered by the warranty or f t was a workmansh p ssue by the dea ersh p. I have the case s arted up as we #32725722 just n case you run nto any prob ems after you v s t the dea ersh p we are ways here to he p!

CUST:Wou d you be ab e to send me the chat transcr pt to my ema fucena@hotmail.com?

AGENT:If you don't m nd th s be ng over two ema s. Our ema system s not a fu system but an case update system. I can st send th s out f you ke. Aternat ve y there shou d be a pr nt button on the top r ght, some computers w a ow you to pr nt as PDF, or you can a so copy the body of the chat to a word processor.

CUST:Thank you

Customer Assistance Inquiry Record (CAIR)#

32733365

VIN	2C4RC1DG8	HR519035	Open Date	10/30/2017	Built Date	05/26/2016
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
In Service Dt	05/28/2016	Mileage	15000	Dealer Zone	63	DALLAS
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PRV	VELVET RED PEARL COAT				
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO 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	GOODMAN ,JIMMY				Contact Type	TELEPHONE	
Address	508 FALCON LAKE DR				Home Phone	 	
	FRIENDSWOOD TX77546 5466				Country	UNITED STATES	

Corporate Lemon Law Default Default Default	
Product Transmissions / Transaxle Unknown Steps Default	Shifting
Product Electrical Unknown Defective Default	

The customer explained that the first 2 times the shifting hard. The customer stated that last three times check engine. The customer wants to decrease emotion of this vehicle wants to feel emotion away from this vehicle.

***** 91L Review *****

Owner seeks relief under the California state

1. What does the customer allege is wrong with the vehicle? Transmissions
2. Was the vehicle purchased new and used? New
3. If used, what number owner is the customer and what was the mileage?
4. Is customer claiming # of repair attempts or # of days out of service? 5 times into service, OFS 20 days

5. Does the condition described by the customer exist? Yes

Customer has been referred back to the dealership.

Reassigned to the West Business Center (TMT).

Customer was contacted today at (time).

Customer was provided with agent's name and extension

if the customer needs to recontact the agent.

Customer was informed they should be

contacted within 5 business days.

I contacted the DLR and spoken to SA Robert and he explained that he was in at DLR to about 3 times. The DLR explained that this there was NPF on the transmissions and the DLR has placed esm on for the check engine light. The DLR explained that customer will be able to pick the vehicle today.

This vehicle does not meet the criteria for escalation to 91L

Customer called in to get an update on when the case manager would be in contact with customer

Agent informed customer that there was a new case manager assigned and will be in contact by end of day tomorrow

CAIR RE OPENED AND FOLLOWING REASON CODE(S) REMOVED

Cause Loop Exception Reason Code

**** Customer stated that he was advised by JC1374 regarding emotion away from this vehicle customer stated that he wasn't aware of emotion away for the vehicle. Agent advised customer he doesn't meet the requirements. ****

Customer seeking assistance with: having the vehicle fixed correctly, customer stated that the vehicle has been having issues with the vehicle off and on he stated that he's currently having issues with the Electrical system.

Customer expecting: to have the vehicle repaired correctly.

Agent advised with escalation to case manager.

Follow up will occur within 1 business day by COB customer time.

Preferred phone number: 979 292 5736

Earliest call time:

Latest call time:

Updates via text: N [Mobile number]

Updates via email: N [Email address]

Vehicle location: [Dealer]

Date and Time of Appointment: [11/07/2017 and 9:00am].

Confirmed appointment with: [23871 and 409 948 3131]

Customer number: N

Authorized by:

Rental start date: [Date]

***** Create Prep Sheet *****

Prep sheet was saved successfully.

Contacted customer at 979 292 5736 and rang a couple times then went to a busysign, unable to leave voicemail.

Status update provided via email to the following email address:

jimmy_goodman@sbcglobal.net

Thank you for contacting Chrysler Customer Care my name is Chloe and I've been successfully assigned as the case specialist for your case 32733365 regarding your 2017 Chrysler Pacifica. I can be reached at 844 378 0575 ex81260 to further discuss some of your concerns with the vehicle. I have also attempted to contact you at 979 292 5736 if this information is incorrect please reply with the best contact information.

End of Status Update

Contacted customer at 979 292 5736 and rang a couple times then went to a busysign, unable to leave voicemail.

Received call from customer. Confirmed issues with vehicle as stated in narrative and reason codes. States he's been having issues for about 6 months now first starting with the transmission now its become an electrical problems with vehicle starting in power, and doors moving.

DLR had vehicle on the 7th and customer has since picked it up. The DLR was not able to duplicate the customers concerns and advised him to monitor his vehicle and bring back once issues become more reoccurring. Customer had questions regarding lemon law. Advised he doesn't meet requirement per 91L but provided info for arbitration from AC Article 18702. Advised customer once he brings vehicle back to dealership he can reach back out to CAC and I'll be able to assist with technical concerns.

Customer Assistance Inquiry Record (CAIR)#
32733493

VIN	2C4RC1EG4	HR650431	Open Date	10/30/2017	Built Date	12/23/2016
Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
In Service Dt	12/23/2016	Mileage	8613	Dealer Zone	63	DALLAS
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PW2	TUSK WHITE				
Engine	ERF	3.6L V6 24V W/T ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	45478	GILLMAN CHRYSLER JEEP DODGE				
Dealer Address	10585 W SAM HOUSTON PKWY S					
Dealer City	HOUSTON			Dealer State	TX	Dealer Zip 77099
Owner	GARCIA,ELSA				Contact Type	TELEPHONE
Address	2510 YAUPON TRACE CT				Home Phone	(713) 548 6803
	KATY TX 77494 1861				Country	UNITED STATES

Product Unknown Unknown Hesitation/No Power Default

Briefly summarize why the customer is contacting Chrysler: Customer states that he was driving his vehicle and he stopped at a stop light and was advised to put the vehicle in park and start the vehicle again. Customer states that that worked for him. He also advised that he called his DLR who advised that there was a DLR 2 minutes away from where he broke down. Customer states that he took his vehicle to the DLR and they ran a diagnosis on the vehicle and could not find anything. DLR wanted to keep vehicle for further diagnosis, but could not provide the customer a rental. Customer states that at that point he drove his vehicle home. Customer called his DLR 45478 who advised that they didn't have any openings until the 15 of November, but because of the urgency of the matter that they would fit his vehicle in on 10/30/17. Customer was advised to call and get a case started. Customer was supposed to speak with the SM who at that point was gone for the day. Customer was advised to call back.

Briefly summarize what the customer is expecting: Customer is seeking to document his issue, see about getting a rental vehicle and also have his issue resolved.

Writer reached out to DLR 45478 and spoke with SA who advised that the customer can bring the vehicle in and have vehicle looked at.

Vehicle is at the dealership GILLMAN CHRYSLER JEEP DODGE (45478)

Update triggered by S85108P

The customer called and explained that he was approved by the DLR for a rental but was sure of the status of his vehicle repair so wasn't sure how long he would need to have the rental vehicle. So I contacted the DLR I was able to speak to the SACreaser and he had step away from his desk. His direct phone# 713 776 4951

CUSTOMER CONTACT 11/22 Writer called customer at 713 548 6803, spoke to

customer. Writer and customer discussed survey outbound for standing concern. Customer states no more concerns since dealership. Writer thanked customer. Ended call.

Customer Assistance Inquiry Record (CAIR)#

32735759

VIN	2C4RC1EG2	HR747658	Open Date	10/30/2017	Built Date	04/06/2017
Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
In Service Dt	04/07/2017	Mileage	7400	Dealer Zone	70	PHOENIX
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERC	3.6L V6 24V WT ENGINE UPG I W/ESS				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				

Dealer	43389	EARNHARDT'S GILBERT DODGE INC				
Dealer Address	1301 NORTH ARIZONA AVENUE					
Dealer City	GILBERT	Dealer State	AZ	Dealer Zip	85233	
Owner	LING ,VCTOR			Contact Type	TELEPHONE	
Address	6130 S MARIN DR			Home Phone	 	
	GILBERT AZ85298 1209			Country	UNITED STATES	

Corporate Lemon Law Default Default Default	Buyback
Product Dr vab ty Unknown Sudden Accer at on Default	Shuts Down Wh e Dr vng
Dea er By Pass Default Default Default	
Corporate Survey By Pass Default Default Default	Buyback

1. The reason for the customer's ca (Customer states...) Customer request ng a buyback for emon aw.
 2. What the customer wants to see happen (Customer seeks...) Chrys er Adv sor to ass st h m w th Lemon Law.
 3. What the agent adv ses (Agent adv ses...) Per nstruct ons AC 25013, I know you're frustrated and I want to he p get your car repa red. I have author ty to engage needed techn ca resources to determ ne what's go ng on.

I or one of my co eagues w review your case and the repa r h story. Regard ess of where we are n the research, someone w contact you aga n w th n 1 2 days. If they ns st on f ng, exp a n that not fy ng FCAUS of the r ntent ons s not f ng for Lemon Law. Refer them to the Lemon Law/Arb trat on book et n the r g ove box
 Per nstruct ons AC 23008, 1. When the dea ersh p s act ve y work ng w th STAR (Serv ce Techn ca Ass stance Resource) Hot ne to reso ve ssue at the t me of the ca : 1 Ask the customer to cont nue work ng w th the dea ersh p

2. Do not support esca ate the ssue to TAPS (Techn ca Ass stance and Product Support)
 3. Review STAR case to assess status and ca the dea er as requ red
 4. Next step (Next step:) C os ng CAIR, referred Customer to h s arb trat on book ng ove department.

Customer was nformed that by mak ng th s request they are NOT actua yf ng emon aw or any re ated process. The r case s be ng esca ated for a review of the veh c e's repa r h story to determ ne f the r request mer ts further act on and that due to the nature of the r request, t w requ re a ca back wh ch w take

p ace w th n 1 2 bus ness days. The outcome of the review does NOT determ ne Lemon Law e g b ty.

Preferred Morn g/Mdday ca back number s 520 990 9019
 Preferred Afternoon/Even ng ca back number s 520 990 9019

Who has possess on of the veh c e? (Dea er)
 Reass gned to 91L

***** 91L Review *****

***** Case Esca ated to I2R *****

Reviewed Warranty H story wh ch determ ned th s case shou d be esca ated to I2R for case management.

\

Mon ca w th I2R Customer Reso ut on Team s respons b e for th s CAIR. The customer may contact Mon ca d rect y at (214) 583 2106, Monday ? Fr day, 8:30 AM?5:00 PM CST. Thank you.

/

Ca ed 43389 Earnhardt 480 926 4000 LVM to request return ca to CM to update repa r status and RO h story.

*

Ca ed 43389 Earnhardt 480 926 4000, spoke to Taylor n schedu ng and she was unab e to update RO, transferred CM to ass gned SADarre ext. 5526, LVM to request return ca to CM to update repa r status and RO.

*

Ca ed 43389 Earnhardt 480 926 4000, LVM for SMLarry ALVM to request return ca to CM to update repa r status and RO h story.

*

Customer s seek ng an mmed ate ca back. Customer s upset and he has been wa t ng for a ca back s nce the 30th of October. Customer wou d ke an IMMEDIATE CALL BACK.

Customer seek ng to speak w th SUPERVISOR. Agent nformed customer that t w take 1 2 bus ness days.

*

(520) 990 9019 Ca ed customer exp a ned that th s case has been esca ated for spec a hand ng and I wou d ke to ass st w th veh c e concerns through the repa r process. Prov ded my d rect phone number and off ce hours. Apo og zed for the veh c e s concerns adv sed wa t ng on response from dea er to update repa r status and RO h story. Per customer veh c e has been n serv ce 43 days, veh c e random y shuts down, w fe does not fee safe w th ch dren n the veh c e, she wou d have to pu off the road and restart the veh c e. Adv sed w work toward best reso ut on, th s s a good w process, and the frst reso ut on s to repa r the veh c e, w then ook at case to determ ne f a goodw gesture w be extended, poss b y compensat on, MPP up to rep acement/repurchase, cannot guarantee any outcome. Customer nqu red how ong unt a reso ut on s extended and what s h s recourse outs de the repa r process. CM adv sed there s not a def n t ve t me frame for a reso ut on to be offered, we w work through the repa r process, exped te parts and nvo ve STAR to arr ve at reso ut on, customer can contact NCDS f repa r process does not work out. Apo og zed aga n, thanked customer, set fo ow up 11/10/17.

***** Fo ow ng Corporate Resource has been con acted *****

TAPS

on 2017 11 08 @ 16:09

CAIR ESCALATION CLOSURE

SEE STAR CASE# 100985396 FOR INFORMATION

*

Ca ed 43389 spoke to SADarre , updated RO, a parts shou d be n by tomorrow, rep ac ng cam shaft sensor and w r ng harness, repa rs comp ete by 11/10/17, customer has been n a renta s nce 9/26/17.

*

Ca ed SADarre 480 813 5526 Earnhardt 43389, LVM to request return ca w th an update on part rece pt.

*

Rece ved vo ce ma from SADarre , stated parts came n 11/10/17 repa rs are comp ete, put 20 more m es on the veh c e per customer request for a tota of 25 m es, customer p cked up veh c e 11/11/17.

*

Status update prov ded v a ema to the fo ow ng ema address:

v ng2000@hotmail .com

Good afternoon,

*

Th s s Mon ca your case manager. I have been adv sed by the dea er that repa rs for your veh c e are comp ete. I w a ow t me for you to test dr ve the veh c e, and fo ow up n 2 3 bus ness days. Thank you for your pat ence.

End of Status Update

*

Ca ed customer (520) 990 9019 LVM to request return ca to CM w th an update on the veh c e's performance. Set fo ow up 11/27/17.

*

Status update prov ded v a ema to the fo ow ng ema address:

v ng2000@hotmail .com

Good morn ng,

Th s ema s to nform you that I have attempted to contact you v a phone and have been unsuccessful . P ease fee free to con act me f you requ re further ass stance. Your case w be c osed today f I have not

received a reply. My direct line is 214 583 2106. Thank You.
End of Status Update

Customer Assistance Inquiry Record (CAIR)#

32744299

VIN	2C4RC1DG2	HR529527	Open Date	10/31/2017	Built Date	06/16/2016
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
In Service Dt	06/21/2016	Mileage	1250	Dealer Zone	63	DALLAS
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	45478	GILLMAN CHRYSLER JEEP DODGE				
Dealer Address	10585 W SAM HOUSTON PKWY S					
Dealer City	HOUSTON			Dealer State	TX	Dealer Zip 77099
Owner	NGUYEN ,HEIN				Contact Type	CERTIFIED LETTER
Address	3121 BUFFALO SPEEDWAY APT 6401				Home Phone	(301) 728 9678
	HOUSTON TX77098 1856				Country	UNITED STATES

Corporate	Lemon Law	Default	Default	Default	
Dealer	By Pass	Default	Default	Default	
Product	Engine	Unknown	Other	Default	Sta ng

POSTMARK DATE: 102417; DATE RECEIVED: 103117

The owner submits a certified letter and not a notification card to FCA received on 10/31/2017. The customer is having issues with staging. An Acknowledgment letter will be sent to owner and this file will be forwarded to the bc for further review and handling.

POSTMARK DATE: 103117; DATE RECEIVED: 103117

Vehicle has qualified for Enhanced Customer Satisfaction (ECS) program. Refer to AnswerCONNECT for handling procedures.

Vehicles at the dealership: GILLMAN CHRYSLER JEEP DODGE (45478)
Update triggered by S42452Q

Vehicle was presented to Gillman Chrysler today with a DTC on the flight recorder for Cy #4 missing file. SMH6 processed vehicle REPURCHASE today_121917 Customer Retention Specialist reviewed above with J.Kershaw. AM entered package to replace vehicle on 1215. See car 32976561. CRS approved replacement package today.cco1

Customer Assistance Inquiry Record (CAIR)#

32752731

VIN	2C4RC1CGX	HR598838	Open Date	11/01/2017	Built Date	10/12/2016
Model Year	2017	Body	RUCL53	CHRYSLER PACIFICA LX WAGON		
In Service Dt	10/13/2016	Mileage	12000	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				

Dealer	23309	DARCARS CHRYSLER JEEP DODGE OF NEWCARROLLTON				
Dealer Address	8100 ANNAPOLIS ROAD					
Dealer City	NEW CARROLLTON	Dealer State	MD	Dealer Zip	20784	
Owner	WILLIAMS ,GENAL			Contact Type	TELEPHONE	
Address	3621 MINNESOTA AVE SE			Home Phone	 	
	WASHINGTON DC20019 7341			Country	UNITED STATES	

Product	Unknown	Unknown	Sta ng	Defau t	
Dea er	By Pass	Defau t	Defau t	Defau t	
Corporate	Survey	By Pass	Defau t	Defau t	Defau t

Customer contacted CAC n concerns of her brand new veh c e s havng ssues and has been havng ssues the Customer stated that her veh c e has been sta ng and a so jerk ng and hard enough for the Customer to get whe p f ash and her neck and head s hurt ng. The Customer stated that she s h gh y upset about her new veh c e and the veh c e has been at the dea ersh p and the prob em cannot be so ve the Customer stated that the prob em cannot be found.

Customer seek ng ass stance w th: Seek ng ass stance w th the CM mmed ate y.

[Insert Veh c e Concern]. S a ng and Jerk ng very hard when the Customer s dr vng.

Customer expect ng: To speak w th a CM regard ng the Customer veh c e.

[Insert Request].

Agent adv sed w esca ate to case manager.

Fo ow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone number: 301 366 4936

Ear est ca t me: Anyt me

Latest ca t me: Anyt me

Updates va text: N

Updates va ema : N

Veh c e ocat on: DARCARS CHRYSLER JEEP DODGE OF NEW 35 23309
301 459 6800

Date and T me of Appo ntment: Customer has veh c e.

Conf rmed appo ntment w th: SM was n a meet ng

Customer n ren a : N

Author zed by: N/A

Renta start date: N/A

customer was ca ng n she havng troub e w th her veh c e .

she wanted to f nd a bout her reca on her veh c e .

the customer s a so havng troub e w th her veh c e pu ng and sta ng

.

customer wou d ke to ta k to CAC for a Buy Back .

Agent Ca ed Customer care agent transferred the customer to Kathy .

Customer ca ed and stated she s havng ssues w th the veh c e jerk ng.

Agent adv sed customer of the open case and to esca ate the case she

wou d need to have the veh c e at the DLR or have an appo ntment for

d agnos s. Customer stated she w need a renta . Agent adv sed once the

veh c e s at the DLR to ca back and the case can be esca ated to CM

for review.

Customer was nformed that by mak ng th s request

they are NOT actua yf ng emon aw or anyre ated process.

The r case s be ng esca ated for a review of the veh c e's repa r

h story to determ ne f the r request mer ts further act on and that due

to the nature of the r request, t w requ re a ca back wh ch w

take

p ace w th n 1 2 bus ness days. The outcome of the review does

NOT determ ne Lemon Law e g b ty.

Preferred Morning/Midday callback number s 301 366 4936

Preferred Afternoon/Evening callback number s 301 366 4936

Who has possession of the vehicle? (Dealer)

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 23309 and spoke to Michael in service and SARo and wasn't available at the time of call and I left message with Michael to have SARo call me back.

Made initial call to the customer and informed her that I am her CMA and would like to know about her current vehicle situation. The customer stated that the DLR just called her to pick up the vehicle that it is repaired and she is hesitant to get it because she does not want the vehicle anymore. I informed the customer that I am awaiting a call back from SARo and would leave my name and number and call her back Tuesday. The customer stated that the vehicle had hesitation from the transmission and then bucking and jerking which caused an injury to her neck that she had to go to hospital for. The customer stated she is in a rental and I informed her the DLR would be asking for that back ASAP.

**Follow up with the customer and DLR on 11/14.

Called 23309 and spoke to SARo and he stated the customer picked up the vehicle and updated RO.

Called the customer and she stated she picked up the vehicle the day I asked her to and then she stated that she was in the hospital and that she would call me back tomorrow and she stated the vehicle still does same thing.

**Follow up with the customer on 11/20.

Called the customer and she stated that the battery voltage is on and the transmission still has the harsh shift. The customer stated that she would like the vehicle replaced and I informed her that the DLR did the repair and if there is a new concern then we need this vehicle to go into service. I stated to the customer that I can get the appointment set up and she stated that she is in the hospital still and because of the car the affect she has from the jerking sent her to the hospital. I informed the customer that I would call the DLR and find out what we can do about her sister dropping it off but the rental would be provided if possible and the customer stated that her sister would be taking it due to her not being able to drive for a couple weeks.

Called 23309 and SARo and stated that she can bring in the vehicle Monday and the customer wouldn't be able to drive for a couple weeks problem cannot be handled with the sister getting the rental and I would have to take that responsibility.

**Follow up with the customer and dealer on 11/22.

Called the customer and she was informed that the SM told SARo and to get the customer in a rental and they wouldn't provide one to this customer's sister while she had to stay in the hospital. The customer stated the way things are looking she should get out in a week or so but they don't have a credit card for a rental and she stated that she would go up to Darcars CJDR when she gets out and request test drive and she stated she has my number and she would call me to reopen case if it goes back for service.

Customer Assistance Inquiry Record (CAIR)#

32756635

VIN	2C4RC1DGX	HR722654	Open Date	11/02/2017	Built Date	03/15/2017
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
In Service Dt	03/15/2017	Mileage	621	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERC	3.6L V6 24V WT ENGINE UPG I W/ESS				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	44254	BOB CALDWELL CHRYSLER JEEP DODGE				
Dealer Address	1888 MORSE RD					
Dealer City	COLUMBUS			Dealer State	OH	Dealer Zip 43229
Owner	SAGLE ,ERIC				Contact Type	TELEPHONE
Address	997 ZODIAC AVE				Home Phone	(614) 301 5508
	GAHANNA OH43230 3830				Country	UNITED STATES

Product	Eng ne	Unknown	Defect ve	Defau t	Broke down at the s de of the road
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Br ef y summar z e why the customer s contact ng: Customer ca ng n as had mu t p e ssues w th the veh c e eased on 10/15/2017. The veh c e comp ete y broke down at the s de of the road and had to be towed. The ISD s w th n 90 days. The customer s adv s ng no nger fee s safe dr v ng th s veh c e.

Br ef y summar z e what the customer s expect ng: Veh c e ssues to be reso ved.

Agent Adv sed

S nce veh c e s w th n 90 days of ISD w be send ng th s ssue for review to a spec a st who w con act you back w th n 1 bus day to d scuss opt ons as per AC 23988. Customer d sconnected phone ca when on ho d because got phone ca from nsurance company that house had been broken nto (Er c). Ca ed back and spoke to Me ssa and nformed of phone ca back w th n 1 bus day.

** DLR Ca **

Spoke to SA Scar ett to get an update on the veh c e. SA Scar ett d d conf rm veh c e s at the DLR. Spoke to SA Rob and he adv sed SM Gen s the one dea ng w th th s and transferred for an update but got VM. Customer seek ng ass stance w th:

Veh c e Issues

Customer expect ng:

ass stance w th repa rs

Agent adv sed w esca ate to case manager.

Fo ow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone number: 614 746 6783

Ear est ca t me: Anyt me

Latest ca t me: Anyt me

Updates va text: N

Updates va ema :N

Veh c e ocat on: [Dea er]

Date and T me of Appo ntment: Been at DLR s nce October 27th

Conf rmed appo ntment w th: SA Scar ett

Customer n ren a : N

Author zed by: N/A

Renta start date: N/A

Reass gned to 86X

Reass gned to CM

Task response rece ved from Dea er 44254

Dea er Update:

Updated By: S73791Q Dea er Code: 44254 Date: 11/02/2017 11:55:54 AM

Veh c e s n the dea ersh p now. Serv ce has scanned and road tested 40 m es. The customer concern has not been dup cated. Customer s request ng a repurchase or trade of veh c e due to the concern.

****OUTBOUND DLR CONTACT***

BOB CALDWELL/ 5672048558

CM ca ed over to serv ce but was unab e to speak w th anyone.

There was no VM to eave a message.

Customer wou d ke a ca back from CM at 614 746 6783

Customer seeks a call back from his case manager

Agent transferred to ext 4718995

Customer called in seeking to speak with KM1096. CM tried to reach KM1096 but was unable. CM advised that a call back request will be documented and transferred customer to KM1096's voicemail.

CM received a Email from our SM that they have put on 61 Miles on the vehicle and have not been able to duplicate the concern, they replaced the fuel for the customer and will be reaching out back to them.

****OUTBOUND CUSTOMER CONTACT****

ERIC SAGLE /6143015508

CM called over to the customer and reached the r VM.

CM left a VM letting them know what we had found out from the dealer.

CM stated that we would like them to let us know if the same thing happens more often and we can get them into the dealer and set it up with them.

Customer's contact in regards to a VM left by CM.

Customer would like to be redirected

customer called to speak with CM

agent transferred

OUTBOUND CUSTOMER CONTACT

Melissa Sagle /6143015508

CM spoke with the customer today and let them know what we have found out from our Dealer.

Customer states they do not want to put the risks in the vehicle as it is unsafe.

Customer would like to buy back and wash the hands with it.

Customer would like the vehicle swapped.

Customer doesn't feel safe inside of the vehicle.

Customer states they will be taking it to Byers CDJR for a 2nd opinion.

CM stated that's something that can be done.

Customer insists they want to look into Lemon Law.

CM stated that we will send up the case and we will reach out to them if the case comes back.

OUTBOUND DLR CALL

Byers CDJR 614 228 5111

CM called over to DLR spoke with Bree in service who took down the customer information and let them know what's happening and that they will be bringing the vehicle into service soon, unsure when CM left the information if anything is needed.

***** Create Prep Sheet *****

Prep sheet was saved successfully.

Customer (@Esage) reached out on Social Media via pacificforums.com stating:

"Please add me to the list. My wife's vehicle became completely unresponsive while driving at a red light on October 27th. I have filed a complaint with the NHTSA and with Chrysler. The van has been at the dealership for 11 days and they have not been able to duplicate the issue. I have also not been able to directly contact the case manager with Chrysler. The dealership is now pressuring us to pick up the vehicle from the shop, but they haven't fixed anything."

Writer advised she would document concerns in case so CM was aware.

****INBOUND CUSTOMER CALL****

ERIC SAGLE 6143015508

CM spoke with the customer today as they were told they cannot find the issue.

CM explained that we stated it would be a good idea to have a fresh set of eyes on it.

CM stated that it's hard to find an issue that's intermittent.

Customer states that they feel this is a safety issue and it should not be safe/shutting down.

CM agrees and stated that we would like to have this resolved for them/

Customer stated that the GM suggested to him that they could possibly look into getting them in a different vehicle, same year same model maybe different color, customer would accept that.

GM had stated to him that he would be willing to do this but needs the okay from FCA to do this.

CM stated that we cannot look into that but will send an email to see if this is something that can be done.

****OUTBOUND CUSTOMER CONTACT****

MELISSA /6143015508

CM called customer let them know that we want to keep the vehicle there

if we are looking into further contact and would like a star case opened even if we don't have a diagnosis so we can make sure we are covering all bases.

****OUTBOUND DLR CONTACT****

SMG enn/ 6143015508

CM spoke with SM who agreed and will keep the vehicle in the bay they asked if they can test drive it as well.

CM stated that would be fine that we will be reaching out to our AM for further contact as well.

SMG en stated that the 7 days for loaner are up to 13, CM stated if we incur any additional rental days we will cover that here at CAC.

SM understands and will open a star case for us as well.

11/8/2017 Please contact the customer and dealer review concern and handle on merits. GPJ

****OUTBOUND Customer & DLR CONTACT****

Message and Bob Caldwell

CM called over to the customer and over to the DLR CM spoke to the customer and let them know that we have sent up the case to be reviewed, Customer understood and CM left a message for our SM that we have sent the email to our contact as well.

Briefly summarize why the customer is contacting Chrysler: customer called in regards to speaking with the case manager, agent transferred accordingly

Briefly summarize what the customer is expecting: assistance with transference to case manager

Customer called in seeking to speak with CM KM1096. Customer stated that he wanted to leave a note for the CM to advise him to contact him directly at 614 746 6783 as the number on file for his wife. Customer seeking call back.

*****INBOUND CUSTOMER CONTACT*****

Eric Sage 614 746 6783

Customer called in to get information on the escalation of his case. He said an agent told his wife that his case is being escalated to an AM and he wanted the AM's contact information. Writer was unable to provide information other than AM's first name (Kye). He was made aware that he will be receiving a call back either sometime today or tomorrow from the AM. He wanted to take his vehicle to another DLR and writer advised him to stay where he's at and discuss any further concerns with the AM when he calls.

Customer is calling to reach case manager (Kye) Agent advised customer that will call within 1 business day

Customer reached out on Social Media via pacificaforums.com stating:

"To add to my saga, I have not heard from an area manager yet today, and am guessing at this point I won't. However, the general manager of the dealership did call me and said that absolutely no one at Chrysler has reached out to him regarding switching us into another vehicle. He said he would be more than happy to do that the second the authorization came from Chrysler. He has made multiple attempts to contact Chrysler himself about my case and is getting the same run around that I am.

Here is an edited version of an email I sent to my original case manager this morning since I have no way of contacting the person my case was escalated to:

[Case Manager],

I just spoke with the general manager of [dealership], [gm's name], and he informed me that he has not been contacted by anyone from Chrysler regarding our vehicle. He said no one has discussed the potential of Chrysler authorizing him to switch us into a new vehicle as you discussed with [my wife] Tuesday evening. Again, [my wife] was told that we would be in a comparable new car by the end of the week and it's now Thursday and absolutely nothing has happened. She wasn't told that this was a possibility of something that might happen, she was told this would happen and was just a matter of time to get the deal finalized. This was the only reason that we agreed not to transfer the vehicle to [other dealership] on Tuesday evening. Why was this brought up when the dealership's principal has no knowledge of this? I feel like we are constantly being lied to and manipulated, and no one is being forthcoming about what is actually going on to happen to resolve this situation.

No one from Chryser has attempted to reach out to me today either.
[General Manager of dealership] to tell me that he is available during his

business trip for someone to reach out to him and he would gladly put us
in a new vehicle the second he receives the authorization from Chryser,
but again no one has reached out to him at all. If the area manager does
not reach out to me today, I would like for our vehicle to go to [other
dealership] as was the original plan on Tuesday. Since nothing has yet
been fixed on the vehicle, I would like for it to be towed to [other
dealership] rather than [my wife] or I be forced to drive it there. I am
trying to be as patient and understanding as I possibly can, but this is
now day 13 of my wife driving a rental car that is not as nice as the car
we purchased. I understand that things take time and people are on
vacation and so forth, but I cannot even begin to express how much of an
extreme inconvenience this is for my family to have to deal with. We have
a constant hassle everyday of continuously being told that there will be
a solution or that someone will contact us and then the plan changes and
we go back through everything all over again. I realize that you are no
longer my official contact person, but I have no way of getting in
contact with anyone else. I feel like I am getting absolutely nowhere
with anybody and we are stuck with a vehicle that broke down with a
catastrophic failure that could have easily caused injury or death less
than two weeks after purchase. I don't know at this point who else I can
reach out to since I keep getting promises that someone will call me, but
I really need someone to step up to the plate here and go to bat for me
and my family. I am not asking Chryser to do something impossible. I am
just asking Chryser to do what is right.

Sincerely,

[Me]"

Filing for AMKye Crepeau. Spoke to dealer GM and SM. GM not
willing to participate on trade certificate. SM confirms that no codes
are present and that 90+ miles of test driving has not duplicated concern.
Spoke to customer - customer does not want vehicle without repairs made.
Suggested that he stay in loaner until Monday/Tuesday so that we can come
up with game plan. JDG

~

Gen had called from the dealership and had wanted to speak with KM1096.
Transferred the customer over to ext. 4718995.

SD Gen called in looking for an update, as they are getting up there on
loaner days and close to the 30 day.

CM stated that this is no longer in the CM hands, CM stated to our SD the
update from our AM and SD understood thanking the CM today.

Customer reached out on Social Media via pacificforums.com stating:

"I received a call from the substitute area manager on Friday. He
informed me that the area manager would give me a call on Monday. I am
still waiting for this call. The dealer has now informed me that I must
pick up our van and return the loaner by tomorrow. This is not what was
agreed upon and is completely unacceptable. Can you please help?"

Writer emailing CRM

*****INBOUND CUSTOMER CONTACT*****

ERIC SAGLE 614 746 6783

Agent received a call from the customer. He stated he was looking for
an update on his case as he was being told by the dealership that he
needs to pick up the vehicle. Customer stated that he has had the vehicle
into the dealership for around 16 days now and was promised different
things for the vehicle. He stated he was told he would get a call from
the Area Manager Kye but did not get any phone call. He also stated he
was told he would be getting a new vehicle same model and year just a
different color. He also stated that he was a so promise his first months
payment for the vehicle would be covered as well. Agent advised that they
will leave note on the case so he will receive a call back on the case.
Customer asked that the note on the case include what was going on in the
case. Agent advised that they will document the call and leave a call
back number. Customer seeking call back at 614 746 6783.

Customer reached out on Social Media via pacificforums.com stating:

"I could use some help again since I have no way of contacting the area
manager. I was supposed to receive a call today to let me know what I am
supposed to do regarding my van and the loaner car. As far as I know the
dealership is expecting the loaner car back today, but yesterday the area

manager said not to do anything until I heard back from him. I have attempted to call the dealership and was not able to get a hold of anybody to see if they had any updates. I'm not sure what I'm supposed to do at this point. This seems to be becoming a pattern everyday of me scrambling to find a way to contact someone to figure out what I'm supposed to do and I'm not sure Chrysler and the dealership are on the same page at this point."

Customer reached out on Social Media via pacificforums.com stating: "I just received a call from the area manager and he said we needed to return the rental vehicle and pick up our van today. He said he felt comfortable with putting us back in our car and that as of right now the vehicle is operating as designed and there is nothing else they can do. I told him I was glad he felt comfortable putting my family's safety in jeopardy. I am so beyond angry at this point I quite honestly don't even know how to react. I am so told him he is completely disregarding everything that was told to us by the previous case manager. He said he reviewed the phone records and can't find anything to support my claims. Apparently he only had one phone call between me and the case manager and not the calls between my wife and the case manager. He said he would do more research and call me back. I told him that if he can provide me a written statement testifying that my vehicle will never experience the same problem again that I would be happy to pick it up. He said he wasn't going to do that. I have tried to be as nice and patient and understanding as possible up to this point, but I'm pretty sure my entire office heard me yelling into the phone at this guy. I asked if there was someone higher than him to escalate the case to and he told me no. Apparently, I need to dig my heels in deeper at this point."

"Is there anyone else that can help me out with this case? Is there a way to escalate this above the area manager? I really need some help. I don't think being told to pick up my van, and that it is perfectly safe to drive is an acceptable resolution. This vehicle has experienced a total systems failure and my wife or others could have been killed or seriously injured if this failure happened under different circumstances. I am begging to feel that Chrysler does not care about the well-being and safety of my family and others. I am truly fearful of what may happen if the van experiences a shutdown again. Please help!"

PDC is being replaced per review with TA regarding this concern. Parts are ordered, test will be done once completed. Customer will then be contacted for issue resolution. KC682

Customer reached out on Social Media via pacificforums.com stating: "The dealership just called me and said the vehicle has been repaired per my discussions with the area manager yesterday. I am currently scheduled to pick the vehicle up on Tuesday after I return from being out of town for a funeral. Could you please let my area manager know that I am still expecting a callback regarding other matters per our phone calls?"

Writer advised she would document request in case.

Customer reached out on Social Media via pacificforums.com stating:

'@ChryslerCares, I am still waiting for a call. Is there some way I can contact someone without waiting days for someone to call me?"

Briefly summarize why the customer is contacting Chrysler: customer is calling in because they are wanting to speak with the area manager.

Customer states that he has been waiting for a most a week for a contact back. Agent advised that the case is under the area manager's name. Agent advised that we can document the case for a contact request. Customer states that it is very important that he is contacted back as soon as possible.

Briefly summarize what the customer is expecting: area manager

Customer reached out on Social Media via pacificforums.com stating:

"@ChryslerCares I still have not received a call as of this morning. I have called the case manager line and they say they have no way of getting a hold of the area manager as well and that they can do's put an alert on my case number to have someone call me. How can it be that the only Chrysler representative that customers can contact have no way of reaching out to the area managers? I need a call today please."

After speaking with the customer 11/22 he did not seem satisfied with the

PDC replacement as the likely cause of the one time situation the customer came to the dealer with. Vehicle operating as designed. Will contact week of 11/27 as courtesy to discuss further (regarding

"Buyback") however I do not feel it is merited at this time. KC682

Followed up with customer and have agreed vehicle's operating as designed. Will be submitting for two payments to compensate for time down in shop awaiting testing. KC682

Customer Assistance Inquiry Record (CAIR)#

32767404

VIN	2C4RC1GG3	HR623704	Open Date	11/03/2017	Built Date	10/31/2016
Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON		
In Service Dt	11/01/2016	Mileage	10000	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	56904	SOUTH DADE DODGE				
Dealer Address	16501 SOUTH DIXIE HIGHWAY					
Dealer City	MAMI			Dealer State	FL	Dealer Zip 33157
Owner	PRIMOLI ,DAREN J				Contact Type	TELEPHONE
Address	2259 TEQUESTALN				Home Phone	

Product Electr ca Unknown Other Defau t

Br ef y summar z e why the customer s contact ng Chrys er I?m ca ng
about my veh c e, same prob em I have had three t mes not, I am just
eavng the dr
10000

The wndsh e d w per goes on the pass w ndow goes down,
The dr can?t dup cate the prob em; they are gett ng error messages
stat ng t?s ectr ca
I?m go ng to get a ren a now I don?t fee safe n th s veh c e at a .
T54

SECOND ROW SEAT BELT BUCKLE SAFETY 10/24/2017 INCOMPLETE :
INCOMPLETE

BUT REPAIR PARTS ARE AVAILABLE.

contact ng d r ta ked to SAAn ta

He brought t n Monday, we had t for a day we put 249 m es on t and
we cou d not dup cate the concern

He p cked up the veh c e and after 19 m es the veh c e shut off. We
current y have the veh c e back n the shop. We are open ng a case w th
STAR

The customer wants to get out of the veh c e now.

We are putt ng h m n 5 day ren a to dr ve h s veh c e and try and get
th s to concern to happen. We are go ng to try to dup cate the prob em,
as we th nk t may be when a phone s p ugged n

Customer

Br ef y summar z e what the customer s expect ng:

Esca at on of case

Customer seek ng ass stance w th:

Concerns w th ectr ca that cannot be dup cated

Customer expect ng:

E ther to get the veh c e repa red for good, or out of h s veh c e

Agent advsed w esca ate to case manager.

Fo ow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone number: 9522102485

a e ca me 8am

Latest ca t me: 8pm

Updates va text: N

Updates va ema : N

Veh c e ocat on: Dea er

Date and T me of Appo ntment: veh c e s current y w th dea er

Conf rmed appo ntment w th: SAAn ta DADELAND 305 278 9994

Customer n ren a : Y

Author zed by: Dea er

Renta start date: 11/03/17

Customer seek ng ass stance w th:

ectr ca ssues w th n veh c e. When dr vng, random y: wndsh e d
w pers turn on, passengers w ndow ro s down, dash ghts um nate,
customer gets a sorts of messages on dash, and whether dr vng on
h ghway or res dent a streets, veh c e just shuts off. Dea er not ab e
to dup cate s tuat on, dea er s ates veh c e appears to be work ng f ne.
Customer took veh c e and t happened aga n, so customer had veh c e

towed back to dealer. SA: Chris told customer there are multiple electronic errors showing with the vehicle. Customer states he has a baby grand and the vehicle is not safe, customer no longer wants vehicle.

Customer expecting:

Customer wants to purchase another vehicle, dealer asking for 20,000 for same vehicle. Customer has only had vehicle 6/7 months, and stating this is unfair.

Agent advised we escalated to case manager.

Follow up will occur within 1 business day by COB customer time.

Preferred phone number: (952) 210 2485

Earliest call time: ANYTIME

Latest call time: ANYTIME

Updates via text: Y: (952) 210 2485

Updates via email: Y: daren@tropcafoods.com

Vehicle location: Dealer: 56904/Dade and DCJ

Date and Time of Appointment: at dealer now

Confirmed appointment with: SA: Chris

Customer present: Y

Authorized by: SM: Anita

Rental start date: 10/30/17 11/03/17, 2nd rental: TODAY

Status update provided via email to the following email address:

daren@tropcafoods.com

CAIR #: 32767404

Please allow 24 hours for your Case Manager to reach out and address your vehicle's concerns. After 24 hours, you may call to request an status update.

Thank you

End of Status Update

***** Create Prep Sheet *****

Prep sheet was saved successfully.

Called DLR for Anita, receptionist was not picking up phone twice.

Status update provided via email to the following email address:

daren@tropcafoods.com

Hello, my name is Elena and I have been assigned as your Case Manager.

This email is confirmation that your case, 32767404 was successfully

escalated to me. After I review the details of your case, I will be

calling

you at your preferred number, 9522102485.

My office hours are from 8:00 AM to 4:30 PM (Eastern Time zone).

My contact information is 844 378 0573 Ext. 81484.

If your preferred telephone number mentioned above isn't correct,

please reply with the correction.

End of Status Update

Called customer, he is at the DLR now and stated that it has happened about 8 times and that he is concerned regarding the safety of the vehicle. Customer was about to speak with SM at DLR, customer wants agent to contact customer tomorrow so he may provide more updates, customer also confirmed that this is a repeat issue and that the DLR thinks they've fixed it but does not want to have case closed till he is for sure. Customer also confirmed that he is currently in rental. Will call customer tomorrow.

Tried to call customer but did not pick up and due to mailbox being full agent could not leave voicemail.

Status update provided via email to the following email address:

daren@tropcafoods.com

Hello Mr. Promot, this is Elena. I tried to give you a call recently but could not leave you a voicemail. Please feel free to email or call me regarding what happened with the dealer. Thank you.

End of Status Update

Called DLR, stated that the customer did pick up the vehicle yesterday because the repairs were done.

Called customer, left voicemail.

Closing case.

Briefly summarize why the customer is contacting Chrysler: Customer inquired about recalls on vehicle

Briefly summarize what the customer is expecting: Vehicle to be fixed

Is the customer experiencing any issues: None at this time.

Agent transferred customer to DADELAND DODGE CHRYSLER JEEP 56904 and

spoke to Da sywho ass sted customer.

Customer Assistance Inquiry Record (CAIR)#

32767572

VIN	2C4RC1BG8	HR752366	Open Date	11/03/2017	Built Date	04/18/2017
Model Year	2017	Body	RUC53	CHRYSLER PACIFICA TOURING L WAGON		
In Service Dt	04/19/2017	Mileage	1861	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERC	3.6L V6 24V WT ENGINE UPG I W/ESS				
Transmission	DFH	9 SPD 948TE FWD AUTO 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	WIESENFELD JASON P				Contact Type	TELEPHONE	
Address	235 S HIBISCUS DR				Home Phone	(305) 496 7453	
	MIAMI BEACH FL33139 5176				Country	UNITED STATES	

Corporate	Veh c e Down	Customer Reported	Other	Default	customer states veh c e s unsafe
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CUSTOMER STATES VEHICLE IS AT DEALERSHIP, UNSAFE TO DRIVE
 ,DEALER CALLED

HER AND STATES THEY DID NOTHING TO FIX THE SHAKING PROBLEM BUT
 TO COME

GET VEHICLE BUT IS NOT SAFE TO DRIVE

DEALER IS ;AVENTURA CHRYSLER IN N. MIAMI

305 493 3500

DEALER TECH SPOKE WITH OUR TECH CENTER EARLIER TODAY
 PROBLEM UNRESOLVED

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to

resolve this customer's concern(s). If needed, seek assistance from your
 District Manager, Business Center or STAR.

The unresolved concern is [describe concern]

Act on requested: [Describe what actions needed]

Please update this CAIR with resolution.

Customer called stating that her vehicle vibrates and shakes while
 driving. Customer dropped the vehicle off last Monday, Customer received
 a call Friday to come pick up her vehicle. Customer states the dealer
 said they were to be by FCA to put the vehicle back together and get it
 to the customer.

CUSTOMER SEEKS... assistance in having her vehicle repaired.

Agent contacted the Dealer Code 60539, Agent was unable to speak with a
 SA

Customer seeking assistance with:

having vehicle repaired.

Customer expecting:

assistance.

Agent advised waitress to case manager.

Follow up will occur within 1 business day by COB customer time.

Preferred phone number: 305 496 7453

Earliest call time: after 10:30am

Latest call time: anytime

Updates via text: Y 305 496 7453

Updates via email: N

Vehicle location: Dealer

Date and Time of Appointment: 10/30/2017.

Confirmed appointment with: Dealer Code 60539

Customer's name: N

Authorized by:

Rental start date: [Date]

Agent contacting customer, customer advised that the dealer had advised
 her to call regarding her vehicle because they told her it was unsafe
 to drive and the issue has not been fixed.

Agent contacted dealer to try and speak to Sally, But received no
 response, Left AVM

Agent contacting customer, in regards to dealer ship. I have contacted SA

Lily but have gotten no response so I left AVM. Advised customer that
 once I receive an update on her vehicle I will give her a call back.

Dea ersh p advsed that the veh c e s st havng the same ssue even though they have dr ven t to the f po nt of 12 . SAL yd d advse customer to go ahead and ca n to see further opt ons regard ng the case because as star sa d as she cont nues to dr ve t , t gets better. Agent w contact customer.

Agent con act ng customer, n regards to retr ev ng veh c e. Agent advsed customer aga n that they are sayng the veh c e just needs to be dr ven out and the shak ng w mprove, customer then sa d so she has to sue Chrys er to go ahead and get a new veh c e from Chrys er. Agent advsed that what ever she dec des to do s of her cho ce, as far as the veh c e repa rs go they are sayng that as she cont nues to dr ve the veh c e t w get better, customer ns sted on speak ng to another department n Chrys er about the repa r so ut on agent advsed that the repa r so ut on came from Our company, customer then asked f agent had a supervsor . Agent re eased a cough and sa d yes m ke. Customer m stook the cough for a augh and responded by sayng ok and you're augh ng then d sconnected the ca . Agent w be c os ng out case as they have a ready ooked nto her veh c e and customer has d sconnected ca .

Customer Assistance Inquiry Record (CAIR)#

32806357

VIN	2C4RC1DGX	HR744217	Open Date	11/09/2017	Built Date	03/30/2017
Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON		
In Service Dt	03/30/2017	Mileage	665	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERC	3.6L V6 24V WT ENGINE UPG I W/ESS				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	45373	QUIRK CHRYSLER DODGE JEEP OF BELFAST				
Dealer Address	244 MAIN ST					
Dealer City	BELFAST			Dealer State	ME	Dealer Zip 04915
Owner	GALLANT ,CINDY				Contact Type	TELEPHONE
Address	15 SAVAGE RD				Home Phone	(207) 323 6275
	SEARSPORT ME04974 3562				Country	UNITED STATES

Referra	Esca at on	Defau t	Defau t	Defau t	customer wants car bought back
---------	------------	---------	---------	---------	--------------------------------

Customer seek ng ass stance w th: tm1636

[Insert Veh c e Concern].

Customer expect ng: customer wants her car bought back stat ng t stopped start ng and the dea ersh p now has t & te ng customer theres noth ng they can do to f x t an dwou d ke to speak to an manager. or supervisor.

[Insert Request].

Agent adv sed w esca ate to case manager.

Fo ow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone number:

Ear est ca t me:

Latest ca t me:

Updates v a text: Y/N [Mob e number]

Updates v a ema : Y/N [Ema address]

Veh c e ocat on: [Customer/Dea er/IRF]

Date and T me of Appo ntment: [Insert Date and T me].

Conf rmed appo ntment w th: [Dea er and Dea er Contact]

Customer n ren a : Y/N

Author zed by:

Renta start date: [Date]

Customer seek ng to suggest

Customer has owned veh c e for about 20 days, and has on y had possess on of veh c e for 7 days. Veh c e s n/out shop, and st has unknown prob em that causes veh c e to constant y and cont nuous y break down.

Customer s request ng mmed ate attent on w th repa rs and ongo ng concerns w th veh c e. SA: Denn s H from dea er: 26677/Qu rk CJDRF contacted for status update on customers case, agent re opened and ass sted w th esca at on. Customers veh c e s at dea ers 2nd ocat on 45373 awa t ng d agnos s and next steps.

Agent adv sed:

w proper yesca ate case. Customer has been wa t ng for a ca back for further ass stance, but case was not proper y hand ed.

Reass gned to CMper nes 28 29. DLR code 32 45373 QUIRK CHRYSLER DODGE

JEEP OF BELFAST.

Customer states that veh c e s now at Qu rk CDJ (45373) w th the same ssue customer s seek ng Lemon Law.

Customer s afra d of car does not want anyth ng to do w th veh c e. She w not ever buy another Pac f ca. She oved the veh c e when she rst bought t unt t comp ete yd ed and she ost a contro of veh c e, no breaks, no steer ng.

Customer states that she has had no one contact her when she opened CAIR on the 9th of November.

She wou d ke to hear for someone about next step.

CMneeds to ta k to Arthur Brassbr dge SMof Qu rk CDJ (45373)

207 930 1043

customer ca ed n seek ng nfo on the f e, ts at the d r aga n for the same concerns at QUIRK CHRYSLER DODGE JEEP OF BELFAST.

customer seek ng ca back ASAP

Dealer Art called and ask for CMTanner 4719725, Writer transfer the call.

****OUTBOUND DEALERSHIP CONTACT****

Arthur Brassbridge 45373

103 communication codes. Put 64 miles on vehicle no issues.

Did tests from STAR.

Customer got it back for 9 miles. Now vehicle has 23 codes.

DLR has permission to drive it to duplicate concern.

Been in dealer end of last week. Towed in.

Advised to follow up Tomorrow.

****OUTBOUND CUSTOMER CONTACT****

CINDY GALLANT 2073236275

Customer states Chrysler does not stand behind our vehicles. Customer states by law she has the right to deny a vehicle if there are issues.

CM advised we do not have training in Legal Aspects.

Customer would like Chrysler to Take this unsafe car off the road.

Customer advised CRM contact her in a few days in regards to the vehicle being bought back.

Customer is very frustrated that Chrysler is basing customer to deal with the vehicle until 3 issues happen.

Customer states she could do it going down a very steep road in NH.

States Maine is very tough to live in without a vehicle.

customer says she has been in contact with attorney general with the state of Maine for consumer protection and will call back tomorrow with an update or to see if there are any updates

Customer reached out on social regarding Pacifi.ca's concern and buyback.

Please reference message below/

"Thank you for responding, I have been in touch with your customer care dept. this is the second case opened for the same issue. You can reach me at 207 323 6275. The dealership I purchased from said it wasn't the problem, it was between the lender and myself. I had only owned the Van 10 days when all the warning lights went off and it lost breaks and steering. It was towed to the nearest Quirk dealership. The following day we were leaving for a trip to the mountains, thank God it happened 20 minutes from home and not when I was going over mountain roads. They returned it to me a week later and admitted they couldn't find out why it happened. I was 10 minutes down the road when it happened again. Since no one is willing to take it back, I consulted a lawyer, he said it's more cost effective for you to payout claims then deal with a recall.

Attorney General wants to send me a lemon law packet. I just want Chrysler to take it back. I loved that Van, now I'm scared to death of it. Meanwhile I need to move on and find a safe vehicle. I purchased NEW for reliable transportation. Reliable and safe are pretty basic expectations, it's neither. The last thing I thought when I left the dealership with a brand new van is that it would be non returnable in case of defect. Please do the right thing and take this back."

Writer advised customer according to the case, he was supposed to call and update agent and continue working agent as she is in the best position to assist.

****OUTBOUND DEALERSHIP CONTACT****

45373 QUIRK CHRYSLER DODGE 207 338 1300

Writer contacted DLR to find out if they have been able to duplicate the customer's concerns. Writer spoke with SATM who advised that the technician had taken the vehicle on a roadtest last night and had been able to get the concerns to duplicate and there are now 43 stored codes for the concerns. SA advised that the technician is currently going through the codes.

****OUTBOUND CUSTOMER CONTACT****

CINDY GALLANT 207 323 6275

Writer reached out to the customer to advise the customer of the updates provided by the DLR. Customer advised that she had reached out to her lawyer who had then told her to reach out to the attorney general who provided her with a lemon law package. Customer states that she wants to know what is going to be done as she feels she deserves a refund. Writer advised the customer that we will not be refunding her for the purchase of her vehicle and will be working with the DLR so that the vehicle is fixed as per the terms of the factory warranty. Customer states that she

fee s the DLR shou d have swapped out the veh c e and be eves that s
someth ng that shou d be ooked nto. Wr ter adv sed that we w not be
forc ng the DLR to swap out her veh c e as she does not meet her states
emon aws, wr ter aga n adv sed that we w be work ng w th them to
have the veh c e repa red and once repa red we can ook nto poss b e
compensat on for the concerns. Customer d sconnected.

****OUTBOUND DEALERSHIP CONTACT****

45373 QUIRK CHRYSLER DODGE 207 338 1300

SA Casey stated that the serv ce manager has been dea ng w th t
d rect y. SA Casey stated the customer d d stop n and they to d her they
have dr ve t me on the veh c e. SA Casey s ated he w et SD Darren and
SM Art know that CM ca ed.

***** Create Prep Sheet *****

Prep sheet was saved successfu y.

Status update prov ded v a ema to the fo ow ng ema address:

mktf nds@yahoo.com

My name s Teena and I have been ass gned as your Case Manager. Here s
some nformat on that w be he pfu for you to have:

Your case number s 32806357

The Chrys er Case Management te ephone number s: 1 844 827 2006

My d rect extens on: 4717176

My work hours are My hours are 9:00am 5:30pm Eastern Standard T me
Monday Fr day.

I w contact you w th n one bus ness day of your appo ntment by
te ephone to rev ew your case w th you.

P ease don't hes tate to make contact f you have any quest ons or
concerns. Thank you for your pat ence and co operat on!

End of Status Update

****OUTBOUND CUSTOMER CONTACT****

CINDY GALLANT 207 323 6275

Customer stated that QS21 to d her that we cou d not buy the veh c e
back. Customer stated that QS21 to d her that they w not rep ace the
veh c e back. Customer stated that accord ng to the Ma ne emon aw that
t just has to be a safety ssue before they w buy the veh c e. back.

CM nformed customer that she s wa t ng for SD Darren to ca back n
regards to the veh c e. CM nformed customer once she ta ks to h m they
w work together to f gure out how to he p the customer out best. CM
nformed customer of her ca back and ext.

****OUTBOUND DEALERSHIP CONTACT****

45373 QUIRK CHRYSLER DODGE 207 338 1300

SAT m s ated that the techn c an stated there s 40 codes are stored
codes and no commun cat on codes. SAT m stated he w ook nto the
s tuat on and et the CM know what they are do ng for the customer.

Status update prov ded v a ema to the fo ow ng ema address:

mktf nds@yahoo.com

H

I am just wa t ng for an update from the dea er n regards to your
veh c e, as soon as I have one I w g ve you a ca . Thank you for your
pat ence n the s tuat on.

End of Status Update

In Service Date: 10/26/2017

Org na Owner: yes

M eage: 665

Veh c e purchase 1 new

Mu t p e Repa rs/ Previous re ated repa rs: no

MVP p ans: no

Beg n Customer Message reviewed:

Serv ce pp are wa t ng for head Chrys er techs to te them what to do.

The head tech don't no what to do e ther. Th s n acceptab e

End of Reviewed Customer message

****OUTBOUND DEALERSHIP CONTACT****

45373 QUIRK CHRYSLER DODGE 207 338 1300

SAT m s ated that they are tryng to p n po nt the ssue. SAT m s ated
that the techn c an had put 200 m es on the van after they greased and
reattached a the connectors. SAT m stated they have not been ab e to
dup cate s nce then. SAT m stated he s not sure f he shou d re ease

t back to the customer or if they should wait. SMARt comes back from holidays. CM informed SATm that she can not say what he should do. CM informed SATm to give SMARt a call and see what he suggests and then let her know.

****VOICEMAIL****

SATm stated that they want to give the vehicle more time to diagnose it. SATm stated they will reach out to the customer in regards to that. Sent on November 22 at 1:40pm

****OUTBOUND CUSTOMER CONTACT****

CINDY GALLANT 207 323 6275

CM left voicemail with customer informing her we wanted to look further into the situation with her vehicle so we can release it back to her with no more concerns.

Cindy phoned in very upset, wanting to speak to CM Teena

Cindy expects results made

Cindy asked that I document that she is frustrated with a lot of our employees

Agent tried reaching CM Teena but was unsuccessful, wouldn't let me transfer customer in to leave a VM

Customer would like a call back from CM

****OUTBOUND CUSTOMER CONTACT****

CINDY GALLANT 207 323 6275

Customer stated that she is not happy with the van. Customer stated that she can not see where the dealer has put on 200 miles on the vehicle when every time she drives by it is sitting outside. Customer stated that she knows of the rule under Lemon law that it is 15 cumulative days down. Customer stated that she has crossed three lanes on a busy highway when the vehicle shut down. Customer stated that nobody wants to ride with her in that vehicle. Customer stated that she wants Lemon law for the vehicle. Customer stated that everyone is a disappointment to her.

Customer stated that this is not the first time it was towed into the dealer but the third time. CM informed customer that the dealer has done everything that STAR wanted them to do and they have not been able to duplicate this issue. CM informed customer that SMARt does not want the vehicle released yet to the customer that we know for sure that it will not do that again. CM looked on the front page and on your account regarding roads de. CM looked and see there are two STAR cases in the month of November for the same issue. CM stated she will look into this further to see what we can do and would call her back on Friday.

****OUTBOUND DEALERSHIP CONTACT****

QUIRK CHRYSLER JEEP DODGE RAM FIAT 26677 207 945 9458

SA Adam stated they had it in for a state inspection on 10/26/2017

****OUTBOUND CUSTOMER CONTACT****

CINDY GALLANT 207 323 6275

Customer stated that she did not want arbitration number until after she talks to SMARt. Customer stated that she feels that Chrysler should take the vehicle back or trade it in on another vehicle. Customer stated that even the dealer has admitted to her that they don't know why her vehicle does what it does. CM contacted customer to say that due to her wanting Lemon law that she still does not fall into the rules for it. CM was going to give her Answer ID 18702 for arbitration, but customer stated no and wanted to talk to SMARt on Monday. CM informed customer she would talk to SMARt in regards to the vehicle and see what he states. CM sent an email to SWAT in regards to the customer vehicle.

SWAT suggested a flight recorder if they are unable to diagnose it

****OUTBOUND DEALERSHIP CONTACT****

45373 QUIRK CHRYSLER DODGE 207 338 1300

SMARt stated that they just spoke to the AM and the Field service engineer and they are looking into replacing the vehicle for her. SMARt stated that they hope to have the decision by the end of day tomorrow.

****OUTBOUND CUSTOMER CONTACT****

CINDY GALLANT 207 323 6275

CM informed customer that in a few days we should know if they AM is going to trade her vehicle out for another one. CM informed customer once they have the trade out in process she will be closing her case. CM then informed customer to call back once she has a new Chrysler vehicle we will then put an exchange package on it for her if there is not one added on by the dealer.

****OUTBOUND DEALERSHIP CONTACT****

45373 QUIRK CHRYSLER DODGE 207 338 1300

SMARt stated that the AMs had go for it and trade her out of the vehicle. SMARt stated they are waiting for all the paper work to get into place and they will contact the customer when it is all ready so she can go in and pick out another vehicle.

****OUTBOUND CUSTOMER CONTACT****

CINDY GALLANT 207 323 6275

CM contacted customer and informed her that they are waiting for the paper work to come into place and SMARt will call her in regards to trading her vehicle in. CM informed customer that she will close the case and when she gets her new Chrysler vehicle to call in so we can see what can do to for her new vehicle in regards to how much mechanical issues this vehicle has had.

I am sending you this email regarding the closure of your Case with FCA Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is: 32806357

The FCA Case Management telephone number is: 1 844 827 2006

My direct extension is: 4717176

Thank you for allowing FIAT Chrysler Automobiles Customer Care the opportunity to address your concern and we hope we were able to resolve your concern to your satisfaction. We wanted to let you know that we attempt to conduct a satisfaction survey upon the closure of a Case; therefore, you could potentially receive an email or telephone survey.

We'd ask that you take the time to complete the survey so we can know how we're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer. It has been a pleasure working with you, and the best.

Customer Assistance Inquiry Record (CAIR)#
32810592

VIN	2C4RC1EG4	HR669187	Open Date	11/09/2017	Built Date	12/23/2016
Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON		
In Service Dt	01/09/2017	Mileage	2400	Dealer Zone	74	DENVER
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERF	3.6L V6 24V WT ENGINE				
Transmission	DFH	9 SPD 948TE FWD AUTO TRANS				
Dealer	45099	LITHIA DODGE OF BILLINGS				
Dealer Address	2229 KING AVENUE WEST					
Dealer City	BILLINGS	Dealer State	MT	Dealer Zip	59102	
Owner	SPOTTEDELK ,LANE				Contact Type	TELEPHONE
Address	518 CHEYENNE WOMAN CIRCLE				Home Phone	
APT 211A	LAME DEER MT59043				Country	UNITED STATES

Product	Unknown	Unknown	Sta ng	Defau t
Dea er	By Pass	Defau t	Defau t	Defau t

~~~Refer to case 32461461~~~

Customer wanted a ca back and n fact s not con act ng awyers.

Adv sor nformed customer want wr ter doesn't make dec s ons and can just res gn case.

Customer wou d ke to ook nto buyback

Customer was nformed that bymak ng th s request they are NOT actua yf ng emon aw or anyre ated process.

The r case s be ng esca ated for a review of the veh c e's repa r h story to determ ne f the r request mer ts further act on and that due to the nature of the r request, t w requ re a ca back wh ch w take

p ace w th n 12 bus ness days. The outcome of the review does NOT determ ne Lemon Law e g b ty.

Preferred Morn ng/Mddayca back number s 4067402713

Preferred Afternoon/Even ng ca back number s 4067402713

Who has possess on of the veh c e? (Owner)

Reass gned to 91L

>>> Anew CAIR and I2R case were opened to further ass st customer. Prev ous CAIR was 32386560.

\

Mon ca w th I2R Customer Reso ut on Team s respons b e for th s CAIR.

The customer may contact Mon ca d rect y at (214) 583 2106,

Monday? Fr day, 8:30 AM?5:00 PM CST. Thank you.

/

Attempted n ta ca for reopen (406) 740 2713 Ca ed customer. LVM stat ng that th s case has been esca ated to me for spec a hand ng and I wou d ke to ass st. If exper enc ng veh c e concerns con act dea er to schedu e a serv ce appo ntment and ca CMback w th the deta s. Prov ded my number and off ce hours request ng a ca back and adv sed I wou d fo ow up aga n.

\*

Ca ed customer to nqu re f veh c e s current y n serv ce. Per customer veh c e s parked, veh c e sta s and w not go n to park, does not have conf dence n the dea er repa r ng the veh c e. Apo g zed and adv sed t s d ff cu t to offer a reso ut on when concern s not dup cated. Per customer was extended an offer of rep acement by AM, however wou d ke a buyback. Adv sed customer buyback gu de nes are state spec f c, CMcou d not extend an offer beyond rep acement, wou d contact AMfor an update on course of act on. Thanked customer.

\*

Ema ed AM, LVMto adv se per customer he has not reta ned an attorney regard ng pursu t of buyback, CMrequested return ca to CMto d scuss customers course of act on for reso ut on.

\*

AMspoke to CMand conf med offer for rep acement st stands.

\*

Ca ed AMand conf med offer for rep acement st stands. CMw process. Thanked CM

\*

Called customer to advise per SMOffer for replacement standards, due to Holiday in 7-10 business days he will hear from the replacement department and that coordinator will be able to give details regarding repurchase per his state guidelines. Customer agreed and thanked CM. CM thanked customer for his patience.

\*

## Customer Assistance Inquiry Record (CAIR)#

32821176

|               |            |                                   |           |                                        |            |            |
|---------------|------------|-----------------------------------|-----------|----------------------------------------|------------|------------|
| VIN           | 2C4RC1EG2  | HR844861                          | Open Date | 11/11/2017                             | Built Date | 07/25/2017 |
| Model Year    | 2017       | Body                              | RUCP53    | CHRYSLER PACIFICA TOURING L PLUS WAGON |            |            |
| In Service Dt | 07/26/2017 | Mileage                           | 2400      | Dealer Zone                            | 35         | WASHINGTON |
| Plant         | R          | WINDSOR ASSEMBLY PLANT            |           | Market                                 | U          | US         |
| Color         | PUV        | DK. CORDOVAN PEARL COAT           |           |                                        |            |            |
| Engine        | ERC        | 3.6L V6 24V WT ENGINE UPG I W/ESS |           |                                        |            |            |
| Transmission  | DFH        | 9 SPD 948TE FWD AUTO TRANS        |           |                                        |            |            |

|                |                       |                              |    |              |                |  |
|----------------|-----------------------|------------------------------|----|--------------|----------------|--|
| Dealer         | 42958                 | SCRANTON DODGE CHRYSLER JEEP |    |              |                |  |
| Dealer Address | 1146 WYOMING AVE      |                              |    |              |                |  |
| Dealer City    | SCRANTON              | Dealer State                 | PA | Dealer Zip   | 18509          |  |
| Owner          | MATUSKEVICH ,STANLEY  |                              |    | Contact Type | TELEPHONE      |  |
| Address        | 905 ANN ST            |                              |    | Home Phone   | (570) 876 0318 |  |
|                | ARCHBALD PA18403 1501 |                              |    | Country      | UNITED STATES  |  |

|                                                              |                                      |
|--------------------------------------------------------------|--------------------------------------|
| Product Dr vab ty Unknown Sta ng Defau t                     | Veh c e random ysta s                |
| Dea er By Pass Defau t Defau t Defau t                       |                                      |
| Corporate Product Informat on Defau t Defau t Defau t        | Customer Seek ng Lemon Law           |
| Product Eng ne Unknown Check Eng ne Lamp On/F ash ng Defau t | Check eng ne ght s on                |
| Product Dr vab ty Unknown Other Defau t                      | Veh c e w not acce erate past 32 mph |

Br ef y summar ze why the customer s contact ng Chrys er: The hand contro s were put on th s van because my husband s hand capped. We were dr vng on 81 yesterday and put on our s gna ght. A of a sudden the check eng ne ght came on went from 48 mph down to 32 mph and wou d not acce erate from there. In the past the veh c e has stopped and won't start. That happened four t mes to us so far. The ghts shut off on the r own. The cru se contro won't work. We had t n the garage for three days. They have no so ut on and no answer to g ve us. They showed us the ema s where your eng neers are stat ng they don't know what to do to fx t. Bought t August 21st and we no longer want th s veh c e. It's go ng back n Wednesday November 15th for the ack of acce erate on to the d r.

Br ef y summar ze what the customer s expect ng: A rep acement veh c e as th s veh c e s not safe to drive.

Agent states: Our object ve s a ways to repa r the veh c e as per the terms of the warranty. We are esca at ng your case to a case manager for a rev ew of the veh c e's repa r h story to determ ne the r ght course of act on for your veh c e. Informed the customer they w be contacted w th n 12 bus ness days. Prov ded customer w th CAIR#. Offered further ass stance. Customer dec ned. Ca ended.

Customer was nformed that by mak ng th s request they are NOT actua y f ng emon aw or any re ated process.

The r case s be ng esca ated for a rev ew of the veh c e's repa r h story to determ ne f the r request mer ts further act on and that due to the nature of the r request, t w requ re a ca back wh ch w take

p ace w th n 12 bus ness days. The outcome of the rev ew does NOT determ ne Lemon Law e g b ty.

Pre e red Mo n ng/Mdday ca bac numbe 570 876 0318

Preferred Afternoon/Even ng ca back number s 570 876 0318

Who has possess on of the veh c e? Owner but has appo ntment w th d r for Wednesday November 15th.

Reass gned to 91L

\*\*\*\*\* 91L Review \*\*\*\*\*

\*\*\*\*\*Case Esca ated to I2R\*\*\*\*\*

Reviewed Warranty H story wh ch determ ned th s case shou d be esca ated to I2R for case management.

Ca ed 42958 and cou d not get a SA to p ck up d d not LVM

Made n t a ca to the customer and vm.

\*\*Fo ow up w th the customer and dea er on 11/15.

Ca ed 42958 and cou d not get the r ght SA on the phone and Reada or whoever the recept on st s eft me on ho d for 6 m nutes and I hung up.

Ca ed the customer and he stated that h s w fe s at a funera and when they get the veh c e up to the DLR today he wou d ke to know what they can do but the customer stated th s veh c e s a emon. The customer

stated that he had some added hand touch buttons on the steering column to drive because he's hand capped and this is the vehicle he uses to get around. The customer informed me that the service guys weren't able to tell him anything the last time he took it in and the customer stated that he spent a lot of money on the vehicle and the added features. I informed the customer that I would call him back on Friday and left my contact info.

\*\*Follow up with the customer and dealer on 11/17.

Called 42958 and LVM for Sales manager Jim to call me back.

Called the customer and both husband and wife had me on speaker and they were extremely concerned that even after the vehicle got back to them from Scranton that it's unsafe to drive. The customer stated that they told them there was a camshaft sensor replaced and the customer stated that the vehicle was driven by SA John Murdok and he said that they saw what they were concerned about on throttle response delay and customer stated skid pad came on and tested on them. I informed them that I have to get the info from the DLR and call them back once I can hear from the DLR that the vehicle is deemed safe to drive and what repairs were done I would call back on Tuesday.

\*\*Follow up with the customer and dealer on 11/28.

Called 42958 and LVM for SMMke and Salesman Jim to call me back.

Emailed Salesman Jim.

Called the customer and LVM.

\*\*Follow up with the customer and dealer on 11/30.

Called 42958 and was informed by Donna the receptionist that Salesman Jim isn't in the office today and she went and found a SM and he said to get a message to Donna and she recorded my info.

Called the customer and LVM.

\*\*Follow up with the customer and dealer on 12/4.

Called 42958 and spoke to Donna and she stated that the Service guys and Salesman Jim need my email to communicate on this one.

Called the customer and he informed me that they'd replace the crankshaft sensor and they were requesting a replacement and the customer stated they went out of town with it and had no problems and there aren't any warning lights on dash. The customer was informed that the DLR has my email address and we will be asking about a resolution since I should have a the RO info this week.

\*\*Follow up with the customer on 12/6.

Called and LVM for SMMke at Scranton CDJR for a callback.

Called 42958 and spoke to SMMke and updated RO and he stated the RO I have is the correct number and is the only service ticket they have for the vehicle it was at the DLR for a total of 2 weeks.

Called the customer and LVM.

\*\*Follow up with the customer on 12/11.

Called the customer and she stated that we need to buyback her vehicle and I stated that if the vehicle is repaired and I have spoken to the DLR and with the information they have given that there aren't any issues since picking it back up from the DLR then I wouldn't be offering that. The customer stated that she has purchased the service contract and it would take a good offer for them to consider accepting the vehicle is repaired and be okay with not hiring a lawyer for this case on the Chrysler. The customer stated that they paid cash for the vehicle and they don't have a cell phone or email and that I would need to send the offer to their home address.

Called the customer and informed her that I would have to look to send compensation her way after her visits to the DLR and her experience after purchasing this new car. The customer was informed that I have come up with 700 dollars for reimbursement that is a simulated monthly car payment for a Pacifica. The customer wasn't enthused and honestly disappointed. I explained to her that I must manage her demands and get her to see that this is for inconveniences and that's it. I stated that I would call her back after Wednesday to see if either one of us changes our minds.

Called the customer and informed her that I have offered her 700 dollars reimbursement for her vehicle repairs and the vehicle is repaired has been for 2 weeks. The customer stated that she paid a lot of money for a service contract at this DLR when purchasing the vehicle. I stated that the service contract that my department can provide would be the same as the reimbursement in cost. The customer stated that if she has any more

problems she would call us back and plans to write the DLR a complaint letter. I was informed by the customer that she accepts the \$700 and she verified her address with me and I stated that she would get a check in the mail in 7 to 10 business days.

Writer is suggesting reimbursement as a goodwill gesture for customer satisfaction.

Customer's proof of payment attached to CAIR (Y/N): Y

Mileage: 1,846

Date of repairs: 10/30/2017

Additional pertinent information: Offered 1 estimated payment reimbursement of \$700.00 based on MSRP of \$40,285.00 for repairs on CEL and cruise control, vehicle down 14 days.

Writer is submitting check for approval in the amount of: \$700.00

CNA flag (Y/N): N



**Customer Assistance Inquiry Record (CAIR)#**
**32821331**

|               |            |                            |           |                                        |            |            |
|---------------|------------|----------------------------|-----------|----------------------------------------|------------|------------|
| VIN           | 2C4RC1EG2  | HR592285                   | Open Date | 11/11/2017                             | Built Date | 11/03/2016 |
| Model Year    | 2017       | Body                       | RUCP53    | CHRYSLER PACIFICA TOURING L PLUS WAGON |            |            |
| In Service Dt | 11/04/2016 | Mileage                    | 2500      | Dealer Zone                            | 51         | CHICAGO    |
| Plant         | R          | WINDSOR ASSEMBLY PLANT     |           | Market                                 | U          | US         |
| Color         | PW7        | BRIGHT WHITE CLEAR COAT    |           |                                        |            |            |
| Engine        | ERF        | 3.6L V6 24V W/T ENGINE     |           |                                        |            |            |
| Transmission  | DFH        | 9 SPD 948TE FWD AUTO TRANS |           |                                        |            |            |

|                |                        |                  |    |              |                |  |
|----------------|------------------------|------------------|----|--------------|----------------|--|
| Dealer         | 44991                  | DON MILLER DODGE |    |              |                |  |
| Dealer Address | 5822 ODANA ROAD        |                  |    |              |                |  |
| Dealer City    | MADISON                | Dealer State     | WI | Dealer Zip   | 53719          |  |
| Owner          | WAGNER ,STEPHANIE C    |                  |    | Contact Type | TELEPHONE      |  |
| Address        | 2973 BRYN WOOD DR      |                  |    | Home Phone   | (619) 733 4683 |  |
|                | FITCHBURG WI53711 5831 |                  |    | Country      | UNITED STATES  |  |

|         |                                                           |         |           |         |                                   |
|---------|-----------------------------------------------------------|---------|-----------|---------|-----------------------------------|
| Product | Unknown                                                   | Unknown | Sta ng    | Defau t | PDC does not a ow gn t on to turn |
| Dea er  | By Pass                                                   | Defau t | Defau t   | Defau t |                                   |
| Reca    | T54: SECOND ROW SEAT BELT BUCKLE Adv se Owner/Incomp ete  |         |           |         | nformed customer about reca       |
| Reca    | T23: 2016 2017 EGR VALVE FUNCTION Adv se Owner/Incomp ete |         |           |         | nformed customer about reca       |
| Product | Eng ne                                                    | Unknown | Defect ve | Defau t | customer seek ng emon aw          |

DLR had to rep ace Power d sturber PDC 4 t mes a ready but st d es on them after rep ac ng PDC t w work for a month then go back to stop work ng, when there dr v ng t just stops the ghts stays on show ng power but someth ng n the PDC does not a ow the gn t on turn.

Customer was nformed that by mak ng th s request they are NOT actua yf ng emon aw or any re ated process.

The r case s be ng esca ted for a rev ew of the veh c e's repa r h story to determ ne f the r request mer ts further act on and that due to the nature of the r request, t w requ re a ca back wh ch w take

p ace w th n 12 bus ness days. The outcome of the rev ew does NOT determ ne Lemon Law e g b ty.

Preferred Morn ng/Mdday ca back number s 619 733 4683

Preferred Afternoon/Even ng ca back number s 619 733 4683

Who has possess on of the veh c e? (Dea er#44991)

Reass gned to 91L

\*\*\*\*\* 91L Review \*\*\*\*\*

\*\*\*\*\*Case Esca ted to I2R\*\*\*\*\*

Reviewed Warranty H story wh ch determ ned th s case shou d be esca ted to I2R for case management.

Made n t a ca nformed her that I w be her cm and wou d ke to hear about her concern and the customer stated that the veh c e d es and t wou d not restart. The customer stated that she has the safety concern for her k ds and her veh c e has just been g ven back to her after another repa r. I nformed the customer that I wou d have to rev ew her case for a poss b e reso ut ons and eft her my contact nfo. The customer stated that she wou d ke a rep acement veh c e and I exp a ned the process and s ated that I wou d ca her back on Thursday.

\*\*Fo ow up w th the customer and dea er on 11/16.

Ca ed the customer and she gave me serv ce guy's name and a d fferent number to serv ce. I stated to the customer that I haven't got a reso ut on and wou d be ta k ng to the DLR then ca ng her back. The customer stated that she drove the veh c e and everyth ng seems f ne. I nformed the customer that I wou d fo ow up w th her on Monday. Ca ed 44991 and spoke to SAN co e and updated RO.

\*\*Fo ow up w th the customer on 11/20.

Ca ed the customer and LVM.

\*\*Fo ow up w th the customer on 11/22.

Ca ed the customer and LVM.

\*\*Fo ow up w th the customer on 11/28.

Spoke to the customer and she asked about whether I d d have the opt on to get her out of the veh c e and I stated that f she hasn't had any

issues come up since service then I would be considering other resolutions for the case. The customer stated that after 3 times she would expect it to come up and I informed her that the DLR would need to open a STAR case because they never worked with tech support and after that we could reassess her case. The customer stated that she would talk to her husband and asked that I call her Tuesday.

Called the customer and LVM.

\*\*Follow up with the customer on 11/30.

Called the customer and LVM.

Called the customer and she informed me that she would be interested in getting a monthly payment taken care of for the resolution. I stated that I am sending her the link to the email address I have for them. I stated that I would call her back on Wednesday and she stated that would be okay.

\*\*\*\*\* Below Customer Contacted for Documentation Request \*\*\*\*\*

scbacchus@gmail.com on 2017 12 04 @ 11:13

Called the customer and LVM.

Called the customer and she explained that they have been getting sick at her house and she would like to finish her tasks today to get to sending me a statement of her vehicle payments and I said I would send a link. The customer stated she was okay with me following up with her on Tuesday.

\*\*\*\*\* Below Customer Contacted for Documentation Request \*\*\*\*\*

scbacchus@gmail.com on 2017 12 08 @ 12:05

Called the customer and LVM.

\*\*Follow up with the customer on 12/14.

\*\*\*\*\* Customer Document Received \*\*\*\*\*

Vehicle has qualified for Enhanced Customer Satisfaction (ECS) program. Refer to AnswerCONNECT for handling procedures.

Called the customer and she stated that her vehicle is okay and I stated that I would like to offer her a monthly payment for reimbursement and she asked if I could do more than \$323.25 for the reimbursement and I stated that I probably can't and she stated that the amount is too low and the resolution doesn't meet the dollar amount because they put down on the vehicle so much up front. The customer stated that she would expect \$300 for every trip to the service department and I stated that I would jump up to \$350.00 and she accepted and I verified her address and stated that the reimbursement would be in check form and will be mailed and she should receive it in 7 to 10 business days.

Writers suggesting reimbursement as a goodwill gesture for customer satisfaction.

Customer's proof of payment attached to CAIR (Y/N): Y

Mileage: 2,775

Date of repairs: 11/13/2017

Additional pertinent information: Offered 1 payment of \$350.00 for repairs on CEL and no start, vehicle down 10 days. Customer's payment is \$323.25, but \$350 was offered in error. We will honor this offer.

Writers submitting check for approval the amount of: \$350.00

CNA flag (Y/N): N

## Customer Assistance Inquiry Record (CAIR)#

32821829

|                |                           |                                 |           |                                          |              |               |       |
|----------------|---------------------------|---------------------------------|-----------|------------------------------------------|--------------|---------------|-------|
| VIN            | 2C4RC1GG9                 | HR634593                        | Open Date | 11/11/2017                               | Built Date   | 01/18/2017    |       |
| Model Year     | 2017                      | Body                            | RUCT53    | CHRYSLER PACIFICA LIMITED PLATINUM WAGON |              |               |       |
| In Service Dt  | 01/19/2017                | Mileage                         | 6000      | Dealer Zone                              | 35           | WASHINGTON    |       |
| Plant          | R                         | WINDSOR ASSEMBLY PLANT          | Market    | U                                        | US           |               |       |
| Color          | PAU                       | GRANITE CRYSTAL MET. CLEAR COAT |           |                                          |              |               |       |
| Engine         | ERF                       | 3.6L V6 24V WT ENGINE           |           |                                          |              |               |       |
| Transmission   | DFH                       | 9 SPD 948TE FWD AUTO TRANS      |           |                                          |              |               |       |
| Dealer         | 60543                     | HALEY CHRYSLER DODGE JEEP RAM   |           |                                          |              |               |       |
| Dealer Address | 5400 S LABURNUM AVE       |                                 |           |                                          |              |               |       |
| Dealer City    | RICHMOND                  |                                 |           | Dealer State                             | VA           | Dealer Zip    | 23231 |
| Owner          | TAYLOR ,CHRISTOPHER       |                                 |           |                                          | Contact Type | TELEPHONE     |       |
| Address        | 13579 GREENWOOD CHURCH RD |                                 |           |                                          | Home Phone   | &nbsp;        |       |
|                | ASHLAND VA23005 7107      |                                 |           |                                          | Country      | UNITED STATES |       |

|                                          |                                            |
|------------------------------------------|--------------------------------------------|
| Product Eng ne Unknown Check Eng ne Lamp | Customer states a the nd cator ght come on |
| On/F ash ng Defau t                      | and f ash                                  |

Br ef y summar ze why the customer s contact ng Chrys er: Customer states he s hav ng ongo ng ssues w th the veh c e. Customer s ates the park ng brake s on when the park ng brake s not on. Customer states a the nd cator ghts come on and f ash and there s no acce erat on.

Customer states he has brought the veh c e to the DLR before for the ssues and they have not been reso ved.

Br ef y summar ze what the customer s expect ng: Customer seek ng veh c e reso ut on.

Agent adv sed w esca ate to case manager.

Fo ow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone number: 8048396115

Ear est ca t me:

Latest ca t me: anyt me

Updates va text: N

Updates va ema : Y rac ng24cj@yahoo.com

Veh c e ocat on: Customer

Date and T me of Appo ntment: [Insert Date and T me]. n/a

Conf rmed appo ntment w th: [Dea er and Dea er Contact] n/a

Customer n ren a : N

Author zed by:

Renta start date: [Date] n/a

\*\*\*\*\*Customer Ema Address Updated\*\*\*\*\*

Customer has updated the ema address from ver 001. t@gma .com to rac ng24cj@yahoo.com for further commun cat on or for survery.

CAca ed customer who states veh c e s current y @DLR (60543) s nce Sat 11 11. Customer s ates wh e dr vng the veh c e, veh c e comp ete y shut down. Customer states that wh e dr vng a message sa d the park ng brake was engaged then a the dashboard ghts f ashed and veh c e shut comp ete y down.. Customer states that they spoke to SA Savannah and customer was prov ded a oaner. Customer upset because he s ates th s s the second t me th s ssue has happened and st has not heard anyth ng rom R nce a

CAca ed DLR and spoke to SA Thomas who states that veh c e s st be ng d agnosed. CAadv sed f a STAR case can be opened. and SA Thomas states that he w need to get more nfo from SA Savannah (who s the SA for veh c e) and w prov de SA Savannah CA's con act nfo.

\*\*\*\*\* Fo ow ng Corporate Resource has been con acted \*\*\*\*\*

TAPS

on 2017 11 16 @ 15:15

Status update prov ded va ema to the fo ow ng ema address:

rac ng24cj@yahoo.com

He o, my name s G na from Enhanced Customer Sat sfact on (ECS) and I have been ass gned as your Chrys er Customer Advocate Th s ema s conf rmat on that your case, 32821829 was successfu yesca ated to me. I w be ca ng you at your preferred number, 804 839 6115 w th updates as they come. My off ce hours are from 8:30 AM to 5:00 PM Eastern Standard T me Mon Fr . My contact nformat on s 800 756 7298 Ext. 81502. If your preferred te ephone number ment oned above sn't correct, p ease

reply with the correct one.

End of Status Update

CA called customer with update and advised will send email with CA's contact info.

CAIR ESCALATION UPDATE

SEE STAR CASE# 100991146 FOR INFORMATION

CAIR ESCALATION UPDATE

SEE STAR CASE# 100991146 FOR INFORMATION

CAIR ESCALATION CLOSURE

SEE STAR CASE# 100991146 FOR INFORMATION

Agent attempted to contact dealer Service Manager (Mike), however,

SM not available. Left message for a return call at extension 81502.

CA called DLR and spoke to SAM Mike who states vehicle repairs complete and customer will be called to come and pick up vehicle today.

CA asked SA if recall T54 was done and was advised it has not and part for this was ordered day before yesterday (11/20/17). ETA on parts Friday (11/24/17)

CA called customer and advised of update. CA advised of the recall and parts coming in on Friday and customer is ok with waiting for recall to be done. Customer states that he has a loaner and CA advised will follow up on Monday (11/27/17).

CA called DLR and spoke to SAM Mike who states customer picked vehicle up on Saturday.

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension 81502.

Second Attempt:

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension 81502.

CA called customer who states that he picked his vehicle up on last Friday and has been driving with no issues/problems. CA advised to call back if needed and branded the call.

CLOSED LOOP UPDATE - no need for additional follow up.

## Customer Assistance Inquiry Record (CAIR)#

32830637

|                      |            |                            |                  |                                        |                   |            |
|----------------------|------------|----------------------------|------------------|----------------------------------------|-------------------|------------|
| <b>VIN</b>           | 2C4RC1EGX  | HR530987                   | <b>Open Date</b> | 11/13/2017                             | <b>Built Date</b> | 06/25/2016 |
| <b>Model Year</b>    | 2017       | <b>Body</b>                | RUCP53           | CHRYSLER PACIFICA TOURING L PLUS WAGON |                   |            |
| <b>In Service Dt</b> | 06/25/2016 | <b>Mileage</b>             | 22000            | <b>Dealer Zone</b>                     | 66                | ORLANDO    |
| <b>Plant</b>         | R          | WINDSOR ASSEMBLY PLANT     |                  | <b>Market</b>                          | U                 | US         |
| <b>Color</b>         | PRV        | VELVET RED PEARL COAT      |                  |                                        |                   |            |
| <b>Engine</b>        | ERF        | 3.6L V6 24V WT ENGINE      |                  |                                        |                   |            |
| <b>Transmission</b>  | DFH        | 9 SPD 948TE FWD AUTO TRANS |                  |                                        |                   |            |

|                |                          |                                  |    |              |               |  |
|----------------|--------------------------|----------------------------------|----|--------------|---------------|--|
| Dealer         | 68676                    | GARBER CHRYSLER DODGE JEEP, INC. |    |              |               |  |
| Dealer Address | 3408 HIGHWAY 17          |                                  |    |              |               |  |
| Dealer City    | GREEN COVE SPRINGS       | Dealer State                     | FL | Dealer Zip   | 32043         |  |
| Owner          | MCCALLUM, DENNIS         |                                  |    | Contact Type | TELEPHONE     |  |
| Address        | 2134 FAULK DR            |                                  |    | Home Phone   |               |  |
|                | TALLAHASSEE FL32303 7312 |                                  |    | Country      | UNITED STATES |  |

|                                                     |                                                  |
|-----------------------------------------------------|--------------------------------------------------|
| Product Dr vab ty Unknown No Start Defau t          | Cust states veh c e s n dr veway and w not s art |
| Product Unknown Unknown Hes tat on/No Power Defau t | Customer Seek ng Lemon Law                       |
| Corporate SurveyBy Pass Defau t Defau t Defau t     | Customer Seek ng Lemon Law                       |

Customer Seek ng Lemon Law.

Customer was nformed that bymak ng th s request

they are NOT actua yf ng emon aw or anyre ated process.

The r case s be ng esca ated for a reew of the veh c e's repa r h story to determ ne f the r request mer ts further act on and that due to the nature of the r request, t w requ re a ca back wh ch w take

p ace w th n 1 2 bus ness days. The outcome of the rev ew does NOT determ ne Lemon Law e g b ty.

Preferred Morn g/Mdday ca back number s 850 519 2520  
850 562 0770

Preferred Afternoon/Even ng ca back number s 850 519 2520  
850 562 0770

Who has possess on of the veh c e? (Owner)

Reass gned to 91L

\*\*\*\*\* 91L Review \*\*\*\*\*

\*\*\*\*\*Case Esca ated to I2R\*\*\*\*\*

Rev ewed Warranty H story wh ch determ ned th s case shou d be esca ated to I2R for case management.

\*\*\*Crysta w th the I2R Customer Reso ut on Team, s now respons b e for th s CAIR. If the customer shou d ca , p ease d rect them to contact Crysta d rect y at 214 583 2118. Thank You.\*\*\*

Ca ed dea er 26709 they conf rm the veh c e s current y not there. SA P er worked w th the veh c e. I requested they send me the RO h story VA fax. They stated they w .

Made 1st n t a ca attempt to customer at (850) 519 2520 I ntroduced myse f as the CM. The customer stated she s busy. I requested a fo ow up for tomorrow. She s ated "no thank you" and d sconnected the ne. Status update prov ded va ema to the fo ow ng ema address: caroden@comcast.net

He o Denn s,

I hope th s message f nds you we . I am w th the Chrys er Reso ut on Team and your case has been esca ated to me for spec a hand ng. I unders and you are very busy; however I wou d ke to ass st you regard ng the 2017 Chrys er Pac f ca. If you are no onger n need of ass stance, can you p ease contact me and et me know. If need be you can eave me a vo cema stat ng you are no onger n need of my ass stance. I w awa t your respond and f we do not make contact by Fr day (11/17/2017) I w c ose your case. P ease know; you can a ways reopen your case n the Reso ut ons Department f you shou d need.

Thank you

Crysta

214 583 2118

Chrys er Customer Care

End of Status Update

\*\*I w awa t the customer to respond to my ema \*\*

Made 2nd n t a ca attempt to customer at (850) 519 2520 LVM to return ca . In the message I stated my name, number and reason for ca ng. I a so s ated I w attempt to contact aga n tomorrow.

\*\*Fo ow up 11/16\*\*

Customer ca ed LVM to return ca . In the message she stated she has sent a Cert f ed Letter to the dea er for the LL.

Made 3rd n t a ca attempt to customer at (850) 519 2520 I ntroduced myse f as the CM and exp a ned how the reso ut ons process works. She stated she understands , however expressed frustrat on w th the veh c e not start ng after t was s tt ng for 3 days. She stated the dea er has attempted severa repa rs w th no success. She stated she has taken her veh c e to the dea er at east 6 t mes. She s ated she has been an FCA customer for so ong she wou d ke a rep acement veh c e. She stated she wou d ke to stay n the brand. She s ated she just got her veh c e back from the dea er and fee s as though the veh c e w not start. I stated I w revew for reso ut on ASAP. She requested I send her an ema w th my con act nformat on VA ema . I stated I w . Fo ow up Monday. She accepted.

Ca ed dea er 26709 they stated SA Eddy worked w th the veh c e. He was unava ab e. LVM to return ca . I a so requested he send me the RO h story.

Status update prov ded v a ema to the fo ow ng ema address:  
caro den1@comcast.net

He o McCa um,

I hope th s message f nds you we . I?m work ng on f nd ng a reso ut on as qu ck yas poss b e. I apprec ate your pat ents n the reso ut ons process. If you have any quest ons p ease fee free to contact me dur ng my norma bus ness hours Monday? Fr day 9:30 am ? 6 pm Centra Standard T me.

Thank you

Crysta

214 583 2118

Chryster Customer Care

End of Status Update

Ca ed dea er 26709 they updated the RO h story.

Ca ed customer at (850) 519 2520 I stated that we are st work ng on f nd ng a reso ut on as qu ck yas poss b e. She stated that she has concerns w th ong term ssues due to the veh c e be ng repa red so many. She stated over the weekend she started the veh c e every day due to the veh c e not start ng after ts been s tt ng for more than 2 days w th a no s art. I stated that I w fo ow up on Wednesday. She accepted.

\*\*Fo ow up 11/22\*\*

Ca ed customer at (850) 519 2520 LVM to return ca . Fo ow up Tuesday.

\*\*Fo ow up 11/28\*\*

Status update prov ded v a ema to the fo ow ng ema address:  
caro den@comcast.net

He o,

I am w th the Chryster reso ut on team.

My contact nformat on s:

Phone number s 214 583 2123

My hours of bus ness 8:00 am to 4:00 pm Centra T me.

Monday through Fr day.

If you have any quest ons p ease fee free to contact me.

Thank You,

Dana

End of Status Update

Ca ed customer (850) 519 2520, and I got perm ss on for the current veh c e owner to d scuss the case w th h s w fe. She states that they have had a ot of no start ssues and she states that they subm tted a ready to the LL and she a ready f ed for arb trat on through the NCSD and stated that she s not cont nu ng the repa r process, she was adamant about that and states that she a ready has the paperwork and are a ready work ng w th them, and stated that I cou d c ose her case.

customer ca ed n seek ng ass stance w th the arb trat on app cat on. agent adv sed to contact the state attorney

Tr ed to transfer customer to 315 455 9272; rec'd VM. No message. Tr ed 214 583 2123 (Dana) got VM; 214 583 2118. Customer states veh c e s n the dr veway dead and un dr veab e. Customer s ates the nformat on rece ved from the State Attorney s that she needed to a ow FCA one more



attempt to fix the vehicle. Cust wants FCA to arrange a tow and a rental vehicle while the DLR attempt to repair the vehicle. Cust call back number s 850 510 1717.

CAIR RE OPENED AND FOLLOWING REASON CODE(S) REMOVED

Closed Loop Exception Reason Code

Survey By Pass

Agent spoke with Amanda at TALLAHASSEE DODGE CHRYSLER JEEP RAM DLR#26709

regarding service and rental. Service Manager Paul's out to lunch.

Agent follow up with DLR.

Contacting DLR; spoke with Eddie at TALLAHASSEE DODGE CHRYSLER JEEP RAM

Eddie states that every time the vehicle comes in, there's something wrong with it. Eddie has refused to service vehicle and advises to contact Vince Johnson at the Business Center regarding this issue and instruction on how to proceed. TL advises to contact another DLR #44656. Contact Tyler at PAPPADAKIS CHRYSLER DODGE JEEP RAM #44656; first available appointment 1/15/18.

Contact Bill at Stallings Motors scheduled appointment for 12/7/17 (towed on that date). No rental or loaner available. Request to transfer CAIR's to DLR STALLINGS MOTORS INC #41854

\*\*\*\*\*Rental Value Updated\*\*\*\*\*

Estimated Rental Amount: \$105; Additional Rental Amount: \$105.00; Provided By: CAC; Days Authorized: 3

Customer owes her vehicle but has had so many issues. Would be open to another vehicle. Check the affects on her case of taking the vehicle to another state (GA) to Stallings Motors for service.

~~~~~BRAND MENTOR NARRATIVE~~~~~

D.M. Notes Added:

CAIR# 32830637 CAC authorizes 3 days of car rental reimbursement as a goodwill offering while the vehicle is under diagnosis and repair under basic warranty coverage

Agent call to Roads de Assistance, Customer will be responsible for miles over 10 with the difference to Stallings at an additional 16 miles.

Contact customer to relay they would be responsible for additional costs but those costs would be subject to reimbursement. Customer is not satisfied with tow and rental reimbursement options. Customer states they have contacted a DLR #68676 Garber Chrysler Dodge Jeep, Inc. Customer will have neighbor charge battery to drive vehicle to the DLR.

Agent contacted DLR #68676 (Sabrina @904 264 2416) service scheduled for Monday, 12/11/17. Customer will drop vehicle off on Friday and contact Sabrina to discuss rental or loaner options. Customer states he will wait until diagnosis before getting a rental.

Contacted Dave at Stallings Motors to cancel appointment for 12/7/17.

Status update provided via email to the following email address: caroden@comcast.net

Hello, my name is Maria and I have been assigned as your Case Manager.

This email is confirmation that your case, 32830637 was successfully escalated to me. After I review the details of your case, I will be calling

you at your preferred number, 214 583 2118.

My office hours are from 8AM to 4:30PM

My contact information is 844 378 0573 Ext. 81131.

If your preferred telephone number mentioned above isn't correct, please reply with the correct one.

End of Status Update

*****Customer Email Address Updated*****

Customer has updated the email address from caroden@comcast.net to caroden1@comcast.net for further communication or for surveys.

Status update provided via email to the following email address: caroden@comcast.net

Hello, my name is Maria and I have been assigned as your Case Manager.

This email is confirmation that your case, 32830637 was successfully escalated to me. After I review the details of your case, I will be calling you at your preferred number, 214 583 2118.

My office hours are from 8AM to 4:30PM

My contact information is 844 378 0573 Ext. 81131.

If your preferred telephone number mentioned above isn't correct,

please reply with the correct one.

End of Status Update

Status update provided via email to the following email address:

caroden1@comcast.net

Hello, my name is Maria and I have been assigned as your Case Manager.

This email confirms that your case, 32830637 was successfully escalated to me. After I review the details of your case, I will be calling you at your preferred number, 214 583 2118.

My office hours are from 8AM to 4:30PM

My contact information is 844 378 0573 Ext. 81131.

If your preferred telephone number mentioned above isn't correct,

please reply with the correct one.

End of Status Update

Spoke with customer and she stated that she is mentally drained with the vehicle issues. She stated the vehicle has been to 3 separate dealers and she is traveling therefore the vehicle is currently on its way to dealer 41854 and she stated this should be the final attempt for repairs. She stated the vehicle starts and won't start. She stated that if the vehicle is jumped it will crank and several days will go by and it won't start. She stated there were 2 star cases opened however they couldn't get to far because customer needed the vehicle back. Customer stated her husband is disabled and has a scooter that is handled by the vehicle and that is why she needs a van. She stated she has perused Lemon Law and is in contact with the Attorney General which she mailed in the card and was told there was one last final attempt. Customer has an appointment for 12/11/2017 and stated the vehicle is being dropped off now. I advised that I will be in contact with the dealers and once the vehicle has been diagnosed we can move forward. I also advised that rental can be provided once the vehicle is diagnosed as long as the repairs are covered under warranty. I also advised that if the dealer is unable to duplicate the issue we can have another STAR case opened. Customer stated she will be at her daughter's home until then.

Vehicle is at the dealership GARBER CHRYSLER DODGE JEEP, INC. (68676)

Update triggered by S07391D

Customer called in to speak to MT1614. MT1614 is unavailable

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension 81131.

Begin Customer Message reviewed:

Preferred number is 850 519 2520 not the one in the email

End of Reviewed Customer message

Begin Customer Message reviewed:

Please contact me reference case 32830637 need to know if you are communicating with green coverings Florida service department about our 2017 Chrysler Pacific

Cell phone number 850 519 2520

End of Reviewed Customer message

Spoke with SM Scott regarding customer's vehicle and he stated vehicle was repaired and returned to customer Thursday.

***** Below Customer Contacted for Documentation Request *****

caroden1@comcast.net on 2017 12 18 @ 09:52

Customer stated that she has the vehicle and that the problem may persist and stated the dealer could not duplicate any issues. Customer stated that she informed the dealer that they have to let the vehicle sit for a number of days before it goes dead. Customer stated the dealer kept starting the vehicle which is why it never went dead. Customer stated she has been in contact with the Attorney General's office and has opened a Lemon Law case regarding the vehicle. She stated she has since been contacted for the Lemon Law case and stated that they're moving forward with the case. I advised the customer that I was unable to discuss Lemon Law however I would be escalating the case over to our Lemon Law dept. I advised that I sent over a document request form for rental for the 3 days of rental approved for miles 135 146. Case is being escalated to 91L

***** Customer Document Received *****

>>> A new I2R case was opened to further assist customer. CAIR number is unchanged.

Closing this CAIR, a ready-to-be handled by BC on 32979423.

CAIR RE OPENED AND FOLLOWING REASON CODE(S) REMOVED

Cause Loop Exception Reason Code

Survey By Pass

check for \$103.02 submitted to customer for 3 days rental reimbursement
per lines 242 243 from goodwill offered in lines 135 145.

REASSIGNED AFTER FINDING IT IS A LEMON LAW CASE. SEE LINES 252 253

Please do not assign this CAIR to me, already being handled by BC on
32979423. Believe you are free to proceed with rental reimbursement,
just check with VRE who is handling 32979423.

Customer Assistance Inquiry Record (CAIR)#

32843857

| | | | | | | |
|----------------|----------------------------|-----------------------------------|-----------|--|--------------|------------------|
| VIN | 2C4RC1EG3 | HR796884 | Open Date | 11/14/2017 | Built Date | 06/05/2017 |
| Model Year | 2017 | Body | RUCP53 | CHRYSLER PACIFICA TOURING L PLUS WAGON | | |
| In Service Dt | 06/05/2017 | Mileage | 20 | Dealer Zone | 63 | DALLAS |
| Plant | R | WINDSOR ASSEMBLY PLANT | | Market | U | US |
| Color | PW2 | TUSK WHITE | | | | |
| Engine | ERC | 3.6L V6 24V WT ENGINE UPG I W/ESS | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |
| Dealer | 68886 | CHAMPION CHRY DODGE | | | | |
| Dealer Address | 435 E PASS RD | | | | | |
| Dealer City | GULFPORT | | | Dealer State | MS | Dealer Zip 39507 |
| Owner | JALUFKA,LAUREL A | | | | Contact Type | TELEPHONE |
| Address | 152 SALTMEADOW CIR | | | | Home Phone | (210) 399 6904 |
| | OCEAN SPRINGS MS39564 8936 | | | | Country | UNITED STATES |

| | | | | |
|---------|------------|--------------------------|--------|---|
| Product | Electrical | Radio/Spkr/Clock/Antenna | Defect | reoccurring issue with no volume coming out of speakers |
| Default | | | | |

Briefly summarize why the customer is contacting Chrysler: Customer stated reoccurring issue with the volume on the speakers not working. Customer stated this is a new vehicle and has not had the vehicle since nov. 1/17. and is expected to pay her first payment. Customer stated the vehicle started on her as so when she was bringing it into the DLR. Customer stated at the dealership went on as so when the vehicle was added. Customer stated she isn't sure she will feel confident to drive the vehicle.

Briefly summarize what the customer is expecting: vehicle fixed

Agent Advised

Agent advised the customer that all concerns are being documented and escalated to CM for review.

Customer seeking assistance with: reoccurring issue with no sound in the speakers.

Customer expecting: vehicle fixed or buy back

[

Agent advised with escalation to case manager.

Follow up will occur within 1 business day by COB customer time.

Preferred phone number: 2102434014

Earliest call time: anytime

Latest call time:

Updates via text: /N

Updates via email: /n

Vehicle location: Dealer

Date and Time of Appointment: At DLR

Confirmed appointment with: [Dealer SACraig]

Customer present: Y/

Authorized by: DLR

Rental start date: 11/1/17

Agent attempted to contact dealer Service dept, however,

SA not available. Left message for a return call at extension 89373

where made contact with customer Maure Who requested we go back later because she was at work.

Vehicle has qualified for Enhanced Customer Satisfaction (ECS) program.

Refer to AnswerCONNECT for handling procedures.

Customer wanted to talk to CM

Agent transferred call

per restriction and VIP ATTN: Vehicle qualifies for the Enhanced Customer Satisfaction ECS Program. Based on prior repair history

Customer is very upset with the experience that she has had with her vehicle and the customer service. She states that is not pleased that the speakers that were placed in her car to replace the originals that weren't working are not brand new speakers and doesn't feel confident that they won't go bad again. Customer states that she wants some type of lifetime warranty on the speakers.

Customer also states that since she bought the vehicle she has only been able to drive it for about 3 days before she has had to take it in for repairs. Customer requested reimbursement for her monthly car payment.

customer s a so exper enc ng some sta ssues w th veh c e that hasn't been addressed by dea er she wou d ke that reso ved as we .
CMCa ed Customer and was not ab e to get through. Phone rang once then went to a bust s gna .

210 399 6904 has been act vated for text message commun cat on.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T2205YR*****

He o Laure , My name s Ne y I am your case manager at Chrys er. I am reach ng out to you n regards to your 2017 Chrys er Pac f ca.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T2205YR*****

I wou d ke to speak w th you, you may ca me at 8662751420 ext 89029.

I tr ed ca ng your number but the ca d d not go through. I hope to hear from you.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

CMca ed customer, the number was no onger n servce. CM s c os ng case.

Customer Assistance Inquiry Record (CAIR)#

32845364

| | | | | | | |
|----------------|----------------------|------------------------------------|-----------|---------------------------------|--------------|------------------|
| VIN | 2C4RC1DGX | HR502107 | Open Date | 11/15/2017 | Built Date | 04/20/2016 |
| Model Year | 2017 | Body | RUCM53 | CHRYSLER PACIFICA TOURING WAGON | | |
| In Service Dt | 04/23/2016 | Mileage | 5000 | Dealer Zone | 32 | NEW YORK |
| Plant | R | WINDSOR ASSEMBLY PLANT | | Market | U | US |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |
| Engine | ERF | 3.6L V6 24V WT ENGINE | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |
| Dealer | 23122 | SALERNO DUANE CHRYSLER | | | | |
| Dealer Address | 267 BROAD ST | | | | | |
| Dealer City | SUMMIT | | | Dealer State | NJ | Dealer Zip 07901 |
| Owner | KOBLISKA ANGELA | | | | Contact Type | ROADSIDE |
| Address | 16 BIRCHWOOD TERRACE | | | | Home Phone | (908) 377 8914 |
| | FANWOOD NJ22937 | | | | Country | UNITED STATES |

Corporate Roads de Services Warranty Veh c e Inoperab e Defau t

Roads de Ass stance Con acted DATE : 2017 11 15

Road S de F e Created 11 15 17 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

16 BIRCHWOOD TER 267 BROAD ST

OAKWOOD CT

FANWOOD SUMMIT

NJ USANJ

CUST @ HOME...

DEALER CODE : 23122 SALERNO DUANE, INC.

Agent con acted DLR and spoke w th SACurt s who stated veh c e s a ed

and has some ncomp ete reca s and s current y be ng repa red. SA

stated no ass stance s needed w th the customer or veh c e.

Customer Assistance Inquiry Record (CAIR)#

32845692

| | | | | | | |
|----------------|----------------------|-----------------------------------|-----------|--|--------------|------------------|
| VIN | 2C4RC1EG2 | HR542664 | Open Date | 11/15/2017 | Built Date | 08/09/2016 |
| Model Year | 2017 | Body | RUCP53 | CHRYSLER PACIFICA TOURING L PLUS WAGON | | |
| In Service Dt | 08/09/2016 | Mileage | 46817 | Dealer Zone | 74 | DENVER |
| Plant | R | WINDSOR ASSEMBLY PLANT | | Market | U | US |
| Color | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | |
| Engine | ERF | 3.6L V6 24V WT ENGINE | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |
| Dealer | 45353 | JAMESTOWN AUTO CENTER | | | | |
| Dealer Address | 1513 BUSINESS LOOP E | | | | | |
| Dealer City | JAMESTOWN | | | Dealer State | ND | Dealer Zip 58401 |
| Owner | STRONG ,ANITA | | | | Contact Type | ROADSIDE |
| Address | N/A | | | | Home Phone | |
| | EDGELEY ND | | | | Country | UNITED STATES |

| | | | | |
|-----------|------------------|----------|-----------|---------|
| Corporate | Roads de Servces | Warranty | S art/Sta | Defau t |
|-----------|------------------|----------|-----------|---------|

Roads de Ass stance Con acted DATE : 2017 11 15

Road S de F e Created 11 15 17 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

796 838 25TH STREET SOUTHWEST 800 23RD ST SW

JAMESTOWN JAMESTOWN

ND USA ND

STALLED OUT/MIDDLE OF STREET RIGHT BY 8TH AVE//

DEALER CODE : 45353 R. M. STOUDT, INC.

Customer Assistance Inquiry Record (CAIR)#

32846737

| | | | | | | |
|----------------|---------------------------|-----------------------------------|-----------|-----------------------------------|--------------|------------------|
| VIN | 2C4RC1BG7 | HR670418 | Open Date | 11/15/2017 | Built Date | 01/30/2017 |
| Model Year | 2017 | Body | RUCH53 | CHRYSLER PACIFICA TOURING L WAGON | | |
| In Service Dt | 02/01/2017 | Mileage | 2700 | Dealer Zone | 42 | DETROIT |
| Plant | R | WINDSOR ASSEMBLY PLANT | Market | U | US | |
| Color | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | |
| Engine | ERC | 3.6L V6 24V WT ENGINE UPG I W/ESS | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |
| Dealer | 68405 | CROWN CHRY JEEP INC | | | | |
| Dealer Address | 6350 PERIMETER LOOP RD | | | | | |
| Dealer City | DUBLIN | | | Dealer State | OH | Dealer Zip 43017 |
| Owner | BEDNARZ ,KRISTIN | | | | Contact Type | CERTIFIED LETTER |
| Address | 9051 EMERALD HILL DR | | | | Home Phone | (419) 602 0410 |
| | LEWIS CENTER OH43035 6117 | | | | Country | UNITED STATES |

| | | | | | |
|-----------|-----------|---------|---------|---------|---------|
| Corporate | Lemon Law | Default | Default | Default | |
| Dealer | By Pass | Default | Default | Default | |
| Product | Engine | Unknown | Other | Default | s a e d |

POSTMARK DATE: 110617; DATE RECEIVED: 111417

The owner submits a certified letter and notfication card to FCA received on 11/14/2017. The customer is having an issue with vehicle status. Assigned to the BC for handling an acknowledgement letter has been sent to the customer.

POSTMARK DATE: 111517; DATE RECEIVED: 111517

11/16/2017 Please contact the customer and dealer review concern and handle on merits. GPJ

Will be reviewing with dealer 11/20. KC682

No updates week of 11/20... Will review week of 11/27. KC682

Writer spoke with KC682. Writer will be emailing Pacifica survey

The owner submits a certified letter and notfication card to FCA received on 11/28/2017. The customer had an issue with status. Assigned to the BC for handling

Will not be conducting Pacifica Survey at this time per GPJ1. Customer back in vehicle and vehicle operating as designed at this time. KC682

Customer Assistance Inquiry Record (CAIR)#

32851820

| | | | | | | |
|---------------|------------|-----------------------------------|-----------|--|------------|-------------|
| VIN | 2C4RC1GG5 | HR504598 | Open Date | 11/15/2017 | Built Date | 05/11/2016 |
| Model Year | 2017 | Body | RUCT53 | CHRYSLER PACIFICA LIMITED PLATINUM WAGON | | |
| In Service Dt | 05/12/2016 | Mileage | 318 | Dealer Zone | 71 | LOS ANGELES |
| Plant | R | WINDSOR ASSEMBLY PLANT | Market | U | US | |
| Color | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | |
| Engine | ERF | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |

| | | | | | |
|----------------|---------------------------|--------------|--|--------------|----------------|
| Dealer | 26978 | | | | |
| Dealer Address | | | | | |
| Dealer City | | Dealer State | | Dealer Zip | |
| Owner | NARANJO, CONSTANCE | | | Contact Type | TELEPHONE |
| Address | 6181 ANTHONY AVE | | | Home Phone | (714) 894 3089 |
| | GARDEN GROVE CA92845 2705 | | | Country | UNITED STATES |

| | | | | | |
|-----------|----------------|--------------|----------|---------|----------------------------------|
| Corporate | Survey By Pass | No Diagnosis | Default | Default | |
| Product | Engine | Value | Transfer | Other | Default |
| | | | | | customer vehicle stopped running |

Briefly summarize why the customer is contacting Chrysler: customer vehicle just stopped running

customer stated she had the vehicle for a month, when the auto club came out there was no oil or no anti-freeze or any fluid the DLR let the customer leave the DLR with the new vehicle with no fluid in the car customer was told that she would have to pay for the towing

Briefly summarize what the customer is expecting:

agent called the DLR 3108284424 SANTA MONICA CHRYSLER JEEP DODGE to

speak to DALE

Dale did state that the DLR is 37 miles away. the towing company would pay up to 17 miles and the customer would have to pay for the 20 miles. The DLR would pay the difference of 20. The DLR stated if the DLR did not have a loan he would place the customer in a rental

agent called over to roads de to have a tow truck come out to the customer

agent was able to get roads de to reopen the case from the first roads de call to come out to the customer needs a diagnosis Survey by pass 861

Customer Assistance Inquiry Record (CAIR)#

32853652

| | | | | | | |
|---------------|------------|-----------------------------------|-----------|---------------------------------|------------|------------|
| VIN | 2C4RC1DG6 | HR722120 | Open Date | 11/15/2017 | Built Date | 03/01/2017 |
| Model Year | 2017 | Body | RUCM53 | CHRYSLER PACIFICA TOURING WAGON | | |
| In Service Dt | 03/02/2017 | Mileage | 10000 | Dealer Zone | 35 | WASHINGTON |
| Plant | R | WINDSOR ASSEMBLY PLANT | | Market | U | US |
| Color | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | |
| Engine | ERC | 3.6L V6 24V WT ENGINE UPG I W/ESS | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |

| | | | | | | | |
|----------------|---------------------------|--|--------------------------------|--------------|----|--------------|----------------|
| Dealer | 60484 | | JIMSHORKEY CHRYSLER DODGE JEEP | | | | |
| Dealer Address | 13230 ROUTE 30 | | | | | | |
| Dealer City | NORTH HUNTINGDON | | | Dealer State | PA | Dealer Zip | 15642 |
| Owner | MALLOY ,ANTHONY AND COL R | | | | | Contact Type | CHAT |
| Address | 112 COVENTRY CT | | | | | Home Phone | (412) 258 0290 |
| | TRAFFORD PA15085 1252 | | | | | Country | UNITED STATES |

| | |
|---|-----------------------------|
| Dea er By Pass Defau t Defau t Defau t | |
| Product E ectr ca Rad o/Spkrs/C ock/Antenna Defect ve Defau t | Uconnect system not work ng |
| Corporate SurveyBy Pass Dup cate CAIR Defau t Defau t | 32970276 |

Chat ID: 171115 000689

H , myname s Dyan w th Chrys er Customer Care, How may I he p you today?

Dyan: He o

AnthonyMa oy: H Dyan, I am ryng to get an ema to go through but t just keeps sp nn ng the word "oad ng" so I dont know f ts go ng through. Can you p ease pass th s nfo a ong

AnthonyMa oy: Good even ng. I've had the fo ow ng prob ems w th my new 2017 Chrys er Pac f ca s nce I bought t Apr 29, 2017. I am request ng an extens on of the bumper to bumper warranty to 100,000 m es, but preferab y fet me. I am honest y tryng to avo d, f ng a emon aw c a m. Our dea er has worked w th us and s tryng the r best...the van just s not cooperat ng.

1) Thud/bang ng under dr ver s de f oor when dr v ng. Stopped after a few hours. Reported to dea er but cou dn't rep cate.

2) Acce rat ng on h ghwayw th 5 k ds n the van (about 60 mph), van just stopped work ng out of nowhere. Error on screen was that I had to sh ft to P to park. Was st n dr ve and cou dn't turn gear knob.

Mracu ous ywas ab e to musc e van over to the burm of h ghwayas veh c es sped by. Cou d not turn off van comp ete y bypress ng start/stop button e ectr c tywas st work ng. After about 30 seconds, was ab e to restore dr v ng power back to van bypress ng start button. Dea er cou dn't rep cate prob em and sa d there were no error codes. Cou d've caused a major acc dent or worse.

3) DVD p ayer wou dn't work. Had to turn van n for serv ce. Dea er thought t was f xed and returned van. It wasn't f xed. They had to order a new one and rep ace t, requ r ng another stay at the shop. 2 stays at the shop for DVD ssue.

4) Outs de temperature gauge wasn't work ng. They d d a f x to t and returned veh c e. St wasn't work ng (wou d report temps about 10 12 degrees too h gh). Took back to dea er. Rep aced amb ent sensor, and now t works most of the t me. Recent y, t was stuck on the wrong temperature (that mom ng's temperature) for 25 m nutes and d dn't correct tse f. Reported to dea er and am p ann ng on ask ng them to ook at t aga n. Th s w be the 3rd t me for t.

5) S d ng dr ver s de door got extreme y cranky and no sy when t opened. Took to dea er. They added ubr cant. Started mak ng the no se aga n w th n a day. I t ghtened two screws and the prob em was f xed.

6) Rad o jumps to "Aux" no matter what we are sten ng to. Happens when we h t bumps n the road. Took to dea er. They thought they f xed t. Prob em rema ns. They ordered a new rad o, and t s on back order for a few more weeks. Wa t ng for t to arr ve. W be 2nd tr p to shop for th s.

7) There s now a s ght de ay between park and dr ve. Van goes from park, to a s ght de ay, to dr ve. Reported to dea er and they w ook at, but wa t ng to take van unt rad o comes n (see number 6 above)

8) Just got a seatbe t reca for the m dd e seat n the m dd e row

issue. Will fix when radio comes in.

9) A/C stopped working. Dealer tested. Had to replace A/C compressor.
1 day at shop.

10) Tonight, driving van on rural road, was in drive but would not shift gears for about 75 yards. Just engine revving. No error codes.
If I think of anything else, I will let you know. This is off the top of my head. We are very frustrated that we bought a brand new van and have had so many problems. We traded in our Town and Country when we bought this van, and our Town and Country was fantastic. We now have 6 kids and can't keep dropping this vehicle off at the dealer, because we can't transport our family around without an 8 passenger vehicle. Some of the issues above may have been dealt with on the same dealer trip...but definitely been to the dealer more than just once or twice.
Would it be easier to buy the van back from us or maybe swap us into a different van? We will work with you as much as we can, but this starting to look like we bought a lemon.

Thank you

Anthony Mayo: That's a copy of the email I am trying to send.

Dyan: Let me review that further for you

Anthony Mayo: Please escalate the issue and have someone contact me this week if possible. (412) 258-0290.

Anthony Mayo: Thank you!

'Anthony Mayo' disconnected ('Concluded by End user').

Status update provided via email to the following email address:
coleenemayo@gmail.com

Hello,

I need additional information on the vehicle.

When was the vehicle last at the dealership for this concern and what was the reference?

Thanks

Dyan

End of Status Update

Begin Customer Message reviewed:

Shorkey Chrysler in North Huntingdon, PA

The vehicle has been at the dealer multiple times, they will have the dates. Every time we get our van back, something else goes wrong with it we are trying to wait to bring it in until our radio comes in. Was original to do that would take a week (3 weeks ago), but I called last week and was advised it was on back order for 4 weeks. We are working with Johnathan Thomas. His number is 412-872-2400 ext 1451. He's been extremely helpful, but it appears we bought a lemon and are seeking a resolution. Thank you.

End of Reviewed Customer message

Status update provided via email to the following email address:
coleenemayo@gmail.com

Hello,

Thank you for your update,

As a next step we will need to get the vehicle back to the dealership for further assistance, as soon as the vehicle is at the dealership or you have an appointment confirmed, we can then escalate your file for further assistance to ensure this is resolved.

Please reply to this email when you have further details regarding the next dealership visit.

Thanks

Dyan

End of Status Update

Status update provided via email to the following email address:
coleenemayo@gmail.com

Hello,

I just wanted to follow up and see if an appointment has been confirmed with your dealership?

Thanks

Dyan

End of Status Update

agent waiting on update

Begin Customer Message reviewed:

Hi Dyan,

Yes, we are bringing our vehicle back 11-24-17. We've asked that they

look at the seat belt (recall), pause between shifting (key to be replaced because it happens so much), and failure to shift when driving (unkey to be replaced because it only happened once). I also asked them to check into the ambient outside temperature sensor, which froze up on us once since it was last replaced, so it's unkey to be replaced if I had to guess. We are also still waiting on our radio to come in, which needs replaced. It's on back order.

I will probably ask the dealer if any information has been gathered yet on why our vehicle shut down while we were driving on the highway in August 2017. I saw there was an article on ABC News on this very issue last night. If the issue summed to only a few vehicles like Chrysler's response seemed to indicate, I'm wondering if Chrysler will buy back these (i.e., my) vehicles from the owners who want to go that route. Since my wife doesn't feel safe driving the vehicle, I think that's the route I'd prefer to resolve the issue. Thank you!

End of Reviewed Customer message

Status update provided via email to the following email address:
coleenemaoy@gmail.com

Hello Anthony,

Thank you for your quick response.

What I am going to do for you now is escalate your file to a case manager for further assistance to ensure this gets resolved.

Please expect follow up in 1-2 business days for further assistance.

Dyan

End of Status Update

Customer seeking assistance with:

customer experiencing multiple ongoing concerns with the vehicle,
Uconnect system not functioning properly, A/C system not working and door
sounds squeaky

Customer expecting: customer expects to get concerns resolved

Agent advised will escalate to case manager.

Follow up will occur within 1 business day by COB customer time.

Preferred phone number: (412) 258-0290

Earliest call time:

Latest call time:

Updates via text: Y/N [Mobile number]

Updates via email: Y/N [Email address]

Vehicle location: Customer

Date and Time of Appointment: 11/24/17

reassigned to CM

Appointment scheduled for Nov. 24

Begin Customer Message reviewed:

Thanks!

End of Reviewed Customer message

Vehicle sold at the dealership JIM SHORKEY CHRYSLER DODGE JEEP (60484)

Update triggered by S20372P

~~~~~  
Goodwiva Transfer Narrative

~~~~~  
In Service Date: 04/29/2017

Original Owner: Yes

Mileage: 10000

Vehicle purchase type: 3 other vehicles

Mileage Repairs/ Previous related repairs: Some 3 warranty/ 1 recall

Other Another recall parts are available.

MVP plans: No

Other: Customer thinking of Lemon Law

***** Create Prep Sheet *****

Prep sheet was saved successfully.

*****OUTBOUND DEALERSHIP CONTACT*****

JIM SHORKEY / DC 60484 / 412 872 2400

Agent spoke with Jonathan who confirmed that they are working on the vehicle

right now. He states that the radio has not come in, they will be doing the recall.

Jonathan states that they don't believe that they will be able to

duplicate some

concerns of the vehicle shut off one time in Aug. but they will be trying to get

customer's concerns resolved.

*****OUTBOUND CUSTOMER CONTACT*****

(412) 258 0290 / Agent spoke with Anthony.

Anthony states that he has no issues with Shorkey but when they added the 6th child to the family needed a vehicle that would seat 8 and the Pacific fit the new family.

They have had issues with the DVD which had to be replaced, then they had issues with the

vehicle shutting off for which there is no fix, even though it had an error message of shift to P.

They were in the right hand lane on the highway and he had to pull strongly to get the vehicle off the

road. He states that this issue was all over the news ABC / WPX1. He states that when this happened

he had no power steering and they had to sit on the side of the road for approx. 30 sec. before they

were able to restart it. He had his wife and 6 children in the vehicle when this happened, his wife

no longer feels safe driving the vehicle and they are both waiting for it to happen again.

They have had issues with the transmission under the driver's side and it currently has a pause when

going from reverse to drive and sometimes just going into drive.

His wife was driving the vehicle the other day and the vehicle would not go into gear. It only revved.

He says they had issues with the sliding door, the a/c compressor and the ambient temp. gauge.

He says that it comes down to a safety issue because he can't risk his wife and his children.

They have radio issues that jumps from AM to FM and although the dealership is working to replace the

radio it is on back order.

He is hoping Chrysler will make it right and will repurchase the vehicle.

Agent advised that she doesn't have the ability to do that and isn't sure that the vehicle qualifies for

Lemon Law. Customer admitted he has been reviewing for the Lemon Law process and just wants to break even.

Agent advised customer that normally in order for a vehicle to be bought back it is done through the

dealership. Agent asked if he had reviewed the Lemon Law process in the booklet inside the glove box

which he states he has.

Agent advised she would forward to the department that would review for Lemon Law.

Customer was informed that by making this request

they are NOT actually going Lemon Law or any related process.

The request is being escalated for a review of the vehicle's repair

history to determine if the request merits further action and that due

to the nature of the request, it will require a callback which will take

place within 12 business days. The outcome of the review does

NOT determine Lemon Law eligibility.

Preferred Morning/Afternoon callback numbers

Preferred Afternoon/Evening callback numbers (412) 258 0290

Who has possession of the vehicle? Dealer

Reassigned to 91L

***** 91L Review *****

*****Case Escalated to I2R*****

Reviewed Warranty History which determined this case

should be escalated to I2R for case management.

****ATTENTION CUSTOMER CARE AGENT****

This customer has contacted Customer Care seeking

Lemon Law buyback/repurchase. Preliminary

research has determined this vehicle warranty history

does not merit further review. Please continue case

management in an attempt to resolve the customer's concern and/or issues.

*****OUTBOUND CUSTOMER CONTACT*****

412) 258 0290 / Agent left a voice mail for Anthony advising that the file has been returned advising that the vehicle does merit a lemon law. Agent advised she wants to work with customer while the vehicle is being repaired and left her callback information.

*****OUTBOUND DEALERSHIP CONTACT*****

JIM SHORKEY / DC 60484 / 412 872 2400

Agent called and left a voice mail message for Jonathan looking for an update on the repairs done on the vehicle and radio.

*****OUTBOUND CUSTOMER CONTACT*****

ANTHONY MALLOY / 412) 258 0290

Agent left a voice mail message advising customer that the file was returned to her because the vehicle does not merit a lemon law at this time. Agent left callback information in case there is something else agent can do for them now.

*****OUTBOUND DEALERSHIP CONTACT*****

JIM SHORKEY / DC 60484 / 412 872 2400

CM reached out to dealer for an update. SA Caro transferred agent to SA Jonathon. SA Jonathon states that the radio has come in and will be put in the vehicle tomorrow 12/02/2017. SA Jonathon states they did not find anything with abnormal shifting on vehicle, recall has been completed. SA Jonathon said they have no codes for sensor and has only froze up once since they replaced the part. SA Jonathon also states that the vehicle has no hesitation or abnormal shifting and they have not been able to duplicate downshifting issue. SA Jonathon said NO service cases have been opened as of yet. CM to follow up on Tuesday 12/05/2017. Status update provided via email to the following email address:

coleenemaoy@gmail.com

Good afternoon Mr. & Mrs. Maoy,

This is to notify you that your case manager Lynn is out of office today, however, we see she was trying to reach you yesterday to inquire if you need additional assistance. You can respond to this email if you are continuing to have concerns.

End of Status Update

Vehicle is at the dealership JIM SHORKEY CHRYSLER DODGE JEEP (60484)

Update triggered by S20372P

*****OUTBOUND DEALERSHIP CONTACT*****

JIM SHORKEY / DC 60484 / 412 872 2400

Agent called dealership but was advised that Jonathan is not in today.

Agent was put into the voice mail for Mark. Agent left a voice mail message

looking to see if there is anything we can do to assist.

*****OUTBOUND CUSTOMER CONTACT*****

ANTHONY MALLOY / 412) 258 0290

Agent left a voice mail stating that she was following up on repairs.

Agent left callback information in case they have to get in touch with her again.

*****OUTBOUND CUSTOMER CONTACT*****

ANTHONY MALLOY / 412) 258 0290

Customer was not available so agent left a voice mail to see if the dealership was able to resolve the concerns.

Vehicle is at the dealership JIM SHORKEY CHRYSLER DODGE JEEP (60484)

Update triggered by S20372P

*****OUTBOUND DEALERSHIP CONTACT*****

JIM SHORKEY / DC 60484 / 412 872 2400

Agent was advised that Jonathon was working on the vehicle now.

*****OUTBOUND DEALERSHIP CONTACT*****

JIM SHORKEY / DC 60484 / 412 872 2400

Jonathon advised that they replaced the radio on Dec. 2 but radio didn't have strong frequency so today they installed a radio hub and drove it 20 miles to see if it was better.

Customer hasn't picked up the vehicle yet.

*****OUTBOUND CUSTOMER CONTACT*****

ANTHONY MALLOY / 412) 258 0290

Agent called but was on a leave to leave a voice mail.

Agent advised she would follow up on Monday to make sure that there

issues have been resolved.

*****OUTBOUND CUSTOMER CONTACT*****

ANTHONY MALLOY / 412) 258 0290

Agent called and left a voice mail message advising that she was doing a follow up on the repair and wanted to make sure that things have been resolved.

New file has been opened with ega 32970276

Reassigned for survey by pass.

Brief summary of why the customer is contacting Chrysler: Customer trying to reach CM at extension 4718382, customer requested this extension. Customer was not sure if the extension was 4718382 or 4713382 so agent found by pulling up case.

Brief summary of what the customer is expecting: Agent transferred the customer over to CM voice mail. Agent contacted the extension the customer requested, customer was not sure of the right number but found by pulling up the case

>>>INBOUND CUSTOMER CONTACT>>>>

Customer called in and left a voice mail message stating that the radio has not been fixed. He said that the first time he had it at the dealership they did a software update, the second time they replaced the radio and the third time that they replaced the frequency hub.

He states that he captured the concern on Video and emailed the dealership over the weekend.

He has not heard anything about the repair for the engine shutting off and they have a hearing

on Jan. 2nd. He wished agent a happy holidays.

Status update provided via email to the following email address: coenenema oy@gmail.com

H Anthony & Coenen;

I'm sorry that your issues with your new Pacifica have not been resolved.

The existing file will be closed but we will create a new one if needed after the hearing.

I hope you have a great holiday season, and if I can be of further assistance

in the new year please don't hesitate to contact me at 866 932 3873 x 4718382

Lynn

End of Status Update

New file has been opened with ega 32970276

Reassigned for survey by pass.

Vehicle at the dealership JIM SHORKEY CHRYSLER DODGE JEEP (60484)

Update triggered by S20372P

Agent left another message for Jonathan.

Status update provided via email to the following email address: coenenema oy@gmail.com

H Coenen:

I was just following up on your radio concerns that you have with your new Pacifica.

Has the repair done this week seem to resolve your concern?

I was on my way to leave a voice mail for Jonathan and I wanted to know if there was anything further we can do to assist you at this time.

Lynn 866 932 3873 x4718382

End of Status Update

*****OUTBOUND DEALERSHIP CONTACT*****

JIM SHORKEY / DC 60484 / 412 872 2400

Agent spoke with Jonathon who advised that they were not able to get the radio fixed.

He does believe that the dealership is working to help customer get out of the vehicle.

Status update provided via email to the following email address: coenenema oy@gmail.com

H Coenen:

I just spoke with Jonathon at Jim Shorkey who advised that they weren't able to resolve the radio concern but have opened a Star Case.

Is there anything I can do to help you?

Lynn 866 932 3873 x4718382

End of Status Update

*****OUTBOUND CUSTOMER CONTACT*****

ANTHONY MALLOY / (412) 258 0290

Customer was not available.

Agent left message to see if there was anything we can do for him at this time.

Customer is following through filing for Lemon Law.

Customer has hearing Jan. 2/2017.

Duplicate Car Same concern as 32970276

Bypass Added

AM offered and customer accepted a \$3000 goodwill credit to trade into another FCA vehicle. Owner satisfied.

Customer Assistance Inquiry Record (CAIR)#

32854103

| | | | | | | |
|----------------|------------------------|------------------------------------|-----------|-----------------------------------|--------------|------------------|
| VIN | 2C4RC1BG0 | HR507383 | Open Date | 11/16/2017 | Built Date | 04/27/2016 |
| Model Year | 2017 | Body | RUCH53 | CHRYSLER PACIFICA TOURING L WAGON | | |
| In Service Dt | 04/29/2016 | Mileage | 13000 | Dealer Zone | 66 | ORLANDO |
| Plant | R | WINDSOR ASSEMBLY PLANT | | Market | U | US |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |
| Engine | ERF | 3.6L V6 24V WT ENGINE | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |
| Dealer | 42622 | CROWN CHRYSLER DODGE | | | | |
| Dealer Address | 3710 W WENDOVER AVE | | | | | |
| Dealer City | GREENSBORO | | | Dealer State | NC | Dealer Zip 27407 |
| Owner | GRUBB ,S | | | | Contact Type | ROADSIDE |
| Address | 2803 NEW HANOVER DRIVE | | | | Home Phone | (336) 209 1268 |
| | GREENSBORO NC | | | | Country | UNITED STATES |

| | | | | |
|-----------|-------------------|----------|------------|---------|
| Corporate | Roads de Services | Warranty | Electrical | Default |
|-----------|-------------------|----------|------------|---------|

Roads de Assistance Contacted DATE : 2017 11 16

Road Side File Created 11 16 17 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

700 FRIENDLY CENTER RD 3710 WWENDOVER AVE

GRANDVIEW AVE

GREENSBORO GREENSBORO

NC US NC

VEH STALLED AND IS IN BETWEEN MACEYS AND BELK

DEALER CODE : 42622 CROWN CHRYSLER DODGE JEEP

Customer Assistance Inquiry Record (CAIR)#

32854930

| | | | | | | |
|---------------|------------|------------------------------------|-----------|--|------------|-------------|
| VIN | 2C4RC1GG1 | HR841544 | Open Date | 11/16/2017 | Built Date | 07/29/2017 |
| Model Year | 2017 | Body | RUCT53 | CHRYSLER PACIFICA LIMITED PLATINUM WAGON | | |
| In Service Dt | 07/29/2017 | Mileage | 309 | Dealer Zone | 71 | LOS ANGELES |
| Plant | R | WINDSOR ASSEMBLY PLANT | | Market | U | US |
| Color | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | |
| Engine | ERC | 3.6L V6 24V VWT ENGINE UPG I W/ESS | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |

| | | | | | |
|----------------|-------------------------|--------------|--|--------------|----------------|
| Dealer | 27086 | | | | |
| Dealer Address | | | | | |
| Dealer City | | Dealer State | | Dealer Zip | |
| Owner | PATEL ,SIDDHARTHA | | | Contact Type | LETTER |
| Address | 20 DUNNE CT | | | Home Phone | (708) 305 7310 |
| | MENLO PARK CA94025 1820 | | | Country | UNITED STATES |

| | | | | | |
|---------|----------|----------------|---------|--------------------------------|--|
| Product | Unknown | Unknown | Sta ng | Defau t | |
| Referra | Top Care | Execut ve Team | Defau t | Pub c Re at ons/Commun cat ons | |

POSTMARK DATE: 111517; DATE RECEIVED: 111617

Top Care customer frst contact was 11/16/17 at 11:25 by mam46

Top Care fo ow up contact was 11/16/17 at 11:25 by mam46

11/16..... Wr ter attempted to ca owner but owner stated he was on h s way to a meet ng and asked f wr ter cou d ca back n 30 m nutes.

Wr ter attempted to ca R ck Arse an an (SM) but had to eave a message request ng a ca back to revew serv ce h story.

Wr ter ca ed owner who stated that back n Sept. 2017, when he was dr vng on the expressway at 65mph, h s veh c e ost power and everyth ng ocked up. Owner c a ms that he was a most h t by a sem truck as he was tryng to maneuver to the s de of the road. Owner stated that he was ab e to get veh c e to the s de of the road and he ca ed roads de ass stance who towed h s veh c e to h s se ng dea er.

The dea er sh p performed the necessary repa rs but owner refuses to p ck up h s veh c e. Owner c a ms that he has gone on ne and found other peop e who have had a s m ar exper ence, have another exper ence ke th s, even after the veh c e was repa red the frst t me. Owner refuses to put h s fam y n the veh c e at th s po nt and c a ms to have ca ed the GM about repurchas ng or rep ac ng the veh c e.

Wr ter apo og zed for the exper ence that owner had and adv sed h m that wr ter has a ca n to the serv ce manager (R ck Arse an an) to d scuss the serv ce h story and get h s thoughts on what happened and f he fee s conf dent that veh c e s repa red.

Wr ter adv sed owner that warranty starts at m e 1 and even though FCA does not expect peop e to have any ssues w th the r new veh c e, f they do, repa rs are done under the terms of the warranty.

Owner stated that he understood th s but wanted wr ter to be aware that the sunroof stopped work ng on h s veh c e and a part fe off, short y after purchase.

Wr ter adv sed owner that he wou d fo ow up w th h m after speak ng w th R ck (SM), who w be n today at 11:00am PT.

11/17..... Wr ter eft a message for R ck (SM) request ng a ca back.

11/20..... Wr ter spoke w th R ck (SM) and the dea er s gett ng da y ca s and v s ts from the oca TV stat on and wou d ke th s to go away. The dea er s w ng to offer owner a fa r trade to get owner nto another veh c e f wr ter and FCA are w ng to contr bute \$4,000. Wr ter agreed.

R ck w send wr ter the paperwork so that a check can be processed.

11/22..... Wr ter spoke w th R ck (SM) who s ated that dea er took owner out of h s veh c e yesterday and w send wr ter the paperwork next week for the \$4,000 that wr ter agreed to contr bute to the trade.

Wr ter ca ed owner who conf rmed that he was traded out of veh c e yesterday.

11/28..... Wr ter spoke w th R ck (SM) who s ated that owner was taken out of h s veh c e and dea er w be send ng wr ter the paperwork to get the \$4,000 that wr ter offered.

11/30..... Wr ter c os ng case at th s t me and w open a new one to processes \$4,000 re mbursement to dea er once dea er sends wr ter the

Customer Assistance Inquiry Record (CAIR)#
32855372

| | | | | | | | |
|----------------|-------------------------|----------------------------|-----------|-----------------------------------|--------------|----------------|-------|
| VIN | 2C4RC1BGX | HR542500 | Open Date | 11/16/2017 | Built Date | 08/12/2016 | |
| Model Year | 2017 | Body | RUCH53 | CHRYSLER PACIFICA TOURING L WAGON | | | |
| In Service Dt | 08/12/2016 | Mileage | 27000 | Dealer Zone | 66 | ORLANDO | |
| Plant | R | WINDSOR ASSEMBLY PLANT | | Market | U | US | |
| Color | PRV | VELVET RED PEARL COAT | | | | | |
| Engine | ERF | 3.6L V6 24V WT ENGINE | | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | | |
| Dealer | 60416 | LEITH CHRYSLER JEEP | | | | | |
| Dealer Address | 5500 CAPITAL BLVD | | | | | | |
| Dealer City | RALEIGH | | | Dealer State | NC | Dealer Zip | 27616 |
| Owner | MCGILL ,DYLAN J | | | | Contact Type | TELEPHONE | |
| Address | 134 PEACEMAKER LN | | | | Home Phone | (919) 691 3808 | |
| | SMITHFIELD NC27577 8722 | | | | Country | UNITED STATES | |

| | | | | | |
|--------|-------|----------|-------|---------|-------------------|
| Dea er | Parts | Personne | Other | Unknown | steps for emon aw |
|--------|-------|----------|-------|---------|-------------------|

customer states the veh c e s m s f r ng on cy nder number 3, customer states veh c e has been to the dea er two t mes for the cy nder prob em, customer states veh c e has severa prob ems wrong w th the veh c e been to dea er for numerous prob ems. customer number 9196913803 back up number 9198106572.. customer wants to know what s the procedure for emon aw.

Customer seek ng a rep acement veh c e due to veh c e hav ng reoccurr ng ssue w th eng ne sta ng

Customer was nformed that by mak ng th s request they are NOT actua yf ng emon aw or anyre ated process.

The r case s be ng esca ated for a review of the veh c e's repa r h story to determ ne f the r request mer ts further act on and that due to the nature of the r request, t w requ re a ca back wh ch w take

p ace w th n 1 2 bus ness days. The outcome of the review does NOT determ ne Lemon Law e g b ty.

Preferred Morn g/Mdday ca back number s 919 691 3808

Preferred Afternoon/Even ng ca back number s 919 691 3808

Who has possess on of the veh c e? (Dea er)

Reass gned to 91L

Th s veh c e does not meet the cr ter a for esca at on to 91L. P ease see

AnswerCONNECT art c e Answer ID 25013.

Customer ca ed and wanted to know why he hasnt rece ved a ca back.

Informed customer that the dea er s the one work ng on the case v a STAR CASE # 100994414. Informed customer to con act them f there was any further quest ons. Customer was sat sf ed and d sconnected.

CAIR RE OPENED AND FOLLOWING REASON CODE(S) REMOVED

C ose Loop Except on Reason Code

Customer stated that he has not got a ca back.

Br ef y summar zed w th the customer h s concerns

Agent adv sed the customer that and ema was sent to h s CM and she w contact h m back n 1 to 2 bus ness days.

Customer does not meet esca at on for 91L

Agent attempted to contact customer, unab e to reach

Customer ca ed n aga n stat ng they have not heard from CM. Customer s on her way aga n to ake veh c e back to the dea er as t s st hav ng ssues.

Customer Assistance Inquiry Record (CAIR)#

32858373

| | | | | | | |
|----------------|------------------------|-----------------------------------|-----------|--|--------------|------------------|
| VIN | 2C4RC1EG1 | HR788704 | Open Date | 11/16/2017 | Built Date | 05/29/2017 |
| Model Year | 2017 | Body | RUCP53 | CHRYSLER PACIFICA TOURING L PLUS WAGON | | |
| In Service Dt | 05/30/2017 | Mileage | 4500 | Dealer Zone | 35 | WASHINGTON |
| Plant | R | WINDSOR ASSEMBLY PLANT | | Market | U | US |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |
| Engine | ERC | 3.6L V6 24V WT ENGINE UPG I W/ESS | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |
| Dealer | 60585 | OURISMAN CHRYSLER DODGE JEEP RAM | | | | |
| Dealer Address | 2406 CRAIN HWY | | | | | |
| Dealer City | BOWIE | | | Dealer State | MD | Dealer Zip 20716 |
| Owner | WINTERS ,JOSHUA | | | | Contact Type | LETTER |
| Address | 860 CLAMSHELL CT | | | | Home Phone | (443) 955 8524 |
| | EDGEWATER MD21037 3505 | | | | Country | UNITED STATES |

| | |
|---|-----------------------|
| Corporate SurveyBy Pass F e d Ca or Ema Defau t Defau t | Safety Off ce referra |
| Product Unknown Unknown Sta ng Defau t | |

NHTSA VOQ referra .

Safety Off ce s request ng veh c e be nspected at dea er. To coord nate w th BC TA

TAava ab e on 11 28

Owner prefers to use Our sman/60585 , s ster store to se ng dea er.

Owner w drop off veh c e today (11/20) after 1pm. _

Serv ce Manager B Amus w prov de oaner.

TA to g ve spec f c d rect on to dea er as far as d agnost cs to perform

and test dr ve. Owner w be provided oaner. _

POSTMARK DATE: 112917; DATE RECEIVED: 120117

TA f nd ngs to be maged to th s CAIR.

12/01/17 Owner w p ck up h s car tomorrow. Most up to date eve of software was nsta ed (PCM ref ash). Th s shou d address the sta ng/no start concerns owner was exper enc ng.

12/5/17 Left message/ext w th owner seek ng consu t.

Customer Assistance Inquiry Record (CAIR)#

32861071

| | | | | | | |
|---------------|------------|----------------------------|-----------|---------------------------------|------------|------------|
| VIN | 2C4RC1DG3 | HR515572 | Open Date | 11/16/2017 | Built Date | 05/12/2016 |
| Model Year | 2017 | Body | RUCM53 | CHRYSLER PACIFICA TOURING WAGON | | |
| In Service Dt | 05/13/2016 | Mileage | 21000 | Dealer Zone | 63 | DALLAS |
| Plant | R | WINDSOR ASSEMBLY PLANT | | Market | U | US |
| Color | PBX | JAZZ BLUE PEARL COAT | | | | |
| Engine | ERF | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |

| | | | | | | |
|----------------|-----------------------|----------------------------------|----|--------------|----------------|--|
| Dealer | 26831 | SUNLAND PARK CHRYSLER DODGE JEEP | | | | |
| Dealer Address | 950 CROCKETT STREET | | | | | |
| Dealer City | EL PASO | Dealer State | TX | Dealer Zip | 79922 | |
| Owner | PADILLA,CHRISTI L | | | Contact Type | TELEPHONE | |
| Address | 12344 TIERRA ARENA DR | | | Home Phone | (915) 637 9345 | |
| | EL PASO TX79938 4722 | | | Country | UNITED STATES | |

| | | | | |
|-----------|--------------------------|---------|---------|---------|
| Product | Transm ss on / Transaxle | Unknown | Other | Default |
| Corporate | Renta Veh c e | Default | Default | Default |

Br ef y summar ze why the customer s contact ng Chrys er: customer s seek ng why the veh c e shut down on the h ghway a coup e days ago. customer stated that she s pay ng for the renta veh c e for 2 days. Br ef y summar ze what the customer s expect ng: customer s seek ng to get the veh c e f xed Customer seek ng ass stance w th: customer s seek ng about a ren a and the transm ss on ssue that the veh c e s hav ng Customer expect ng: customer s seek ng ass stance to get the veh c e f xed

Agent adv sed w esca ate to case manager.

Fo ow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone number: 915 525 2200

Ear est ca t me: 8am

Latest ca t me: 8pm

Updates v a text: 915 525 2200

Updates v a ema : n

Veh c e ocat on: dea er

Date and T me of Appo ntment: n/a

Conf med appo ntment w th: serv ce

Customer n ren a : Y but she s pay ng for t

Author zed by: n/a

Renta start date: n/a

agent transferred customer to CMext

915 525 2200 has been act vated for text message commun cat on.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T2235GA*****

H Chr st , My name s G ovann and I am from FCA I am your case

Spec a st. My contact nfo s 8443780575 ext 82012 and your case number s 32861071

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

customer was transferred over and she was ook ng

to get ass s ance w th a renta wh e her veh c e s

be ng ooked at. Agent adv sed that the agent needed to contact the

DLR and see what the d agnoses s and make a determ nat on.

Agent adv sed that he wou d ook nto everyth ng and g ve

the customer a ca bck today.

Agent ca ed and eft a VM w th chr s for SAJR

Agent spoke w th SAJR who stated that the veh c e came w th

stored codes for the 2nd gear and a bunch of ghost codes. after

they c eared the codes they have been unab e to dup cate the

customers concerns. Agent adv sed that Agent was go ng to

approve 5 Days of ren a for th s customer nconven ence and

t be ng a brand new veh c e and the fact that th s s not the

frst t me the veh c e has been n for th s same ssue. Agent a so

adv sed that Agent ,DLR and customer wou d have to have another

d scuss on. If 5 days was not enough for the d agnos s. SA then stated

that agent wou d have to send an ema to the SA manager for the

renta . Agent adv sed t wou d be n the DM notes and the SM cou d

ca the Agent.

Agent called and advised customer that agent was approving 5 days of rental at 35 dollars a day. agent also advised of fines 37 through 41

Agent called and left a VM for SAJR

Agent called and spoke with SAJR who stated that they were unable to duplicate. They released the vehicle back to the customer and she will contact the DLR for the problem persists.

Agent called and left the customer a voicemail stating what agent learned from the DLR and just wanted to confirm everything.

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension 82012.

Agent will close the case since the customer hasn't returned a call and the DLR said they released the vehicle 2 days ago.

Customer Assistance Inquiry Record (CAIR)#

32862374

| | | | | | | |
|----------------|-------------------------|-----------------------------------|-----------|--|--------------|---------------|
| VIN | 2C4RC1EG9 | HR837633 | Open Date | 11/17/2017 | Built Date | 07/29/2017 |
| Model Year | 2017 | Body | RUCP53 | CHRYSLER PACIFICA TOURING L PLUS WAGON | | |
| In Service Dt | 07/31/2017 | Mileage | 0 | Dealer Zone | 74 | DENVER |
| Plant | R | WINDSOR ASSEMBLY PLANT | Market | U | US | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |
| Engine | ERC | 3.6L V6 24V WT ENGINE UPG I W/ESS | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |
| Dealer | 66912 | ROSEVILLE CHRYSLER JEEP, INC. | | | | |
| Dealer Address | 2805 HIGHWAY 35W NORTH | | | | | |
| Dealer City | ROSEVILLE | Dealer State | MN | Dealer Zip | 55113 | |
| Owner | KRAMER ,MARIAN E | | | | Contact Type | TELEPHONE |
| Address | 1466 ELEANOR AVE | | | | Home Phone | |
| | SAINT PAUL MN55116 2233 | | | | Country | UNITED STATES |

Corporate Outbound Survey Follow Up Continuous Quality Improvement Default

CQI Survey Record Received DATE : 11/17/2017

Survey Number : 13020585

Quality Survey ID Number: 384586228

Survey Date : 11/16/2017

VIN Complete 17 : 2C4RC1EG9HR837633

CQI Comments : \The touchscreen issue and the car dying when it is in fuel save mode

Status update provided via email to the following email address:

mekramer@gmail.com

Hello MS MARIAN KRAMER,

My name is Michele, and I am following up on a survey that you recently completed regarding your 2017 CHRYSLER PACIFICA TOURING.

I have attempted to contact you however, there was no contact number on file to discuss your concerns further.

We regret the problem your vehicle has experienced and appreciate the time and effort you took bringing this matter to our attention.

Comments like yours are one way we have to learn of problems and opportunities desired by customers.

Given the many variables involved, we recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.

If you require further assistance from Chrysler, please contact us and we will be happy to assist you in resolving your vehicle concerns. You may contact us back by calling Chrysler Customer Assistance at (800) 247-9753.

Thank You,

Michele

End of Status Update

Customer Assistance Inquiry Record (CAIR)#

32862849

| | | | | | | |
|---------------|------------|-----------------------------------|-----------|--|------------|------------|
| VIN | 2C4RC1EG3 | HR713275 | Open Date | 11/17/2017 | Built Date | 02/23/2017 |
| Model Year | 2017 | Body | RUCP53 | CHRYSLER PACIFICA TOURING L PLUS WAGON | | |
| In Service Dt | 02/23/2017 | Mileage | 8300 | Dealer Zone | 32 | NEW YORK |
| Plant | R | WINDSOR ASSEMBLY PLANT | | Market | U | US |
| Color | PUV | DK. CORDOVAN PEARL COAT | | | | |
| Engine | ERC | 3.6L V6 24V WT ENGINE UPG I W/ESS | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |

| | | | | | | |
|----------------|---------------------------|------------------------------------|----|--------------|----------------|--|
| Dealer | 62457 | CENTRAL AVENUE CHRYSLER JEEP, INC. | | | | |
| Dealer Address | 1839 CENTRAL PARK AVENUE | | | | | |
| Dealer City | YONKERS | Dealer State | NY | Dealer Zip | 10710 | |
| Owner | HOLMES WIGGINS ,STACEY | | | Contact Type | TELEPHONE | |
| Address | 1989 AMSTERDAM AVE APT 63 | | | Home Phone | (917) 747 6622 | |
| | NEW YORK NY10032 5049 | | | Country | UNITED STATES | |

| | | | | | |
|-----------|---------------|---------|----------|---------|--|
| Product | Dr vab ty | Unknown | No Start | Defau t | |
| Corporate | Renta Veh c e | Defau t | Defau t | Defau t | |

Customer seek ng ass stance w th:

[Customer s seek ng a renta veh c e for the durat on of repa rs to veh c e].

Customer expect ng:

[Customer s expect ng a renta veh c e for the durat on that she w be w thout her veh c e].

Agent advsed w esca ate to case manager.

Fo ow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone number: (917) 747 6622

Ear est ca t me: any

Latest ca t me: any

Updates v a text: Yes [(917) 747 6622]

Updates v a ema : Yes [s acey1.08@gma .com]

Veh c e ocat on: Dea er: 62457

Date and T me of Appo ntment: [veh c e s current y at the DLR: 62457].

Conf rmed appo ntment w th: [N/A] upon open ng CAIR agent rece ved a message not contact DLR: 62457, and to esca ate ssues to 86x for hand ng

Customer n renta : No

Author zed by:

Renta start date: [N/A]

Customer s ca ng n stat ng that on 11/15/2017 she went out outs de to start her veh c e.

Customer states that the peda was st ff and wou d not move.

Customer had to use her remote s arter to get her veh c e started.

Customer states that after she got done runn ng a few errands the veh c e started.

Customer states that she was at a stop ght and her veh c e comp ete y cut off.

Customer stated that she tr ed to use her remote start to start the veh c e back up, customer?s veh c e wou d not start.

Customer states that her peda was a so st ff as we .

Customer contacted roads de ass stance and was to d that road ass stance w be there w th n an hour and a ha f.

Customer was to d that the n t a roads de dr ver had a fat t re and that a new dr ver wou d be sent out.

Customer states that t ended up be ng the same dr ver who theysa d had a fat.

Customer stated that she was wa t ng outs de n the co d for 4 hours w th her 11 month o d ch d.

Customer states that the tow truck dr ver upon arr va stated that he on y rece ved a certa n percentage for the tow's and proceeded to ask the customer for a t p.

Customer was skept ca of the tow truck dr ver.

Customer had to have veh c e towed to DLR: 62457, they were the on y DLR w th overn ght drop off.

DLR s ocated n Yonkers, NY customer res de n the Manhattan area.

Due to the tow truck dr ver ask ng the customer for a t p for the r de to

DLR, customer called an Uber to take her and the 11 month old child home. Customer states that the tow truck driver asked the customer how she was getting home, customer replied Uber.

Customer states the tow truck driver stated that she could give him the money for the Uber to take her home.

Customer states that vehicle problems started at 8:45 pm, customer did not get home until 1:52 am

On 11/16/2017 customer states the DLR called and informed her that they have no idea what's wrong with her vehicle.

Customer states that she was not provided with a time frame for repairs or an idea what's going on with vehicle.

Reassigned to CM

In Service Date: 03/31/2017

Original Owner: Yes

Mileage: 8300

Vehicle purchase type: 1 New

Multipoint Repairs/Previous related repairs: None noted

MVP plans: No

Other: Customer with warranty.

CM received email from SM Jack that the issue is a battery and vehicle is being repaired now.

*****OUTBOUND CUSTOMER CONTACT*****

STACEY HOLMES WIGGINS 917 747 6622

CM attempted to contact customer, however, customer was not available.

Left message for a return call at extension 4718154.

Status update provided via email to the following email address:

stacey1.08@gmail.com

My name is Patricia 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 32862849

The Chrysler Case Management telephone number is: 1 844 827 2006

My direct extension is: 4718154

My work hours are: 9:00 5:30pm Eastern Standard Time Monday Friday. I

will contact you within one business day of your appointment by telephone to review your case with you.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

End of Status Update

*****OUTBOUND CUSTOMER CONTACT*****

STACEY HOLMES WIGGINS 917 747 6622

CM spoke to customer that the battery was on a charger not replaced and that they determined the vehicle needs a starter which was ordered. CM did confirm that she did have to get a rental. CM advised that we do look at possible reimbursement at \$35/day that does not include fuel or insurance. With the holiday coming up the amount for rental will be taken into consideration. CM advised that the concern will be documented on file and that a follow up call will take place no later than 11/22/2017.

CM advised if the vehicle is repaired and returned to call CM back with update. CM is currently waiting for SM to email back information.

***** Create Prep Sheet *****

Prep sheet was saved successfully.

CM checked QNA and confirmed starter repair problem.

*****OUTBOUND CUSTOMER CONTACT*****

STACEY HOLMES WIGGINS 917 747 6622

CM attempted to speak to customer to find out if the vehicle has been returned to her at this time however customer was not available and VM was left. Left message for a return call at Ext: 4718154.

CM sent email to SM Jack waiting for response.

CM received email from SM Jack that the vehicle has been repaired and returned to the customer.

Status update provided via email to the following email address:

stacey1.08@gmail.com

Hello Stacey, I followed up with your dealer and was told your vehicle has been repaired and returned to you as of 11/22. I wanted to check to see if everything is okay. If everything is to your satisfaction, there is no need for you to contact me back. However, I will leave your case open for two more days prior to closing it. If you do need to contact me, please contact me at 844 827 2006 ext. 4718154. Thank you

End of Status Update

*****OUTBOUND CUSTOMER CONTACT*****

STACEY HOLMES WIGGINS 917 747 6622

CM spoke to customer and confirmed that she does have the vehicle back and repairs are satisfactory. Customer states that she did have to pay for a rental and would like to be reimbursed for the rental. CM explained the characteristics of the 9 speed transmission.

***** Below Customer Contacted for Documentation Request *****

stacey1.08@gmail.com on 2017 11 27 @ 16:12

***** Customer Document Received *****

OUTBOUND CONTACT

CM called Enterprise at (212) 262 3231 and spoke to Ayo who advised that the customer reserved and requested a full size SUV. CM confirmed that the rate of \$239.83/day is the going daily rate for the vehicle she rented and the price was not higher due to the holiday.

*****OUTBOUND CUSTOMER CONTACT*****

STACEY HOLMES WIGGINS 917 747 6622

CM spoke to customer and advised that the documents have been reviewed and advised customer that the reimbursement can be provided at the Max of \$45 for the 5 days and would be a check of \$269.71 as rental is a case by case basis. CM attempted to explain that the vehicle was repaired per the terms of the warranty and attempted to provide more for the reimbursement, however after speaking with Enterprise that the going daily rate for the vehicle she rented was \$239.83/day and was not that price due to the holidays that we would not be able to reimburse the rental at that cost.

Customer requested to speak with a supervisor as she advised she would be provided the entire reimbursement or she would escalate matters further.

Customer has requested Supervisor callback

Preferred daytime number: 917 747 6622

Preferred evening number: 917 747 6622

Reason for request: Customer not happy with the rental reimbursement offering.

CAIR assigned to: EM1187

CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within one (1) business day

SUPERVISOR CONTACT

STACEY HOLMES WIGGINS 917 747 6622 TL contacted customer and reviewed

case. Rental was from Nov 17 21, conversation with CM was Nov 20 outgoing rental approval. TL to review further.

Reviewed with EM1187

SUPERVISOR CONTACT

STACEY HOLMES WIGGINS 917 747 6622 TL contacted customer and LVM advising another contact attempt will be made in 1 business day

SUPERVISOR CONTACT

STACEY HOLMES WIGGINS 917 747 6622 TL contacted customer and advised

that based on the information, I would be happy to cover half of the \$1149.98 rental bill for a total of \$574.99. Customer reserved and rented a vehicle at \$239.83. Customer does not accept the offer and threatened social media. Customer requested additional escalation. Request submitted to RO188

Customer has requested Supervisor callback

Preferred daytime number: 917 747 6622

Preferred evening number: 917 747 6622

DLR email update

WIGGINS WE OFFERED HER A CAR BUT SHE REFUSED IT BY SAYING SHE COULD COME

AND PICK IT UP.

I NO KNOW NOTHING OF HER RENTING A CAR HERSELF

***Supervisor call ***

RO188 spoke with the customer about her rental reimbursement request.

RO188 advised the customer that we would stand behind the offer of covering 50% of the rental cost. The customer was not happy.

CM confirmed from RO188 that if customer does not callback within 7

days to accept offer that the case will be sent back to RO188 to close.

CM checked VM and nothing from customer at this time. Customer has until 12/13 to callback and accept offer.

Writer checked VM of CMPM920, no vo cema s from customer. Customer has
unt 12/13 to accept offer.

.

No vo cema s eft from customer accept ng offer.

Customer has not ca ed back to accept offer sent to RO188 to c ose case.

Customer Assistance Inquiry Record (CAIR)#
32867992

| | | | | | | |
|----------------|------------------------------|---------------------------------|-----------|-----------------------------------|--------------|-------------------|
| VIN | 2C4RC1BG8 | HR503999 | Open Date | 11/17/2017 | Built Date | 04/18/2016 |
| Model Year | 2017 | Body | RUCH53 | CHRYSLER PACIFICA TOURING L WAGON | | |
| In Service Dt | 04/19/2016 | Mileage | 30940 | Dealer Zone | 42 | DETROIT |
| Plant | R | WINDSOR ASSEMBLY PLANT | Market | U | US | |
| Color | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | |
| Engine | ERF | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |
| Dealer | 51927 | RIEDMAN MOTORS CO INC | | | | |
| Dealer Address | 610 GRAND AVENUE | | | | | |
| Dealer City | CONNERSVILLE | | | Dealer State | IN | Dealer Zip 47331 |
| Owner | MILLER ,AMANDA | | | | Contact Type | OUTBOUND CONTACTS |
| Address | 630 S WALNUT ST | | | | Home Phone | (765) 312 2575 |
| | CAMBRIDGE CITY IN 47327 9731 | | | | Country | UNITED STATES |

| | | | | |
|---------------------------------|--|---------|---------|-------------------------|
| Product Transm ss on / Transaxe | Automat c Trans / Transaxe | Other | Defau t | |
| Product Dr vab ty | Unknown | Sta ng | Defau t | Reoccurr ng sta ng ssue |
| Corporate Defau t | Enhanced Customer Sat sfact on Program (ECS) | Defau t | Defau t | |

Veh c e has been dent f ed for outreach re ated to the Enhanced Customer Sat sfact on (ECS) Program. ECS start date for veh c e s 2017 11 18.

*****OUTBOUND ECS FIRST ATTEMPT*****

Agent con acted customer to nqu re f veh c e has been repa red to sat sfact on, however agent reached VM

*****ECS OUTBOUND AGENT SECOND ATTEMPT*****

Agent con acted customer to nqu re f veh c e has been repa red to sat sfact on, however agent reached VM

ECS OUTBOUND THIRD ATTEMPT

Agent con acted customer to nqu re f veh c e has been repa red to sat sfact on, however agent reached/ eft VMstat ng reason for ca and sent ma er

No con act, due to th rd attempt has been made.

****INBOUND ECS CALL****

Customer contacted us back concern ng ssues w th her veh c e. Customer states that she's st hav ng a reoccurr ng ssue w th the sta ng and transm ss on. Customer exp a ned to the Agent that she been to RIEDMAN MOTORS CO INC on numerous occas ons and noth ng has been reso ved. Customer s extreme y d ssat sfed w th the veh c e. Customer has an appo ntment on 12/21/2017 at RIEDMAN MOTORS CO INC. Agent apo og zed and

stated that h s case w be esca ated and he w rece ve a ca from a CMw th n 1 bus ness day for further ass s ance.

Customer understood and thanked Agent.

Best Contact Number s: 765 312 2325

Reass gn ng to 97V for further hand ng.

^

>Outbound ca to customer: AMANDA MILLER 765 312 2325

Agent con acted the customer, was not ava ab e eft VMw th deta s to contact

^

>Outbound ca to customer: AMANDA MILLER 765 312 2325

Agent con acted the customer, was not ava ab e eft VMw th deta s to contact

^

>Outbound ca to DLR: RIEDMAN MOTORS CO INC > 765 825 4341

DLR s c osed for the ho day

^

>Outbound ca to customer: AMANDA MILLER 765 312 2325

Agent con acted the customer, was not ava ab e c os ng case

Customer Assistance Inquiry Record (CAIR)#

32881278

| | | | | | | |
|-----------------------|------------------------------|-----------------------------------|------------------|--|---------------------|-------------------------|
| VIN | 2C4RC1EG8 | HR684291 | Open Date | 11/20/2017 | Built Date | 01/25/2017 |
| Model Year | 2017 | Body | RUCP53 | CHRYSLER PACIFICA TOURING L PLUS WAGON | | |
| In Service Dt | 01/25/2017 | Mileage | 19894 | Dealer Zone | 66 | ORLANDO |
| Plant | R | WINDSOR ASSEMBLY PLANT | | Market | U | US |
| Color | PRV | VELVET RED PEARL COAT | | | | |
| Engine | ERC | 3.6L V6 24V WT ENGINE UPG I W/ESS | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |
| Dealer | 44940 | MAROONE DODGE OF PEMBROKE PINES | | | | |
| Dealer Address | 13601 PINES BLVD | | | | | |
| Dealer City | PEMBROKE PINES | | | Dealer State | FL | Dealer Zip 33027 |
| Owner | DAGER ,ORLANDO | | | | Contact Type | CERTIFIED LETTER |
| Address | 5400 SW 199TH AVE | | | | Home Phone | (832) 525 6758 |
| | FORT LAUDERDALE FL33332 1586 | | | | Country | UNITED STATES |

| | | | | |
|---------------------|--------------------|---------|---------|--|
| Product Dr vab ty | Unknown | Sta ng | Default | |
| Corporate Outbound | Corporate In at ve | Default | Default | |
| Corporate Lemon Law | Default | Default | Default | |
| Dea er By Pass | Default | Default | Default | |

POSTMARK DATE: 111317; DATE RECEIVED: 112017

The owner submits a certified letter and not f cat on card to FCA
received on 11/20/2017. The customer s havng an ssue w th the veh c e
sta ng wh e dr vng. Ass gned to the BC for hand ng
SEBC RECEIVED.

112117 per ca rs 32612070 & 32742041, veh at d r s nce 10/12. star case
opened on 10/19 and per case rep ac ng fue pump per a nstruct ons on
11/20. tota dos 40. wr ter sent etter to owner ackn rece pt of mvdn and
ackn recent repa r. req owner ca wr ter f has any concerns/quest ons.

CAIR RE OPENED AND FOLLOWING REASON CODE(S) REMOVED

C ose Loop Except on Reason Code

11/22/17 Con acted owner to d scuss s a ng concern and conducted survey
for feedback.

Customer Assistance Inquiry Record (CAIR)#

32884810

| | | | | | | |
|---------------|------------|-----------------------------------|-----------|--|------------|------------|
| VIN | 2C4RC1GG6 | HR727622 | Open Date | 11/20/2017 | Built Date | 02/27/2017 |
| Model Year | 2017 | Body | RUCT53 | CHRYSLER PACIFICA LIMITED PLATINUM WAGON | | |
| In Service Dt | 02/28/2017 | Mileage | 3500 | Dealer Zone | 66 | ORLANDO |
| Plant | R | WINDSOR ASSEMBLY PLANT | | Market | U | US |
| Color | PRV | VELVET RED PEARL COAT | | | | |
| Engine | ERC | 3.6L V6 24V WT ENGINE UPG I W/ESS | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |

| | | | | | | |
|----------------|---------------------------|-------------------------------|----|--------------|----------------|--|
| Dealer | 43549 | BREWBAKER DODGE CHRYSLER JEEP | | | | |
| Dealer Address | 300 EASTERN BLVD | | | | | |
| Dealer City | MONTGOMERY | Dealer State | AL | Dealer Zip | 36117 | |
| Owner | ONEAL ,FREDERICK | | | Contact Type | TELEPHONE | |
| Address | 7640 PRESERVATION PARK DR | | | Home Phone | (334) 272 2695 | |
| | MONTGOMERY AL36117 8040 | | | Country | UNITED STATES | |

| | | | | | | |
|---------|------------|---------|------------|---------|-------------------|------------------------|
| Product | Electrical | Unknown | Defective | Default | start/stop system | light going on and off |
| Product | Unknown | Unknown | Stationing | Default | | |

171120 000774

H , myname s Sarah. How may I help you?

Fredrick ONEa : stop/start system warning light coming on frequently 20

times are more. What's causing this

Sarah: Hello Fredrick, I'm sorry to hear that you are having this concern

What I would need to do is get you over to a Chrysler Agent for further assistance, as you have reached the Mopar Owners Support Department.

Would you like me to transfer you over?

Sarah: Are you there?

Fredrick ONEa : I've taken the van to dealer on 4 occasions and they

connect it to the computer and couldn't get an error code. Vehicle

shut off yesterday at red light and I had to put it in Park to restart

Sarah: I do apologize, I am not able to assist with the vehicle concern

as you have reached the Mopar Owners Support Department

Would you like me to get you over to someone who can assist further?

Fredrick ONEa : Yes

Sarah: Thank you, one moment please.

'Sarah' disconnected ('Transferred to Queue').

H , myname s Amber. How may I help you?

Amber: Hello Fredrick, how are you tonight?

Fredrick ONEa : Hello

Fredrick ONEa : I'm doing good

Amber: Good, I can see the concern you mentioned to Sarah. Do you have

any plans to bring the vehicle into a dealer soon?

Fredrick ONEa : Van stop start system warning light come on every other

day. Vehicle shut off on me yesterday

Amber: I'm sorry you are having issues with such a new vehicle!

Amber: such*

Fredrick ONEa : I've taken it to the dealer 4 times and they connect it to the computer and don't get an error code. They tell me they can't make any repairs until they get an error

Amber: Unfortunately sometimes they are limited in that way however we do want to have the vehicle repaired for you!

Amber: If you would be able to bring the vehicle in we can have a Case manager work with the dealer to figure out what's causing this issue.

Fredrick ONEa : I can take the van in next week

Amber: That would be perfect, would you know what day?

Fredrick ONEa : Tuesday

Amber: Is it BREWBAKER DODGE CHRYSLER JEEP RAM you have been working with?

Fredrick ONEa : Yes

Amber: Okay, I am going to make a case here for you that we can escalate up to case management. Your case manager will work with yourself and the dealer to make sure they get a diagnosis. They would also be able to determine if they need to have a specialist sent out to look at the vehicle.

Amber: Can I get the mileage on the vehicle?

Fredrick O'Neal: Around 5100. First time I took it to dealer with this problem it had 1600

Amber: Okay, thank you

Amber: onea f0610@cloud.com, 3343284629 are these the best ways to reach you?

Fredrick O'Neal: Yes

Amber: Perfect

Amber: Your case number is 32884810

Fredrick O'Neal: Thank you

Amber: I will have a case manager reach out to you on Monday. Depending on the dealer they may want you to let them know you're coming but just have the vehicle in Tuesday and your case manager will take it from there.

Amber: You're welcome, Fredrick! Is there anything else I can look into for you today?

Fredrick O'Neal: Not at the moment! I just want to hear from the case manager Monday.

Amber: Perfect, have a nice night!

Amber: Thank you for contacting Chrysler Customer Care. Please chat with us again if you need further assistance or Chrysler Customer Care at 1 800 247 9753. You can also look for updates on our website www.chrysler.com. Have a great night!

'Fredrick O'Neal' disconnected ('Concluded by Agent').

Customer seeking assistance with:

Stop/start light going on and off. Vehicle stalling.

Customer expecting:

Technical assistance

Agent advised was escalated to case manager.

Follow up will occur within 1 business day by COB customer time.

Preferred phone number: 3343284629

Earliest call time:

Latest call time:

Updates via text: Y 3343284629

Updates via email: Y onea f0610@cloud.com

Vehicle location: Dealer

Date and Time of Appointment: 11/28/2017

Confirmed appointment with: 43549

Customer present: Y/N

Authorized by:

Rental start date: [Date]

Status update provided via email to the following email address:

onea f0610@cloud.com

Hello, my name is (Cody) and I have been assigned as your Case Manager.

This email is confirmation that your case, 32884810 was successfully escalated to me. After I review the details of your case, I will be calling

you at your preferred number, 3343284629.

My office hours are from 8 AM to 4:30 PM Eastern Standard Time.

My contact information is 844 378 0573 Ext. 81473.

If your preferred telephone number mentioned above isn't correct, please reply with the correct one.

End of Status Update

contacted dealer and customer never came in for appt.

contacted customer left voicemail case closed due to no communication from customer

Customer called in seeking to speak to CM. Informed customer why case was closed. Customer stated no one informed him that he had an appointment.

Customer then again stated he wanted to get transferred to CM ext. 81473.

Transferred customer over per his request.

Customer Assistance Inquiry Record (CAIR)#

32885251

| | | | | | | |
|----------------|--------------------------|------------------------------------|-----------|--|--------------|------------------|
| VIN | 2C4RC1GG6 | HR727622 | Open Date | 11/21/2017 | Built Date | 02/27/2017 |
| Model Year | 2017 | Body | RUCT53 | CHRYSLER PACIFICA LIMITED PLATINUM WAGON | | |
| In Service Dt | 02/28/2017 | Mileage | 3031 | Dealer Zone | 42 | DETROIT |
| Plant | R | WINDSOR ASSEMBLY PLANT | | Market | U | US |
| Color | PRV | VELVET RED PEARL COAT | | | | |
| Engine | ERC | 3.6L V6 24V W/T ENGINE UPG I W/ESS | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |
| Dealer | 44343 | BRAUN CHRYSLER DODGE JEEP, INC. | | | | |
| Dealer Address | 1101 SOUTH MONTICELLO ST | | | | | |
| Dealer City | WINAMAC | | | Dealer State | IN | Dealer Zip 46996 |
| Owner | ONEAL ,FREDRICK | | | | Contact Type | CHAT |
| Address | N/A | | | | Home Phone | (334) 328 4629 |
| | N/A NA0000000000 | | | | Country | UNITED STATES |

Corporate Internet Transact ons Defau t Defau t Defau t

Inc dent_Case_ID : 171120 000774

Ema Address : onea f0610@c oud.com

VN : HR727622

AGENT:H , my name s Sarah. How may I he p you?

He o Fredr ck, I'm sorry to hear that you are hav ng th s concernWhat I wou d need to do s get you over to a Chrys er Agent for further ass stance, as you have reached the Mpar Owners Support Department. Wou d you ke me to transfer you over?

Are you there?

I do apo og ze, I am not ab e to ass st w th the veh c e concern as you have reached the Mpar Owners Support Department Wou d you ke me to get you over to someone who can ass st further?

CUST:Yes

AGENT:Thank you, one moment p ease.

H , myname s Amber. How may I he p you?

He o Fredr ck, how are you ton ght?

CUST:Ho d on

AGENT:Good, I can see the concern you ment oned to Sarah. Do you have any p ans to br ng the veh c e nto a dea er soon?

CUST:Van stop s art system warn ng ght come on every other day. Veh c e shut off on me yesterday

AGENT:I'm sorry you are hav ng ssues w th suck a new veh c e! such*

Unfortunate y somet mes they are m ted n that way however we do want to have the veh c e repa red for you!

If you wou d be ab e to br ng the veh c e n we can have a Case manager work w th the dea er to f gure out what s caus ng th s ssue.

CUST: I can take the van n next week

AGENT:That wou d be perfect, wou d you know what day?

CUST:Tuesday

AGENT:Is t BREWBAKER DODGE CHRYSLER JEEP RAM you have been work ng w th?

CUST:Yes

AGENT:Okay, I am go ng to make a case here for you that we can esca ate up to case management. Your case manager w th work w th yourse f and the dea er to make sure they get a d agnos s. They wou d a so be ab e to determ ne f they need to have a spec a st sent out to ook at the veh c e. Can I get the m eage on the veh c e?

CUST:Around 5100. F rst t me I took t to dea er w th th s prob em t had 1600

AGENT:Okay, thank you

onea f0610@c oud.com, 3343284629 are these the best ways to reach you?

CUST:Yes

AGENT:Perfect

Your case number s 32884810

CUST:Thank you

AGENT:I w have a case manager reach out to you on monday. Depend ng on the dea er they may want you to et them know you're com ng but just have

the vehicle on tuesday and your case manager will take it from there.

You're welcome, Fredrick! Is there anything else I can look into for you today?

Perfect, have a nice night!

Thank you for contacting Chrysler Customer Care. Please chat with us again if you need further assistance or Chrysler Customer Care at 1 800 247 9753.

You can also look for updates on our website www.chrysler.com. Have a great night!

Customer Assistance Inquiry Record (CAIR)#

32889106

| | | | | | | |
|---------------|------------|-----------------------------------|-----------|---------------------------------|------------|------------|
| VIN | 2C4RC1DG6 | HR704118 | Open Date | 11/21/2017 | Built Date | 02/13/2017 |
| Model Year | 2017 | Body | RUCM53 | CHRYSLER PACIFICA TOURING WAGON | | |
| In Service Dt | 02/14/2017 | Mileage | 850 | Dealer Zone | 66 | ORLANDO |
| Plant | R | WINDSOR ASSEMBLY PLANT | | Market | U | US |
| Color | PW2 | TUSK WHITE | | | | |
| Engine | ERC | 3.6L V6 24V WT ENGINE UPG I W/ESS | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |

| | | | | | | |
|----------------|-------------------------|-------------------|----|--------------|----------------|--|
| Dealer | 43125 | SUNSET DODGE JEEP | | | | |
| Dealer Address | 7745 SOUTH TAMIAM TRAIL | | | | | |
| Dealer City | SARASOTA | Dealer State | FL | Dealer Zip | 34231 | |
| Owner | PERKINS ,SUSAN H | | | Contact Type | TELEPHONE | |
| Address | 3373 SAVAGE RD | | | Home Phone | (941) 925 2212 | |
| | SARASOTA FL34231 8211 | | | Country | UNITED STATES | |

| | | | | |
|--------------------------|--------------|---------------------|-----------------|------------------------------------|
| Corporate Survey By Pass | No D agnos s | Defau t | Defau t | |
| Product Dr vab ty | Unknown | Hes tat on/No Power | PHEV Propu s on | |
| Corporate Reca | Defau t | Defau t | Defau t | veh c e s hes tat ng to exce erate |

Customer s hav ng ssues w th veh c e not exce erat ng proper y or
shutt ng off unknow ng y Customer has a open warranty and w get
serv ce

Survey Bypass No D agnos s

Customer Assistance Inquiry Record (CAIR)#

32892164

| | | | | | | |
|---------------|------------|---------------------------------|-----------|-----------------------------------|------------|------------|
| VIN | 2C4RC1BG6 | HR655053 | Open Date | 11/21/2017 | Built Date | 12/05/2016 |
| Model Year | 2017 | Body | RUCH53 | CHRYSLER PACIFICA TOURING L WAGON | | |
| In Service Dt | 12/05/2016 | Mileage | 11500 | Dealer Zone | | |
| Plant | R | WINDSOR ASSEMBLY PLANT | | Market | U | US |
| Color | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | |
| Engine | ERF | 3.6L V6 24V WT ENGINE | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |

| | | |
|----------------|--|-------------------------|
| Dealer | | |
| Dealer Address | | |
| Dealer City | | Dealer State Dealer Zip |

| | | | |
|---------|-----------------------|--------------|---------------|
| Owner | COOPERSMITH ,ROBIN | Contact Type | E MAIL |
| Address | 2086 EAST 22ND STREET | Home Phone | |
| | BROOKLYN NY11229 | Country | UNITED STATES |

| | | | | |
|--|------------------------------|---------|---------|--------|
| Product Dr vab ty | Unknown | Sta ng | Defau t | |
| Corporate Comp a nt Contact | Defau t | Defau t | Defau t | sta ng |
| Reca T54: SECOND ROW SEAT BELT BUCKLE | Adv se Owner/Incomp ete Reca | | | |
| Reca T23: 2016 2017 EGR VALVE FUNCTION | Adv se Owner/Incomp ete Reca | | | |

***** EMAIL BRIEF DESCRIPTION CONTENT *****

car sta ed wh e dr v ng

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Comments:

I was n an t intersect on, turn ng onto my b ock and the car sta ed n the m dd e of the turn. Not sure why. Was qu te scary, but thankf y, no one beh nd me and I res arted the car and cont nued on my way. Everyth ng seemed f ne. Th s happened a month ago, and I thought you shou d be aware.

Dear Rob n:

Thank you for contact ng the Chrys er Customer Ass stance Center.

Yes, thank you for ett ng us know. I am sorry for the event and unders and how scary that s. We are aware of a potent a ssue here and gather ng da a for our eng neers. Th s dept (or myse f) may be n contact w th you over the phone n the next few days.

Incomp ete Reca T54 SECOND ROW SEAT BELT BUCKLE SAFETY
10/24/2017

INCOMPLETE : INCOMPLETE BUT REPAIR PARTS ARE AVAILABLE.

Incomp ete Reca T23 2016 2017 EGR VALVE FUNCTION CUSTOMER
SATISFACTION 05/03/2017 INCOMPLETE : INCOMPLETE BUT REPAIR PARTS
ARE
AVAILABLE.

Thanks aga n for your ema .

S ncere y,

Jonathan Sanders

Customer Serv ce Representat ve

FCA US Customer Ass stance Center

32893275

| | |
|--|--|
| Product Dr vab ty Unknown Sta ng Defau t | Customer had sta ng ssues now fæd by d r |
| Corporate SurveyBy Pass Lega Defau t Defau t | |

Spoke w th customer and she s not havng any ssues w th the veh c e at the present moment she just doesn't fee safe n the veh c e and she wanted Arb trat on's phone number. C os ng CAIR due to customer open ng a

ega case.

Customer Assistance Inquiry Record (CAIR)#

32893298

| | | | | | | |
|---------------|------------|------------------------------------|-----------|--|------------|------------|
| VIN | 2C4RC1GG5 | HR544843 | Open Date | 11/22/2017 | Built Date | 08/12/2016 |
| Model Year | 2017 | Body | RUCT53 | CHRYSLER PACIFICA LIMITED PLATINUM WAGON | | |
| In Service Dt | 08/15/2016 | Mileage | 11400 | Dealer Zone | 66 | ORLANDO |
| Plant | R | WINDSOR ASSEMBLY PLANT | Market | U | US | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |
| Engine | ERF | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |

| | | | | | | |
|----------------|-----------------------|--------------------------------|----|--------------|----------------|--|
| Dealer | 60379 | LANDERS MCLARTY CHRYSLER DODGE | | | | |
| Dealer Address | 6533 UNIVERSITY DR NW | | | | | |
| Dealer City | HUNTSVILLE | Dealer State | AL | Dealer Zip | 35806 | |
| Owner | AINSLIE , THOMAS | | | Contact Type | E MAIL | |
| Address | 590 OCEAN DR APT 5A | | | Home Phone | (917) 558 2245 | |
| | KEY BISCAINE FL33149 | | | Country | UNITED STATES | |

| | | | | |
|-----------|--|--------------|------------|---------|
| Corporate | Survey By Pass | No Diagnosis | Default | Default |
| Product | Unknown | Unknown | Stationing | Default |
| Reca | T23: 2016 2017 EGR VALVE FUNCTION Advise Owner/Incomplete Reca | | | |

***** EMAIL BRIEF DESCRIPTION CONTENT *****

2017 Pac f ca shut off unexpected y n traff c

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

***** CUSTOMER EMAIL *****

Dur ng my dr ve home today my Pac f ca shut off w th zero warn ng wh e l
wa s trave ng on the expressway I 95 n downtown Mam . It sudden y
started d ng a warn ng ch me and the D s gn on the dashboard f ashed
on and off, an d a acce erat on and steer ng contro s stopped. I had to
come to a comp et e stop n the center ane, and then I cou d f na y
sh ft to park and turn o ff/restart the car, at wh ch po nt I cou d dr ve
aga n. Th s was a huge y da ngerous s tuat on I found myse f n. I am
tak ng the car nto my dea er tomo row, and any ass s ance you can
prov de to correct th s ma funct on are app rec ated. P ease et me know
f you need further de a s. Thank you. Thomas Ans e 917 558 2245
Tom.a ns e@gma .com

***** END CUSTOMER EMAIL *****

***** CAC EMAIL *****

Dear Thomas,

Thank you for contact ng the FCA Customer Ass stance Center. We are
d sheartened to earn of the c rcumstances n wh ch you wr te. That s
qu te a harrow ng exper ence and wou d never want to exper ence someth ng
ke that myse f. We wou d ke to apo og ze for what you've exper enced.
We wou d recommend contact ng us by te ephone f the dea ersh p s ates
that they are unab e to dup cate, therefore unab e to d agnose the
cond t on that caused th s. Some ssues can be troub esome to d agnose.
If they state that they were ab e to d agnose the ssue, p ease contact
us so we may esca ate your concern to our management department to make
sure that a resources are be ng exhausted n order to rect fy th s
ssue.

Our records nd cate that the fo ow ng reca camp gn(s) have not been
performed by an author zed dea er:

Reca T23 2016 2017 EGR VALVE FUNCTION

We suggest that you con act your oca Chrys er, Dodge, Jeep® and Ram
dea er, or F at Stud o, to make arrangements for an nspect on and, f
necessary, correct ve act on at no charge to you.

If you w sh to obta n further nformat on, p ease contact the FCA Group
Reca Ass s ance Center at 1 800 853 1403.

Thank you aga n for your ema . Shou d you requ re add t ona
ass stance, or have any new nformat on to prov de, p ease rep y to th s
ema message or ca 1 800 247 9753.

S ncere y,

Tyer

Customer Serv ce Representat ve

FCA Customer Ass stance Center

***** END CAC EMAIL *****

c

Customer states sta ng ssue

Referred to DLR

No d agnos s

Reassigned to 861 for surveyby pass

Veh c e s at the dea ersh p PLANET DODGE CHRYSLER JEEP (67962)

Update triggered by S52051K

Surveybypass added. TS936, please close the case.

***** CUSTOMER EMAIL *****

Thank you for the quick response. I just dropped my car at the dealer and
will call you if they have trouble diagnosing the problem.

Sent from my mobile

***** END CUSTOMER EMAIL *****

***** CAC EMAIL *****

Dear Thomas,

Perfect!

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 800 247 9753.

Sincerely,

Tyer

Customer Service Representative

FCA Customer Assistance Center

***** END CAC EMAIL *****

Customer Assistance Inquiry Record (CAIR)#

32895766

| | | | | | | |
|----------------|----------------------|------------------------------------|-----------|--|--------------|------------------|
| VIN | 2C4RC1EG4 | HR514137 | Open Date | 11/22/2017 | Built Date | 05/09/2016 |
| Model Year | 2017 | Body | RUCP53 | CHRYSLER PACIFICA TOURING L PLUS WAGON | | |
| In Service Dt | 05/10/2016 | Mileage | 16194 | Dealer Zone | 42 | DETROIT |
| Plant | R | WINDSOR ASSEMBLY PLANT | Market | U | US | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |
| Engine | ERF | 3.6L V6 24V WT ENGINE | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |
| Dealer | 68748 | PARKWAY CHRYSLER JEEP, INC | | | | |
| Dealer Address | 21560 HALL RD | | | | | |
| Dealer City | CLINTON TOWNSHIP | | | Dealer State | MI | Dealer Zip 48038 |
| Owner | CARTWRIGHT ,JENNIFER | | | | Contact Type | TELEPHONE |
| Address | 21489 SUE ELLEN DR | | | | Home Phone | (586) 421 2186 |
| | MACOMB MI48044 2944 | | | | Country | UNITED STATES |

| | | | | | |
|-----------|----------|-------------|---------|---------|---------------------------|
| Corporate | Outbound | Eng neer ng | Defau t | Defau t | Pac f ca RU Sta ng Survey |
|-----------|----------|-------------|---------|---------|---------------------------|

*****Pac f ca RU Sta ng Data Logger Survey*****

Wrtter contacted owner to nqu re about Eng ne sta ng concern and Eng neer ng Data Logger Insta . Wrtter eft message and provded extens on for ca back.

Wrtter returned owners ca . Wrtter eft message thanked owner for ca back and adv sed owner that the eng neer ng survey m t has been f ed/comp eted. Wrtter adv sed owner to v s t the dea ersh p f veh c e has any concern, and wrtter wou d be happy to ass st w th renta veh c e transportat on for owner as needed. Wrtter provded d rect extens on for contact as needed.

Customer Assistance Inquiry Record (CAIR)#

32895937

| | | | | | | |
|----------------|--------------------------|-----------------------------------|-----------|--|--------------|------------------|
| VIN | 2C4RC1EG7 | HR511894 | Open Date | 11/22/2017 | Built Date | 05/06/2016 |
| Model Year | 2017 | Body | RUCP53 | CHRYSLER PACIFICA TOURING L PLUS WAGON | | |
| In Service Dt | 05/15/2016 | Mileage | 15629 | Dealer Zone | 66 | ORLANDO |
| Plant | R | WINDSOR ASSEMBLY PLANT | | Market | U | US |
| Color | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | |
| Engine | ERF | 3.6L V6 24V WT ENGINE | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |
| Dealer | 45547 | ARRIGO DODGE CHRYSLER JEEP RAM | | | | |
| Dealer Address | 5851 S US HIGHWAY 1 | | | | | |
| Dealer City | FORT PIERCE | | | Dealer State | FL | Dealer Zip 34982 |
| Owner | AGUIAR ,DEAN A | | | | Contact Type | TELEPHONE |
| Address | 1373 NE LEONARDO CIR | | | | Home Phone | (772) 418 9147 |
| | PORT SAINT LUCIE FL34986 | | | | Country | UNITED STATES |

| | |
|--|---------------------------------|
| Product Dr vab ty Unknown Sta ng Defau t | Eng ne w s a when turn ng r ght |
|--|---------------------------------|

*****Pac f ca RU Sta ng Data Logger Survey*****

Wrtter contacted owner to nqu re about Eng ne sta ng concern and
Eng neer ng Data Logger Insta . Wrtter eft message and provded
extens on for ca bck.

Wrtter c os ng f e at th s t me due to no response from owner. Wrtter
w reopen f e when owner ca s wr ter back.

Customer Assistance Inquiry Record (CAIR)#

32896085

| | | | | | | |
|----------------|----------------------------|------------------------------------|-----------|--|--------------|------------------|
| VIN | 2C4RC1EG7 | HR585235 | Open Date | 11/22/2017 | Built Date | 10/24/2016 |
| Model Year | 2017 | Body | RUCP53 | CHRYSLER PACIFICA TOURING L PLUS WAGON | | |
| In Service Dt | 10/24/2016 | Mileage | 5719 | Dealer Zone | 71 | LOS ANGELES |
| Plant | R | WINDSOR ASSEMBLY PLANT | Market | U | US | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |
| Engine | ERF | 3.6L V6 24V WT ENGINE | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |
| Dealer | 42081 | CROWN DODGE | | | | |
| Dealer Address | 6300 KING | | | | | |
| Dealer City | VENTURA | | | Dealer State | CA | Dealer Zip 93003 |
| Owner | PATTENAUDE ,LANITA | | | | Contact Type | TELEPHONE |
| Address | 379 ZINK AVE | | | | Home Phone | (805) 636 1818 |
| | SANTA BARBARA CA93111 2803 | | | | Country | UNITED STATES |

| | |
|--|---|
| Product Dr vab ty Unknown Sta ng Defau t | Eng ne sta ed at 50 mph. wh e dr v ng w th no warn ng |
|--|---|

*****Pac f ca RU Sta ng Data Logger Survey*****

Wrtter contacted owner to nqu re about Eng ne sta ng concern and

Eng neer ng Data Logger Insta . Wrtter eft message w th extens on for
ca back.

Wrtter c os ng f e at th s t me due to no con act from owner. Wrtter
w reopen f e when owner ca s wrtter back.

Customer Assistance Inquiry Record (CAIR)#

32896150

| | | | | | | |
|----------------|-----------------------------|----------------------------|-----------|--|--------------|------------------|
| VIN | 2C4RC1GGX | HR537077 | Open Date | 11/22/2017 | Built Date | 08/27/2016 |
| Model Year | 2017 | Body | RUCT53 | CHRYSLER PACIFICA LIMITED PLATINUM WAGON | | |
| In Service Dt | 08/27/2016 | Mileage | 15866 | Dealer Zone | 35 | WASHINGTON |
| Plant | R | WINDSOR ASSEMBLY PLANT | | Market | U | US |
| Color | PTE | MOLTEN SILVER | | | | |
| Engine | ERF | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |
| Dealer | 26769 | HALL CHRYSLER JEEP | | | | |
| Dealer Address | 3152 VIRGINIA BEACH BLVD | | | | | |
| Dealer City | VIRGINIA BEACH | | | Dealer State | VA | Dealer Zip 23452 |
| Owner | WERNE ,CHRISTINE L | | | | Contact Type | TELEPHONE |
| Address | 1145 BIRNAM WOODS DR | | | | Home Phone | (757) 366 0588 |
| | VIRGINIA BEACH VA23464 5326 | | | | Country | UNITED STATES |

| | |
|--|---|
| Product Dr vab ty Unknown Sta ng Defau t | Eng ne sta ed three t mes when acce erat ng from a stop |
|--|---|

*****Pac f ca RU Sta ng Data Logger Survey*****

Wrtter contacted owner to nqu re about Eng ne sta ng concern and
 Eng neer ng Data Logger Insta . Owners sted phone number s
 d sconnected. No other number found n COIN database.

Customer Assistance Inquiry Record (CAIR)#

32896496

| | | | | | | |
|----------------|----------------------|----------------------------|-----------|---------------------------------|--------------|------------------|
| VIN | 2C4RC1DG3 | HR520416 | Open Date | 11/22/2017 | Built Date | 05/24/2016 |
| Model Year | 2017 | Body | RUCM53 | CHRYSLER PACIFICA TOURING WAGON | | |
| In Service Dt | 05/25/2016 | Mileage | 3322 | Dealer Zone | 66 | ORLANDO |
| Plant | R | WINDSOR ASSEMBLY PLANT | Market | U | US | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |
| Engine | ERF | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |
| Dealer | 67962 | POTAMKIN'S PLANET DODGE | | | | |
| Dealer Address | 9975 N W 12TH STREET | | | | | |
| Dealer City | MAMI | | | Dealer State | FL | Dealer Zip 33172 |
| Owner | VALLE ,ELIZABETH C | | | | Contact Type | TELEPHONE |
| Address | 15333 SW 11TH ST | | | | Home Phone | (305) 807 8613 |
| | MAMI FL33194 2687 | | | | Country | UNITED STATES |

| | |
|--|--------------|
| Product Dr vab ty Unknown Sta ng Defau t | Eng ne sta s |
|--|--------------|

*****Pac f ca RU Sta ng Data Logger Survey*****

Wrtter contacted owner to nqu re about Eng ne sta ng concern and Eng neer ng Data Logger Insta . Wrtter eft message and prov ded d rect extens on for ca bck.

Wrtter spoke w th owner. Owner states that veh c e s a ng concern occurred one t me after 3,000 m es when mak ng a r ght turn. At other t mes when the eng ne s at norma operat ng temperature, and dr v ng at speeds of 30 35 mph. the eng ne w hes tate then the MIL amp comes on. Owner states that veh c e w acce erate, and the eng ne hes tat on d sappears, but the MIL amp s ays on. Th s concern happens dur ng warm weather. Owner agreed to have a Da a Logger nsta ed n the veh c e at the dea ersh p. Wrtter thanked owner for her t me, and adv sed that someone w be con act ng owner to schedu e the data ogger ns a . Owner states that she w be vs t ng the dea er after Monday 11/27/17. Wrtter c os ng f e at th s t me due to no con act from owner. Veh c e warranty h story shows veh c e repa r on R.O# 516139 and re eased to owner per STAR case # 100998461 on 12/4/17.

Customer Assistance Inquiry Record (CAIR)#

32896707

| | | | | | | |
|---------------|------------|------------------------------------|-----------|--|------------|------------|
| VIN | 2C4RC1GG4 | HR744368 | Open Date | 11/22/2017 | Built Date | 03/29/2017 |
| Model Year | 2017 | Body | RUCT53 | CHRYSLER PACIFICA LIMITED PLATINUM WAGON | | |
| In Service Dt | 03/29/2017 | Mileage | 4500 | Dealer Zone | 51 | CHICAGO |
| Plant | R | WINDSOR ASSEMBLY PLANT | Market | U | US | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |
| Engine | ERC | 3.6L V6 24V WT ENGINE UPG I W/ESS | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |

| | | | | | | |
|----------------|-----------------------|-------------------------------|----|--------------|----------------|--|
| Dealer | 66804 | MANCARI'S CHRYSLER JEEP, INC. | | | | |
| Dealer Address | 4630 WEST 95TH STREET | | | | | |
| Dealer City | OAK LAWN | Dealer State | IL | Dealer Zip | 60453 | |
| Owner | HUESTIS ,ARIELLE | | | Contact Type | TELEPHONE | |
| Address | 5241 W 121ST ST | | | Home Phone | (708) 606 8729 | |
| | ALSIP IL60803 3170 | | | Country | UNITED STATES | |

| | |
|---|------------------------------|
| Product Dr vab ty Unknown Sta ng Defaut | Eng ne sta ed mu t p e t mes |
|---|------------------------------|

*****Pac f ca RU Sta ng Data Logger Survey*****

W/ter contacted owner to nqu re about Eng ne sta ng concern and Eng neer ng Data Logger Insta . W/ter eft message and prov ded extens on for ca bck.

W/ter spoke w th owner. Owner states that the eng ne has sta ed approx mate y 6 t mes, and of the 6 t mes, 3 t mes repeated y the eng ne sta ed n a dr ve through. The sta ng concern began approx mate y at 1000 m es, and occurs dur ng short tr ps usua y 10 m n. or ess, dur ng the summer when t's warm weather. Owner states that she w not dr ve the veh c e on the h ghway due to the eng ne sta ng. Owner agrees to have a data ogger nsta ed, but wants the dea er or the FCA eng neer to dr ve the veh c e. The owner dec ned to dr ve the veh c e w th thee data ogger nsta ed n the veh c e. W/ter adv sed owner that the request s documented. Owner requested a renta to use wh e the data ogger s nsta ed and the veh c e s be ng dr ven by the dea er or an eng neer. W/ter adv sed owner that w/ter wou d agree to re mburs ng owner for a renta veh c e f a data ogger was nsta ed n the veh c e. W/ter adv sed owner that she w be contacted regard ng the da a ogger nsta . Owner has w/ters extens on for contact as needed.

W/ter cos ng f e at th s t me due to no con act from owner. W/ter w reopen f e when owner ca s w/ter back.

Customer Assistance Inquiry Record (CAIR)#

32896900

| | | | | | | |
|---------------|------------|----------------------------|-----------|-----------------------------------|------------|------------|
| VIN | 2C4RC1BG8 | HR571574 | Open Date | 11/22/2017 | Built Date | 09/13/2016 |
| Model Year | 2017 | Body | RUCH53 | CHRYSLER PACIFICA TOURING L WAGON | | |
| In Service Dt | 09/14/2016 | Mileage | 6727 | Dealer Zone | 32 | NEW YORK |
| Plant | R | WINDSOR ASSEMBLY PLANT | | Market | U | US |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |
| Engine | ERF | 3.6L V6 24V WT ENGINE | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |

| | | | | | | |
|----------------|------------------------------|-------------------------------|----|--------------|---------------|--|
| Dealer | 26062 | MANHATTAN JEEP CHRY DODGE INC | | | | |
| Dealer Address | 678 ELEVENTH AVENUE | | | | | |
| Dealer City | NEWYORK | Dealer State | NY | Dealer Zip | 10019 | |
| Owner | PALMER SMITH ,DEBORAH R | | | Contact Type | TELEPHONE | |
| Address | 159 64 HARLEM RIVER DR # A7B | | | Home Phone | | |
| | NEWYORK NY10039 1015 | | | Country | UNITED STATES | |

Corporate Outbound Corporate In at ve Defau t Defau t

*****Pac f ca RU Sta ng Data Logger Survey*****

Wrtter contacted owner to nquire about Eng ne sta ng concern and Eng neer ng Data Logger Insta . Wrtter eft message w th d rect extens on for ca back.

Owner ca ed back eft message regard ng eng ne sta ng concern.

Wrtter contacted owner, and there was no answer at sted phone number.

Wrtter spoke w th owner. Owner states that eng ne s a s when com ng to a stop, and then try ng to acce erate. Owner states that eng ne sta ed once when stopped on a steep uph nc ne at a traff c ght. Veh c e has never s a ed after f ng the fue ank. Owner s ates that eng ne sta ed one t me after the most recent vs t to the dea er n Summer 2017. (Reca # T 23 was performed on 9/1/17 on repa r order # 144411.)

Eng ne s arts r ght away after sta ng. Owner states that eng ne s a ways warm when the eng ne sta s. Owner states that she agrees to have a Data Logger nsta ed at the dea ersh p. wrtter advsed owner that she w be contacted regard ng the da a ogger nsta . Owner thanked wrtter for fo ow up ca .

CUSTOMER CONTACT 12/4 Wrtter d a ed customer at 201 906 3721, eft message. Provded contact#, hours of operat on. Thanked customer. Ended ca .

Ass gned to FO 507 per pr or contact above.

CUSTOMER CONTACT 12/5 Wrtter d a ed customer at 201 906 3721, spoke to customer. Customer agrees to data ogger nsta on 12 13 17, at 4pm.

Customer nqu red about the renta rece pt subm tted on prevous CAIR. Wrtter advsed we can re mburse. Wrtter advsed we w setup appt. w th dea er.

Wrtter d a ed dea er, spoke to serv ce recept on st who states that Br an s the new SM. Wrtter was transferred to Br an's vo cema unab e to eave message as vo cema box s fu .

Wrtter ema ed Area Manager DJ509 to coord nate

Incom ng ca from SM Br an. SM conf rmed apt for 12 13 17

.appt. today

CUSTOMER CONTACT 12/13 Wrtter d a ed customer at 201 906 3721, spoke to

customer. Customer conf rmed appt.

Veh c e has qua f ed for Enhanced Customer Sat sfact on (ECS) program.

Refer to AnswerCONNECT for hand ng procedures.

DataLogger nsta ed

C osed Per Insta

Customer Assistance Inquiry Record (CAIR)#

32897415

| | | | | | | |
|---------------|------------|---------------------------------|-----------|-----------------------------------|------------|------------|
| VIN | 2C4RC1BG3 | HR507636 | Open Date | 11/22/2017 | Built Date | 04/28/2016 |
| Model Year | 2017 | Body | RUCH53 | CHRYSLER PACIFICA TOURING L WAGON | | |
| In Service Dt | 04/29/2016 | Mileage | 19009 | Dealer Zone | 63 | DALLAS |
| Plant | R | WINDSOR ASSEMBLY PLANT | | Market | U | US |
| Color | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | |
| Engine | ERF | 3.6L V6 24V WT ENGINE | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |

| | | | | | | |
|----------------|---------------------|-------------------------------|--------------|----|--------------|---------------|
| Dealer | 45587 | TEXAN DODGE CHRYSLER JEEP RAM | | | | |
| Dealer Address | 18555 HIGHWAY 59 N | | | | | |
| Dealer City | HUMBLE | | Dealer State | TX | Dealer Zip | 77338 |
| Owner | KAYE ,MATTHEW | | | | Contact Type | TELEPHONE |
| Address | 18426 HALF MOON TRL | | | | Home Phone | |
| | HUMBLE TX77346 4068 | | | | Country | UNITED STATES |

| | | | | |
|----------------------------------|---------|-----------|--|--|
| Corporate Survey By Pass | No | D agnos s | Defau t | |
| Product Transm ss on / Transaxle | Unknown | Comp ete | Customer has had veh c e to DLR 2xs for same | |
| Fa ure | Defau t | | transm ss on ssue | |

Customer seek ng ass stance w th: Reoccurr ng ssue w th veh c e jump ng to a stop and not runn ng after.

Customer expect ng: To have ssue taken care of he fee s very unsafe n veh c e s nce the eng ne ght d dn't come on the second t me.

Agent advsed w esca ate to case manager.

Fo ow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone number: 281 615 9494

Ear est ca t me:9am

Latest ca t me:9pm

Updates v a text: Y/N [Mob e number]na

Updates v a ema : Y/N [Ema address]na

Veh c e ocat on: DLR 45587 as of 9am Fr day morn ng

Date and T me of Appo ntment: [Insert Date and T me].na

Conf rmed appo ntment w th: [Dea er and Dea er Contact] na

Customer n ren a : yes pay ng for own w et DLR know about serv ce contact

Author zed by:

Renta start date: [Date]

Br ef y summar ze why the customer s contact ng Chrys er: reoccurr ng ssue w th transm ss on, ght does not come on before t jumps to a stop and sta s. Th s s the second t me th s has happened. Customer fee s very unsafe. Customer's ce number s 281 615 9494 ca anyt me from 9am to 9pm.

Br ef y summar ze what the customer s expect ng: Repa r taken care of so customer s sure th s w not happen aga n.

Veh c e s at the dea ersh p TEXAN DODGE CHRYSLER JEEP RAM(45587)

Update tr ggered by S96076B

Status update provded v a ema to the fo ow ng ema address:

nandm4eva@aol.com

Myname s Aexs and I am the spec a st that has been ass gned to your case. I w be happy to he p you regard ng the ssue w th your veh c e.

I w reach out to you w th n 1 2 bus ness days regard ng your request.

If you have any quest ons or concerns p ease fee free to reach out to me v a phone or ema . My hours are M F 9:00 am 5:30 pm EST. My contact number s (844)378 0575 Ext:89216 and ema

Aexs.Peterson@externa .fcagroup.com. Thank you for your pat ence.

End of Status Update

Agent ca ed dea er and spoke w th SA Cheffy who nformed agent that the SA s Trey and the Tech s Rachae . Tech s wa t ng on transm ss on tech but has checked the TCM, PCM, Performed the reca s, and nsta ed new carpet for tr m concern. As of now the jerk ng cannot be dup cated that's why tech s wa t ng for transm ss on foreman.

Agent attempted to contact customer, however, customer was not ava ab e.

Left message for a return ca at extens on 89216.

Agent attempted to contact customer, however, customer was not ava ab e.

Left message for a return ca at extens on 89216.

281 615 9494 has been activated for text message communication.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1783AP*****

The number for Mopars is 800 521 9922.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Customer called to complain about dealership. Customer does not know if vehicle is fully inspected. Customer wants documentation of what was done to vehicle including full vehicle inspection. Customer also wants reimbursement for rental which agent referred customer to MMP for reimbursement. Customer has SC that is for a ternate transportation. Customer is very upset that customer does not get return calls from dealer or Chrysler. Agent documented complaint and will follow up with customer on Wednesday and close case. The vehicle has been repaired per the dealer and is in the customer's possession.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T1783AP*****

800 247 9753 Chrysler

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension 89216.

Agent is closing case.

Customer Assistance Inquiry Record (CAIR)#

32898720

| | | | | | | |
|----------------|----------------------------|-----------------------------------|-----------|---------------------------------|--------------|------------------|
| VIN | 2C4RC1DG7 | HR770600 | Open Date | 11/22/2017 | Built Date | 04/27/2017 |
| Model Year | 2017 | Body | RUCM53 | CHRYSLER PACIFICA TOURING WAGON | | |
| In Service Dt | 04/27/2017 | Mileage | 4491 | Dealer Zone | 66 | ORLANDO |
| Plant | R | WINDSOR ASSEMBLY PLANT | Market | U | US | |
| Color | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | |
| Engine | ERC | 3.6L V6 24V WT ENGINE UPG I W/ESS | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |
| Dealer | 42431 | DAYTON ANDREWS DODGE | | | | |
| Dealer Address | 2301 34TH STREET NORTH | | | | | |
| Dealer City | ST PETERSBURG | | | Dealer State | FL | Dealer Zip 33713 |
| Owner | PALMER ,STELLA E | | | | Contact Type | TELEPHONE |
| Address | 6530 109TH TER N | | | | Home Phone | (727) 946 2766 |
| | PINELLAS PARK FL33782 2423 | | | | Country | UNITED STATES |

| | |
|--|----------------------------------|
| Product Dr vab ty Unknown Sta ng Defau t | Eng ne sta ed and then res arted |
|--|----------------------------------|

*****Pac f ca RU Sta ng Data Survey*****

Wrtter contacted owner to nqu re about Eng ne sta ng concern to gather

Eng neer ng Data for repa r. No answer.

Wrtter c os ng f e at th s t me due to no con act from owner. Wrtter

w reopen f e when owner ca s wrtter back.

Customer Assistance Inquiry Record (CAIR)#

32898816

| | | | | | | |
|----------------|-----------------------|-----------------------------------|-----------|----------------------------|--------------|------------------|
| VIN | 2C4RC1CG9 | HR505985 | Open Date | 11/22/2017 | Built Date | 04/22/2016 |
| Model Year | 2017 | Body | RUCL53 | CHRYSLER PACIFICA LX WAGON | | |
| In Service Dt | 04/25/2016 | Mileage | 9883 | Dealer Zone | 71 | LOS ANGELES |
| Plant | R | WINDSOR ASSEMBLY PLANT | | Market | U | US |
| Color | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | |
| Engine | ERF | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |
| Dealer | 52912 | GLENN E THOMAS COMPANY | | | | |
| Dealer Address | 2100 E SPRING ST | | | | | |
| Dealer City | SIGNAL HILL | | | Dealer State | CA | Dealer Zip 90755 |
| Owner | FONSECA, ALEX | | | | Contact Type | TELEPHONE |
| Address | 4772 DEEBOYAR AVE | | | | Home Phone | (562) 206 8024 |
| | LAKEWOOD CA90712 3360 | | | | Country | UNITED STATES |

| | |
|--|---|
| Product Dr vab ty Unknown Sta ng Defau t | Eng ne sta ed after nstrument pane ght went d m |
|--|---|

*****Pac f ca RU Sta ng Data Survey*****

Wrtter contacted owner to nquire about Eng ne sta ng concern to gather
Eng neer ng Data for repa r. There was no answer at sted phone number.
Wrtter c os ng f e at th s t me due to no con act from owner. Wrtter
w reopen f e when owner ca s wrtter back.

Customer Assistance Inquiry Record (CAIR)#

32898898

| | | | | | | |
|---------------|------------|----------------------------|-----------|--|------------|-------------|
| VIN | 2C4RC1EG9 | HR584975 | Open Date | 11/22/2017 | Built Date | 10/03/2016 |
| Model Year | 2017 | Body | RUCP53 | CHRYSLER PACIFICA TOURING L PLUS WAGON | | |
| In Service Dt | 10/04/2016 | Mileage | 10725 | Dealer Zone | 71 | LOS ANGELES |
| Plant | R | WINDSOR ASSEMBLY PLANT | | Market | U | US |
| Color | PRV | VELVET RED PEARL COAT | | | | |
| Engine | ERF | 3.6L V6 24V WT ENGINE | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO 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 | JAMES ,STUART S | | | Contact Type | TELEPHONE | |
| Address | 215 CENTRAL AVE | | | Home Phone | (772) 480 7602 | |
| | ALAMEDA CA94501 3245 | | | Country | UNITED STATES | |

| | |
|--|---|
| Product Dr vab ty Unknown Sta ng Defau t | Eng ne sta ed wh e acce erat ng from a stop |
|--|---|

*****Pac f ca RU Sta ng Data Survey*****

Wrtter contacted owner to nqu re about Eng ne sta ng concern to gather

Eng neer ng Data for repa r. No answer.

Wrtter c os ng f e at th s t me due to no con act from owner. Wrtter

w reopen f e when owner ca s wrtter back.

Customer Assistance Inquiry Record (CAIR)#

32898976

| | | | | | | |
|----------------|----------------------|----------------------------|-----------|-----------------------------------|--------------|------------------|
| VIN | 2C4RC1BG0 | HR509263 | Open Date | 11/22/2017 | Built Date | 05/02/2016 |
| Model Year | 2017 | Body | RUCH53 | CHRYSLER PACIFICA TOURING L WAGON | | |
| In Service Dt | 05/03/2016 | Mileage | 27625 | Dealer Zone | 51 | CHICAGO |
| Plant | R | WINDSOR ASSEMBLY PLANT | | Market | U | US |
| Color | PRV | VELVET RED PEARL COAT | | | | |
| Engine | ERF | 3.6L V6 24V WT ENGINE | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |
| Dealer | 45016 | DODGE OF ANTIOCH INC | | | | |
| Dealer Address | 105 ROUTE 173 | | | | | |
| Dealer City | ANTIOCH | | | Dealer State | IL | Dealer Zip 60002 |
| Owner | ROMNIECKI ,ANDREW J | | | | Contact Type | TELEPHONE |
| Address | 124 S WHITE CEDAR DR | | | | Home Phone | (224) 415 1757 |
| | MILTON DE19968 9700 | | | | Country | UNITED STATES |

| | |
|--|--------------------------------------|
| Product Dr vab ty Unknown Sta ng Defau t | Sta ed wh e acce erat ng from a stop |
|--|--------------------------------------|

*****Pac f ca RU Sta ng Data Survey*****

Wr ter contacted owner to nqu re about Eng ne sta ng concern to gather

Eng neer ng Data for repa r. No answer.

Customer Assistance Inquiry Record (CAIR)#

32899144

| | | | | | | |
|---------------|------------|------------------------------------|-----------|--|------------|------------|
| VIN | 2C4RC1GG9 | HR528385 | Open Date | 11/22/2017 | Built Date | 06/14/2016 |
| Model Year | 2017 | Body | RUCT53 | CHRYSLER PACIFICA LIMITED PLATINUM WAGON | | |
| In Service Dt | 06/17/2016 | Mileage | 29397 | Dealer Zone | 66 | ORLANDO |
| Plant | R | WINDSOR ASSEMBLY PLANT | | Market | U | US |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |
| Engine | ERF | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |

| | | | | | | |
|----------------|-----------------------|---------------------------|----|--------------|----------------|--|
| Dealer | 67920 | GALEANA CHRYSLER JEEP INC | | | | |
| Dealer Address | 180 GREYSTONE BLVD | | | | | |
| Dealer City | COLUMBIA | Dealer State | SC | Dealer Zip | 29210 | |
| Owner | THOMAS ,CURTIS | | | Contact Type | TELEPHONE | |
| Address | 546 MARSH POINTE DR | | | Home Phone | (803) 470 5572 | |
| | COLUMBIA SC29229 7033 | | | Country | UNITED STATES | |

| | |
|---|--|
| Product Dr vab ty Unknown Sta ng Defau t | |
| Corporate Outbound Corporate In at ve Defau t Defau t | |
| Dea er By Pass Defau t Defau t Defau t | |

Contacted owner (Ash ey Thomas to d scuss sta ng concern and conducted survey for feedback.

Customer no onger owns th s veh c e. Updated COIN. _

Customer Assistance Inquiry Record (CAIR)#

32899328

| | | | | | | |
|----------------|--------------------------|----------------------------|-----------|-----------------------------------|--------------|------------------|
| VIN | 2C4RC1BG2 | HR520233 | Open Date | 11/22/2017 | Built Date | 06/27/2016 |
| Model Year | 2017 | Body | RUCH53 | CHRYSLER PACIFICA TOURING L WAGON | | |
| In Service Dt | 07/02/2016 | Mileage | 7164 | Dealer Zone | 42 | DETROIT |
| Plant | R | WINDSOR ASSEMBLY PLANT | | Market | U | US |
| Color | PRV | VELVET RED PEARL COAT | | | | |
| Engine | ERF | 3.6L V6 24V WT ENGINE | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |
| Dealer | 52672 | SCHAEFER & BIERLEIN INC | | | | |
| Dealer Address | 1015 WEISS ST | | | | | |
| Dealer City | FRANKENMUTH | | | Dealer State | MI | Dealer Zip 48734 |
| Owner | KONENSKI ,JAMES | | | | Contact Type | TELEPHONE |
| Address | 9817 BEECH TREE LN | | | | Home Phone | (989) 233 1723 |
| | FRANKENMUTH MI48734 9101 | | | | Country | UNITED STATES |

| | |
|--|---------------|
| Product Dr vab ty Unknown Sta ng Defau t | Eng ne s a ed |
|--|---------------|

*****Pac f ca RU Sta ng Data Survey*****

Wr ter contacted owner to nqu re about Eng ne sta ng concern to gather

Eng neer ng Data for repa r. No answer.

Customer Assistance Inquiry Record (CAIR)#

32899759

| | | | | | | |
|----------------|----------------------|-----------------------------------|----------------|----------------------------|------------|------------|
| VIN | 2C4RC1CG3 | HR505609 | Open Date | 11/24/2017 | Built Date | 04/22/2016 |
| Model Year | 2017 | Body | RUCL53 | CHRYSLER PACIFICA LX WAGON | | |
| In Service Dt | 04/25/2016 | Mileage | 11150 | Dealer Zone | 70 | PHOENIX |
| Plant | R | WINDSOR ASSEMBLY PLANT | | Market | U | US |
| Color | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | |
| Engine | ERF | 3.6L V6 24V WT ENGINE | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |
| Dealer | 66692 | FISHER CHRYSLER DODGE JEEP INC | | | | |
| Dealer Address | 349 EAST 32ND STREET | | | | | |
| Dealer City | YUMA | Dealer State | AZ | Dealer Zip | 85364 | |
| Owner | KATZ ,KELLY | Contact Type | E MAIL | | | |
| Address | 2866 S 47TH AVE | Home Phone | (504) 261 9701 | | | |
| | YUMA AZ 85364 | Country | UNITED STATES | | | |

| | | | |
|-----------------|---------------|-------------------------------|------------------|
| Product Unknown | Unknown | Sta ng Defau t | CAIR #: 32899759 |
| Corporate | SurveyBy Pass | Dup cate CAIR Defau t Defau t | |

***** EMAIL BRIEF DESCRIPTION CONTENT *****

2017 Pac f ca Buyback

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

I am wr t ng to document my customer serv ce exper ence w th Chrys er corpor ate. On Monday, November 20, I was quoted n a New York T mes art c e regar d ng the sudden loss of mot ve power n my 2017 Chrys er Pac f ca. S nce the n, both of the other dr vers who were quoted n that art c e have rece ved b uyback offers from Chrys er. Due to Chrys er's response to the pet t on to nvest gate th s defect, and the press coverage re at ng to sa d defect, I am no longer comfortab e dr v ng my Pac f ca and wou d ke to get out of my ease agreement w thout pena ty. On Monday, I e ma ed the genera manage r of my oca dea er n Yuma, Ar zona. Mr. Keppe er (928 344 2650) of the F sher Chrys er/Dodge dea ersh p n Yuma nformed me that my case wou d need to be reopened and I wou d have to ca corporate. He prov ded me w th the nu mber (800) 992 1997. Before try ng to ca that number, I ca ed the 128;156;xe cut ve 128;? that was hand ng my case n May, 128;156;Marv n, 128;? at 586 274 8174. H s vo cema stated that he was out of the off ce on vacat on, and d rected customers to ca the number above, so that s what I d d. On Tuesday, Nove mber 21 at approx mate y 4:00 pm EST, I ca ed the customer serv ce number g ven above. The operator, after p ac ng me on an extreme y ong ho d, to d me that she cou d not reopen my case because t had been longer than 30 days s nce t had been c osed. G ven the dangerous nature of th s defect, I exp a ned that I wou d need my case reopened. She then agreed to have her superv sor ca me. She sa d the 128;156;K m 128;? (she wou d not g ve me a ast name or a NIC (?) number, wou d g ve me a ca back w th n 24 hours. On, Wednesday, N ovember 22, I had not rece ved a ca back at 2:30 pm EST (22.5 hours ater) , so I ca ed the same number n hopes of speak ng w th K m or an equ va ent superv sor. I was to d by the operator who answered (after g v ng my VIN an d conf rm ng my contact nformat on) that I was be ng transferred to 128;156;who I need to speak w th 128;? I f na y spoke w th a superv sor after 32 m nutes. He to d me that he w esca ate my case but that I wou d need to speak w th the f nanc a nst tut on that hand es my ease n order to get out of tha t ease. He sa d I shou d expect a ca back from someone at a h gher eve w th n one bus ness day. The fact that Chrys er customer serv ce cannot n t ate a buyback process (or whatever t 128;153;s ca ed when the veh c e n quest on s eased) s r d cu ous, espec a y s nce the nst tut on that manages my ease s CHRYSLER Cap a . Whoever s hand ng my case needs to ake the necessary steps to contact Chrys er Cap ta and work w th them and my dea er sh p to ass st me n gett ng out of my ease w thout pena ty. I w cont nue to e ma updates unt I am ab e to speak w th someone who can be ng th e buyback process of my 2017 Chrys er Pac f ca. G ven the fact that Chrys er cannot reproduce th s prob em and has offered numerous a eged f xes to the 58 customers who have exper enced th s dangerous defect, I have ost a co nf dence n th s brand and fee unsafe putt ng my fam y n th s veh c e. Ke y

Katz Case # 31690422

*****END OF CUSTOMER EMAIL*****

CAIR #: 32899759

Answer ID 25013

NAN customer s work ng w th ECS (97V)

Surveybypass dup cate CAIR #: 32899759

Customer Assistance Inquiry Record (CAIR)#

32899849

| | | | | | | |
|---------------|------------|---------------------------------|-----------|--|------------|------------|
| VIN | 2C4RC1GG8 | HR564925 | Open Date | 11/22/2017 | Built Date | 09/21/2016 |
| Model Year | 2017 | Body | RUCT53 | CHRYSLER PACIFICA LIMITED PLATINUM WAGON | | |
| In Service Dt | 09/26/2016 | Mileage | 13747 | Dealer Zone | 70 | PHOENIX |
| Plant | R | WINDSOR ASSEMBLY PLANT | | Market | U | US |
| Color | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | |
| Engine | ERF | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |

| | | |
|-----------------------|-------|---------------------|
| Dealer | 60644 | |
| Dealer Address | | |
| Dealer City | | Dealer State |
| | | Dealer Zip |

| | | | |
|----------------|-----------------------|---------------------|----------------|
| Owner | GUNDERSON ,MERRI | Contact Type | TELEPHONE |
| Address | 217 N 122ND ST | Home Phone | (206) 251 5310 |
| | SEATTLE WA 98133 8103 | Country | UNITED STATES |

| | | | | | |
|-----------|----------|--------------------|---------|---------|-----------------|
| Corporate | Outbound | Corporate In at ve | Defau t | Defau t | Pac f ca sta ng |
|-----------|----------|--------------------|---------|---------|-----------------|

Agent con acted owner to fo ow up w th s a ng ssue. Conducted survey
for eng neer ng.

Prov ded d rect ne for any future ssues re at ng

Customer Assistance Inquiry Record (CAIR)#

32900986

| | | | | | | |
|----------------|---------------------|------------------------------------|-----------|-----------------------------------|--------------|------------------|
| VIN | 2C4RC1BGX | HR788446 | Open Date | 11/22/2017 | Built Date | 05/11/2017 |
| Model Year | 2017 | Body | RUCH53 | CHRYSLER PACIFICA TOURING L WAGON | | |
| In Service Dt | 05/11/2017 | Mileage | 134 | Dealer Zone | 66 | ORLANDO |
| Plant | R | WINDSOR ASSEMBLY PLANT | | Market | U | US |
| Color | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | |
| Engine | ERC | 3.6L V6 24V W/T ENGINE UPG I W/ESS | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |
| Dealer | 68528 | SPRINGFIELD CHRYSLER AUTO MART INC | | | | |
| Dealer Address | HIGHWAY 21 | | | | | |
| Dealer City | SPRINGFIELD | | | Dealer State | GA | Dealer Zip 31329 |
| Owner | WALKER ,JEFF T | | | | Contact Type | TELEPHONE |
| Address | 111 SMITHWICK TRL | | | | Home Phone | (225) 620 5900 |
| | GUYTON GA31312 7136 | | | | Country | UNITED STATES |

| | |
|--|--------------------------------|
| Product Dr vab ty Unknown Sta ng Defau t | Eng ne sta ed wh e turn ng eft |
|--|--------------------------------|

*****Pac f ca RU Sta ng Data Survey*****

Wr ter contacted owner to nqu re about Eng ne sta ng concern to gather

Eng neer ng Data for repa r. No answer.

| Customer Assistance Inquiry Record (CAIR)# | | | | | | 32901351 | |
|--|-------------------|------------------------------------|-----------|-----------------------------------|--------------|---------------|--|
| VIN | 2C4RC1BG9 | HR551513 | Open Date | 11/22/2017 | Built Date | 08/15/2016 | |
| Model Year | 2017 | Body | RUCH53 | CHRYSLER PACIFICA TOURING L WAGON | | | |
| In Service Dt | 08/16/2016 | Mileage | 8344 | Dealer Zone | 42 | DETROIT | |
| Plant | R | WINDSOR ASSEMBLY PLANT | Market | U | US | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| Engine | ERF | 3.6L V6 24V WT ENGINE | | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | | |
| Dealer | 26982 | | | | | | |
| Dealer Address | | | | | | | |
| Dealer City | | | | Dealer State | | Dealer Zip | |
| Owner | WILLIAMS ,BRANDY | | | | Contact Type | TELEPHONE | |
| Address | 9600 LOMAX DR | | | | Home Phone | | |
| | AVON IN46123 9394 | | | | Country | UNITED STATES | |

| | | | | | |
|-----------|----------|--------------------|---------|---------|-----------------|
| Corporate | Outbound | Corporate In at ve | Defau t | Defau t | Pac f ca sta ng |
|-----------|----------|--------------------|---------|---------|-----------------|

Agent con acted owner to fo ow up w th s a ng ssue. Conducted survey for eng neer ng.

Customer Assistance Inquiry Record (CAIR)#

32901699

| | | | | | | |
|---------------|------------|---------------------------------|-----------|---------------------------------|------------|------------|
| VIN | 2C4RC1DG4 | HR517461 | Open Date | 11/22/2017 | Built Date | 05/28/2016 |
| Model Year | 2017 | Body | RUCM53 | CHRYSLER PACIFICA TOURING WAGON | | |
| In Service Dt | 05/29/2016 | Mileage | 5000 | Dealer Zone | 74 | DENVER |
| Plant | R | WINDSOR ASSEMBLY PLANT | | Market | U | US |
| Color | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | |
| Engine | ERF | 3.6L V6 24V WT ENGINE | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |

| | | | | | | |
|----------------|----------------------|----------------------------------|----|--------------|----------------|--|
| Dealer | 45146 | MIDWAY CHRYSLER DODGE JEEP, INC. | | | | |
| Dealer Address | 219 SECOND AVE EAST | | | | | |
| Dealer City | KEARNEY | Dealer State | NE | Dealer Zip | 68848 | |
| Owner | SMITH , THOMAS J | | | Contact Type | TELEPHONE | |
| Address | 1008 W 21ST ST | | | Home Phone | (308) 237 0871 | |
| | KEARNEY NE68845 5160 | | | Country | UNITED STATES | |

| | |
|--|-----------------|
| Corporate Outbound Corporate In at ve Defau t Defau t | Pac f ca sta ng |
| Reca T54: SECOND ROW SEAT BELT BUCKLE Adv se Owner/Incomp ete Reca | |

Agent con acted owner to fo ow up w th a ng ssue. Conducted survey
for eng neer ng.

Customer Assistance Inquiry Record (CAIR)#

32904423

| | | | | | | |
|---------------|------------|-----------------------------------|-----------|-----------------------------------|------------|------------|
| VIN | 2C4RC1BG9 | HR508337 | Open Date | 11/24/2017 | Built Date | 04/29/2016 |
| Model Year | 2017 | Body | RUCH53 | CHRYSLER PACIFICA TOURING L WAGON | | |
| In Service Dt | 05/02/2016 | Mileage | 17000 | Dealer Zone | 42 | DETROIT |
| Plant | R | WINDSOR ASSEMBLY PLANT | | Market | U | US |
| Color | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | |
| Engine | ERF | 3.6L V6 24V WT ENGINE | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |

| | | | | | | | |
|----------------|--------------------------|------------------------|--|--------------|----|--------------|----------------|
| Dealer | 66989 | SHUMAN MOTOR SALES INC | | | | | |
| Dealer Address | 1111 SOUTH COMMERCE | | | | | | |
| Dealer City | WALLED LAKE | | | Dealer State | MI | Dealer Zip | 48390 |
| Owner | FOLLIMER ,CARL | | | | | Contact Type | TELEPHONE |
| Address | 2283 CALIBOUGE | | | | | Home Phone | (248) 763 0628 |
| | COMMERCE TWP M48382 2090 | | | | | Country | UNITED STATES |

| | |
|---|-------------|
| Product Dr vab ty Unknown Sta ng Defau t | |
| Corporate Outbound Eng neer ng Defau t Defau t | RU Fo ow Up |
| Corporate SurveyBy Pass Dup cate CAIR Defau t Defau t | |

***** RU Outbound Comp eted, Entered data reached owner today

Customer Assistance Inquiry Record (CAIR)#

32904610

| | | | | | | |
|---------------|------------|----------------------------|-----------|--|------------|------------|
| VIN | 2C4RC1GG1 | HR512990 | Open Date | 11/24/2017 | Built Date | 06/14/2016 |
| Model Year | 2017 | Body | RUCT53 | CHRYSLER PACIFICA LIMITED PLATINUM WAGON | | |
| In Service Dt | 06/30/2016 | Mileage | 18000 | Dealer Zone | 42 | DETROIT |
| Plant | R | WINDSOR ASSEMBLY PLANT | | Market | U | US |
| Color | PBX | JAZZ BLUE PEARL COAT | | | | |
| Engine | ERF | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |

| | | | | | | |
|----------------|------------------------------|-----------------------------------|---|--------------|----------------|--|
| Dealer | 67243 | GOLLING CHRYSLER JEEP DODGE, INC. | | | | |
| Dealer Address | 2405 S TELEGRAPH RD | | | | | |
| Dealer City | BLOOMFIELD HILLS | Dealer State | M | Dealer Zip | 48302 | |
| Owner | OAKES ,CYNTHIA | | | Contact Type | TELEPHONE | |
| Address | 14328 LAKESHORE DR | | | Home Phone | (586) 291 3877 | |
| | STERLING HEIGHTS M48313 2379 | | | Country | UNITED STATES | |

| | |
|---|--|
| Corporate Outbound Eng neer ng Defau t Defau t | |
| Corporate SurveyBy Pass Dup cate CAIR Defau t Defau t | |

Captured survey data for RU outbound s a .

Customer Assistance Inquiry Record (CAIR)#

32904648

| | | | | | | |
|----------------|---------------------|-----------------------------------|-----------|--|--------------|------------------|
| VIN | 2C4RC1EG2 | HR811357 | Open Date | 11/24/2017 | Built Date | 06/17/2017 |
| Model Year | 2017 | Body | RUCP53 | CHRYSLER PACIFICA TOURING L PLUS WAGON | | |
| In Service Dt | 06/19/2017 | Mileage | 500 | Dealer Zone | 42 | DETROIT |
| Plant | R | WINDSOR ASSEMBLY PLANT | | Market | U | US |
| Color | PRV | VELVET RED PEARL COAT | | | | |
| Engine | ERC | 3.6L V6 24V WT ENGINE UPG I W/ESS | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |
| Dealer | 68748 | PARKWAY CHRYSLER JEEP, INC | | | | |
| Dealer Address | 21560 HALL RD | | | | | |
| Dealer City | CLINTON TOWNSHIP | | | Dealer State | MI | Dealer Zip 48038 |
| Owner | DEIR ,PETER J | | | | Contact Type | TELEPHONE |
| Address | 15506 SPICEWAY | | | | Home Phone | (586) 863 6355 |
| | FRASER MI48026 3583 | | | | Country | UNITED STATES |

| | | | | | |
|-----------|----------|-------------|---------|---------|------------------------|
| Corporate | Outbound | Eng neer ng | Defau t | Defau t | pac f ca sta ng survey |
|-----------|----------|-------------|---------|---------|------------------------|

Contacted customer on 11/24/17 comp eted eng neer ng s a ng cond t on survey.

Customer Assistance Inquiry Record (CAIR)#

32904800

| | | | | | | |
|---------------|------------|----------------------------|-----------|--|------------|------------|
| VIN | 2C4RC1EGX | HR614484 | Open Date | 11/24/2017 | Built Date | 11/15/2016 |
| Model Year | 2017 | Body | RUCP53 | CHRYSLER PACIFICA TOURING L PLUS WAGON | | |
| In Service Dt | 11/15/2016 | Mileage | 22000 | Dealer Zone | 51 | CHICAGO |
| Plant | R | WINDSOR ASSEMBLY PLANT | | Market | U | US |
| Color | PTE | MOLTEN SILVER | | | | |
| Engine | ERF | 3.6L V6 24V W/T ENGINE | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |

| | | | | | | |
|----------------|----------------------|------------------------|----|--------------|----------------|--|
| Dealer | 45214 | UBERSOX CHRYSLER, INC. | | | | |
| Dealer Address | 165 NORTH 4TH STREET | | | | | |
| Dealer City | PLATTEVILLE | Dealer State | WI | Dealer Zip | 53818 | |
| Owner | REITER ,JEFF | | | Contact Type | TELEPHONE | |
| Address | 25379 N CASCADE RD | | | Home Phone | (563) 590 7957 | |
| | CASCADE IA52033 9441 | | | Country | UNITED STATES | |

| | | | | | |
|-----------|----------------|-------------|--------------------|---------|--|
| Dea er | Loaner Veh c e | Unknown | Dec ned to Prov de | Defau t | |
| Corporate | Re mbursement | Defau t | Defau t | Defau t | |
| Corporate | Outbound | Eng neer ng | Defau t | Defau t | |

Comp eted the Survey and entered data for RU Sta out.. Refund _
check was sent to owner for the r renta use \$589.22 a so. Repa rs
were done and has not returned. Dea er rep aced the Park Sensor to
fx th s. See proof of payment for ren a check refund on 32189945
CAIRnumber

Customer Assistance Inquiry Record (CAIR)#

32905034

| | | | | | | |
|----------------|-----------------------|--------------------------------|-----------|--|--------------|------------------|
| VIN | 2C4RC1GGX | HR531456 | Open Date | 11/24/2017 | Built Date | 06/21/2016 |
| Model Year | 2017 | Body | RUCT53 | CHRYSLER PACIFICA LIMITED PLATINUM WAGON | | |
| In Service Dt | 06/21/2016 | Mileage | 13500 | Dealer Zone | 51 | CHICAGO |
| Plant | R | WINDSOR ASSEMBLY PLANT | | Market | U | US |
| Color | PRV | VELVET RED PEARL COAT | | | | |
| Engine | ERF | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |
| Dealer | 60439 | ST CHARLES CHRYSLER DODGE JEEP | | | | |
| Dealer Address | 1611 E MAIN ST | | | | | |
| Dealer City | ST CHARLES | | | Dealer State | IL | Dealer Zip 60174 |
| Owner | DIGREGORIO ,MICHAEL P | | | | Contact Type | TELEPHONE |
| Address | 450 TOWNHALL RD | | | | Home Phone | |
| | METAMORA IL61548 9443 | | | | Country | UNITED STATES |

Product Dr vab ty Unknown Sta ng Defau t

Corporate Outbound Corporate In at ve Defau t Defau t

Customer stated that h s veh c e sta ed tw ce wh e dr v ng. He states he went to the dea ersh p and they d d a f ash update and he has not had any other ssues. He was turn ng a corned at a ow rate of speed when t sta ed, t was a c ear n ce day and he had a ha f ank of gas at the t me. He a so ment oned that he kes h s veh c e.

Customer Assistance Inquiry Record (CAIR)#

32905177

| | | | | | | |
|----------------|---------------------|------------------------------------|-----------|-----------------------------------|--------------|------------------|
| VIN | 2C4RC1BG1 | HR514147 | Open Date | 11/24/2017 | Built Date | 05/11/2016 |
| Model Year | 2017 | Body | RUCH53 | CHRYSLER PACIFICA TOURING L WAGON | | |
| In Service Dt | 05/14/2016 | Mileage | 0 | Dealer Zone | 51 | CHICAGO |
| Plant | R | WINDSOR ASSEMBLY PLANT | | Market | U | US |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |
| Engine | ERF | 3.6L V6 24V WT ENGINE | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |
| Dealer | 67753 | TYSON MOTOR CORPORATION | | | | |
| Dealer Address | 1 SW FRONTAGE RD | | | | | |
| Dealer City | SHOREWOOD | | | Dealer State | IL | Dealer Zip 60404 |
| Owner | DELGADO ,MARIA | | | | Contact Type | TELEPHONE |
| Address | 1708 ADDLEMAN ST | | | | Home Phone | (815) 342 9626 |
| | JOLIET IL60431 8573 | | | | Country | UNITED STATES |

Product Dr vab ty Unknown Sta ng Defau t

Corporate Outbound Corporate In at ve Defau t Defau t

Wrtter contacted customer she states that her veh c e has sta ed at east 10 t mes s nce she has owned t. She states that t s a ways at a ow speed when t s a ed. Stopp ng at stop s gn or turn ng has caused t to sta wh e at a ow speed. It does not happen a the t me. The weather has been c ear and dry when t happens no h s or h gh e evat ons. It seems ke there s a no se n the transm ss on pr or to sta ng accord ng to the customer.

Anthony from d r code 67753, customer to d h m that CM to d her we wou d take care of a head ght, agent sees not notes n reference to th s but to d Anthony customer shou d fo ow up w th C Mon Monday.

DLR 67753 wanted the c a m number under the repa rs for the head ght.

Customer Assistance Inquiry Record (CAIR)#

32905495

| | | | | | | |
|----------------|----------------------------|---------------------------------|-----------|-----------------------------------|--------------|------------------|
| VIN | 2C4RC1BGX | HR524143 | Open Date | 11/24/2017 | Built Date | 06/01/2016 |
| Model Year | 2017 | Body | RUCH53 | CHRYSLER PACIFICA TOURING L WAGON | | |
| In Service Dt | 06/02/2016 | Mileage | 32000 | Dealer Zone | 32 | NEW YORK |
| Plant | R | WINDSOR ASSEMBLY PLANT | Market | U | US | |
| Color | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | |
| Engine | ERF | 3.6L V6 24V WT ENGINE | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |
| Dealer | 45623 | DON ALLEN AUTO SERVICE, INC | | | | |
| Dealer Address | 10 POLPIS RD | | | | | |
| Dealer City | NANTUCKET | | | Dealer State | MA | Dealer Zip 02554 |
| Owner | DODD ,ALISON C | | | | Contact Type | TELEPHONE |
| Address | 9907 EDGEHILL LN | | | | Home Phone | (202) 315 8789 |
| | SILVER SPRING MD20901 2519 | | | | Country | UNITED STATES |

| | |
|---|---|
| Product Dr vab ty Unknown Other Defau t | Customer seek ng reso ut on for unreso ved ssue |
|---|---|

Br ef y summar z e why the customer s contact ng Chrys er: Customer ca ed as veh c e has had repeated ssue w th sta ng wh e dr v ng customer was at the dea er n 07/17/2017 had TCMf ashed but st hav ng the sta ng ssue, customer was advsed to book appo ntment for dea er so agent can seek CMreview for unreso ved ssue w th sta ng

Br ef y summar z e what the customer s expect ng: NEXT AGENT PLEASE DOCUMENT DATE/TIME AND LOCATION OF APPOINTMENT FOR ESCALATION

Status update prov ded v a ema to the fo ow ng ema address:

keenanwm nogue@gma .com

good morn ng mr./mrs dodd

Th s s Beth from Chrys er ema ng you back to see f you were had a moment to set an appo ntment, we are ook ng forward to gett ng you through th s unfortunate s tuat on, f you requ re more t me you can ema me here or ca 1 800 992 1997 referenc ng 32905495 we are here unt m dn ght

Beth

FCA CUSTOMER CARE AGENT

End of Status Update

Customer Assistance Inquiry Record (CAIR)#

32905779

| | | | | | | |
|----------------|------------------------|----------------------------------|-----------|----------------------------|--------------|------------------|
| VIN | 2C4RC1CG3 | HR571819 | Open Date | 11/24/2017 | Built Date | 09/13/2016 |
| Model Year | 2017 | Body | RUCL53 | CHRYSLER PACIFICA LX WAGON | | |
| In Service Dt | 09/13/2016 | Mileage | 25000 | Dealer Zone | 71 | LOS ANGELES |
| Plant | R | WINDSOR ASSEMBLY PLANT | | Market | U | US |
| Color | PTE | MOLTEN SILVER | | | | |
| Engine | ERF | 3.6L V6 24V WT ENGINE | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |
| Dealer | 66451 | SOUTH COUNTY CHRYSLER JEEP DODGE | | | | |
| Dealer Address | 6600 CHESTNUT ST | | | | | |
| Dealer City | GILROY | | | Dealer State | CA | Dealer Zip 95020 |
| Owner | ALANIS ,PETE | | | | Contact Type | TELEPHONE |
| Address | 14505 NE 91ST ST | | | | Home Phone | (360) 773 3643 |
| | VANCOUVER WA98682 2687 | | | | Country | UNITED STATES |

| | |
|--|----------------------------|
| Product Dr vab ty Unknown Sta ng Defau t | Eng ne Sta s nterm ttent y |
| Corporate Outbound Eng neer ng Defau t Defau t | Pac f ca RU Sta ng Survey |

Wrtter spoke wth owner to address eng ne s a ng concern. Owner states that the eng ne sta s nterm ttent y approxmate y 5 t mes per month wh e acce erat ng and dr vng at speeds of 35 40 mph., and eng ne hes ates before s a ng. The MIL amp has come on and gone off before the eng ne sta ed. Add t ona y, owner states that the o amp has come on and gone off one t me.

Veh c e has qua f ed for Enhanced Customer Sat sfact on (ECS) program. Refer to AnswerCONNECT for hand ng procedures.

Customer Assistance Inquiry Record (CAIR)#

32905799

| | | | | | | |
|----------------|----------------------|----------------------------|-----------|-----------------------------------|--------------|------------------|
| VIN | 2C4RC1BG9 | HR523579 | Open Date | 11/24/2017 | Built Date | 06/13/2016 |
| Model Year | 2017 | Body | RUCH53 | CHRYSLER PACIFICA TOURING L WAGON | | |
| In Service Dt | 06/18/2016 | Mileage | 25000 | Dealer Zone | 42 | DETROIT |
| Plant | R | WINDSOR ASSEMBLY PLANT | | Market | U | US |
| Color | PBX | JAZZ BLUE PEARL COAT | | | | |
| Engine | ERF | 3.6L V6 24V WT ENGINE | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |
| Dealer | 49983 | MAROONE DODGE % CARTEMPS | | | | |
| Dealer Address | 8600 PINES BOULEVARD | | | | | |
| Dealer City | PEMBROKE PINES | | | Dealer State | FL | Dealer Zip 33024 |
| Owner | SMITH ,STEVEN | | | | Contact Type | TELEPHONE |
| Address | 72 MADELINE CIR | | | | Home Phone | (248) 553 3162 |
| | TAYLORS SC29687 6551 | | | | Country | UNITED STATES |

| | | | | | |
|-----------|----------|-------------|---------|---------|---------------|
| Corporate | Outbound | Eng neer ng | Defau t | Defau t | s a ng survey |
|-----------|----------|-------------|---------|---------|---------------|

Customer comp eted survey on 11/24/17.

| | |
|---|-----------------|
| Customer Assistance Inquiry Record (CAIR)# | 32906286 |
|---|-----------------|

| | | | | | | |
|----------------|--------------------------------|--------------------------------|-----------|--|--------------|------------------|
| VIN | 2C4RC1GG2 | HR668763 | Open Date | 11/24/2017 | Built Date | 01/12/2017 |
| Model Year | 2017 | Body | RUCT53 | CHRYSLER PACIFICA LIMITED PLATINUM WAGON | | |
| In Service Dt | 01/12/2017 | Mileage | 4500 | Dealer Zone | 51 | CHICAGO |
| Plant | R | WINDSOR ASSEMBLY PLANT | | Market | U | US |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |
| Engine | ERF | 3.6L V6 24V WT ENGINE | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |
| Dealer | 26828 | NAPLETON'S MID RIVERS CHRYSLER | | | | |
| Dealer Address | 4951 VETERANS MEMORIAL PARKWAY | | | | | |
| Dealer City | ST PETERS | | | Dealer State | MO | Dealer Zip 63376 |
| Owner | OLIVER JEAN | | | | Contact Type | TELEPHONE |
| Address | 172 HUNTINGTON DOWNS | | | | Home Phone | (636) 493 7012 |
| | SAINT CHARLES MO63301 8700 | | | | Country | UNITED STATES |

| | | | | | |
|-----------|----------|-------------|---------|---------|---------------|
| Corporate | Outbound | Eng neer ng | Defau t | Defau t | s a ng survey |
|-----------|----------|-------------|---------|---------|---------------|

Customer was con acted took survey on 11/24/17.

Customer Assistance Inquiry Record (CAIR)#

32907515

| | | | | | | |
|----------------|-------------------|------------------------------------|-----------|---|--------------|------------------|
| VIN | 2C4RC1GG3 | HR545053 | Open Date | 11/25/2017 | Built Date | 10/20/2016 |
| Model Year | 2017 | Body | RUCT53 | CHRYSLER PACIFICALIMITED PLATINUM WAGON | | |
| In Service Dt | 10/24/2016 | Mileage | 22000 | Dealer Zone | 42 | DETROIT |
| Plant | R | WINDSOR ASSEMBLY PLANT | | Market | U | US |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |
| Engine | ERC | 3.6L V6 24V WT ENGINE UPG I W/ESS | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |
| Dealer | 45476 | SUBURBAN CHRYSLER JEEP DODGE OF | | | | |
| Dealer Address | 1790 MAPLELAWN DR | | | | | |
| Dealer City | TROY | | | Dealer State | M | Dealer Zip 48084 |
| Owner | CZAPSKI ,RICHARD | | | | Contact Type | ROADSIDE |
| Address | N/A | | | | Home Phone | |
| | AUBURN HILLS MI | | | | Country | UNITED STATES |

Corporate Roads de Services Warranty Veh c e Inoperab e Defau t

Roads de Assistance Con acted DATE : 2017 11 25

Road S de F e Created 11 25 17 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

3869 ROSEGLEN CT 1790 MAPLELAWN DR

ROSEGLEN LN

TROY TROY

MI US MI

VEHICLE STALLED. NO RETARTNEED TOWCX COVEREDCX WIT

DEALER CODE : 45476 SUBURBAN CHRYSLER JEEP DODGE OF

Customer Assistance Inquiry Record (CAIR)#

32915102

| | | | | | | |
|---------------|------------|----------------------------|-----------|---------------------------------|------------|------------|
| VIN | 2C4RC1DG0 | HR552465 | Open Date | 11/27/2017 | Built Date | 08/25/2016 |
| Model Year | 2017 | Body | RUCM53 | CHRYSLER PACIFICA TOURING WAGON | | |
| In Service Dt | 08/25/2016 | Mileage | 13000 | Dealer Zone | 51 | CHICAGO |
| Plant | R | WINDSOR ASSEMBLY PLANT | | Market | U | US |
| Color | PRV | VELVET RED PEARL COAT | | | | |
| Engine | ERF | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |

| | | | | | | |
|----------------|------------------------|-------------------------------|----|--------------|----------------|--|
| Dealer | 44142 | SHEBOYGAN CHRYSLER CENTER INC | | | | |
| Dealer Address | 2701 WASHINGTON AVE | | | | | |
| Dealer City | SHEBOYGAN | Dealer State | WI | Dealer Zip | 53081 | |
| Owner | STENZ ,NICHOLAS J | | | Contact Type | TELEPHONE | |
| Address | 1214 LINCOLN AVE | | | Home Phone | (920) 960 8276 | |
| | SHEBOYGAN WI53081 2566 | | | Country | UNITED STATES | |

| | |
|---|--------------------|
| Product Dr vab ty Unknown Sta ng Defau t | Sta ed wh e dr vng |
| Corporate SurveyBy Pass No Response / Unab e To Reach Defau t Defau t | |
| Referra Soc a Med a Automot ve Forums Defau t Soc a Too | |

Customer (@anonymous) reached out on Soc a Med a v a pac f caforums.com stating:

"Add myw fe to the st of peop e who've had the van shut off on them wh e dr vng. She was pu ng up to a stop s gn and t shut off wh e she was dece erat ng. She got the "sh ft to park to s art" or whatever message and was ab e to res art r ght away. It acted comp ete y norma after that, and the prob em hasn't recurred. It's now severa weeks ater.

Van probab y had between 11,000 and 12,000 m . on t at the t me. Non hybr d; t's one of the ear y bu ds before they redes gned the dr ver's s de door h nges to not shear off on mpact. It hasn't been to the dea ersh p yet. She's been tryng for weeks to get an appo ntment set up v a e ma for that and severa other ssues and sn't gett ng responses."

Customer seek ng ass stance w th:

Veh c e shut off wh e dr vng

Customer expect ng:

Concern to be f xed and fo ow up

Agent adv sed w esca ate to case manager.

Fo ow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone number: (920) 960 8276

Ear est ca t me: 9 AM CST

Latest ca t me: 9 PM CST

Updates v a text: N

Updates v a ema : Y n ckandju a@owtech.net

Veh c e ocat on: Customer

Date and T me of Appo ntment: 11/28 8 AM

Conf rmed appo ntment w th: SHEBOYGAN CHRYSLER CENTER

Customer n ren a : N

Author zed by: N/A

Renta start date: N/A

Wr ter recommends nvo vng STAR for ass s ance.

Reass gned to CM

*****OUTBOUND DEALERSHIP CONTACT*****

SHEBOYGAN CHRYSLER CENTER INC 44142 920 459 6020

CS contacted DRL to reconf rm customer appo ntment and was adv sed by SA

Josh that the appo ntment s schedu ed to 11/28 and SM Dean s ass gned

to the veh c e. CS nqu red f STAR cou d get nvo ved w th the

veh c e's ssue and was adv sed that f needed theyw be contacted for

ass stance.

*****OUTBOUND CUSTOMER CONTACT*****

NICHOLAS STENZ (920) 960 8276

CS was unab e to reach customer and eft VM advs ng se f as CM ass gned

to the veh c e concern of sta ng. CS eft con act nformat on for

customer to ca back f needed.

***** Create Prep Sheet *****

Prep sheet was saved successfu y.

In Service Date: 12/08/2016

Original Owner: Yes

Mileage: 13000

Vehicle purchase type: (1) New, (3) used

Multiple Repairs/ Previous related repairs: None

Mileage: None

Other:

Vehicle sold at the dealership SHEBOYGAN CHRYSLER CENTER INC (44142)

Update triggered by S864651

*****OUTBOUND DEALERSHIP CONTACT*****

SHEBOYGAN CHRYSLER CENTER INC 44142 920 459 6020

CS contacted DRL to get an update on the vehicle and was advised that SM Dean who is working on the vehicle's concern wasn't available as he was on lunch. SA Josh advised that STAR is currently involved with the vehicle's concerns.

*****OUTBOUND DEALERSHIP CONTACT*****

SHEBOYGAN CHRYSLER CENTER INC 44142 920 459 6020

CS left VM with SM inquiring on vehicle's status and requested callback. CS provided vehicle information and writer's contact information.

*****OUTBOUND CUSTOMER CONTACT*****

NICHOLAS STENZ (920) 960 8276

Customer wasn't available, CM left VM advising that dealership has STAR involved with the vehicle's concern. CS advised that writer is waiting for callback from the SM in regard to vehicle's status. CS provided writer's contact information for customer.

*****OUTBOUND DEALERSHIP CONTACT*****

SHEBOYGAN CHRYSLER CENTER INC 44142 920 459 6020

CS contacted SM Dean, was advised the customer has the vehicle and is being monitored by them for its safety concern. SM advised that STAR had run some tests on the vehicle and customer filled out a survey about the vehicle.

*****Customer Email Address Updated*****

Following email address is added for communication or survey with the customer: nkandju_a@owtech.net

*****OUTBOUND CUSTOMER CONTACT*****

NICHOLAS STENZ (920) 960 8276

Customer was not available, VM was left advising the dealership was contacted earlier and advised that the vehicle was in the possession. CS advised that the dealership advised that they are monitoring the vehicle's issue of safety. CS advised we contact them on Monday to inquire how the vehicle is doing.

Status update provided via email to the following email address:

nkandju_a@owtech.net

Hello Nick,

My name is Maxine 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 32915102.

? The Chrysler Case Management telephone number is: 1 844 827 2003

? My direct extension is: 4717371

? My work hours are: 11:30 am - 8:00pm Eastern Standard Time (Monday - Friday).

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

Sincerely,

Maxine

FCA Case Management

End of Status Update

*****OUTBOUND CUSTOMER CONTACT*****

NICHOLAS STENZ (920) 960 8276

CS unable to reach customer and left VM inquiring how vehicle is behaving in regard to its safety concern. CS provided case number, callback number and extension for customer.

*****OUTBOUND DEALERSHIP CONTACT*****

SHEBOYGAN CHRYSLER CENTER INC 44142 920 459 6020

CS contacted the Service Department, 44142 to inquire if the T23 customer satisfaction recall was performed on vehicle and was advised yes by SA

*****OUTBOUND CUSTOMER CONTACT*****

NICHOLAS STENZ (920) 960 8276

CS was unable to reach customer, left VM inquiring on how the vehicle was behaving. CS left case number and writer's contact information.

Vehicle returned to customer, no further contact with customer, please survey bypass.

Bypass Added

Customer Assistance Inquiry Record (CAIR)#

32915342

| | | | | | | |
|----------------|------------------------|---------------------------------|-----------|--|--------------|------------------|
| VIN | 2C4RC1EG5 | HR542321 | Open Date | 11/27/2017 | Built Date | 07/20/2016 |
| Model Year | 2017 | Body | RUCP53 | CHRYSLER PACIFICA TOURING L PLUS WAGON | | |
| In Service Dt | 07/20/2016 | Mileage | 15000 | Dealer Zone | 66 | ORLANDO |
| Plant | R | WINDSOR ASSEMBLY PLANT | | Market | U | US |
| Color | PRV | VELVET RED PEARL COAT | | | | |
| Engine | ERF | 3.6L V6 24V WT ENGINE | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |
| Dealer | 45588 | CLASSIC CHRYSLER JEEP DODGE RAM | | | | |
| Dealer Address | 306 N OAK FOREST RD | | | | | |
| Dealer City | GOLDSBORO | | | Dealer State | NC | Dealer Zip 27534 |
| Owner | ROBINSON ,SHARON D | | | | Contact Type | TELEPHONE |
| Address | 603 S CLAIBORNE ST | | | | Home Phone | (919) 673 9505 |
| | GOLDSBORO NC27530 6223 | | | | Country | UNITED STATES |

| | |
|---|--|
| Dea er By Pass Defau t Defau t Defau t | |
| Corporate SurveyBy Pass Defau t Defau t Defau t | |
| Product Ectr ca Unknown Other Defau t | |

Customer seek ng ass stance w th: wants out of veh c e
 [Insert Veh c e Concern].
 Customer expect ng: want to be bought out of veh c e or put n new
 veh c e that works
 [Insert Request].
 Agent advsed w esca ate to case manager.
 Fo ow up w occur w th n 1 bus ness day by COB customer t me.
 Preferred phone number: 919/673/9505
 Ear est ca t me: any
 Latest ca t me: any
 Updates v a text: Y/N [Mbb e number]
 Updates v a ema : Y/N [Ema address]
 Veh c e ocat on: [Customer/Dea er/IRF]
 Date and T me of Appo ntment: [was a ready at dea er cannot d agnose
 veh c e keeps sta ng
 Conf rmed appo ntment w th: [Dea er and Dea er Contact]
 Customer n ren a : Y/N
 Author zed by:
 Renta start date: [Date]
 AT dea er 11/21/17 cannot d agnose customer wants n another van fee s
 that th s one s unsafe due to t shut ng off wh e dr vng, A/C 25013
 ***** 91L Review *****
 *****Case Esca ated to I2R*****
 Reviewed Warranty H story wh ch determ ned th s case
 shou d be esca ated to I2R for case management.
 *** Le ghe Anne w th the I2R Customer Reso ut on Team s now respons b e
 for th s CAIR. If the customer shou d ca , p ease d rect them to contact
 her d rect y at 214 583 2186. Thank you. ***
 Ca ed Dea er 45588; spoke w th ANTHONY n serv ce, he sa d ast t me t
 was n there was on 11/1 and they were not ab e to dup cate any of her
 ssues. He sa d matter of fact, r ght before I ca ed, he had just got
 off the phone w th her, that she was schedu ng an o change. Noth ng
 was sa d to h m about any ssues she s hav ng.
 Ca ed customer; got vo cema , eft message for return ca .
 Customer returned ca , eft message, ca ed customer back; she sa d that
 she sa d t wont start a ot of the t me, t w shut off wh e dr vng.
 The passenger s de whee s mak ng no se, transm ss on has been jerky.
 She no onger wants the van, she s t red of tak ng t n over and over.
 She sa d she traded the Town and Country she had before due to the CE
 ght kept com ng on, n for th s one and now she has had prob ems w th
 th s one. She wants t to be bought back. She sa d she t s not cutt ng
 off wh e she s dr vng, t s on y when she t res to re start. I to d
 her f she s st hav ng prob ems w th t and t has been a month s nce
 she had t n ast, t needs to go back n as we start w th repa r of
 veh c e. She sa d she s not sure when she can get t n, t maybe 2
 weeks. To d her to ca me when she s ab e to get t back n. C os ng
 case, unt customer ca s back when she can get back n.

Customer Assistance Inquiry Record (CAIR)#

32921024

| | | | | | | |
|---------------|------------|-----------------------------------|-----------|---------------------------------|------------|------------|
| VIN | 2C4RC1DG8 | HR516071 | Open Date | 11/27/2017 | Built Date | 04/26/2016 |
| Model Year | 2017 | Body | RUCM53 | CHRYSLER PACIFICA TOURING WAGON | | |
| In Service Dt | 04/27/2016 | Mileage | 13377 | Dealer Zone | 32 | NEW YORK |
| Plant | R | WINDSOR ASSEMBLY PLANT | | Market | U | US |
| Color | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | |
| Engine | ERF | 3.6L V6 24V VWT ENGINE | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |

| | | | | | | |
|----------------|-----------------------|----------------------------------|----|--------------|----------------|--|
| Dealer | 60451 | LESTER GLENN CHRYSLER DODGE JEEP | | | | |
| Dealer Address | 101 ROUTE 37 E | | | | | |
| Dealer City | TOMS RIVER | Dealer State | NJ | Dealer Zip | 08753 | |
| Owner | BERARDI ,KELLY A | | | Contact Type | LETTER | |
| Address | 482 CLIFTON AVE | | | Home Phone | (908) 240 5139 | |
| | BAYMILLE NJ08721 3423 | | | Country | UNITED STATES | |

| | |
|--|--|
| Product Unknown Unknown Sta ng Defau t | Customer s ates the veh c e shut down comp ete y |
| Corporate SurveyBy Pass Defau t Defau t Defau t | Customer s ates the veh c e shut down comp ete y |
| Corporate Chat Informat on Defau t Defau t | |
| Corporate Enhanced Customer Sat sfact on Program (ECS) Defau t Defau t Defau t | Customer s ates the veh c e shut down comp ete y |
| Referra Top Care Execut ve Team Defau t Pub c Re at ons/Commun cat ons | |
| Product Dr vab ty Unknown Hes tat on/No Power Defau t | |

*****TOP CARE: EXECUTIVE REFERRAL *****

Top Care customer f rst contact was 11/28/17 at 08:20 by MFY

POSTMARK DATE: 112717; DATE RECEIVED: 112817

Top Care fo ow up contact was 11/28/17 at 08:20 by MFY

See CAIR: 32509877 (or ECS f e). No prob. was dup cated through severa attempts a ong w th tech support. No return to d r s nce Oct 2017.

I've adv sed owner to e ther br ng veh c e back to dea er to demonstrate the cond t on and or reach me aga n and et me know f th s s rep cated or f /when the ssue returns. Dea er unab e to f nd anytroub e codes to ass st under warranty at th s t me.

CAIR RE OPENED AND FOLLOWING REASON CODE(S) REMOVED

C ose Loop Except on Reason Code

Survey By Pass

Contacted the Customer today. Left message for the Customer w th my drt ne today. Requested Kye (SA) on 11/30 or anyone n serv ce. Transferred to vo ce ma for Kye nc uded my d rect ne.

Kye G bson Serv ce Adv sor has exp a ned that Serv ce Manager Joe ca ed the owner who s refus ng to br ng the r veh c e back to dea ersh p serv ce. SMadv sed owner refuses to br ng back n to dea er serv ce center and adv sed Joe of th s two days ago va ema to a the dea er managers.

12/4 Ca ed owner back today aga n. Customer stated honest y sta ed on y one t me n her ent re ownersh p. Customer stated that she rea y d s kes the sh ft qua ty of th s 9 speed transm ss on. Customer hopes the prob em w never happen aga n. Wf ter adv sed FCAUS LLC s not repurchas ng the veh c e wh ch doesn't exh b t troub e. Th s s a ease veh c e. I've dec ned owner buyback opt on.

Customer Assistance Inquiry Record (CAIR)#

32921771

| | | | | | | |
|---------------|------------|---------------------------------|-----------|-----------------------------------|------------|-------------|
| VIN | 2C4RC1BG0 | HR523888 | Open Date | 11/27/2017 | Built Date | 05/30/2016 |
| Model Year | 2017 | Body | RUCH53 | CHRYSLER PACIFICA TOURING L WAGON | | |
| In Service Dt | 05/31/2016 | Mileage | 25000 | Dealer Zone | 71 | LOS ANGELES |
| Plant | R | WINDSOR ASSEMBLY PLANT | | Market | U | US |
| Color | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | |
| Engine | ERF | 3.6L V6 24V WT ENGINE | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |

| | | | | | | |
|----------------|----------------------|-------------------------------|----|--------------|----------------|--|
| Dealer | 60557 | SCOTT ROBINSON CHRYSLER DODGE | | | | |
| Dealer Address | 20900 HAWTHORNE BLVD | | | | | |
| Dealer City | TORRANCE | Dealer State | CA | Dealer Zip | 90503 | |
| Owner | WILLIAMS, LARONDA L | | | Contact Type | TELEPHONE | |
| Address | 1038 W POPLAR ST | | | Home Phone | (424) 249 0459 | |
| | COMPTON CA90220 1642 | | | Country | UNITED STATES | |

| | | | |
|-----------------------------------|--------------|----------------|--|
| Product Transmissions / Transaxle | Unknown | Improper Shift | Intermittent jerking |
| Corporate Survey By Pass | No Diagnosis | Default | Default |
| Product | Unknown | Unknown | Stationing Default |
| | | | DLR could not duplicate stationing concern |

Briefly summarize why the customer is contacting Chrysler: Customer stated her vehicle has stalled twice but the DLR could not duplicate the concern. Customer stated that she was watching the news and saw that other people were having concerns and were contacting Chrysler. Customer stated that it happened once on the highway and once when she was turning left. Customer stated that there is a jerking intermittent as if it is not shifting properly.

Briefly summarize what the customer is expecting: Information such as recalls for her concerns

Agent advised customer that there are no recalls but provided information from Answer ID 25463 regarding Chrysler Pacifica Minivan Stationing Complaints.

Agent invited customer to call back with an appointment for escalation to CM for assistance with unresolved concerns.

Reassigned for survey bypass? no diagnosis

Customer Assistance Inquiry Record (CAIR)#

32922179

| | | | | | | |
|----------------|-------------------------|----------------------------|-----------|--|--------------|------------------|
| VIN | 2C4RC1GG7 | HR515814 | Open Date | 11/27/2017 | Built Date | 05/28/2016 |
| Model Year | 2017 | Body | RUCT53 | CHRYSLER PACIFICA LIMITED PLATINUM WAGON | | |
| In Service Dt | 05/29/2016 | Mileage | 1 | Dealer Zone | 70 | PHOENIX |
| Plant | R | WINDSOR ASSEMBLY PLANT | Market | U | US | |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |
| Engine | ERF | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |
| Dealer | 68737 | CHAPMAN CHRYSLER JEEP LLC | | | | |
| Dealer Address | 930 AUTO SHOW DR | | | | | |
| Dealer City | HENDERSON | | | Dealer State | NV | Dealer Zip 89014 |
| Owner | PICINI ,JOHN | | | | Contact Type | TELEPHONE |
| Address | 4140 W RENO AVE | | | | Home Phone | (702) 491 0110 |
| | LAS VEGAS NV 89118 1658 | | | | Country | UNITED STATES |

Product Dr vab ty Unknown Sta ng Defau t

171127 000767

H, my name is Amber with Chrysler Customer Care, How may I help you today?

Amber: Hello John, how are you tonight?

John P c n : Hello My daughters 2017 Pac f ca has been Sta ng wh e dr vng

Amber: I'm so sorry to hear that!

John P c n : She brought t n today and was to d that a computer update wou d reso e the ssue

John P c n : reso ve*

John P c n : I f nd that hard to be eve and was wonder ng f there was any document on the ssure and any off c a repa rs.

Amber: I can certa n y ake a ook nto th s to see what nformat on we have for th s. Was the dea er ab e to comp ete the update on the veh c e?

John P c n : The update was comp eted. I wou d just ke to read the off c a f x for th s prob em. Internet searches have shown th s to be common enough.

Amber: Okay, I w see what I can f nd out for you, just one moment

John P c n : Thank you Amber. She has two young k ds and s nervous to dr ve. Just want to conf rm that a computer update wou d f x such a prob em ke sta ng wh e dr vng.

Amber: I was not ab e to f nd anyth ng overa for the 17 Pac f ca's, wou d you happen to have the vn of her veh c e, so I can see what codes were found?

John P c n : Sure. Standby for the VIN. A qu ck goog e search w show you t's a common th ng. I'm surpr sed that you cou dn't f nd anyth ng on an ssue that the dea ersh p sa d t had a f x to.

Amber: Okay, unfortunate yw thout know ng what the dea er found t s hard to say what the proper repa r s. But I shou d be ab e to f nd out from the dea er work order what they found.

John P c n : Understood, VIN s 2C4RC1GG7HR515814

Amber: Thank you, just one moment

John P c n : Ok, can you e ma me a copy of the work order please

Amber: Unfortunately I do not have a way to do that. I am a so not see ng that there s a work order ava ab e yet. We do not have access to them unt the dea er has c osed the order.

Amber: I'm sorry I do not have more nformat on to prov de you. I do know for a ot of ssues a s mp e update or "fash" w reso ve.

Amber: If she does have any further ssues we can certa n y have someone work w th her and the dea er to make sure t get repa red correct y.

John P c n : The car s st at the dea ersh p. We are debat ng whether or not we w even take the car back. I reached out due to the potent a sever ty of a car s a ng wh e dr vng and my uncerta nty of the repa r be ng a computer update.

John P c n : s there no document on of the repa rs that computer upgrades f x?

John P c n : espec a y eng ne repa rs f xed by upgrades..

Amber: We do not have anyth ng for th s ssue, and I can not see the

work order until it is closed. If you would like I can escalate this to a case manager for you who can get more information for you but it would be a one business day callback that's okay.

John P c n : Ok, Amber. Please do and thank you for your time.

Amber: Is this the best contact number for you? 7024910110

John P c n : That works. Thanks again

Amber: You're welcome, John. Have a nice night!

'John P c n ' disconnected ('Concluded by End user').

Customer seeking assistance with:

Intermittent starting

Customer expecting:

technical assistance

Agent advised we escalate to case manager.

Follow up will occur within 1 business day by COB customer time.

Preferred phone number: 7024910110

Earliest call time:

Latest call time:

Updates via text: n

Updates via email: n

Vehicle location: Dealer

Date and Time of Appointment: 11/27/2017

Confirmed appointment with: 68737

Customer renewal: Y/N

Authorized by:

Rental start date: [Date]

Customer has open recall T23

Vehicle has three open RRTs 16 080, 16 097 and 16 100

CM called customer to walk through finding the T23 recall information.

Customer not available so voicemail left with instructions on how to find the T23 information and explanation customer was looking for in regards to how software would fix the issue. CM advised CAIR would be closed now that explanation and instructions on how to find a copy of the recall given to customer

Customer Assistance Inquiry Record (CAIR)#

32923103

| | | | | | | |
|----------------|---------------------|-----------------------------------|-----------|----------------------------|--------------|------------------|
| VIN | 2C4RC1CG0 | HR769838 | Open Date | 11/28/2017 | Built Date | 04/27/2017 |
| Model Year | 2017 | Body | RUCL53 | CHRYSLER PACIFICA LX WAGON | | |
| In Service Dt | 04/28/2017 | Mileage | 2000 | Dealer Zone | 71 | LOS ANGELES |
| Plant | R | WINDSOR ASSEMBLY PLANT | | Market | U | US |
| Color | PW2 | TUSK WHITE | | | | |
| Engine | ERC | 3.6L V6 24V WT ENGINE UPG I W/ESS | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |
| Dealer | 24187 | CABRAL CHRY JEEP | | | | |
| Dealer Address | 1145 WEST YOSEMITE | | | | | |
| Dealer City | MANTECA | | | Dealer State | CA | Dealer Zip 95336 |
| Owner | NGUYEN ,A | | | | Contact Type | ROADSIDE |
| Address | 18219 MELONES DRIVE | | | | Home Phone | (408) 832 9426 |
| | LATHROP CA | | | | Country | UNITED STATES |

| | | | | |
|-----------|------------------|----------|-----------|---------|
| Corporate | Roads de Servces | Warranty | S art/Sta | Defau t |
|-----------|------------------|----------|-----------|---------|

Roads de Ass stance Con acted DATE : 2017 11 28

Road S de F e Created 11 28 17 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

STONEBRIDGE LN 1145 W YOSEMITE AVE

OPAL ST

LATHROP MANTECA

CA USACA

CX VEH STALL WHILE DRIVING. TOW TO DLR. CV FOR SVC

DEALER CODE : 24187 CABRAL CHRYSLER JEEP DODGE RAM

Customer Assistance Inquiry Record (CAIR)#

32923562

| | | | | | | |
|----------------|-------------------------|------------------------------------|-----------|---------------------------------|--------------|------------------|
| VIN | 2C4RC1DG0 | HR778571 | Open Date | 11/28/2017 | Built Date | 05/01/2017 |
| Model Year | 2017 | Body | RUCM53 | CHRYSLER PACIFICA TOURING WAGON | | |
| In Service Dt | 05/01/2017 | Mileage | 3200 | Dealer Zone | 70 | PHOENIX |
| Plant | R | WINDSOR ASSEMBLY PLANT | | Market | U | US |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |
| Engine | ERC | 3.6L V6 24V WT ENGINE UPG I W/ESS | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |
| Dealer | 44725 | TOWBIN DODGE LLC | | | | |
| Dealer Address | 275 AUTO MALL DRIVE | | | | | |
| Dealer City | HENDERSON | | | Dealer State | NV | Dealer Zip 89014 |
| Owner | GRAY ,JASHON | | | | Contact Type | ROADSIDE |
| Address | 6742 PRAIRIE DUSK DRIVE | | | | Home Phone | (702) 517 9042 |
| | LAS VEGAS NV | | | | Country | UNITED STATES |

| | | | | |
|-----------|------------------|----------|-----------|---------|
| Corporate | Roads de Servces | Warranty | S art/Sta | Defau t |
|-----------|------------------|----------|-----------|---------|

Roads de Ass stance Con acted DATE : 2017 11 28

Road S de F e Created 11 28 17 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

6742 PRAIRIE DUSK DR 275 AUTO MALL DRIVE

MERCURY SPRINGS DR

LAS VEGAS HENDERSON

NV USA NV

CX VEH STALL WHILE DRIVER WAS ABLE TO GET IT HOME

DEALER CODE : 44725 TOWBIN DODGE LLC

Customer Assistance Inquiry Record (CAIR)#

32924489

| | | | | | | |
|----------------|------------------------|-----------------------------------|-----------|-----------------------------------|--------------|----------------|
| VIN | 2C4RC1BG7 | HR768283 | Open Date | 11/28/2017 | Built Date | 05/02/2017 |
| Model Year | 2017 | Body | RUCH53 | CHRYSLER PACIFICA TOURING L WAGON | | |
| In Service Dt | 05/02/2017 | Mileage | 5600 | Dealer Zone | 63 | DALLAS |
| Plant | R | WINDSOR ASSEMBLY PLANT | Market | U | US | |
| Color | PRV | VELVET RED PEARL COAT | | | | |
| Engine | ERC | 3.6L V6 24V WT ENGINE UPG I W/ESS | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |
| Dealer | 45182 | SUPERIOR DODGE CHRYSLER JEEP | | | | |
| Dealer Address | 1201 EXCHANGE | | | | | |
| Dealer City | CONWAY | Dealer State | AR | Dealer Zip | 72032 | |
| Owner | KEENER ,GEORGE | | | | Contact Type | TELEPHONE |
| Address | 4960 ABBEY GAIL DR # 2 | | | | Home Phone | (251) 599 8754 |
| | CONWAY AR72034 9282 | | | | Country | UNITED STATES |

| | | | | |
|---------------------------|----------|---------|---------|---|
| Product Dr vab ty | Unknown | Sta ng | Defau t | |
| Referra Soc a Med a | Facebook | Defau t | Soc a | |
| Too | | | | |
| Corporate E Re mbursement | Defau t | Defau t | | Re nbursement for car payment due to non use of veh c e |

Customer reached out on Soc a Med a v a Facebook regard ng concerns w th h s veh c e:

"My 2017 Pac f ca sta ed wh e dr v ng. The eng ne and e ectron cs a shut off wh e trave ng. We were dr v ng out of town when th s happened and just got back home. We w be contact ng the dea ersh p. Why s th s happen ng? Although we d dn't wreck there was my w fe and I a ong w th a 6 yr o d, a one year o d and a newborn n the van when t happened. The car was purchased brand new n Ju y. Now my w fe s worr ed about dr v ng t. Has FCA found the ssue and have a correct on for t? It seems to be a w despread prob em."

W r ter apo og zed to customer for th s exper ence and adv sed that we wou d ke to ensure th s s addressed at a cert fed dea er.

Customer responded:

"We haven't dropped the van off yet because they to d us to wa t t Wednesday to br ng t n. They d d say f t happened aga n before then to br ng t n r ght away. Hopefu y t doesn't do t dr v ng on the nterstate before then because that cou d be dangerous"

W r ter adv sed that we w esca ate th s to a case spec a st who can ass st further.

Customer seek ng ass stance w th veh c e sta ng.

Customer expect ng veh c e to be repa red or rep aced.

Agent adv sed w esca ate to case manager.

Fo ow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone number: 251 599 8754

Ear est ca t me: 9AM

Latest ca t me: 7PM

Updates v a text: No

Updates v a ema : Yes, naut ca ch ef@ ve.com

Veh c e ocat on: Customer's home

Date and T me of Appo ntment: Dea er 45182, 11/29/17

Conf rmed appo ntment w th: Customer

Customer n ren a : N/A

Reass gned for hand ng.

Veh c e s at the dea ersh p SUPERIOR DODGE CHRYSLER JEEP (45182)

Update tr ggered by S442000

Case manager: 1 bus ness day ca back has e apsed. P ease contact customer ASAP.

Reached out to the customer as adv sed by Chr s C ark. Customer d dn't answer so eft a message at the fo ow ng number for the customer 2515998754 . I Prov ded the customer w th my off ce number and ext as we as Ca r number. Set ca back for the customer .P ease adv se. Informed TL Chr s C ark of the ca and the customer not answer ng. I w send out an ema to the customer as we as a text.

***** Be ow Customer Contacted for Documentat on Request *****

aco eman306@gma .com on 2017 12 05 @ 10:02

251 599 8754 has been activated for text message communication.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T3987AG*****

Good morning! Case manager Andrea here. Please contact my office at 8443780575 ext 81511. Looking forward to speaking to you. Thank you

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Reached out to the dealer where the vehicle is located. Spoke to SA Sarah. SAs stated that they have the vehicle there. SA stated that they haven't found the issue with the vehicle as of yet. SA stated that it is an intermittent issue and they have to keep the vehicle to find out what's wrong. Asked the SA do they have star noted. SA stated that they do. Advised the SA that we set a callback in a few days to see if they have determined the issue with the vehicle. SA stated okay. STAR is currently working with the dealers to find the issue...

Customer contacted us wanting to speak with CM. Customer stated he is ready to reach CM but got VM. Customer wanted to know if there was any way he could get a callback.

Writer contacted CM ext. but got VM. Writer contacted TL to have CM callback customer ASAP.

Reached out to the customer again this morning. Line rang then dropped. Set callback for the customer as we as sending a text. Please advise.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T3987AG*****

Good morning Case Manager Andrea here!! We tried to contact you via Telephone. Please advise.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from 251 599 8754

Reached out via Text message, due to the customer not answering. Set callback for the customer in a few days. Please advise

Customer called trying to get hold of CM. Also stated that he has not once received a phone call even though CM states that she has called.

Very disappointed with the customer service he has received as well.

***** Beow Customer Contacted for Documentation Request *****

aco eman306@gmail.com on 2017 12 11 @ 14:53

Reached out to the dealer. Spoke to SA. SAs stated that I will need to speak to the SA Sarah about the customer. SA stated that she will return in a few minutes. Advised the SA that I will give a callback.

Reached out to the customer to advise that there wasn't an update and I will be calling SA Sarah back shortly. Advised the customer that they have our star tech working on the vehicle. Customer stated that he didn't like the dealer. Customer stated that the only reason they hesitated was due to him going to social media. Customer stated that he wanted to go to another dealer. Advised the customer that they are in the middle of a star case and he will not be able to move the vehicle. Customer stated okay. Advised the customer that once I speak to the dealer if there is an update then I will call him back with it. Advised the customer that if there isn't an update then I will call him in a few days. Offered assistance, provided the car number, set callback. brand

Reached out to the dealer. Spoke to SA Sarah. SAs stated that they have found the issue. SA stated that the vehicle has two batteries and they ordered a small battery to install tomorrow. Asked the SA when does she think that I can call for an update. SA stated tomorrow afternoon. SA stated that they are going to update the customer. Advised the SA that we will call tomorrow. Please advise

Customer called in stating he will keep voice recordings from CM and DR. Customer stated he does not want to speak to CM he would like to speak to their supervisor.

Customer is contacting in regards to the frustrations with the repair of the vehicle and interactions with the CM. Customer is upset the vehicle is taking so long to be repaired. Customer would like to document the time it took for the CM to reach out to them via phone. Customer states they would text and email and get no response. Customer states they feel the DLR is not repairing the vehicle or adequately doing so. Customer states they would like a copy of the call that took place between FCA and the DLR as they feel from the conversation with the CM the DLR was taking down about the Customer. Customer states when they requested a manager the Agent denied them the opportunity to speak with one. Customer feels they should be more of a priority to the company. Agent advised FCA is asking the complaint as a priority and the CM and DLR is working to resolve the complaints. Agent offered to transfer to

the CM and Customer declined.

Customer battery has been ordered via dealer. Customer never asked me to speak to my boss, but continued to try to argue and find something negative to complain about. Please advise the customer vehicle should be fixed tomorrow. Customer will get a call at that time. Please advise

***** Start SMS Reply From Customer *****

Phone Number: 12515998754

Received Date: Thu Dec 07 09:28:55 EST 2017

Text: Good morning, I called within the last 10 minutes from an unknown number, I answered and no one was on the other end when I said hello

***** End SMS Reply From Customer *****

Reached out to the dealer to see if they have repaired the vehicle. Spoke to SA Sarah. SA stated that they had got the battery late yesterday and they were fixing it today. Asked the SA when can I call back to be sure they fixed the issue. SA stated today around 2 the right time. Advised the SA that I will call back at that time. Please advise

***** Customer Document Received *****

****Begin structured narrative T2 Vehicle Payment reimbursement

What is the reason(s) for this vehicle payment reimbursement?

Non use of vehicle while at dealer

How many vehicle payments are being reimbursed?

1

What is amount of the monthly vehicle payment?

487.72

Has this customer had previous vehicle payment reimbursements?

No

If previous, how many?

Was the customer on a rental?

NO

If on rental, how many days?

Who provided the rental?

What is the total amount being reimbursed?

487.72

****End structured narrative T2 Vehicle Payment reimbursement

Reached out to the dealer to see if they have fixed the vehicle. Spoke to SA Sarah. SA stated that they have finished the vehicle and the customer was satisfied. Advised SA that I will touch bases with the customer to be sure he is satisfied..

Reached out to the customer to advise that I have received the documents showing what he had to pay for the monthly bill. Advised the customer that due to the inconvenience we will issue the reimbursement for the payment. Advised the customer that the call will close at this time. Provided the customer with the case number offered assistance, issued check, Brand

Customer Assistance Inquiry Record (CAIR)#

32924951

| | | | | | | |
|---------------|------------|---------------------------------|-----------|---------------------------------|------------|------------|
| VIN | 2C4RC1DG8 | HR517401 | Open Date | 11/28/2017 | Built Date | 05/25/2016 |
| Model Year | 2017 | Body | RUCM53 | CHRYSLER PACIFICA TOURING WAGON | | |
| In Service Dt | 05/25/2016 | Mileage | 13443 | Dealer Zone | 66 | ORLANDO |
| Plant | R | WINDSOR ASSEMBLY PLANT | | Market | U | US |
| Color | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | |
| Engine | ERF | 3.6L V6 24V VWT ENGINE | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |

| | | | | | |
|----------------|---------------------------|--------------|--|--------------|----------------|
| Dealer | 45716 | | | | |
| Dealer Address | | | | | |
| Dealer City | | Dealer State | | Dealer Zip | |
| Owner | NOLTE ,BRUCE W | | | Contact Type | TELEPHONE |
| Address | 133 STAR SHELL DR | | | Home Phone | (813) 493 3948 |
| | APOLLO BEACH FL33572 3517 | | | Country | UNITED STATES |

Product Unknown Unknown Sta ng Defau t

Br ef y summar ze why the customer s contact ng Chrys er: customer was contacted by MFY from corporate off ce about some eng neer ng quest onna re, the veh c e s sta ng and a so needs a new transm ss on however the DLR doesn't see th s ssue when customer br ngs the veh c e to DLR however they are fx ng th s a nder warranty but customer needs techn ca support

Br ef y summar ze what the customer s expect ng: techn ca support

agent adv sed *

reviewed prevous case w th TL whom adv sed wr ter to open a new case and have th s reviewed.

Agent adv sed w esca ate to case manager.

Fo ow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone number: 813 493 3948

Ear est ca t me: 8am

Latest ca t me: 8pm

Updates v a text: Yes

Updates v a ema : Yes

Veh c e ocat on: Dea er

Date and T me of Appo ntment: a ready at DLR

Conf rmed appo ntment w th: Jerry U m Chrys er Dodge Jeep

813 872 6645

Customer n ren a : yes

Author zed by: Jerry U m Chrys er Dodge

Renta start date: not sure

Prevous ca r# 32905653

***** Create Prep Sheet *****

Prep sheet was saved successfu y.

Status update prov ded v a ema to the fo ow ng ema address:

bruce_no te@mac.com

He o, Bruce

Myname s Theresa and I have been ass gned as your case spec a st for

your:2017 Chrys er Pac f ca Th s ema s conf rmat on that your case

32924951 was successfu y esca ated to me due to: Sta ng and

transm ss on ssues. After I review the deta s of your case, I w be

reach ng out to the dea ersh p Jerry U m Chrys er Dodge Jeep Ram and to

you, w th n (1) one bus ness day upon rec ev ng the case, at your preferred

method of contact. I'm show ng your number to be 813 493 3948, P ease

fee free to contact me w th any quest ons, concerns or updates. My number

s 844 378 0573 EXT 89398 or my ema address s

Theresa.Joyner@externa.fcagroup.com, My off ce hours are Monday Fr day

from 8:00 4:30 Pm Eastern t me. If your preferred t ephone number s

ncorrect, p ease rep y back w th the necessary correct ons.

I w be ook ng forward to work ng w th you and f you requ re any

further nformat on p ease et me know.

Thank you and Have a great day!

End of Status Update

OOW St nder or g na warranty, m eage at t me of ca r 13,443

MMP NO

Household vehicles NO OTHER

Original Owner NO, Third owner

DLR okay YES

Related RO

Routine care YES

ISD 10/31/16

813 493 3948 has been activated for text message communication.

CM called the DLR and was transferred to SA Les for the car and left a VM for a return call at EXT 89398 for an update and/or course of action for a resolution.

CM called DLR and left message for Les for a return call EXT 89398, due to she was not available

SA Les called and advised CM that the customer took possession of the vehicle after the completion of other unrated repairs.

CM will reach out to the customer and advise customer that the vehicle has to be at the DLR to better assist with the transmission concerns

CM is contacting car until the customer make an appointment for the issues of the car, customer was at the DLR for unrated repairs and has taken possession of the vehicle.

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T3978TJ*****

Hello, this is Theresa case manager with Chrysler. I reached out to the dealership and they informed me that you had some unrated repairs done to the vehicle

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from 813 493 3948

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T3978TJ*****

and has since taken possession. To be able to further assist you with the issues of staying, the vehicle must be at an FCA dealership. I will be contacting the

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

***** Start SMS Reply From Customer *****

Phone Number: 18134933948

Received Date: Thu Nov 30 08:51:39 EST 2017

Text: Hello, free to call me to discuss the case.

***** End SMS Reply From Customer *****

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T3978TJ*****

case, until an appointment is made and/or the vehicle is at the dealer for diagnoses and/or repairs.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Text message received from 813 493 3948

***** Start SMS Reply From Customer *****

Phone Number: 18134933948

Received Date: Thu Nov 30 08:53:08 EST 2017

Text: Please call me ASAP

***** End SMS Reply From Customer *****

CM called the DLR and spoke with SM Angelo and was informed to talk to SA Les for a history of this vehicle. SA wasn't available and SM Angelo would give her the message to call CM

Customer is stating that he spoke to a Marvin in the corporate office and was wanting to talk back to him, I went back and seen CAIR # 32905653

Customer is bringing the vehicle back to dealer on 11/28 (Tues.)

82 N 11/24/2017 1:16:03 PMMR. YACOB

7547034;8174;

MFY

2 Completed series of engineering outbound questions. Customer is hoping

82 N 11/24/2017 1:17:35 PMMR. YACOB

7547034;8174;

MFY

will be repaired under mfg warranty. Referred to dealer and set up appointment for 11/28

and that was a noted

CM will work with the SA at the DLR to seek a resolution for his staying issues

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T3978TJ*****

I haven't forgotten about you, I'm waiting on the dealership to return my car.

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Agent attempted to contact dealer Service Advisor, Les however, SA not available. Left message for a return call at extension 89398

SA called and left VM to inform CM that the customer has an appointment

December 6 @7am

CM will follow up accordingly

Vehicles at the dealership: Jerry U m Chrysler Dodge Jeep Ram (45716)

Update triggered by S83643F

SA Les called and left VM that the vehicles at the DLR and they put the customer on a rental.

CM called the DLR and spoke with SA Les ey and she informed CM that STAR is now involved and they have ordered a series of diagnoses to perform. Vehicle was road tested 40 miles with no safety related issues occurring on 12/8/17

F light recorder will be installed according to STAR 12/11/17

Vehicle was road tested by the dealer with the flight recorder installed.

The dealer was not able to duplicate the starting event so it could not be captured using the flight recorder. At this point Russ stated the vehicle will be released back to the customer since no issues could be found 12/12/17

Agent attempted to contact dealer Service Advisor Les ey, however, SA not available. Left message for a return call extension 89398. SA called CM and informed that the customer took possession of the vehicle yesterday

Status update provided via email to the following email address:

bruce_notte@mac.com

Hello Bruce, I followed up with your dealer Jerry U m Chrysler Dodge Jeep Ram, SA Les ey and was to advise your vehicle has been returned to you as operates as designed. If there ISN'T anything else I can help you with, there is no need for you to contact me back. However, I will leave your case open until the end of the business day prior to closing. If you do need to contact me, please contact me at 844 378 0573, ext. 8939. Thank you

End of Status Update

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.

Status update provided via email to the following email address:

bruce_notte@mac.com

Thank you for allowing FCA Chrysler Automobiles Customer Care the opportunity to address your concern and we hope that your issue was resolved to your satisfaction. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case, therefore, you could potentially receive an email or telephone survey. We'd ask that you take the time to complete the survey so we can know how we're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a FCA customer.

End of Status Update

Customer Assistance Inquiry Record (CAIR)#

32926896

| | | | | | | |
|----------------|---------------------------|-----------------------------------|-----------|-----------------------------------|--------------|------------------|
| VIN | 2C4RC1BG7 | HR670418 | Open Date | 11/28/2017 | Built Date | 01/30/2017 |
| Model Year | 2017 | Body | RUCH53 | CHRYSLER PACIFICA TOURING L WAGON | | |
| In Service Dt | 02/01/2017 | Mileage | 2727 | Dealer Zone | 42 | DETROIT |
| Plant | R | WINDSOR ASSEMBLY PLANT | Market | U | US | |
| Color | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | |
| Engine | ERC | 3.6L V6 24V WT ENGINE UPG I W/ESS | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |
| Dealer | 68405 | CROWN CHRY JEEP INC | | | | |
| Dealer Address | 6350 PERIMETER LOOP RD | | | | | |
| Dealer City | DUBLIN | | | Dealer State | OH | Dealer Zip 43017 |
| Owner | BEDNARZ ,KRISTIN | | | | Contact Type | CERTIFIED LETTER |
| Address | 9051 EMERALD HILL DR | | | | Home Phone | (419) 602 0410 |
| | LEWIS CENTER OH43035 6117 | | | | Country | UNITED STATES |

| | | | |
|---------------------|---------|---------|---------|
| Product Dr vab ty | Unknown | Sta ng | Default |
| Corporate Lemon Law | Default | Default | Default |
| Dea er By Pass | Default | Default | Default |

POSTMARK DATE: 112417; DATE RECEIVED: 112817

The owner subm ts a cert f ed etter and not f cat on card to FCA
rece ved on 11/28/2017. The customer had an ssue w th sta ng.

Ass gned to the BC for hand ng

11/29/2017 P ease contact the customer and dea e review concern and
hand e on mer ts. P ease see a os ca r 32846737. GPJ

W not be conduct ng Pac f ca Survey at th s t me per GPJ1. Customer
back n veh c e and veh c e operat ng as des gned at th s t me. KC682

Veh c e has not returned to dea ersh p after go ng back to the customer.
C os ng at th s t me. KC682

Veh c e has qua f ed for Enhanced Customer Sat sfact on (ECS) program.
Refer to AnswerCONNECT for hand ng procedures.

No updates through dea ersh p. P ease con act KC682 f further
nteract on s needed. KC682

veh c e seems to be operat ng proper y. W review n new year and
c ose once conf rmed. KC682

Veh c e seems to be operat ng proper y. W review n new year and c ose
once conf rmed. KC682

Customer Assistance Inquiry Record (CAIR)#

32930662

| | | | | | | |
|---------------|------------|-----------------------------------|-----------|-----------------------------------|------------|------------|
| VIN | 2C4RC1BG4 | HR850861 | Open Date | 11/29/2017 | Built Date | 08/02/2017 |
| Model Year | 2017 | Body | RUCH53 | CHRYSLER PACIFICA TOURING L WAGON | | |
| In Service Dt | 08/02/2017 | Mileage | 2200 | Dealer Zone | | |
| Plant | R | WINDSOR ASSEMBLY PLANT | Market | U | US | |
| Color | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | |
| Engine | ERC | 3.6L V6 24V WT ENGINE UPG I W/ESS | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |

| | | | | | | |
|----------------|----------------------|--|--------------|--|--------------|---------------|
| Dealer | | | | | | |
| Dealer Address | | | | | | |
| Dealer City | | | Dealer State | | Dealer Zip | |
| Owner | ANDERSON ANDREW | | | | Contact Type | E MAIL |
| Address | 607 PUMCE DRIVE | | | | Home Phone | |
| | ALLISON PARK PA15101 | | | | Country | UNITED STATES |

| | | | |
|-----------------|---------------|-------------------------------|-------------------------|
| Product Unknown | Unknown | Sta ng Defau t | Unreso ved sta ng ssues |
| Corporate | SurveyBy Pass | Dup cate CAIR Defau t Defau t | |

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Chrys er Pac f ca Shutt ng Off

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

To whom t may concern, I am wr t ng today as a concerned customer. We have recent y purchased our very frst Chrys er Pac f ca and wh e we are very s at sf ed w th the veh c es features, we are very concerned about the re ab ty. We have had the car for on y about three months and have three t mes exper enced the veh c e "sta ng out" and shutt ng down on us. At frst we thought maybe t was just someth ng that happened, but as we researched the ssue more, we found that th s has been happen ng to others wh e dr v ng a s we . Th s presents a ser ous danger to everyone! We have one sma ch d and one on the way and we are scared to dr ve our Pac f ca w th k ds n th e car, wh ch was the ma n reason we purchased the veh c e n the frst p ace . We have contacted our dea er and have an appo ntment for serv ce. Howeve r we spoke w th the serv ce manager and he nformed us that th s was the fr st t me he had heard of th s be ng an ssue! How s th s poss b e that a se rv ce manager at one of your dea ersh ps s unaware of th s? We have found mu tiple reports from the New York T mes as we as Forbes and t has been o n the nat ona news that th s prob em s occur ng. Is there anyth ng that can be done about th s because aga n th s s not safe and accord ng to the C hrys er webs te, "FCA US LLC regards the safety and secur ty of our customer s and the r fam es as paramount and s fu y comm tted to produc ng a veh c e w th ong ast ng re ab ty." If th s tru y s what Chrys er stands f or then someth ng needs to be done about th s before someone gets hurt. It shou d not be expected by Chrys er for peop e who are exper enc ng th s type of ssue to cont nue to put themse ves and the r fam es n harms way by dr v ng these veh c es. Aga n th s has happened to us three t mes n the fr s t three months of ownersh p. Wh e we enjoy manyth ngs about the veh c e, I can't see us cont nu ng to trust th s veh c e or Chrys er to keep our fam y safe n the future know ng that th s s an ongo ng ssue that has not bee n addressed. Regards, Andrew Anderson

*****END OF CUSTOMER EMAIL*****

He o Andrew,

Thank you for contact ng the FCA Customer Ass stance Center.

I'm deep y sorry to eam about the three untrust ng s tuat ons you've had. I can abso ute y why th s wou d eave your fam y fee ng concerned for repeats concerns n the future.

It's a ways our frst pr or ty to fx your veh c e per the terms of your warranty m ts. After a , you nvested n th s veh c e for your fam y, you shou d be ab e to trust that t' operate as n ntended; gett ng you from po nt A to po nt B, safely and secure y, w thout doubt.

As a veh c e owner myse f, I understand why those repeated concerns wou d cause some hes tat on when us ng t. R ght now, the best resource s to have the dea ersh p d agnose the ssue so that we can see exact y what's go ng on.

What s your appo ntment date and t me? As we , what dea ersh p s the

appointment scheduled at?

I would like to ensure your concerns are handled by the most appropriate area, our Case Management team. In order to escalate your case higher to that area, I need those appointment details.

I look forward to hearing from 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 800 247 9753.

Sincerely,

Jenna

Customer Service Representative

FCA Customer Assistance Center

*****END OF CAC EMAIL*****

*****Customer Email Address Updated*****

Customer has updated the email address from ec06@yahoo.com to aanderson0403@gmail.com for further communication or for surveys. Reassigned to 861 no response.

Hello Jenna,

Thank you very much for getting back to me regarding this issue. Our appointment date is 12/8/2017 at 8am. We will be dropping the vehicle off the night before at Jim Shorkey Chrysler Jeep North Hills. As I stated in my previous email we spoke with the service manager and notified him of the issue and told us that they would try to "duplicate the problem". However it does not just happen on demand. Sorry that it took me so long to get back to you, I was out of town this past weekend. Hopefully you get this email and can reach out to your Case Management team.

Thank you again,

Andrew Anderson

*****END OF CUSTOMER EMAIL*****

Hello Andrew,

Wonderful, thank you for asking the time to schedule this.

I understand you can't force it to just happen whenever, and that's ultimately what makes it most challenging to address. However dealerships also have additional technical resources they can utilize if needed, it could just be they require a case manager to facilitate this. We honestly won't know until it's back at the dealership again!

In the meantime, I've escalated your case to involve a case manager who will be in contact with you closer to your appointment date. That's quite OK, I understand and waiting to have the time to be around when dealing with these types of issues!

I appreciate the time you took to contact me 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 800 247 9753.

Sincerely,

Jenna

Customer Service Representative

FCA Customer Assistance Center

*****END OF CAC EMAIL*****

Duplicate 32970214

Customer Assistance Inquiry Record (CAIR)#

32936783

| | | | | | | |
|----------------|---------------------------|-----------------------------------|-----------|--|--------------|----------------|
| VIN | 2C4RC1EG8 | HR566127 | Open Date | 11/29/2017 | Built Date | 08/30/2016 |
| Model Year | 2017 | Body | RUCP53 | CHRYSLER PACIFICA TOURING L PLUS WAGON | | |
| In Service Dt | 08/30/2016 | Mileage | 2000 | Dealer Zone | 71 | LOS ANGELES |
| Plant | R | WINDSOR ASSEMBLY PLANT | | Market | U | US |
| Color | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | |
| Engine | ERF | 3.6L V6 24V WT ENGINE | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |
| Dealer | 60675 | | | | | |
| Dealer Address | | | | | | |
| Dealer City | | | | Dealer State | | Dealer Zip |
| Owner | STEPHENS ,KRISTI M | | | | Contact Type | TELEPHONE |
| Address | 3 3400 KUHIO HWY APT A103 | | | | Home Phone | (360) 306 5354 |
| | LIHUE HI96766 1051 | | | | Country | UNITED STATES |

| | |
|--|---------------------------------|
| Product Unknown Unknown Sta ng Defau t | Customer states vehc e s sta ng |
|--|---------------------------------|

Customer ca ed n referenc ng CAIR 31869841. Customer states the veh c e has a sta ng prob em.

Customer stated that the next step wou d be to set appo ntment w th d r n order for case to be esca ted. Appo ntment set for Fr day at 8:30 am at d r on f e.

Customer seek ng to provide nformat on as she has an appo ntment set. Agent stated to customer that the nformat on was added and CAIR wou d be esca ted for spec a st ass stance.

Outbound to customer(3603065354): no answer, eft VM w th n t a contact & CB nfo.

***** Create Prep Sheet *****

Prep sheet was saved successfu y.

Outbound to customer: 8:30 HI t me appo ntment, s a ed tw ce, once n Apr , once n June. Customer states the veh c e s jerk ng when s ow ng down and upon s ow acce erat on. Customer states has to g ve thrott e somet mes at stop s gns to prevent sta .

Veh c e s at the dea ersh p K ng Chrys er Dodge Jeep Ram (60675)

Update tr ggered by S06321M

Outbound to DLR: no answer, eft VM

Outbound to DLR: customer sat sf ed, check codes/ st, f happens aga n, DLR w ass st further.

Customer Assistance Inquiry Record (CAIR)#

32939943

| | | | | | | |
|---------------|------------|----------------------------|-----------|--|------------|------------|
| VIN | 2C4RC1GG9 | HR633511 | Open Date | 11/30/2017 | Built Date | 11/14/2016 |
| Model Year | 2017 | Body | RUCT53 | CHRYSLER PACIFICA LIMITED PLATINUM WAGON | | |
| In Service Dt | 11/15/2016 | Mileage | 11000 | Dealer Zone | 42 | DETROIT |
| Plant | R | WINDSOR ASSEMBLY PLANT | | Market | U | US |
| Color | PW2 | TUSK WHITE | | | | |
| Engine | ERF | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |

| | | | | | | |
|----------------|-------------------------------|-----------------------------------|--------------|---|--------------|----------------|
| Dealer | 67243 | GOLLING CHRYSLER JEEP DODGE, INC. | | | | |
| Dealer Address | 2405 S TELEGRAPH RD | | | | | |
| Dealer City | BLOOMFIELD HILLS | | Dealer State | M | Dealer Zip | 48302 |
| Owner | KELLY ,DANIEL | | | | Contact Type | TELEPHONE |
| Address | 9 VAUGHAN XING | | | | Home Phone | (313) 919 3470 |
| | BLOOMFIELD HILLS MI48304 2706 | | | | Country | UNITED STATES |

| | | | | | | |
|-----------|----------|--------------|-------|---------|---------|-------------|
| Corporate | Outbound | Corporate In | at ve | Defau t | Defau t | RU Outbound |
|-----------|----------|--------------|-------|---------|---------|-------------|

CUSTOMER CONTACT 11/30 Wr ter d a ed customer at 313 919 3470, eft message. Prov ded contact#, hours of operat on. Thanked customer. Ended ca .

Incom ng ca from customer. Customer states exper enced s a ng concern. Customer states he s open to drop veh c e off at GOLLING CHRYSLER on 12 4 17 at 10 AM. Wr ter adv sed w arrange and set up appt. Wr ter thanked customer. Ended ca .

Wr ter d a ed dea er, eft message for SD Jeff Frank.

Ema to SMJeff and AMPh

SMJeff conf rmed ava ab ty of appt.

Per SMJeff veh c e s at dea er. Customer f ed out RU survey.

CUSTOMER CONTACT 12/6 Wr ter d a ed customer at 313 919 3470, spoke to customer. Customer states he agrees to da a ogger nsta . Wr ter adv sed our target return date for the veh c e s th s Fr day but we w be n touch for any changes. Wr ter thanked customer. Ended ca .

Ema for s atus of veh c e

CUSTOMER CONTACT 12/11 Wr ter d a ed customer at 313 919 3470, spoke to

customer. Wr ter adv sed veh c e s pend ng comp et on but adv sed customer to keep oaner unt dea er reaches out. Wr ter thanked customer. Ended ca .

CUSTOMER CONTACT 12/13 Wr ter d a ed customer at 313 919 3470, eft message. Wr ter adv sed ca ng to ensure sat sfact on. Prov ded contact#, hours of operat on. Thanked customer. Ended ca .

Incom ng ca from customer. Customer states he had a very good p ckup and he s sat sfed.

Customer Assistance Inquiry Record (CAIR)#

32945297

| | | | | | | |
|----------------|-----------------------------|------------------------------------|-----------|-----------------------------------|--------------|------------------|
| VIN | 2C4RC1BG4 | HR703181 | Open Date | 12/01/2017 | Built Date | 02/20/2017 |
| Model Year | 2017 | Body | RUCH53 | CHRYSLER PACIFICA TOURING L WAGON | | |
| In Service Dt | 02/21/2017 | Mileage | 25140 | Dealer Zone | 63 | DALLAS |
| Plant | R | WINDSOR ASSEMBLY PLANT | | Market | U | US |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |
| Engine | ERC | 3.6L V6 24V WT ENGINE UPG I W/ESS | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |
| Dealer | 49965 | BARBER DODGE/ DTAG | | | | |
| Dealer Address | 5310 E 31ST STREET, STE 100 | | | | | |
| Dealer City | TULSA | | | Dealer State | OK | Dealer Zip 74153 |
| Owner | WALKER ,THOMAS | | | | Contact Type | ROADSIDE |
| Address | N/A | | | | Home Phone | |
| | DES PLAINES IL | | | | Country | UNITED STATES |

Corporate Roads de Services Warranty Battery D ed Jump S art On y Defau t

Roads de Assistance Contacted DATE : 2017 12 01

Road S de F e Created 12 01 17 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

15128 MEMORIAL TOWER DR

PLEASANT POINT BLVD

BATON ROUGE

LA USA

CAR WONT START STALLED OUTWHILE DRIVING NO CAR IS

DEALER CODE : 49965 BLUEBONNET CD/WHEELS PC, LLC

Customer Assistance Inquiry Record (CAIR)#

32951643

| | | | | | | |
|----------------|----------------------|----------------------------|-----------|-----------------------------------|--------------|------------------|
| VIN | 2C4RC1BG4 | HR542864 | Open Date | 12/02/2017 | Built Date | 07/19/2016 |
| Model Year | 2017 | Body | RUCH53 | CHRYSLER PACIFICA TOURING L WAGON | | |
| In Service Dt | 07/21/2016 | Mileage | 5000 | Dealer Zone | 70 | PHOENIX |
| Plant | R | WINDSOR ASSEMBLY PLANT | | Market | U | US |
| Color | PRV | VELVET RED PEARL COAT | | | | |
| Engine | ERF | 3.6L V6 24V WT ENGINE | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |
| Dealer | 43281 | VERGER CHRYSLER JEEP DODGE | | | | |
| Dealer Address | 1400 OCEAN BOULEVARD | | | | | |
| Dealer City | COOS BAY | | | Dealer State | OR | Dealer Zip 97420 |
| Owner | ERB ,L | | | | Contact Type | ROADSIDE |
| Address | 935 OAKWAY DRIVE | | | | Home Phone | (541) 361 0026 |
| | COOS BAY OR | | | | Country | UNITED STATES |

| | | | | |
|-----------|-------------------|----------|-----------|---------|
| Corporate | Roads de Services | Warranty | S art/Sta | Defau t |
|-----------|-------------------|----------|-----------|---------|

Roads de Assistance Contacted DATE : 2017 12 02

Road Service Created 12 02 17 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

935 OAKWAY DR 1400 OCEAN BOULEVARD

CYPRESS DR

COOS BAY COOS BAY

OR USA OR

STALLED OUT AND NEED A TOW

DEALER CODE : 43281 VERGER CHRYSLER JEEP DODGE

Customer Assistance Inquiry Record (CAIR)#

32961093

| | | | | | | |
|----------------|-----------------|------------------------------|-----------|--|--------------|------------------|
| VIN | 2C4RC1EG7 | JR104731 | Open Date | 12/03/2017 | Built Date | 08/11/2017 |
| Model Year | 2018 | Body | RUCP53 | CHRYSLER PACIFICA TOURING L PLUS WAGON | | |
| In Service Dt | 08/11/2017 | Mileage | 5 | Dealer Zone | 42 | DETROIT |
| Plant | R | WINDSOR ASSEMBLY PLANT | | Market | U | US |
| Color | | | | | | |
| Engine | | | | | | |
| Transmission | | | | | | |
| Dealer | 66262 | SUBURBAN CHRYSLER JEEP DODGE | | | | |
| Dealer Address | 24315 HAGGERTY | | | | | |
| Dealer City | NOM | | | Dealer State | M | Dealer Zip 48375 |
| Owner | KOMPALLI ,PADMA | | | | Contact Type | ROADSIDE |
| Address | N/A | | | | Home Phone | |
| | MEDFORD MA01235 | | | | Country | UNITED STATES |

Corporate

Roads de Serv ces

Warranty

Veh c e Inoperab e

Defau t

Roads de Ass stance Con acted DATE : 2017 12 03
Road S de F e Created 12 03 17 FOR WARRANTY
VEHICLE PROBLEMAT: VEHICLE TAKEN TO:
38801 38899 EQUESTRIAN SOUTH 38123 WEST TEN MILE ROAD

FARMINGTON HILLS FARMINGTON HILLS
M USAM
2018 VEH STALLED HEADED EB ON 13 MILE ON RIGHT HAN
DEALER CODE : 66262 SUBURBAN CHRYSLER DODGE JEEP RAM
Veh c e s at the dea ersh p SUBURBAN CHRYSLER DODGE JEEP RAM
(66262)
Update tr ggered by S93272P
* /*****
customer ca ng to fnd out what s go ng on the car.
ca the DLR spoke to SAb rad . and he stated that the EGR s not work ng
and fa . DLR stated w get the part tomorrow at 12/03/2017 . and they
w get the car tomorrow ..
warm transfer the ca to the DLR

Customer Assistance Inquiry Record (CAIR)#

32963637

| | | | | | | |
|---------------|------------|---------------------------------|-----------|--|------------|------------|
| VIN | 2C4RC1GG4 | HR579311 | Open Date | 12/04/2017 | Built Date | 09/20/2016 |
| Model Year | 2017 | Body | RUCT53 | CHRYSLER PACIFICA LIMITED PLATINUM WAGON | | |
| In Service Dt | 09/20/2016 | Mileage | 14000 | Dealer Zone | 66 | ORLANDO |
| Plant | R | WINDSOR ASSEMBLY PLANT | | Market | U | US |
| Color | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | |
| Engine | ERF | 3.6L V6 24V VWT ENGINE | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |

| | | | | | | |
|----------------|------------------------|---|----|--------------|----------------|--|
| Dealer | 60160 | HAYES CHRYSLER DODGE JEEP OFBALDWIN, INC. | | | | |
| Dealer Address | 3660 GA HWY 365 | | | | | |
| Dealer City | BALDWIN | Dealer State | GA | Dealer Zip | 30511 | |
| Owner | MCENTIRE ,KASEY C | | | Contact Type | TELEPHONE | |
| Address | 573 BETHEL TEMPLE SPUR | | | Home Phone | (706) 968 3550 | |
| | DEMOREST GA30535 3615 | | | Country | UNITED STATES | |

| | | | |
|-------------------------------|------------------------------------|-----------------|---|
| Product Unknown | Unknown | Sta ng Defau t | Customer states veh c es sta s random y s nce few days after purchase |
| Product Electr ca Inoperat ve | Body Wr ng Defau t | Intermittent or | Customer seek ng Lemon Law |
| Dea er By Pass | Defau t Defau t Defau t | | |
| Product Electr ca Other | Power Door Lock / Deck L d Unknown | | Customer states doors and trunk open on the r own w thout user act on |
| Product Electr ca Defau t | uConnect Ce u ar System Other | | Customer states the screen freezes nterm ttent y |

Br ef y summar z e why the customer s contact ng Chrys er:

Customer seek ng Lemon Law

Customer states doors and trunk open on the r own w thout user act on severa t mes.

Customer states the screen freezes nterm ttent y

Customer states veh c es sta s random y s nce few days after purchase

Br ef y summar z e what the customer s expect ng:

FCA to Buy Back the veh c e as he's and h s fam y do not fee safe n the veh c e.

Agent adv sed h s request w be processed and apo og z ed for the exper ence he's had w th the veh c e's prob em. As per AC 25013 agent s subm tt ng as fo ow:

Customer was nformed that by mak ng th s request they are NOT actua yf ng emon aw or any re ated process.

The r case s be ng esca ated for a rev ew of the veh c e's repa r h story to determ ne f the r request mer ts further act on and that due to the nature of the r request, t w requ re a ca back wh ch w take

p ace w th n 12 bus ness days. The outcome of the rev ew does NOT determ ne Lemon Law e g b ty.

Preferred Morn ng/M dday ca back number s 706 968 3550

Preferred Afternoon/Even ng ca back number s 706 968 3550

Who has possess on of the veh c e? (Owner veh c e w be tak ng to the dea ershp today)

Reass gned to 91L

***** 91L Review *****

***** Case Esca ated to I2R *****

Rev ewed Warranty H story wh ch determ ned th s case shou d be esca ated to I2R for case management.

\

Mon ca w th I2R Customer Reso ut on Team s respons b e for th s CAIR.

The customer may contact Mon ca d rect y at (214) 583 2106, Monday?

Fr day, 8:30 AM? 5:00 PM CST. Thank you.

/

Ca ed 60160 Hayes of Ba dw n 706 894 3900, spoke to SA Nathan e ext. 228, updated RO, ass gned SA Trey, customer s not n a renta , veh c e s n d agnos s.

*

(706) 968 3550 Ca ed customer exp a ned that th s case has been esca ated for spec a hand ng and I wou d ke to ass st w th the veh c e concerns through the repa r process. Prov ded my d rect phone number and

office hours. Apologized for the vehicle's concerns with radio and sliding door. Advised this is a good work process, and the first resolution is to repair the vehicle, will then look at case to determine if a goodwill gesture will be extended, possibly compensation, service contract up to replacement/repurchase, cannot guarantee any outcome. Per customer he has a seat belt concern and saying, purchased vehicle due to 5 Star rating and it has been far from 5 Star, stated vehicle is not safe and he is very dissatisfied since purchase was in service the week after purchase, this has been an ongoing situation, has never had these problems, is currently driving an FCA vehicle, customer stated would like to give the vehicle back. CM will work toward best resolution, will follow up every 3-4 business days, will open STAR, set follow up 12/11/17. Apologized again and thanked customer for his patience.

*

***** Following Corporate Resource has been contacted *****

TAPS

on 2017 12 05 @ 13:18

CAIR ESCALATION UPDATE

SEE STAR CASE# 101006274 FOR INFORMATION

CAIR ESCALATION UPDATE

SEE STAR CASE# 101006274 FOR INFORMATION

CAIR ESCALATION UPDATE

SEE STAR CASE# 101006274 FOR INFORMATION

CAIR ESCALATION UPDATE

SEE STAR CASE# 101006274 FOR INFORMATION

CAIR ESCALATION CLOSURE

SEE STAR CASE# 101006274 FOR INFORMATION

*

Called 60160 Hayes of Baldwin 706 894 3900, spoke to SATre requested update on TAn inspection. SA advised CM call back in 20 minutes to speak to SM as he has been handling this vehicle.

*

Called 60160 Hayes of Baldwin 706 894 3900, spoke to SMChris ext. 227 stated TAwill be at dealer tomorrow afternoon for radio, stated gave customer this update this morning.

*

(706) 968 3550 called customer to advise per dealer TAwill be at dealer tomorrow to inspect the vehicle, advised CM will follow up when an update is available. Thanked customer for his patience. Set follow up 12/20/17.

*

Vehicle is at the dealership HAYES CHRYSLER DODGE JEEP OF (60160)
Update triggered by S305150

*

Called 60160 Hayes of Baldwin 706 894 3900, spoke to SMChris ext. 227 stated TAnspectored the vehicle, and instructed dealer to perform radio update. Taverified concern with sliding door reopening when a most closed, parts were ordered. Customer is on a rental. The same RO number 90238 from previous visit has been kept open.

*

(706) 968 3550 called customer advised per dealer 60161 vehicle is diagnosed for radio concern and the sliding door module and motor will be repaired. Per customer he will be home now, stated this is not right to have to keep taking the vehicle back in for service. Customer stated he showed video of the radio concern to the SANathan E. Customer inquired about a recall for saying he had seen on television. CM apologized and advised customer the T23 EGR valve function recall from 05/03/2017, was completed 10/24/2017. CM will work toward best resolution through the repair process to satisfy the warranty. Set follow up 1/4/18 due to Holiday, thanked customer.

*

Called dealer (60161) spoke with SMChris who confirmed the vehicle is repaired, but the customer has not picked up yet. SM stated the sliding door module, radio display and motor were repaired. Updated RO tab.

Spoke with customer who stated he will go pick up the vehicle tonight or tomorrow morning. Customer stated he has had many issues with the vehicle and fees he was owed to about how the vehicle would operate. Customer confirmed he will complete a test drive and fax in a copy of his monthly statement for CM to review. Customer stated he pays around

\$700/month. Customer was advised CMW review for compensation based on the repairs, issues and number of days he was without the vehicle.

Customer understood.

follow up 01/10/18

Status update provided via email to the following email address:

CRO@CRO.COM

\$688.44 Payment statement

Below documents are also attached to the email:

APay.tif

End of Status Update

*

(706) 968 3550 called customer to inquire of the vehicle's working condition. Per customer the door has the same concern. CM apologized and offered to schedule an appointment. Customer stated the SM has had some personal concerns and has not been at the dealer. Per customer he is not satisfied with having to take a new vehicle in for service. Customer inquired if CM has received payment statement. CM agreed and advised per the fact that the first resolutions to repair the vehicle, whether look at case to determine if a goodwill gesture will be extended, possibly compensation, service contract up to replacement/repurchase, cannot guarantee any outcome. CM will schedule the service appointment and email customer the details at kaseym@hemc.net. Thanked customer.

*

Called 60160 Hayes of Baldwin 706 894 3900, spoke to SA Nathan E, scheduled appointment 1/16/18 9:30am to ensure a alternate transportation available.

*

Status update provided via email to the following email address:

kaseym@hemc.net

Good afternoon,

*

This is Monica your case manager. I have scheduled your service appointment for Tuesday, January 16, 2018 at 9:30am at Hayes Chrysler Dodge Jeep Of Baldwin, Inc. A alternate transportation will be provided. I will follow up with you on January 17, 2018. Thank you for your patience.

End of Status Update

Customer Assistance Inquiry Record (CAIR)#

32966307

| | | | | | | |
|---------------|------------|----------------------------|-----------|----------------------------|------------|-------------|
| VIN | 2C4RC1CG4 | HR560764 | Open Date | 12/04/2017 | Built Date | 08/30/2016 |
| Model Year | 2017 | Body | RUCL53 | CHRYSLER PACIFICA LX WAGON | | |
| In Service Dt | 08/30/2016 | Mileage | 14000 | Dealer Zone | 71 | LOS ANGELES |
| Plant | R | WINDSOR ASSEMBLY PLANT | | Market | U | US |
| Color | PW7 | BRIGHT WHITE CLEAR COAT | | | | |
| Engine | ERF | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |

| | | | | | | |
|----------------|-------------------------|--|----|--------------|----------------|--|
| Dealer | 45118 | LITHIA CHRYSLER JEEP DODGE OFSANTAROSA | | | | |
| Dealer Address | 2727 DOWD DRIVE | | | | | |
| Dealer City | SANTA ROSA | Dealer State | CA | Dealer Zip | 95407 | |
| Owner | RAMOS ,APRIL I | | | Contact Type | TELEPHONE | |
| Address | 147 CRANBROOK WAY | | | Home Phone | (707) 228 0970 | |
| | SANTA ROSA CA95407 5765 | | | Country | UNITED STATES | |

| | |
|--|--|
| Product Unknown Unknown Sta ng Defau t | Customer states, veh c e s s a ng out on her |
|--|--|

Br ef y summar ze why the customer s contact ng Chrys er: Customer states, she bought the veh c e brand new, and now s hav ng ssues, w th the veh c e sta ng, and cutt ng out, she s concerned as she has sma ch dren, and s concern about the r safety.

Customer d d state, she brought the veh c e n and had a reca s done.

Br ef y summar ze what the customer s expect ng: Customer s nqu r ng as what to do.

Agent conf rmed prof e and a s up to date.

Customer states, veh c e sta ed out n traff c, and after a few m nutes, she was ab e to start aga n, and then at the gas s at on, and sta ed out, and was ho d ng up traff c there, and after 15 m nutes, she was ab e to start.

Customer a so states that her t re sensors ghts come on and off, customer s not sure, but she seems to th nk that the gears are act ng funny.

Agent suggested that customer br ng the veh c e to the DLR.

Customer asked f agent cou d ass st w th mak ng an appo ntment, and f agent cou d ass st w th renta , as she does need a veh c e.

Agent con act ng (45118) L th a Chrys er (707) 542 3331, and spoke w th (SA) N ck, who set an appo ntment up w th customer, as agent d d a 3 way conversat on.

Agent d d ask (SA), f there wou d be any ren a ass stance, as we are not sure on how ong repa rs w be, and SA d d ment on, they have a renta that they can reserve for customer.

Appo ntment for veh c e w be on 12/06/2017 at 11:20 am.

Customer was very happy that agent was ab e to ass st, and states, she does ove her veh c e.

Agent to d customer f there are any ssues, to contact FCA back, and agent gave customer her case number for reference.

Customer Assistance Inquiry Record (CAIR)#

32970214

| | | | | | | | |
|----------------|---------------------------|-----------------------------------|-----------|-----------------------------------|--------------|----------------|-------|
| VIN | 2C4RC1BG4 | HR850861 | Open Date | 12/05/2017 | Built Date | 08/02/2017 | |
| Model Year | 2017 | Body | RUC53 | CHRYSLER PACIFICA TOURING L WAGON | | | |
| In Service Dt | 08/02/2017 | Mileage | 2200 | Dealer Zone | 35 | WASHINGTON | |
| Plant | R | WINDSOR ASSEMBLY PLANT | Market | U | US | | |
| Color | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | | |
| Engine | ERC | 3.6L V6 24V WT ENGINE UPG I W/ESS | | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | | |
| Dealer | 67935 | MICK'S NORTH HILLS CHRY JEEP INC | | | | | |
| Dealer Address | 7670 MCKNIGHT ROAD | | | | | | |
| Dealer City | PITTSBURGH | | | Dealer State | PA | Dealer Zip | 15237 |
| Owner | ANDERSON ANDREW W | | | | Contact Type | TELEPHONE | |
| Address | 607 PUMICE RD | | | | Home Phone | (412) 215 6307 | |
| | ALLISON PARK PA15101 4237 | | | | Country | UNITED STATES | |

| | | | | |
|--------------------------|----------|--------------------|----------------|------------------------------|
| Dea er Serv ce/Body Shop | Personne | D scourteous/ Rude | Service | On phone w th customers w fe |
| Management | | | | |
| Product | Unknown | Unknown | Sta ng Defau t | Unreso ved sta ng ssues |

IN REFERENCE TO CAIR #32930662

Customer seek ng ass stance w th:

Unreso ved sta ng ssues

Customer expect ng:

Ass stance n reso vng sta ng ssues

Agent advsed w esca ate to case manager.

Fo ow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone number: 412.215.6307

Ear est ca t me: n/a

Latest ca t me: n/a

Updates v a text: Y/N [Mbb e number] unknown

Updates v a ema : Yaanderson0403@gma .com

Veh ce ocat on: Customer

Date and T me of Appo ntment: 12/08/17 @8AM

Conf rmed appo ntment w th: 67935

Customer n ren a : N

Author zed by: n/a

Renta start date: n/a

86X

Reass gned to CM

~~~~~

Goodw Qua fer Narrat ve

~~~~~

In Serv ce Date: 08/30/2017

Org na Owner: Yes

M eage: 2200

Veh ce purchase oya ty: Just th s veh ce.

Mu t p e Repa rs/ Previous re ated repa rs: None

MVP p ans: No

***** Create Prep Sheet *****

Prep sheet was saved successfu y.

*****OUTBOUND DEALERSHIP CONTACT*****

JIM SHORKEY / DC 67935 / 412 367 7200

Agent spoke w th Andy who conf rmed customer's appo ntment.

Agent asked f they have had very many of these veh ces and f he knew of the frequency of the sa ng.

Andy advsed he s not the advsor who wrote th s veh ce up so he sn't sure.

Agent to fo ow up on the 8th w th dea ersh p.

*****OUTBOUND CUSTOMER CONTACT*****

ANDREW W ANDERSON / 412.215.6307

Agent attempted to contact customer, however, customer was not ava ab e.

Agent eft a vo ce ma message for a return ca at extens on 4718382.

Status update prov ded v a ema to the fo ow ng ema address:

aanderson0403@gma .com

H Andrew:

My name is Lynn and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

Your case number is 32970214.

The Chrysler Case Management telephone number is: 1 866 932 3873

My direct extension is: 471 8382

My work hours are: 9:00am - 5:30pm Eastern Standard Time Monday - Friday.

I will contact you within one business day of your appointment by telephone to review your case with you.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

End of Status Update

Begin Customer Message reviewed:

Hello Lynn, I did not hear from you yesterday regarding our appointment at Jim Shorkey North Hills this morning at 8am but I wanted to let you know that we dropped the vehicle off last evening. We also provided the service manager with the information we found on this issue since he had told us that he had never heard of this before. Thank you Lynn for your time and attention to our concerns!

Andrew Anderson

End of Reviewed Customer message

*****OUTBOUND DEALERSHIP CONTACT*****

JIM SHORKEY / DC 67935 / 412 367 7200

Agent spoke with Andy who advised that they are in the process of looking at the vehicle now.

Agent asked if they provided a loaner for customer. Andy states that customer never asked for one.

Agent advised customer's looking for one she will authorize some rental through DM notes and will call them back.

*****OUTBOUND CUSTOMER CONTACT*****

ANDREW W ANDERSON / 412.215.6307

Agent spoke with Andrew who states that they did speak with Paige about it but the dealership didn't give them a loaner. He states wife is pregnant due in Jan. and a two year old.

Agent advised that she would speak with Andy again and if they haven't been able to get the vehicle fixed by say 1 she would ask Andy to give them a loaner.

*****OUTBOUND DEALERSHIP CONTACT*****

JIM SHORKEY / DC 67935 / 412 367 7200

Agent spoke with Andy again and advised that she would authorize 4 days rental through DM notes and will touch base with him again on Monday.

*****Rental Value Updated*****

Estimated Rental Amount: \$180 Provided By: CAC Days Authorized: 4

*****OUTBOUND DEALERSHIP CONTACT*****

JIM SHORKEY / DC 67935 / 412 367 7200

Agent spoke with Mike SM who advised that customer picked up the vehicle last week.

*****OUTBOUND CUSTOMER CONTACT*****

ANDREW W ANDERSON / 412.215.6307

Agent attempted to contact customer, however, customer was not available.

Agent left a voice message for a return call extension 4718382.

Agent wanted to make sure that the dealership did locate the issue and see

if there is still any issues or concerns.

>>>>INBOUND CUSTOMER CONTACT>>>>

ANDREW W ANDERSON / 412.215.6307

Customer returned call stating that they did pick up the vehicle on Sat. They didn't believe that the dealership was going to find the staining issue because it doesn't happen every often but they had research from Forbes/the New York and know that it was an issue with last year's hybrid. Customer states they are so fed up that there might be a potential water leak because rain was pooling on the running boards. Dealership documented that the water was a puddle on the floor. Then the dealership told them that they took it through the car wash a couple of times but when they looked at the vehicle it looked dirtier than when they took it in.

Customer also states that the dealership was rude when speaking with his wife on the phone.

Agent apologized to customer, advised she would document his concerns,

and will follow up for a week or so and we can send recalls to the address confirmed on file and can either re-open or create a new one if the issues persists.
Check with customer on Friday
.

*****OUTBOUND CUSTOMER CONTACT*****

ANDREW W ANDERSON / 412.215.6307

Customer was not available. Agent left message with callback information.

*****OUTBOUND CUSTOMER CONTACT*****

ANDREW W ANDERSON / 412.215.6307

Agent was checking to see if there were any further issues/concerns with the vehicle but was unable to leave a voice mail message.

*****OUTBOUND CUSTOMER CONTACT*****

ANDREW W ANDERSON / 412.215.6307

Customer was not available.

Agent left voice mail message advising that she was following up on the vehicle.

Agent advised that she hopes he has no further concerns, but advised he should come back to call us back if he still has issues.

Customer Assistance Inquiry Record (CAIR)#

32974876

| | | | | | | | |
|----------------|------------------------|------------------------------------|-----------|--|------------|--------------|---------------|
| VIN | 2C4RC1EG6 | HR659261 | Open Date | 12/05/2017 | Built Date | 12/19/2016 | |
| Model Year | 2017 | Body | RUCP53 | CHRYSLER PACIFICA TOURING L PLUS WAGON | | | |
| In Service Dt | 12/19/2016 | Mileage | 7000 | Dealer Zone | 32 | NEW YORK | |
| Plant | R | WINDSOR ASSEMBLY PLANT | Market | U | US | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| Engine | ERF | 3.6L V6 24V WT ENGINE | | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | | |
| Dealer | 23122 | SALERNO DUANE CHRYSLER | | | | | |
| Dealer Address | 267 BROAD ST | | | | | | |
| Dealer City | SUMMIT | Dealer State | | | NJ | Dealer Zip | 07901 |
| Owner | BYERS ,JOHN W | | | | | Contact Type | TELEPHONE |
| Address | 14 SALTER PL | | | | | Home Phone | |
| | MAPLEWOOD NJ07040 2630 | | | | | Country | UNITED STATES |

| | | | | | |
|-----------|---|------------------------------|------------------------------|---------|--------|
| Corporate | SurveyBy Pass | Lega | Default | Default | |
| Product | Electrical | Electronic Stability Program | Unknown | Default | ght on |
| Dealer | By Pass | Default | Default | Default | |
| Product | Engine | Unknown | Check Engine Lamp On/Fash ng | Default | |
| Corporate | Rental Vehicle | Default | Default | Default | |
| Reca | T54: SECOND ROW SEAT BELT BUCKLE Advse Owner/Incomplete Reca | | | | |
| Reca | T23: 2016 2017 EGR VALVE FUNCTION Advse Owner/Incomplete Reca | | | | |

Customer states vehicle shuts down on has been to the DLR prior for the same issue. The vehicle's current VOR and the DLR are stating they take it out of the hands and they're not sure when the vehicle will be serviced. The customer's current year rental but is paying out of pocket DLR advised him to call FCA

Customer is seeking assistance with rental payments

Agent advised customer case will be escalated and agent gave DLR a call and they confirmed it's the transmission module that needs to be updated and the service can take up to 3-4 days

Customer seeking assistance with:

Rental vehicle

Customer expecting:

Rental Assistance

Agent advised will escalate to case manager.

Follow up will occur within 1 business day by COB customer time.

Preferred phone number: 917 275 7896

Earliest call time: Any

Latest call time: Any

Updates via text: Y 917 275 7896

Updates via email: N

Vehicle location: Dealer

Date and Time of Appointment: NA

Confirmed appointment with: SALERNO DUANE, INC

Customer rental: Y

Authorized by: NA

Rental start date: NA

Vehicle is at the dealership: SALERNO DUANE, INC. (23122)

Update triggered by: S03525M

In Service Date: 02/17/2017

Original Owner: yes

Mileage: 7000

Vehicle purchase type: 1 new

Multiple Repairs/ Previous related repairs: no

MVP plans: no

Other: recall s t54 r23 not completed

***** Create Prep Sheet *****

Prep sheet was saved successfully.

*****OUTBOUND DEALERSHIP CONTACT*****

SALERNO DUANE, INC / 32 23122 / 908 277 6700

CM spoke SA Christina who states that they repaired the customer concern yesterday. The Control Assembly, Instrument Panel HVAC Module, Heating Ventilation Air Conditioning (HVAC) Inspect and Reprogram was done on this vehicle. SA Christina states that the customer got down the road

then returned to the dealership. Customer's tractor light and brake light came on. SA Christina states that they are hoping to work on this vehicle today and will possibly open a star case on this concern. SA Christina states that the customer's renter got out of pocket for rental as they do not have a loaner for him.

*****Customer Email Address Updated*****

Following email address is added for communication or survey with the customer: jwbyers@gmail.com

*****OUTBOUND CUSTOMER CONTACT*****

MR JOHN BYERS 917 275 7896

CM spoke to customer who states that he was on rental both for the one day and now again. CM advised customer to keep all his receipts as we will look into possible reimbursement for rental after repair. CM advised customer that we would be covering \$40.00 per day tax plus taxes on it. CM will update customer on Friday with any new updates as the dealership was not sure if they would be able to look at his vehicle today. CM received new email address for customer and customer would prefer email for updates.

Customer preferred contact

Email: jwbyers@gmail.com

Phone: 917 275 7896

Text: no

Status update provided via email to the following email address:

jwbyers@gmail.com

Hello Mr. Byers

My name is Bonnie 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 32974876

? The Chrysler Case Management telephone number is: 1 844 827 2006

? My direct extension is: 4717451

? My work hours are: 9:00am - 5:30pm Eastern Standard Time

Monday - Friday.

? I will contact you by email as requested

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

Bonnie/FCA Case Management

End of Status Update

*****OUTBOUND DEALERSHIP CONTACT*****

SALERNO DUANE, INC / 32 23122 / 908 277 6700

CM spoke to SA Christina who states that the service manager is out with another customer. SA Christina asked CM to call later on today for a better update on repairs. SA Christina states that they completed the T23 2016 2017 EGR VALVE FUNCTION recall.

*****OUTBOUND CUSTOMER CONTACT*****

MR JOHN BYERS 917 275 7896

CM will email customer with update as email is preferred

**

Status update provided via email to the following email address:

jwbyers@gmail.com

Good Afternoon John

I have spoken to the dealership regarding your 2017 Chrysler Pacifica who states that they are still diagnosing your concern. The dealership is so completed the open recall on your vehicle. As soon as I have a new update I will be contacting you back.

Thank you

Bonnie/FCA Case Manager

End of Status Update

Begin Customer Message reviewed:

Hello Bonnie,

I spoke with the dealership again this weekend and they still do not have a final diagnosis on the issue and stated that once they do it will

take another 3-5 days for them to get whatever part they need. When

Inta spoke with Chrysler Care I was told that they will reimburse

up to \$40 a day for a rental. My dealership has informed me that they

st do not have a owner for me and I am incurring \$60/day + taxes to rent a small minivan to the one that is in for service. Now I'm looking at upwards of 2 weeks of being out my brand new vehicle while fronting a most \$1,000 of rental fees. I would like a response in writing stating that Chrysler will reimburse me for the full amount of my rental, not just a \$40 flat rate.

Thank you,

John

End of Reviewed Customer message

*****OUTBOUND DEALERSHIP CONTACT*****

SALERNO DUANE, INC / 32 23122 / 908 277 6700

CM spoke to SA Christina who states that they are a so called agnostic with the vehicle and they feel that the vehicle may require and transmission control module.

Status update provided via email to the following email address:

jwbyers@gmail.com

Good Morning Mr. Bayers.

I have spoken to the dealership today and your vehicle diagnosis should be completed today.

As in respect to our previous conversation regarding rental we do reimbursement at \$40.00 per day plus taxes. At this time I would like to inform you that every case is reviewed individually and possible reimbursement is based on case to case situations.

Thank you

Bonnie/FCA Case Manager

End of Status Update

Begin Customer Message reviewed:

Bonnie your response re: rental car reimbursement is unacceptable. \$40/day would only cover a compact car in my area, which is in no way big enough to fit 3 car seats and is in no way comparable to my minivan which is in for service. I'm appalled that after my brand new car starts with no warning at any speed multiple times, is brought in for service and is returned to me JUST AS DANGEROUS as when I dropped it off (the car started again at 30mph with no hint of the dealer... imagine if that had been at 70mph on the highway with my whole family) and now after a full week in the shop you STILL don't know what's wrong with it, you have the audacity to tell me that you won't be covering my full rental car cost. This is an issue that has now been reported in the NY Times, Forbes, and multiple car forums and in the words of your own service technician caused my car to be "extremely unsafe to drive," despite them telling me it was fixed and sending me on my way essentially turning me into Chrysler's crash test dummy. The least you can do is agree to reimburse my rental fees while my 9 month old car is in the shop for what will inevitably be 2 full work weeks. If you personally are not authorized to do that, please provide the full contact information of a supervisor who can.

Thank you,

John

End of Reviewed Customer message

*****OUTBOUND DEALERSHIP CONTACT*****

SALERNO DUANE, INC / 32 23122 / 908 277 6700

CM unable to speak to SA Christina who is off today and she is the working with the vehicle.

*****Center of Excellence Handing*****

FO507 taking the case

*****END OF UPDATE*****

Writter dated dealer, left message for SD Curtis provided contact#

Writter sent email to SD Curtis and AM Scott T.

973 214 0077

Incoming call from SD Curtis. SD states that customer is paying for the rental. SD states that they have no contract with any rental agencies but they have some in-house owners, a lot of which are out at this time. SD states concern duplicated for customer on second visit. Spoke with shop foreman Alex. Alex states he will open a STAR case and upload VSR and freeze frame reports.

CUSTOMER CONTACT 12/13 Writter dated customer at 917 275 7896, left

message. Provided contact#, hours of operation. Thanked customer. Ended call.

CUSTOMER CONTACT 12/13 Writer dialed customer at 917 275 7896, left message. Writer advised returning call. Provided contact#, hours of operation. Thanked customer. Ended call.

Incoming call from customer. Customer states his main concern was rental charge. Customer states he has 3 car seats for children and he needs a minivan. Writer advised we will cover costs of minivan rental until dealership has a minivan LOANER vehicle available. Writer thanked customer. Ended call.

Email to SMCurtis

Email to AMScott unabated duplicate concern

Incoming call from customer. Customer states the vehicle was released to him Saturday afternoon. Customer states vehicle went into limp mode again this morning for wife and now it's parked. Customer states they are not willing to drive vehicle anymore and are requesting a new vehicle. Customer states vehicle seizure vehicle. Writer advised we are not able to terminate lease on behalf of the bank but we will look into a repair option. Writer advised we will reach out to the dealer.

***** Below Customer Contacted for Documentation Request *****

jwbyers@gmail.com on 2017 12 18 @ 11:05

Incoming call from customer. Customer states he set up tow to the dealership. Customer states he will need a link to submit for reimbursement of the rental charges previously accumulated. Writer advised we will send link. Customer states he called Axybank and got the lease payoff amounts. Customer states regardless of the vehicle's fixed or not, he will not want to get back in the vehicle.

***** Customer Document Received *****

CUSTOMER CONTACT 12/20 Writer dialed customer at 917 275 7896, spoke to

customer. Writer advised customer that we are still working with dealer, concern has not duplicated as of yet. Customer states they are going out of town for a week starting tomorrow afternoon. Writer advised if vehicle is not ready tomorrow customer will still have access to a vehicle of course. Writer advised we will reach out again for any updates.

Writer dialed dealer, spoke to SMCurtis. SM states that his tech may have ordered a harness. Writer advised that any relevant act on by the tech would need to be posted in the STAR case as well. SM states that they have provided customer with a Pacific loaner vehicle now and yes they are able to go out of state with it. Writer thanked SM for updates.

Incoming call from customer. Customer states he will be leaving town.

Writer advised dealer is still working on vehicle.

part#68226852AG ordered and shipped

.

Writer dialed dealer, left message for SMCurtis.

Email to SMCurtis and AMand TA

Writer dialed dealer, spoke to SMCurtis. SM states harness is installed and they are road testing right now. SM states we advise writer before release. SM states has not heard from the TA as of yet.

Email to SD Curtis

Email to AMScott for assistance

Snow Emergency in the area

Snow Emergency in the area

Incoming call from Alex the tech. Alex states 64 miles test drive with the new harness and will complete the open recall.

LEGAL CASE RECEIVED SEE CAIR 33181330 THIS CASE IS CLOSING

Customer Assistance Inquiry Record (CAIR)#

32981103

| | | | | | | |
|---------------|------------|---------------------------------|-----------|--|------------|------------|
| VIN | 2C4RC1EG5 | HR518262 | Open Date | 12/06/2017 | Built Date | 05/24/2016 |
| Model Year | 2017 | Body | RUCP53 | CHRYSLER PACIFICA TOURING L PLUS WAGON | | |
| In Service Dt | 05/25/2016 | Mileage | 26000 | Dealer Zone | 66 | ORLANDO |
| Plant | R | WINDSOR ASSEMBLY PLANT | | Market | U | US |
| Color | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | |
| Engine | ERF | 3.6L V6 24V WT ENGINE | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |

| | | | | | | |
|----------------|--------------------------|------------------------------------|----|--------------|----------------|--|
| Dealer | 45091 | GREENWAY CHRYSLER JEEP DODGE, INC. | | | | |
| Dealer Address | 9051 EAST COLONIAL DRIVE | | | | | |
| Dealer City | ORLANDO | Dealer State | FL | Dealer Zip | 32817 | |
| Owner | METZGER ,DIANA L | | | Contact Type | TELEPHONE | |
| Address | 3926 CASSIADR | | | Home Phone | (321) 231 0038 | |
| | ORLANDO FL32828 7713 | | | Country | UNITED STATES | |

| | |
|------------------------------------|--|
| Corporate Chat Information Default | customer looking for Chrysler to get her a new vehicle with no penalties |
|------------------------------------|--|

Customer called looking to get into a new vehicle at no penalties, she stated that she had a ready gone to the dealer and they told her that they could do it and get her out but she would have extra fees and a penalty for getting out of the car. Agent offered the customer to contact Chrysler captain for further assistance and the customer did NOT want that b/c they are going to tell her the same thing so she is wanting to rely on Chrysler to get her a new 2018 with no issues to replace her 17 Pacifica that she is having multiple issues with. She stated that she has had the vehicle in the dealer multiple times for various issues and her main concern is that the vehicle starts at times and then it turns off. Agent informed customer that we don't deal with buyback or anything of that nature but she was hesitant. Customer stated that she purchased the vehicle at Jerry U M Chrysler Dodge Jeep Ram and they told her about the penalties.

Customer seeking assistance with: Getting out of her 17 Pacifica and into a new 2018 vehicle with the same lease

[Insert Vehicle Concern].

Customer expecting: to get into a brand new vehicle

[Insert Request].

Agent advised we escalated to case manager.

Follow up will occur within 1 business day by COB customer time.

Preferred phone number: 321 231 0038

Earliest call time:

Latest call time:

Updates via text: Y/N [Mobile number]

Updates via email: Y/N [Email address]

Vehicle location: [Customer/Dealer/IRF] customer

Date and Time of Appointment: [Insert Date and Time].

Confirmed appointment with: [Dealer and Dealer Contact]

Customer renewal: Y/N n

Authorized by:

Renal address []

Status update provided via email to the following email address:

diana24scraps@yahoo.com

Hello, my name is Linda and I have been assigned as your Case Manager.

This email confirms that your case, 32981103 was successfully escalated to me.

After I review the details of your case, I will be calling

you. My office hours are from 8:00 AM to 4:30 PM Eastern Standard

Time.

My contact information is 844 378 0573 EXT 81469.

I am looking forward to assisting you.

End of Status Update

Customer (Diana) Customer seeking a way (Without penalties) replace the 2017 Pacifica

with a 2018 Pacifica. Customer is not desiring to have 2018 as it's the new year

2017 vehicle has experienced numerous safety concerns

inconvenienced family with station / shut off intermittent

Customer just does not feel safe.

Dealer has declined, finance has declined (penalty waving)

CM seeks legal advice and if possible for AM to assist customer in this eased obligation waving penalties, that will allow the customer to be placed in 2018 Pacifica

CM awaiting on AM response

CM to follow up with customer after response provided

Customer response, AM: There will be no replacement offer advice of current state of vehicle

Customer contacted (Diana) unhappy with reply, customer has additional concerns, CM offered to set appointment with DLR for concerns to be diagnosed and addressed, customer declined that assistance, customer 3-way husband into call.

Husband unavailable at time of 3-way. Customer will try again later today for 3-way.

CM / DLR / AM declined further assistance to waive any penalty fees, if customer wanted out of 2017 vehicle and assistance into 2018 vehicle.

Case to be closed after 3-way if customer does not accept further assistance of setting appointment with DLR.

CM close case - customer has vehicle, unhappy that fees for breaking lease were not waived.

Customer Assistance Inquiry Record (CAIR)#

32981310

| | | | | | | |
|---------------|------------|------------------------------------|-----------|-----------------------------------|------------|------------|
| VIN | 2C4RC1BG1 | HR739698 | Open Date | 12/06/2017 | Built Date | 03/23/2017 |
| Model Year | 2017 | Body | RUC53 | CHRYSLER PACIFICA TOURING L WAGON | | |
| In Service Dt | 03/24/2017 | Mileage | 4500 | Dealer Zone | 32 | NEW YORK |
| Plant | R | WINDSOR ASSEMBLY PLANT | Market | U | US | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | |
| Engine | ERC | 3.6L V6 24V WT ENGINE UPG I W/ESS | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |

| | | | | | | |
|----------------|--------------------|---------------------------------|----|--------------|----------------|--|
| Dealer | 60453 | EASTCHESTER CHRYSLER JEEP DODGE | | | | |
| Dealer Address | 4007 BOSTON RD | | | | | |
| Dealer City | BRONX | Dealer State | NY | Dealer Zip | 10466 | |
| Owner | GARRY ,KATHRYN | | | Contact Type | TELEPHONE | |
| Address | 237 LORING AVE | | | Home Phone | (914) 830 1098 | |
| | PELHAMNY10803 2254 | | | Country | UNITED STATES | |

| | | | | |
|-----------------------------|---------|---------|---------|---------------------|
| Corporate Warranty Coverage | Default | Default | Default | Dr vers seat repa r |
|-----------------------------|---------|---------|---------|---------------------|

Br ef y summar ze why the customer s contact ng Chrys er: Customer ca ed as the dr vers seat came off of the track and the seat wou d not stay n p ace. Customer s ated they brought the veh c e to the DLR and the DLR adv sed the customer the repa r wou d not be covered under warranty. Customer fee s they shou d not be respons b e for a \$1,209.00 repa r on a brand new veh c e. Customer stated the DLR offered 10% off of the repa r but they do not fee th s s accep ab e.

Br ef y summar ze what the customer s expect ng: Cost ass stance.

Agent: Adv sed customer the case wou d be esca ated to a CM for further ass stance. Customer thanked agent and stated they were work ng w th SA Rob from DLR. Customer adv sed agent the veh c e has been at the DLR for 2 days a ready and wou d ke a ca back/reso ut on as fast as poss b e.

Agent adv sed customer that the r concerns wou d be documented. Customer thanked agent, ca ended.

Customer seek ng ass stance w th: See above

Customer expect ng: See above

Agent adv sed w esca ate to case manager.

Fo ow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone number: 914 830 1097

Ear est ca t me: 8:30am

Latest ca t me: 8pm

Updates v a text: Yes 914 830 1097

Updates v a ema : No

Veh c e ocat on: Dea er

Date and T me of Appo ntment: @ DLR

P ease see next steps

customer ca ed n stat ng she was to get a ca from a CM 3 days ago and no one has ca ed her. After rev ew ng the notes th s case was never esca ated to a CM.

Rev ewed case w th JK671 and was adv sed to sent to a CM

Reass gned to CM

*****OUTBOUND DEALERSHIP CONTACT*****

60453 EASTCHESTER CHRYSLER JEEP DODGE 718 547 5500

CM contacted DLR to f nd out the d agnos s of the veh c e. CM had been unab e to reach a rep n service.

*****OUTBOUND DEALERSHIP CONTACT*****

60453 EASTCHESTER CHRYSLER JEEP DODGE 718 547 5500

CM contacted DLR to f nd out the d agnos s of the veh c e. CM spoke w th SAMagg e who adv sed that the veh c e had come n for an o change and for concerns w th the seat. SA adv sed that Robert was work ng w th the customer and that the seat had been damaged by the customer's ch d. SA adv sed that Robert had offered the customer a d scount off the cost of the repa r but the customer fe t that Chrys er shou d pay for the damage so he had to d her to reach out to customer care. SA then adv sed that she w get Robert on the phone so that more nformat on can be provided. CM then spoke w th SARobert who adv sed that the veh c e has

been at the r DLR since the 5th (last week) and advised that when they had diagnosed the vehicle they had found that the bar that runs from one side of the seat to the other had been broken. SA advised they cannot get the part itself and the customer would need the whole seat track. SA had so advised that they had determined that the damage was due to something being caught under the seat so they were not able to have it covered under the warranty. SA then advised that they had offered the customer 10% off of the cost of the part which was the most they could offer as this was the first time the customer had gone to the r DLR. CM advised that we will look into the concerns on our end to see what more can be done and will follow up with them once we have an update.

*****OUTBOUND CUSTOMER CONTACT*****

KATHRYN GARRY 914 830 1097

CM contacted the customer to advise that we will not be assisting with the cost of the repair and will be standing behind the DLR's offer. Customer advised that she would like to provide the CM with a little more context to the situation. Customer advised that she had gone to the DLR on Tuesday and they had looked at the vehicle and told her it was caused by a toy, customer advised that neither her or the SA had pulled a toy out from under the seat. Customer then advised that the SA advised that she would need to pay for the repair and it would cost \$1200, customer then advised that if she wanted to pay that much for a repair she would have went to SUV or Mercedes. Customer then advised that the SA had offered her 10% off of the cost of the repair which she doesn't think is fair as she had to do them she will not be paying more than half of the repair cost. Customer then advised that she reached out to customer care and was told she would get a callback in 24 hours but then never got a call. Customer then advised that she had then called on Friday and was told that the case had been closed, customer advised that she had then spent over 50 minutes on the phone with that representative who told her she would have the case escalated. Customer then advised that she is not at the end of her rope and will not be paying for any repairs and asked what the CM thought of the situation. CM advised the customer that we had been able to go over the information on the case and had spoken with the DLR regarding the diagnosis. CM advised that it was determined that the issues had not been a manufacturing or workmanship defect and that it had been a customer caused concern so we will not be assisting with the cost of the repair and will be standing behind the offer that had been made by the DLR. Customer states that she doesn't feel that is right and will reach out to file for lemon law. CM advised the customer that we would stick to work with her and the DLR to make sure the repairs are completed and advised that she may be able to reach out to her insurance to see if there is anything more that they will do. Customer asked the CM if anything she said had changed the mind of the CM. CM advised that it had not as we had reviewed the information for the case and being as it was a customer caused issue we would not be able to assist. Customer was not pleased and became more irate before she had disconnected.

*****OUTBOUND DEALERSHIP CONTACT*****

60453 EASTCHESTER CHRYSLER JEEP DODGE 718 547 5500

CM contacted the DLR back to speak with SA Robert to advise that we had reviewed the customer's situation and will be standing behind the offer that they had made and that no further cost assistance would be provided. SA thanked the CM for calling and advised that he will reach out to the customer to see what she will be doing with the vehicle.

*****OUTBOUND CUSTOMER CONTACT*****

KATHRYN GARRY 914 830 1097

CM contacted the customer to find out if they will be willing to work with the DLR to have the repairs completed. CM was unable to reach the customer but LVM advised of the reason for the call and advised that we would follow up with her again at a later time.

*****OUTBOUND CUSTOMER CONTACT*****

KATHRYN GARRY 914 830 1097

CM contacted the customer to find out if they will be willing to work with the DLR to have the repairs completed. Customer advised that the DLR had fixed the seat and so advised that she has been having issues with

the radio and the vehicle starting. Customer states that the DLR didn't find any other problems and advised her that they have heard of issues like this with this model of vehicle and that it's a common occurrence. Customer also advised that she will be sharing her experience with Chrysler through social media.

Customer Assistance Inquiry Record (CAIR)#

32986118

| | | | | | | | |
|----------------|----------------------------|------------------------------------|-----------|--|--------------|----------------|-------|
| VIN | 2C4RC1GG1 | HR595613 | Open Date | 12/07/2017 | Built Date | 09/27/2016 | |
| Model Year | 2017 | Body | RUCT53 | CHRYSLER PACIFICA LIMITED PLATINUM WAGON | | | |
| In Service Dt | 09/30/2016 | Mileage | 21000 | Dealer Zone | 74 | DENVER | |
| Plant | R | WMDSOR ASSEMBLY PLANT | Market | U | US | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| Engine | ERF | 3.6L V6 24V VVT ENGINE | | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | | |
| Dealer | 23633 | OVERLAND PARK JEEP INC | | | | | |
| Dealer Address | 8775 METCALF AVE | | | | | | |
| Dealer City | OVERLAND PARK | | | Dealer State | KS | Dealer Zip | 66212 |
| Owner | CATAUSAN ,MICHAEL | | | | Contact Type | TELEPHONE | |
| Address | 15413 BOND ST | | | | Home Phone | (913) 827 6233 | |
| | OVERLAND PARK KS66221 8080 | | | | Country | UNITED STATES | |

| | | | | | |
|-----------|------------------------|--------------|---------|---------|------------------|
| Corporate | SurveyBy Pass | No D agnos s | Defau t | Defau t | |
| Product | Eng ne | Unknown | Other | Defau t | PROBLEM STARTING |
| Product | Transm ss on /Transaxe | Unknown | Worn | Defau t | Sta ng |

Customer stated prob em w th start ng veh c e and veh c e sta s out.

Agent adv sed customer that the veh c e has to be taken nto a dea er for d agnost cs before any further act on can be taken.

Agent adv sed customer to take the veh c e nto DLR to rece ve a d agnost c to see exact y what s go ng on w th the veh c e.

Agent con acted DLR, DLR d dn't answer. Customer ask cou d agent ca h m back. Agent adv sed customer h s concerns w be documented. Next agent f customer ca back, customer has to have an appo ntment to have h s veh c e d agnosed for further ass s ance or esca at on.

Survey pass no d agnost c

Veh c e s at the dea ersh p OLATHE DODGE CHRYSLER JEEP RAM (45290)

Update tr ggered by S756580

Customer Assistance Inquiry Record (CAIR)#

32988288

| | | | | | | | |
|----------------|------------------------|-------------------------------|-----------|--|--------------|----------------|-------|
| VIN | 2C4RC1GG0 | HR592539 | Open Date | 12/07/2017 | Built Date | 10/12/2016 | |
| Model Year | 2017 | Body | RUCT53 | CHRYSLER PACIFICA LIMITED PLATINUM WAGON | | | |
| In Service Dt | 10/12/2016 | Mileage | 25000 | Dealer Zone | 63 | DALLAS | |
| Plant | R | WMNSOR ASSEMBLY PLANT | Market | U | US | | |
| Color | PW2 | TUSK WHITE | | | | | |
| Engine | ERF | 3.6L V6 24V WT ENGINE | | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | | |
| Dealer | 67879 | WOLFCHASE CHRYSLER DODGE JEEP | | | | | |
| Dealer Address | 8170 U S HIGHWAY 64 | | | | | | |
| Dealer City | BARTLETT | | | Dealer State | TN | Dealer Zip | 38133 |
| Owner | CHESSOR ,DARREL K | | | | Contact Type | TELEPHONE | |
| Address | 8176 WHITE WING CVW | | | | Home Phone | (901) 545 9777 | |
| | ARLINGTON TN38002 4837 | | | | Country | UNITED STATES | |

| | | | | | |
|---------|--------|---------|-------|---------|-------------------|
| Product | Eng ne | Unknown | Other | Defau t | veh c e sta s out |
|---------|--------|---------|-------|---------|-------------------|

Br e f y summar z e why the customer s contact ng Chrys er: the customer s ca ng nto FCA because he was to d by the DLR to g ve FCA a ca , the DLR doesn't have a LOANER program ava ab e at th s t me adv sed customer to ca FCA to see f there s anyth ng they can do for the customer. DLR stats veh c e s sta ng out and they are try ng to get t to repeat the concern.

Br e f y summar z e what the customer s expect ng: to get a RENTAL or LOANER veh c e agent adv sed the customer that at th s t me he wou d need to ca over to the DLR and try and f gure out what's go ng on w th the veh c e and f nd out f they have a RENTAL or LOANER program there. agent ca ed 67879, spoke w th KIM from serv ce, she stats they are try ng to f gure out the ssue w th the customers veh c e, she stats f we can author z e 5 days of RENTAL for the customer that shou d be ong enough for them to d agnose the ssue. DLR stats that f we can author z e the RENTAL the DLR w take care of ca ng ENTERPIRSE and what not for the customer, SA requested f we wou d be ab e to send her an ema so she can keep an eye out.

*****Renta Va ue Updated*****

Est mated Renta Amount: \$135 Prov ded By: CAC Days Author zed: 3

Status update prov ded va ema to the fo ow ng ema address:

kden n son@wo fchasecdj.com

He o, th s s Jordan from FCA, the DM NOTES have been added n the system, CAC s author z ng 3 days of RENTAL up to 135\$, Customer s aware, l w be send ng up to CM to have the other coup e days author zed.

End of Status Update

Customer seek ng ass stance w th:

[DLR cant d agnose the ssue of the veh c e].

Customer expect ng:

[to get a RENTAL veh c e as they have no other veh c e].

Agent adv sed w esca ate to case manager.

Fo ow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone number: 9015459777

Ear est ca t me: 9

Latest ca t me: 8

Updates va text: n

Updates va ema : n

Veh c e ocat on: [dea er]

Date and T me of Appo ntment: [been at DLR s nce 12/5/2017].

Conf rmed appo ntment w th: [KIMSA 67879 WOLFCHASE CHRYSLER DODGE JEEP]

Customer n ren a : No but w be

Author zed by: CAC

Renta start date: shou d s art today, 12/7/2017, DLR s ca ng enterpr se to set that up.

***** Create Prep Sheet *****

Prep sheet was saved successfu y.

STAR work ng to reso ve ssue.

CM called SAK m and there was no answer.

CM called the customer and could not leave a message. Voicemail box was full.

CM authorized in DM notes an additional 7 days of rental for customer while vehicle is being repaired.

CM spoke to SAK m who said vehicle should be completed today. Customer has been notified. CM to follow up with customer Tue Dec 12.

CM called the customer but could not leave a voicemail. Mailbox was full.

CM called the customer but was unable to get an answer and the voicemail box is full and can not leave a message.

CM called SAK m and left a voicemail asking if the customer picked up the vehicle.

CM called the customer and the voicemail box is full.

CAIR being closed. Unable to reach customer after 3 days of attempts to call after repairs.

Customer Assistance Inquiry Record (CAIR)#

32991022

| | | | | | | | |
|----------------|----------------------|------------------------------------|-----------|-----------------------------------|--------------|---------------|-------|
| VIN | 2C4RC1BG9 | HR530421 | Open Date | 12/08/2017 | Built Date | 06/29/2016 | |
| Model Year | 2017 | Body | RUCH53 | CHRYSLER PACIFICA TOURING L WAGON | | | |
| In Service Dt | 07/01/2016 | Mileage | 28000 | Dealer Zone | 66 | ORLANDO | |
| Plant | R | WINDSOR ASSEMBLY PLANT | Market | U | US | | |
| Color | PXR | BRILLIANT BLACK CRYSTAL PEARL COAT | | | | | |
| Engine | ERF | 3.6L V6 24V WT ENGINE | | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | | |
| Dealer | 45372 | CITRUS CHRYSLER JEEP DODGE | | | | | |
| Dealer Address | 12020 US HIGHWAY 301 | | | | | | |
| Dealer City | DADE CITY | | | Dealer State | FL | Dealer Zip | 33525 |
| Owner | STEWART ,SHARON J | | | | Contact Type | TELEPHONE | |
| Address | 2339 CR 740 | | | | Home Phone | | |
| | WEBSTER FL33597 3911 | | | | Country | UNITED STATES | |

| | |
|--|--|
| Product Dr vab ty Unknown Sta ng Defau t | |
| Dea er By Pass Defau t Defau t Defau t | |

Br ef y summar ze why the customer s contact ng Chrys er: Customer ca ed n stat ng that he s terr f ed to dr ve th s veh c e and he doesn't even want to p ck t up from the dea ersh p, as they to d h m they th nk t shou d be f ne to dr ve.

The customer states he has had repeat ssues w th the veh c e sta ng and has been to d by the dea ersh p that FCA s aware of the ssue and have no perce ved f x for th s concern.

Customer states that the dea ersh p s tryng to trade h m out of th s and nto a 2017 Caravan.

Br ef y summar ze what the customer s expect ng:

Customer wants h s veh c e f xed, or he wants to know what opt ons he has w th the trad ng down and what w be done to he p h m.

Agent advsed w esca ate to case manager.

Fo ow up w occur w th n 1 bus ness day by COB customer t me.

Preferred phone number: 3522270996

Ear est ca t me:

Latest ca t me:

Updates v a text: Y/N [Mbb e number]

Updates v a ema : Y/N [Ema address]

Veh c e ocat on: Dea er J m Browne

Date and T me of Appo ntment: Nov. 30, 2017

Conf rmed appo ntment w th: Customer

Customer n ren a : yes

Author zed by: dea er

Renta start date: [Date]

Customer s d sab ed and the dea er wants h m to trade out of th s van nto a 2017 caravan, but the customer states he wou d be tak ng a oss, p us h s ft etc s a ready n th s veh c e.

Customer states he wou d be f ne w th be ng put nto a oaner veh c e unt a f x s fgured out f that's what s needed, but t s very hard for h m to move about w thout h s ft.

Status update prov ded v a ema to the fo ow ng ema address: davensharon nf @yahoo.com

He o, my name s Casey and I have been ass gned as your Case Manager.

Th s ema s conf rmat on that your case, 32991022, was successfu y esca ated to me. After I review the de a s of your case, I w be ca ng you at your preferred number 352 227 0996

My off ce hours are from M F 8:00am 4:30pm est.

My contact nformat on s 844 378 0573 Ext. 89219.

If your preferred te ephone number ment oned above sn?t correct, p ease rep y w th the correct on.

End of Status Update

I ca ed DLR but d d not rec ve a answer from serv ce department.

I ca ed DLR to speck to SA he was unava ab e eft message for CB

I ca ed customer and eft VM for ca back.

I ca ed DLR and spoke w th SA Jene who advsed customer was traded out of veh c e. WI be c os ng case at th s t me as ssue was reso ved on DLR eve .

Customer Assistance Inquiry Record (CAIR)#

32992982

| | | | | | | |
|---------------|------------|---------------------------------|-----------|-----------------------------------|------------|-------------|
| VIN | 2C4RC1BG7 | HR523998 | Open Date | 12/08/2017 | Built Date | 06/16/2016 |
| Model Year | 2017 | Body | RUCH53 | CHRYSLER PACIFICA TOURING L WAGON | | |
| In Service Dt | 06/16/2016 | Mileage | 38000 | Dealer Zone | 71 | LOS ANGELES |
| Plant | R | WINDSOR ASSEMBLY PLANT | | Market | U | US |
| Color | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | |
| Engine | ERF | 3.6L V6 24V WT ENGINE | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |

| | | | | | | |
|----------------|---------------------|----------------------------------|----|--------------|----------------|--|
| Dealer | 45523 | BROWNING DODGE CHRYSLER JEEP RAM | | | | |
| Dealer Address | 1983 HAMNER AVE | | | | | |
| Dealer City | NORCO | Dealer State | CA | Dealer Zip | 92860 | |
| Owner | WY,SEAN | | | Contact Type | CHAT | |
| Address | 610 BROOKHAVEN DR | | | Home Phone | (909) 576 7602 | |
| | CORONA CA92879 8578 | | | Country | UNITED STATES | |

| | |
|--|----------------------------|
| Product Dr vab ty Unknown Sta ng Defau t | Veh c e s sta ng. |
| Corporate Survey By Pass No D agnos s Defau t Defau t | |
| Product E ectr ca Body Wr ng Other Defau t | Pass ve entry not work ng. |
| Product Body/ Tr m / Pa nt F n sh Body Hardware Other F. Door Dr ver | Needs a door hand e. |

Chat ID 171208 000432.

H , myname s Rando ph w th Chrys er Customer Care, How may I he p you today?01:47:39 PM[00:00:05]

Rando ph says:01:47:51 PM[00:00:11]

he o Sean. How are you today?

Sean Wy says:01:48:08 PM[00:00:29]

H Rando ph, I wou d ke to add a c a m or comp a nt to my account

Sean Wy says:01:48:59 PM[00:01:20]

Myw fe was dr v ng our Pac f ca and exper ence the "Sta ng" that we have been hear ng about w th 2017 Chrys er Pac f cas

Rando ph says:01:49:19 PM[00:01:40]

That s very upsett ng to hear that you want to add a c a m or comp a nt to your account Sean. I am g ad that you have chatted n todayw th me as I w be happy to get th s on the account for you.

Rando ph says:01:49:34 PM[00:01:54]

Do you have a case number Sean?

Sean Wy says:01:50:15 PM[00:02:36]

32927458

Rando ph says:01:50:23 PM[00:02:44]

Thank you.

Sean Wy says:01:50:47 PM[00:03:08]

We have a ready subm tted a comp a nt to NHTSA

Rando ph says:01:51:03 PM[00:03:24]

Wh e I research the case Sean may I p ease have you ver fy the fo ow ng nformat on. May I p ease have the name on the veh c e, fu address, ema and phone number for the f e for future reca s?

Sean Wy says:01:51:36 PM[00:03:57]

Jur na Mbr moto Wy 610 Brookhaven Dr. Corona, CA 92879 909 576 7602

Sean Wy says:01:51:52 PM[00:04:13]

jur na.mbr moto@gmail .com

Rando ph says:01:52:53 PM[00:05:14]

Thank you.

Rando ph says:01:53:13 PM[00:05:34]

Where s the 2017 CHRYSLER PACIFICA TOURING L WAGON now Sean?

Sean Wy says:01:53:43 PM[00:06:04]

It s w th myw fe

Rando ph says:01:54:43 PM[00:07:04]

Have you taken the Pac f ca to the dea ersh p for a d agnos s Sean to see what s caus ng the ssue?

Sean Wy says:01:55:07 PM[00:07:27]

No, t has just occurred.

Rando ph says:01:55:13 PM[00:07:34]

Okay.

Sean Wy says:01:55:20 PM[00:07:40]

have brought t n for other ssues, but not th s

Rando ph says:01:56:00 PM[00:08:21]

Do you have a dealership that you use so that they can be called to schedule an appointment so that I can help to get this resolved for you?

Sean Wy says:01:56:16 PM[00:08:37]

I just wanted to make sure this is on our file, because I will be bringing it in next week for another issue and when the Service Adviser pulls up my record I want him to see it and take care of this as we

Sean Wy says:01:56:31 PM[00:08:52]

Yes Brown ng Dodge in Norco, CA

Sean Wy says:01:57:00 PM[00:09:20]

(888) 376 3498

Randolph says:01:57:22 PM[00:09:42]

What are you bringing the vehicle for Sean?

Sean Wy says:01:57:46 PM[00:10:06]

Repair Charge for Lift Gate Alarm and Passenger Door Handle Sensor

Sean Wy says:01:58:00 PM[00:10:21]

I have not made appt yet because they have not received the door handle yet.

Sean Wy says:01:58:25 PM[00:10:46]

but I would like to make an Appt this Monday 12/11 for this issue

Randolph says:01:58:50 PM[00:11:11]

Okay so you also need a door handle for the vehicle.

Sean Wy says:01:59:15 PM[00:11:35]

Yes, because the passive entry sensor stopped working

Randolph says:01:59:54 PM[00:12:15]

I will need to have the vehicle at the dealership or an appointment at the dealership to be able to send the file to a case manager for you Sean.

Sean Wy says:02:00:13 PM[00:12:33]

Ok will make an appt right now

Sean Wy says:02:00:31 PM[00:12:52]

Do need to notify Chrysler after appt is made?

Randolph says:02:01:03 PM[00:13:24]

Yes please so that the file can be escalated for you.

Sean Wy says:02:01:50 PM[00:14:11]

ok will do. Has there been any progress for a fix for the standing issue?

Randolph says:02:03:21 PM[00:15:42]

I am not showing that there is any recall on your vehicle for a standing issue at this time. Once you have an appointment and the vehicle is at the dealership the case manager will work with you and the dealership to help get this resolved.

Sean Wy says:02:03:53 PM[00:16:14]

ok thanks.

'Sean Wy' disconnected ('Concluded by End user').

Reassigned to 861 for survey bypass for a duplicate CAIR 32927458.

Customer Assistance Inquiry Record (CAIR)#

32997571

| | | | | | | |
|----------------|-----------------------------|-----------------------------------|-----------|--|--------------|------------------|
| VIN | 2C4RC1EG8 | HR763881 | Open Date | 12/09/2017 | Built Date | 04/25/2017 |
| Model Year | 2017 | Body | RUCP53 | CHRYSLER PACIFICA TOURING L PLUS WAGON | | |
| In Service Dt | 04/25/2017 | Mileage | 500 | Dealer Zone | 51 | CHICAGO |
| Plant | R | WINDSOR ASSEMBLY PLANT | | Market | U | US |
| Color | PW2 | TUSK WHITE | | | | |
| Engine | ERC | 3.6L V6 24V WT ENGINE UPG I W/ESS | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |
| Dealer | 63427 | RUSS DARROW INCORPORATED | | | | |
| Dealer Address | 2700 WEST WASHINGTON STREET | | | | | |
| Dealer City | WEST BEND | | | Dealer State | WI | Dealer Zip 53095 |
| Owner | WALCOTT ,JAMES | | | | Contact Type | TELEPHONE |
| Address | 2341 WILL SEND INFO | | | | Home Phone | |
| | OXNARD CA93030 | | | | Country | UNITED STATES |

| | | | | | |
|---------|---------|---------|--------|---------|--------------------------------------|
| Product | Unknown | Unknown | Sta ng | Defau t | Customer car sta when reach ng 35mph |
|---------|---------|---------|--------|---------|--------------------------------------|

customer w be fax ng over nformat on for h s veh c e to have t entered n the system.

Customer wants to update nformat on n system. James Wa cott 2009 L nco n court Oxnard, CA93033 805 509 3343 james.wa cott@out ook.com.

Customer a so stated he a so s hav ng ssues w th h s veh c e sta ng when he reaches 35mph. Agent adv sed customer to ca bck when he fax h s nformat on n for nformat on to be updated. Agent prov ded customer w th customer ass stance ne to be further ass st.

Customer Assistance Inquiry Record (CAIR)#

33007459

| | | | | | | |
|---------------|------------|----------------------------|-----------|--|------------|------------|
| VIN | 2C4RC1EG0 | HR555879 | Open Date | 12/11/2017 | Built Date | 09/01/2016 |
| Model Year | 2017 | Body | RUCP53 | CHRYSLER PACIFICA TOURING L PLUS WAGON | | |
| In Service Dt | 09/01/2016 | Mileage | 20000 | Dealer Zone | 66 | ORLANDO |
| Plant | R | WINDSOR ASSEMBLY PLANT | | Market | U | US |
| Color | PBX | JAZZ BLUE PEARL COAT | | | | |
| Engine | ERF | 3.6L V6 24V WT ENGINE | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |

| | | | | | | |
|----------------|------------------------|------------------------------|----|--------------|----------------|--|
| Dealer | 42631 | LANDMARK DODGE CHRYSLER JEEP | | | | |
| Dealer Address | 6850 MOUNT ZION BLVD | | | | | |
| Dealer City | MORROW | Dealer State | GA | Dealer Zip | 30260 | |
| Owner | BURTON ,LINNELL M | | | Contact Type | TELEPHONE | |
| Address | 319 SARATOGA PL | | | Home Phone | (404) 534 7784 | |
| | RIVERDALE GA30296 7189 | | | Country | UNITED STATES | |

| | | | | |
|---------|-------------------|----------------------------|----------------------|---------|
| Product | Electrical | Lamps and Switches | Other | Default |
| Product | Unknown | Unknown | State | Default |
| Dealer | By Pass | Default | Default | Default |
| Product | Electrical | Power Door Lock / Deck Lcd | Other | Unknown |
| Product | Electrical | uConnect Cellular System | Other | Default |
| Dealer | Service/Body Shop | Transaction | Problem Not Resolved | Default |

Briefly summarize why the customer is contacting Chrysler: Customer states she just got the vehicle back and now the doors will not open.

Customer states that none of the doors open, the interior lights do not turn on, the vehicle has stalled three times, the Uconnect radio was replaced and does not work, the key fob does not work to unlock the doors.

Customer states that this is the third battery.

Briefly summarize what the customer is expecting: Customer seeking assistance getting the vehicle replaced.

Customer was informed that by making this request they are NOT actually filing a lemon law or any related process.

The request is being escalated for a review of the vehicle's repair history to determine if the request merits further action and that due to the nature of the request, it will require a callback which will take place within 12 business days. The outcome of the review does NOT determine Lemon Law eligibility.

Preferred Morning/Afternoon callback number is 404 534 7784

Preferred Afternoon/Evening callback number is 404 534 7784

Who has possession of the vehicle? (Owner)

Reassigned to 91L

customer states that she originally ordered the back leather but it came to cream, the dealership fixed this.

the dealership is not following up with the customer; and the vehicle is not working correctly.

customer states that the vehicle was dirty after the service, the battery cap was broken after it was serviced and still requires service.

Task To Dealer:

Customer stated that she was advised that a callback will be made later in the day about her problem, but it is close to that and she yet to receive the call. Agent advised that they will be in contact within 24-48 business days. Customer stated why. Agent advised that this is for the case manager can review the case and give a correct solution to the case. Customer understood.

Notification of an Assigned Task sent to Dealer at

email: tmhenderson@landmarkdodge.com

Vehicle is at the dealership LANDMARK DODGE CHRYSLER JEEP (42631)

Updated triggered by S85491B

***** 91L Review *****

***** Case Escalated to I2R *****

Reviewed Warranty History which determined this case should be escalated to I2R for case management.

Customer stated that she had a case escalated for her vehicle due to the ongoing concerns. Customer stated that she was going through her repair invoices and the DLR put in the wrong information. Customer stated that

they did not a ways document her concerns or they put in the wrong concern. Customer stated that for example she told them multiple times there was a problem with the TV monitor and they put it in as a radio concern and they only documented it once.

Customer stated that the vehicle's at the DLR for the interior lights and the doors and tailgate concern and she has been provided the rental.

\

Mon call with I2R Customer Resolution Team's response for this CAIR.

The customer may contact Mon call direct at (214) 583 2106, Monday?

Friday, 8:30 AM-5:00 PM CST. Thank you.

/

Called 42631 Landmark 770 968 4900, LVM for assigned SA Mark to request return call to CM to update repair status and history.

*

Called 42631 Landmark 770 968 4900, ongoing hold for service, CM disconnected.

*

Called 42631 Landmark 770 968 4900, CM spoke to SA Mark and requested repair status and history. Per SA he does not have that in front of him and will call CM back with an update. CM thanked SA.

*

Attempted notification call.

.

(404) 534 7784 Called customer. LVM stating that this case has been escalated to me for special handling and I would like to assist with the vehicle concerns. Provided my number and office hours requesting a callback and advised I would follow up again.

*

Customer had called to speak to CM, stated that she wasn't provided with a direct extension number on the VM CM had left for her.

Customer asked if agent could document and have CM contact her again please or to leave EXT.

*

Called 42631 Landmark 770 968 4900, spoke to SA Mark 678 251 2324, updated RO, customer's in a rental, per SA dealer's reporting overhead console, VRM (video routing module) has been replaced and battery cover repair complete tomorrow.

*

(404) 534 7784 called customer LVM to request return call to CM at direct number 214 583 2106 advised an extension is not needed, thanked customer. Set follow up 12/18/17.

*

Customer called in to speak with her CM. Agent provided customer with CM's direct phone number and transferred her over to CM. CM was not available and line went to voicemail.

Customer contacted CAC in concerns of speaking with her CM the Customer stated that she was trying to get in contact the Customer stated that the CM have called twice and was seeking to speak with the CM immediately. Agent inform the Customer that all of her concerns will be documented thoroughly in her case and the Customer thanked the Agent and disconnected the call.

*

(404) 534 7784 Called customer explained that this case has been escalated for special handling and I would like to assist with the vehicle concerns through the repair process. Apologized for the vehicle concerns. CM informed customer this is a good work process, and the first resolution is to repair the vehicle, will then look at case to determine if a goodwill gesture will be extended, possibly compensation, service contract up to replacement/repurchase, cannot guarantee any outcome. Per customer she continues to have concerns with the rear windowed down per se getting stuck and sliding door, she stated she has to get out of the vehicle to let her passengers out and this is an inconvenience, and the dealer is still waiting on parts. Customer stated she has not been able to use UConnect for 7 months. Customer inquired about TA inspection as mentioned by the dealer. Per customer she was told by dealer not to complete a survey. Apologized again to customer, advised will work to preserve confidence in the brand, will contact dealer for firm date on part arrival, TA inspection and instructions regarding survey. Thanked customer for her patience, apologized for inconvenience, will remain when

an update sava ab e, set fo ow up 12/21/17.

*

Ca ed 42631 Landmark 770 968 4900, spoke to Robert n parts, requested part# and ETA, was adv sed per UPS track ng overhead conso e was schedu ed to arr ve 12/16/17 and he w keep an eye out for t. Thanked Robert.

*

Ca ed 42631 Landmark 770 968 4900 spoke to Shay n service and adv sed her CMrece ved vo ce ma from customer s at ng she has no nter or ghts, w pers are stuck and she does not have renta . CM nqu red next ava ab e appo ntment. Per Shay next ava ab e appo ntment s for drop off today or 12/28/17 dependent on part arr va , renta s are ava ab e. CM requested transfer to parts, ong ho d for parts CM d s connected.

*

Ca ed 42631 Landmark 770 968 4900, spoke to Robert n parts and he stated conso e has arr ved. CM requested transfer to service, spoke to Shay and adv sed per Robert n parts the conso e has arr ved. CM nqu red f an appo ntment cou d be set for today and the customer put n a renta . CM adv sed she cou d author ze a renta . Per Shay she shou d wou d have to check w th manager. Shay stated customer can n by noon today and the repa rs w be comp ete by 5. CM w contact customer to adv se.

*

(404) 534 7784 ca ed customer to adv se per dea er customer can n by noon today and the repa rs w be comp ete by 5. Customer s ated she wou d head that way and nqu red what about the other concerns and reso ut on. Adv sed br ng to the attent on of the dea er a concerns, rem nded customer of n t a ca and th s s a good w process, and the frst reso ut on s to repa r the veh c e, w then ook at case to determ ne f a goodw gesture w be extended, poss b y compensat on, serv ce contract up to rep acemen /repurchase, cannot guarantee any outcome. CM w ook at case for a poss b e reso ut ons, cannot assert an offer at th s t me. Adv sed f repa rs are not comp ete by today customer can adv se SA renta s covered at \$40 per day. Thanked customer and set fo ow up 12/28/17.

*

Veh c e s at the dea ersh p LANDMARK DODGE CHRYSLER JEEP (42631)
Update tr ggered by S85491B

*

Ca ed 42631 spoke to Shay update RO. CM nqu red next appo ntment and renta ava ab ty. Per Shay ts 1/4/18 and renta s through Hertz. CM w need to ema SMT m to author ze dea er renta re mbursement through d rect check.

*

***** Be ow Customer Contacted for Documentat on Request *****
nne mburton@gma .com on 2018 01 02 @ 11:15

*

Ca ed customer to nqu re f veh c e s n work ng cond t on. Per customer no concerns are present. CM nqu red payment amount. Per customer t s \$659. CM w ema document request to nne mburton@gma .com to ook at case for payment re mbursement. Per customer she s afra d of the veh c e sta ng and be ng stranded, nqu red s re mbursement the best offer. CM adv sed she can ook at case for a poss b e reso ut ons nc ud ng MPP or sett ement and fo ow up when payment statement rece ved. Apo og zed for nconven ence and thanked customer. Set fo ow up 1/4/18.

*

Ema ed customer request stat ng : P ease scan and attach, or fax your oan/ ease contract or payment statement to 1 866 849 3869, Attn: Mon ca. It shou d ncude owner?s name, VIN (veh c e dent f cat on number) or descr pt on of the veh c e, and the payment amount. Thank you.

*

***** Customer Document Rece ved *****

(404) 534 7784 ca ed customer offer \$1,500, adv sed wou d send offer etter for rev ew. CM w fo ow up regard ng an MPP that can be offered. Thanked customer.

Status update prov ded va ema to the fo ow ng ema address:

nne mburton@gmail.com

Attached you will find your offer letter. Please review carefully before signing and returning to me. If you are unable to scan agreement, please use the fax number 866 849 3869 and put "Attention: Monica" on the cover letter. Thank you for your patience.

Below documents are also attached to the email :

ACRO.pdf

End of Status Update

Status update provided via email to the following email address:

cro@cro.com

Letter from customer.

Below documents are also attached to the email :

Denial.tif

End of Status Update

*

Received letter from customer stating \$1,500 is not a fair compensation. CM called customer to offer Max Care 775,000 \$100 deductible, advised could view covered components are Mopar.com. Per customer she is not able to accept the MPP either. Per customer she no longer wants the vehicle as she does not feel safe in it. CM advised will continue to look at case for a resolution, no firm date on when an offer will be extended. Set follow up 1/11/18.

*

(404) 534 7784 Called customer and advised a replacement vehicle is being offered. Advised customer if it is accepted, in 7-10 business days they will hear from the replacement department and start the process. It may take up to 30 days for this to be completed and they are still responsible for the vehicle up until then. Customer understood and accepted the replacement offer. Thanked customer for being patient and working with me, customer thanked CMA so.

*

Customer Assistance Inquiry Record (CAIR)#

33011113

| | | | | | | |
|---------------|------------|---------------------------------|-----------|----------------------------|------------|------------|
| VIN | 2C4RC1CG3 | HR508526 | Open Date | 12/11/2017 | Built Date | 05/03/2016 |
| Model Year | 2017 | Body | RUCL53 | CHRYSLER PACIFICA LX WAGON | | |
| In Service Dt | 05/05/2016 | Mileage | 8869 | Dealer Zone | 32 | NEW YORK |
| Plant | R | WINDSOR ASSEMBLY PLANT | | Market | U | US |
| Color | PAU | GRANITE CRYSTAL MET. CLEAR COAT | | | | |
| Engine | ERF | 3.6L V6 24V VVT ENGINE | | | | |
| Transmission | DFH | 9 SPD 948TE FWD AUTO TRANS | | | | |

| | | | | | |
|----------------|----------------------------|--------------|--|--------------|----------------|
| Dealer | 26996 | | | | |
| Dealer Address | | | | | |
| Dealer City | | Dealer State | | Dealer Zip | |
| Owner | RUBINFELD ,MALKA | | | Contact Type | TELEPHONE |
| Address | 723 COLLFIELD AVE | | | Home Phone | (718) 438 3858 |
| | STATEN ISLAND NY10314 4254 | | | Country | UNITED STATES |

| | |
|---|------------------------------|
| Dea er By Pass Defau t Defau t Defau t | |
| Corporate Renta Veh c e Defau t Defau t Defau t | Customer needs renta veh c e |

Br e f y summar ze why the customer s contact ng Chrys er: Customer ca ed n stat ng that her veh c e was sta ng and shut down had to get t towed to c o se st DLR. Customer went to an agent not Chrys er DLR

Br e f y summar ze what the customer s expect ng: Ren a request Customer seek ng renta ass stance because veh c e was sta ng and had to get t towed to DLR. Contacted Serv ce Manager, [name] at [dea er code] to

d scuss the customer's request for renta ass stance. Conf rmed customer's concern and w th Serv ce Manager concurrence, author zed [3] days of renta per Warranty gu de nes

Renta author zat on w be processed by [choose CAC or dea er]

Reass gned to CM

Customer s wa t ng for ca back from CM as soon as poss b e customer aga n s try ng to reach CM. CM needs to contact customer to he p reso ve ssue.

Customer ca ng n stat ng that she needs a renta and that she hasn't heard any ng for the DLR that she had her car towed to customer doesn't know wh ch DLR t's at agent contacted a DLR that c o se st to her ZIP ca dropped

CUSTOMERS VEHICLE IS AT DLR 26996 7186679191 veh c e hasn't been d agnosed and wont be ooked at t the end of the week or the beg nn ng of next week and that they don't have a renta car or oaner car to prov de customer has been wa t ng and request ng to speak to the CM and hasn't rece ved a CB yet

Is and Coast Chrys er D/J/R, (DLR # 26996) 1239 Hyan B vd., Staten Is and, N.Y. 10305, 718 667 8989 s where veh c e s ocated. CM has not been ass gned as of yet. Esca at on w be when veh c e s d agnosed.

Adv sor to ca D r for update.