

New Customer Assistance Inquiry Record (CAIR)#

VIN	[REDACTED]	Model Year	2014	Brand	JEEP
Body	JKJP74	Vehicle	JEEP WRANGLER UNLIMITED SAHARA 4X4		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	07/24/2018	CAIR Type	Legal	Status	Open
Close Date		Origin	Letter	Reason	New problem
Mileage	1 Miles	Market	U	Language	English
Contact Email	[REDACTED]	Contact Phone		Contact Mobile	
Caller Address	[REDACTED]	Source	Customer		
Caller City	ALEDO	Caller Country	USA	Caller Postal Code	[REDACTED]
Customer	[REDACTED]				
Customer Address	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
	ALEDO	IL			USA
Dealer	66750	YEMM CHRYSLER-DODGE-JEEP-RAM	Dealer Phone	3093442727	
Dealer Address	2195 NORTH HENDERSON				
	GALESBURG	IL	61401 1358	USA	
Dealer Zone	Midwest	Sales District		Service District	G
Subject	Product in Accident	INFORMATION REDACTED			
Synopsis		PURSUANT TO THE FREEDOM OF			
Customer Anomaly	Air Bag	INFORMATION ACT (FOIA), 5 U.S.C.			
	Deployment Failed to Deploy	552(B)(6)			
Contact Reason	C206	Vehicle in Accident	Customer Anomaly	100	Airbag Deployment Failure
Reason Code	After Sales - Complaint - Product - Accident - Vehicle in Accident				

Case Status History

Create Date	Status
07/24/2018 05:29 PM	Unworked
07/24/2018 05:29 PM	Open
07/24/2018 06:30 PM	Closed
09/29/2018 01:45 PM	Closed
09/21/2020 07:17 PM	Open

Initial Description

044400000-Corporate,Property Damage,Default,Default,Default,Property Damage,Property Damage
 044400000-Corporate,Property Damage,Default,Default,Default,Property Damage,Property Damage
 0123568600-Product,Body / Trim / Paint Finish,Air Bag,Failed to Deploy,Unknown,Air Bag - Failed to Deploy,Air Bag - Failed to Deploy
 0123568600-Product,Body / Trim / Paint Finish,Air Bag,Failed to Deploy,Unknown,Air Bag - Failed to Deploy,Air Bag - Failed to Deploy
 0100009300-Product,Unknown,Unknown,Accident,Default,Product in Accident,Product in Accident
 0100009300-Product,Unknown,Unknown,Accident,Default,Product in Accident,Product in Accident

Case Comments

Date	Comment
07/24/2018	POSTMARK DATE: 072018; DATE RECEIVED: 072418
07/24/2018	Attorney letter claiming injury in accident due to airbags not deploying. Blaming X68 clockspring extended warranty. _ Dictated letter requesting more info.
07/24/2018	POSTMARK DATE: 072418; DATE RECEIVED: 072418
07/25/2018	LETTER MAILED.
09/21/2020	Attorney letter received from McMillan, Hennenfent, DeJoode & Humbert. Attorney: Jeff W. DeJoode 309-426-2176 jeff@mmdlaw.com Attorney seeking compensation for his client in the amount of \$40,000.00 for her serious injuries. Per OGC Matrix, reassigned to 82T/CCRG for their review and handling.
09/21/2020	Assigned to PGA5 Inspection TBD if vehicle is available.
08/12/2021	CCRG Open Date: 09/21/2020 15:31:36

New Customer Assistance Inquiry Record (CAIR)#

VIN	[REDACTED]	Model Year	2016	Brand	JEEP
Body	JKJM74	Vehicle	JEEP WRANGLER UNLIMITED SPORT 4X4		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	07/26/2019	CAIR Type	Regular	Status	Closed
Close Date	07/31/2019	Origin	Telephone	Reason	
Mileage	80,000 Miles	Market	U	Language	English
Contact Email	[REDACTED]	Contact Phone	[REDACTED]	Contact Mobile	[REDACTED]
Caller Address	[REDACTED]	Source	Customer		
Caller City	TAMPA	Caller Country	USA	Caller Postal Code	[REDACTED]
Customer	[REDACTED]				
Customer Address	[REDACTED]				
	TAMPA	FL	[REDACTED]	USA	
Dealer	60446	JIM BROWNE CHRYSLER JEEP DODGE RAM	Dealer Phone	8139354812	
Dealer Address	10909 N FLORIDA AVE				
	TAMPA	FL	33612 6633	USA	
Dealer Zone	Southeast	Sales District		Service District	D
Subject	Airbag deploy				
Synopsis					
Customer Anomaly	Air Bag				
	Deployment Failed to Deploy				
Contact Reason	C206	Vehicle in Accident	Customer Anomaly	100	Airbag Deployment Failure
Reason Code	After Sales - Complaint - Product - Accident - Vehicle in Accident				

Case Status History

Create Date	Status
07/26/2019 01:13 PM	Open
07/31/2019 05:02 PM	Closed

Initial Description

Airbag didnt deploy during accident

Case Comments

Date	Comment
07/26/2019	***Customer inquiry*** [REDACTED] customer had gotten into an accident and airbags didn't deployed after rear-ending someone, Vehicle is presently at IRF Four wheel parts in the state of Tampa Florida customer had no contact information available at this time Also advised he was the only person in the car. IRF advised there was a recall on the vehicle V01 Customer is concerned airbags should have deployed but may not have deployed due to recall ***Agent Advised*** Will document concerns related to said accident and told him to continue working with his insurance company, agent confirmed the best form of contact is phone as in Compass [REDACTED] Advised case would be escalated to our specialist team upon further review
07/26/2019	Please do NOT send CAIR to Special Investigations with incomplete information We will need to know the COMPLETE name, address, and phone number where the vehicle is located, in order to possibly inspect it. If the Insurance Company has possession of the vehicle, the OWNER will need to call them for this information.
07/26/2019	Called customer in regards to further information retaining to escalate the case customer advised its his moms car and is in her insurance and would be calling her stating that we will be contacting her soon. the information the customer was able to state is as followed below Four Wheel Parts 9222 N Florida Ave, Tampa, FL 33612, USA 18139306145 Progressive Agent advised will call back in about a half hour in regards of his mothers contact information and we can proceed further
07/30/2019	Tried calling customer no answer and left message on answering machine to call back
07/31/2019	Tried calling customer no answer so left message for them to call back

New Customer Service Inquiry Record (CAIR)#

VIN		Model Year	2014	Brand	JEEP
Body	JKJM74	Vehicle	JEEP WRANGLER UNLIMITED SPORT 4X4		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	07/29/2019	CAIR Type	Special Investigation	Status	Closed
Close Date	07/30/2019	Origin	Telephone	Reason	
Mileage	133,506 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	NORTHPORT	AL			USA
Dealer	44327	JIM BURKE AUTOMOTIVE INC	Dealer Phone	2053243371	
Dealer Address	1409 5TH AVE NORTH				
	BIRMINGHAM	AL	35203 1838	USA	
Dealer Zone	Southeast	Sales District		Service District	G
Subject	Accident				
Synopsis	Vehicle has been repaired				
Customer Anomaly	Air Bag				
	Deployment Failed to Deploy				
Contact Reason	C206	Vehicle in Accident	Customer Anomaly	100	Airbag Deployment Failure
Reason Code	After Sales - Complaint - Product - Accident - Vehicle in Accident				

Case Status History

Create Date	Status
07/29/2019 06:38 PM	Open
07/30/2019 01:47 PM	Closed

Initial Description

Vehicle air bags did not deploy

Case Comments

Date	Comment
07/29/2019	Customer name (if different from Compass) [redacted] Incident date : [redacted] Best phone number and email address for customer (if different from Compass) [redacted] COKER ALABAMA, [redacted] vehicle location (address and phone number): with owner Customer's description of incident: older woman cut owner off Digital features on left hand side of vehicle not functioning, steering wheel functions and horn , uconnect, vol adjuster on wheel , manu wont wont on wheel, right hand side works , fears that the driver side wont depoly wheels was not functioning correctly day of the accident ,horn didnt work ,and seat passenger doesnt feel safe in vehicle whole front end was destroyed and \$10,000 of damges repairs owner did himself clock springs (claims dont work) advised the member that, since the vehicle has been repaired from the incident i couldnt forward this case to any department, its always best to call in the day of the incident and the repairs being done on the recall its best to take the vehicle to the dealer to have a diagnosis done on the vehicle, ive documented everything in the case so its in our system but the case will be clsoed
07/29/2019	Not SI case customer already has repairs to vehicle.
07/30/2019	Based on vehicle being repaired - SI is closing Case.
08/12/2021	CCRG Open Date: 07/29/2019 17:14:27

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2018	Brand	JEEP
Body	JKJM74	Vehicle	JEEP WRANGLER JK UNLIMITED SPORT		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	08/19/2019	CAIR Type	Regular	Status	Closed
Close Date	08/27/2019	Origin	Telephone	Reason	
Mileage	18,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	PAWLING		NY		USA
Dealer	45648	ARROWAY CHRYSLER DODGE JEEP RAM	Dealer Phone	9142224100	
Dealer Address	531 BEDFORD RD				
	BEDFORD HILLS		NY	10507 1612	USA
Dealer Zone	Northeast	Sales District		Service District	J
Subject	Airbags didn't deploy				
Synopsis					
Customer Anomaly	Air Bag				
	Deployment Failed to Deploy				
Contact Reason	C206	Vehicle in Accident	Customer Anomaly	100	Airbag Deployment Failure
Reason Code	After Sales - Complaint - Product - Accident - Vehicle in Accident				

Case Status History

Create Date	Status
08/19/2019 01:20 PM	Open
08/27/2019 05:18 PM	Closed

Initial Description

Airbags didn't deploy while in an accident.

Case Comments

Date	Comment
08/19/2019	Customer states he leased his vehicle and he was involved in an accident on [REDACTED]. Customer is concerned because his airbags didn't deploy after another driver hit him. Also, the anti locks did work but not the air bags. Customer also states that his airbag light still didn't come on after the accident. The vehicle is currently with the customer. Appointment is on Tuesday, August 27th @12:30 with the DLR: Arroway Chrysler Dodge Jeep Ram. Customer states that he has already repaired the vehicle for the airbags and it was a \$5,000 repairs. Customer's insurance company paid for the repairs. Customer currently has the vehicle with him now and it has not been repaired. Customer was informed case will be escalated to Special Investigations for further assistance. Customer Contact [REDACTED].
08/21/2019	If the vehicle has already been repaired, refer the customer to their Ins Co for resolution. The Ins Co holds all rights of recovery through a process call subrogation.
08/23/2019	YOUR NARRATIVE CONTRADICTS ITSELF. IS THE VEHICLE REPAIRED OR N-O-T ???
08/27/2019	Vehicle has arrived at dealership Bedford Chrysler Jeep Dodge Ram and attended by dealer employee
08/27/2019	Customer called has an appointment today at 12 30 at the dealer would like a call back
09/03/2019	Customer called and stated the vehicles damage from the accident has been repaired. Customer stated the air bags did not deploy, and seat belt did not lock. Customer stated he t-boned a vehicle. Customer would like a call back.
09/05/2019	Customer called in to get an update on case. He says mainly he wants to determine that all safety features are up to standard now. Advised it does reflect for me that it was closed by the SI team being that vehicle was repaired by the insurance. Now when it comes to verifying that the safety features are up to standard we wouldn't have a way to really determine that. What we are able to confirm is that after the accident the dealer and insurance was able to inspect and repair vehicle back to its normal functionality. Also read the same information from SI regarding contacting insurance
08/12/2021	CCRG Open Date: 08/19/2019 09:44:27
08/12/2021	CCRG Open Date: 08/22/2019 18:07:32

New Customer Service Inquiry Record (CAIR)#

VIN		Model Year	2017	Brand	JEEP
Body	MKTE49	Vehicle	JEEP COMPASS SPORT FWD		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	08/20/2019	CAIR Type	Legal	Status	Closed
Close Date	09/17/2019	Origin	Telephone	Reason	
Mileage	76,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City		Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	DECATUR	AL		USA	
Dealer	44327	JIM BURKE AUTOMOTIVE INC		Dealer Phone	2053243371
Dealer Address	1409 5TH AVE NORTH				
	BIRMINGHAM	AL	35203 1838	USA	
Dealer Zone	Southeast	Sales District		Service District	G
Subject	Accident				
Synopsis	No response from owner.				
Customer Anomaly	Air Bag				
	Deployment Failed to Deploy				
Contact Reason	C206	Vehicle in Accident	Customer Anomaly	100	Airbag Deployment Failure
Reason Code	After Sales - Complaint - Product - Accident - Vehicle in Accident				

Case Status History

Create Date	Status
08/20/2019 05:41 PM	Open
09/17/2019 02:22 PM	Closed

Initial Description

customer friend called in on behalf of the owner due to the owner is not feeling well due to the accident.

Case Comments

Date	Comment
08/20/2019	Owner of the vehicle [redacted] Address [redacted] Decatur AL, [redacted] Decatur AL, [redacted] Phone: [redacted] (best number) Email [redacted] Vehicle [redacted] location information - PRO TECH Imports Cor, 3025 6TH AVE SE DECATUR AL 35603 Phone: 256-350-5040 Caller/friend: [redacted] (who was in the passenger seat at the time of the accident) Caller stated that they were traveling on a two way highway it was pouring down rain and the signal light was malfunctioning, it was rush hour traffic, they came to a stop and when it was there turn all they can remember was getting hit from the side (passenger door) and got hit again from another angle. The owner of the vehicle and caller were both injured in the accident. The owner of the vehicle went to the hospital on the scene and there was a police report filed. the airbags did not deploy at all from the driver or the passenger side or anywhere on the vehicle and they want to know why the airbags did not deploy which could have saved a lot of headache and injury, caller stated thank God that they were not killed and it was not worse. seat belts were worn. Caller stated that she will go to the hospital to get looked at, caller does not know where the vehicle is at but does know it was towed and it is totaled. Caller stated that the owner of the vehicle is shaken up and in pain and can not talk at the moment and she is talking on her behalf. caller states that the owner child (daughter) has the information to the address where the vehicle is located at. Date of accident [redacted] around 4-5pm in Decatur, AL. An Attorney has been contacted, Missing information address where the vehicle is located. Daughter [redacted] will be speaking on her mothers behalf if need be due to the accident and how she is feeling. Daughter stated that an attorney will be representing them and will be taking legal step towards this matter. It was a bad accident and no airbags did not deploy and want to know why.
08/20/2019	Per OGC Matrix, reassigned to 82T/CCRG.
08/20/2019	Assigned to PGA5 EDR required
09/17/2019	*FILE RETURNED TO SI FOR RESOLUTION* Owner has not responded to multiple EAA contact for inspection scheduling: 8/21 CUSTOMER STATES THEY HAVE AN ATTORNEY-LEFT MESSAGE FOR DAUGHTER-EMAILED EDR-EMAIL FAILED. 8/23 LEFT MESSAGE FOR [redacted] AGAIN. 8/26 LEFT MESSAGE FOR CUSTOMER-ADVISED OF 24 HOUR CLOSURE No response from owner; closed case.
08/12/2021	CCRG Open Date: 08/20/2019 14:40:17

Email(s)

Date	08/20/2019	Subject	FCA - Inspection Request for [redacted]	Sent Date/Time	08/20/2019 20:06 PM
From	uscustomer@fcagroup.com	To	[redacted]		

Company:

[REDACTED]

Cust:

[REDACTED]

AD1:

[REDACTED]

AD2:

Primary Phone:

[REDACTED]

Business Phone:

Mobile Phone:

[REDACTED]

Home Phone:

Email:

[REDACTED]

Cty/St/ZIP:

DECATUR, AL [REDACTED]

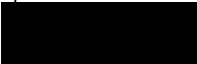
Country:

USA

Co-own: NOT SURE

Non-Owner CONTACT INFORMATION

Company:



Rep:



AD1:

AD2:

Phone:



Business Phone:

Mobile Phone:



Email:

Cty/St/ZIP:

''

Country:

USA

Language:

Status and Notes-----

Check Information -----

Opened By:

Quentin McDonald

Open Date:

Tue Aug 20 17:41:06 GMT 2019

Type:

Special Investigation

Status:

Open

Last Updated By:

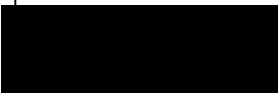
Jay Susalla

Origin:

Telephone

Vehicle Information

VIN:



YR/Model:

2017 MKTE49 JEEP COMPASS SPORT FWD

Sls BC/Sls/Svc/Dir:

Champion Cjd/Ean Holdings LLC

In Srv Date:

Mon Sep 26 00:00:00 GMT 2016

Svc BC/Sls/Svc/Dir:

Southeast Jim Burke Automotive Inc

Curr Mi/Km:

76000.0 Miles

General Narrative

REASONS FOR CONTACT:

- 1) After Sales
- 2) Complaint
- 3) Product
- 4) Accident
- 5) Vehicle in Accident

*** customer friend called in on behalf of the owner due to the owner is not feeling well due to the accident. ***

NARRATIVE ADDED BY Amy Cannazzaro ON Tue Aug 20 20:06:42 GMT 2019

Assigned to PGA5
EDR required

NARRATIVE ADDED BY Jay Susalla ON Tue Aug 20 18:40:17 GMT 2019

Per OGC Matrix, reassigned to 82T/CCRG.

NARRATIVE ADDED BY Quentin McDonald ON Tue Aug 20 18:02:50 GMT 2019

Owner of the vehicle [REDACTED]
Address [REDACTED] DECATUR AL, [REDACTED]
[REDACTED] Decatur AL, [REDACTED]
Phone [REDACTED]
[REDACTED] (Daughter Phone: [REDACTED] est number)
Email [REDACTED]

Vehicle location information -
PRO TECH Imports Cor.
3025 6TH AVE SE DECATUR AL 35603
Phone: 256-350-5040

Caller/friend: [REDACTED] who was in the passenger seat at the time of the accident)
Caller stated that they were traveling on a two way highway it was pouring down rain and the signal light was malfunctioning, it was rush hour traffic, they came to a stop and when it was there turn all they can remember was getting hit from the side (passenger door) and got hit again from another angle. The owner of the vehicle and caller were both injured in the accident. The owner of the vehicle went to the hospital on the scene and there was a police report filed. the airbags did not deploy at all from the driver or the passenger side or anywhere on the vehicle and they want to know why the airbags did not deploy which could have saved a lot of headache and injury, caller stated thank God that they were not killed and it was not worse. seat belts were worn. Caller stated that she will go to the hospital to get looked at, caller does not know where the vehicle is at but does know it was towed and it is totaled. Caller stated that the owner of the vehicle is shaken up and in pain and can not talk at the moment and she is talking on her behalf, caller states that the owner child (daughter) has the information to the address where the vehicle is located at.
Date of accident: [REDACTED] round 4-5pm in Decatur, AL. An Attorney has been contacted.
Missing information address where the vehicle is located. Daughter [REDACTED] will be speaking on her mothers behalf if need be due to the accident and how she is feeling. Daughter stated that an attorney will be representing them and will be taking legal step towards this matter. It was a bad accident and no airbags did not deploy and want to know why.

VEHICLE IS LOCATED AT:

Per OGC Matrix, reassigned to 82T.
CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION Tue Aug 20 00:00:00 GMT 2019

Date	08/20/2019	Subject	FCA - Inspection Request fo [REDACTED]	Sent Date/Time	08/20/2019 20:07 PM
From	uscustomer@fcagroup.com	To	[REDACTED]		

Tue Aug 20 00:00:00 GMT 2019 CAIR Data File CAIR:59695044

Company [REDACTED]
Cust [REDACTED]

AD1: [REDACTED]
AD2: [REDACTED]
Primary Phone: [REDACTED]
Business Phone: [REDACTED]
Mobile Phone: [REDACTED]
Home Phone: [REDACTED]
Email: [REDACTED]
Cty/St/ZIP: DECATUR, AL, [REDACTED]
Country: USA
Co-own: NOT SURE

Non-Owner CONTACT INFORMATION

Company: [REDACTED]
Rep: [REDACTED]
AD1: [REDACTED]
AD2: [REDACTED]
Phone: [REDACTED]
Business Phone: [REDACTED]
Mobile Phone: [REDACTED]
Email: [REDACTED]
Cty/St/ZIP: ,,
Country: USA
Language:

Status and Notes ————— Check Information —————

Open Date: Tue Aug 20 17:41:06 GMT 2019
Type: Special Investigation
Status: Open
Origin: Telephone

Vehicle Information

VIN [REDACTED]
YR/Model: 2017 MKTE49 JEEP COMPASS SPORT FWD
SlS BC/SlS/Svc/Dlr: Champion Cjd/Ean Holdings LLC
In Srv Date: Mon Sep 26 00:00:00 GMT 2016
Svc BC/SlS/Svc/Dlr: Southeast Jim Burke Automotive Inc
Curr Mi/Km: 76000.0 Miles

General Narrative

REASONS FOR CONTACT:

- 1) After Sales
- 2) Complaint
- 3) Product
- 4) Accident
- 5) Vehicle in Accident

*** customer friend called in on behalf of the owner due to the owner is not feeling well due to the accident, ***

NARRATIVE ADDED ON Tue Aug 20 20:06:42 GMT 2019
Assigned to PGA5 EDR required

NARRATIVE ADDED ON Tue Aug 20 18:40:17 GMT 2019
Per OGC Matrix, reassigned to 82T/CCRG.

NARRATIVE ADDED ON Tue Aug 20 18:02:50 GMT 2019

Owner of the vehicle [REDACTED] Address: [REDACTED] DECATUR AL, [REDACTED] Decatur AL, [REDACTED] phone: [REDACTED]
[REDACTED] Daughter Phone: [REDACTED] (best number) Email: [REDACTED] /vehicle location information - PRO TECH Imports Cor, 3025 6TH AVE
SE DECATUR AL 35603 Phone: 256-336-3040 Caller/friend [REDACTED] who was in the passenger seat at the time of the accident) Caller stated that they were
traveling on a two way highway it was pouring down rain and the signal light was malfunctioning, it was rush hour traffic, they came to a stop and when it was there turn
all they can remember was getting hit from the side (passenger door) and got hit again from another angle. The owner of the vehicle and caller were both injured in the
accident. The owner of the vehicle went to the hospital on the scene and there was a police report filed, the airbags did not deploy at all from the driver or the passenger
side or anywhere on the vehicle and they want to know why the airbags did not deploy which could have saved a lot of headache and injury, caller stated thank God that
they were not killed and it was not worse. seat belts were worn. Caller stated that she will go to the hospital to get looked at, caller does not know where the vehicle is at
but does know it was towed and it is totaled. Caller stated that the owner of the vehicle is shaken up and in pain and can not talk at the moment and she is talking on her
behalf, caller states that the owner child (daughter) has the information to the address where the vehicle is located at. Date of accident: [REDACTED] around 4-5pm in
Decatur, AL. An Attorney has been contacted. Missing information address where the vehicle is located. Daughter [REDACTED] will be speaking on her mothers behalf if
need be due to the accident and how she is feeling. Daughter stated that an attorney will be representing them and will be taking legal step towards this matter. It was a
bad accident and no airbags did not deploy and want to know why.

VEHICLE IS LOCATED AT:

Per OGC Matrix, reassigned to 82T.
CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION Tue Aug 20 00:00:00 GMT 2019

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2018	Brand	JEEP
Body	JKJL72	Vehicle	JEEP WRANGLER JK SPORT		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	08/21/2019	CAIR Type	Legal	Status	Closed
Close Date	09/16/2019	Origin	Telephone	Reason	
Mileage	10,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City		Caller Country		Caller Postal Code	

Customer	
Customer Address	
	ROUND TOP NY USA

Dealer	44037	SAWYER MOTORS	Dealer Phone	8452464560	
Dealer Address	ULSTER AVENUE SAUGERTIES NY 12477 USA				
Dealer Zone	Northeast	Sales District		Service District	K

Subject	Airbags did not deploy			
Synopsis	close			
Customer Anomaly	Air Bag Deployment Failed to Deploy			
Contact Reason	C206	Vehicle in Accident	Customer Anomaly	100 Airbag Deployment Failure
Reason Code	After Sales - Complaint - Product - Accident - Vehicle in Accident			

Case Status History

Create Date	Status
08/21/2019 07:24 PM	Open
09/16/2019 01:11 PM	Closed

Initial Description

Owners wife was in a car accident in event were the airbags did not deploy

Case Comments

Date	Comment
08/21/2019	Airbags did not deploy _____ Owner stated that vehicle was involved in a head on collision with another vehicle. The other vehicle did a head on impact to the owners vehicle causing the wife of the owner who was driving the vehicle at the time some injuries that were treated on site by EMT's. Vehicle is current at Franks Auto Body 667 Vernal Butler Rd Cairo, NY 12413. Owner wants to repair the vehicle and the insurance is involved but the vehicle is not totaled. He is going to hold off until FCA confirms that they are indeed going to inspect the vehicle. He is paying for a rental at the moment. Owner stated that the vehicle was inspected by "trained people" - & didn't really want to go into detail about who those people were.
08/22/2019	Legal needs ALL of the following listed clearly in the case BEFORE an inspection can be ordered: Vehicle EXACT location; COMPLETE name , address, daytime phone number. YOU ARE CAUSING A DELAY IN THIS CASE FILE
08/22/2019	Vehicle is currently at: Franks Auto Body 667 Vernal Butler Rd Cairo, NY 12413. Name _____ Daytime Phone# _____ Address: _____ Round Top, NY _____
08/23/2019	A-G-A-I-N.....PHONE NUMBER OF BODY SHOP?? . "Vehicle EXACT location; COMPLETE name , address, daytime phone number."
08/23/2019	Phone Number: _____
08/26/2019	COIN database was Not Updated by level 1 agent as required, Writer updated COIN with the phone number recorded below. TREAD report states: NO INJURIES which Contradicts level 1 agents narrative below stating owner's wife was injured and treated by EMTs. TREAD Report states: NO PROPERTY DAMAGE which contradicts agents narrative that states no less than two (2) vehicles were damaged in accident. Writer corrected TREAD data errors.
08/26/2019	Allegation: Airbags failed to deploy. DOL _____ Customer Contact _____ Home Phone _____ Location: Franks Auto Body 667 Vernal Butler Rd Cairo, NY 12413. 518-622-8205 Per OGC matrix, assigned to CCRG.
08/26/2019	Assigned to PGA5 EDR required
09/16/2019	Per CCRG "Recommend denial. No contact from customer."
08/12/2021	CCRG Open Date: 08/21/2019 15:44:04

Email(s)

Date	08/26/2019	Subject	FCA - Inspection Request f _____
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Mon Aug 26 00:00:00 GMT 2019 CAIR Data File CAIF [REDACTED]

Company:

[REDACTED]

Cust:

[REDACTED]

AD1:

[REDACTED]

AD2:

Primary Phone:

[REDACTED]

Business Phone:

[REDACTED]

Mobile Phone:

[REDACTED]

Home Phone:

[REDACTED]

Email:

[REDACTED]

Cty/St/ZIP:

ROUND TOP, NY, [REDACTED]

Country:

USA

Co-own: NOT SURE

Status and Notes -----

Check Information -----

Opened By:

Samantha Lucsama

Open Date:

Wed Aug 21 19:24:41 GMT 2019

Type:

Special Investigation

Status:

Open

Last Updated By:

Tony Maurus

Origin:

Telephone

Vehicle Information

VIN:



YR/Model:

2018 JKJL72 JEEP WRANGLER JK SPORT

Sls BC/Sls/Svc/Dir:

Northeast Sawyer Motors

In Srv Date:

Tue Oct 16 00:00:00 GMT 2018

Svc BC/Sls/Svc/Dir:

Northeast Sawyer Motors

Curr Mi/Km:

10000.0 Miles

General Narrative

REASONS FOR CONTACT:

- 1) After Sales
- 2) Complaint
- 3) Product
- 4) Accident
- 5) Vehicle in Accident

*** Owners wife was in a car accident in event were the airbags did not deploy ***

NARRATIVE ADDED BY Amy Cannazzaro ON Mon Aug 26 16:50:44 GMT 2019

Assigned to PGA5
EDR required

NARRATIVE ADDED BY Tony Maurus ON Mon Aug 26 15:52:42 GMT 2019

Allegation: Airbags failed to deploy.
DOL: 8/16/2019

Customer Contact:

Home Phone

Location:
Franks Auto Body
667 Vernal Butler Rd
Cairo, NY 12413.
518-622-8205

Per OGC matrix, assigned to CCRG.

NARRATIVE ADDED BY Tony Maurus ON Mon Aug 26 15:46:45 GMT 2019

COIN database was Not Updated by level 1 agent as required. Writer updated COIN with the phone number recorded below.

TREAD report states: NO INJURIES which Contradicts level 1 agents narrative below stating owner's wife was injured and treated by EMTs.

TREAD Report states: NO PROPERTY DAMAGE which contradicts agents narrative that states no less than two (2) vehicles were damaged in accident.

Writer corrected TREAD data errors.

NARRATIVE ADDED BY Samantha Lucsama ON Fri Aug 23 19:12:25 GMT 2019

Phone Number

NARRATIVE ADDED BY Thomas Konicki ON Fri Aug 23 10:34:56 GMT 2019

A-G-A-I-N.....PHONE NUMBER OF BODY SHOP??

"Vehicle EXACT location; COMPLETE name , address, daytime phone number. "

NARRATIVE ADDED BY Samantha Lucsama ON Thu Aug 22 19:05:28 GMT 2019

Vehicle is currently at: Franks Auto Body 667 Vernal Butler Rd Cairo, NY 12413.

Name: [REDACTED]
Daytime Phone#: [REDACTED]
Address: [REDACTED] Round Top, NY [REDACTED]

NARRATIVE ADDED BY Thomas Konicki ON Thu Aug 22 10:52:07 GMT 2019

Legal needs ALL of the following listed clearly in the case BEFORE an inspection can be ordered:
Vehicle EXACT location; COMPLETE name , address, daytime phone number.
YOU ARE CAUSING A DELAY IN THIS CASE FILE

NARRATIVE ADDED BY Samantha Lucsama ON Wed Aug 21 19:42:28 GMT 2019

Airbags did not deploy

Owner stated that vehicle was involved in a head on collision with another vehicle. The other vehicle did a head on impact to the owners vehicle causing the wife of the owner who was driving the vehicle at the time some injuries that were treated on site by EMT's.
Vehicle is current at Franks Auto Body 667 Vernal Butler Rd Cairo, NY 12413.

Owner wants to repair the vehicle and the insurance is involved but the vehicle is not totaled. He is going to hold off until FCA confirms that they are indeed going to inspect the vehicle.
He is paying for a rental at the moment. Owner stated that the vehicle was inspected by "trained people" - & didn't really want to go into detail about who those people were.

VEHICLE IS LOCATED AT:

Per OGC Matrix assigned to 82T.
CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION Mon Aug 26 00:00:00 GMT 2019

Date	08/26/2019	Subject	FCA - Inspection Request for [REDACTED]	Sent Date/Time	08/26/2019 17:25 PM
From	uscustomercare@fcagroup.com	To	[REDACTED]		

Mon Aug 26 00:00:00 GMT 2019 CAIR Data File [REDACTED]

Company: [REDACTED]
Cust: [REDACTED]
AD1: [REDACTED]
AD2: [REDACTED]
Primary Phone: [REDACTED]
Business Phone: [REDACTED]
Mobile Phone: [REDACTED]
Home Phone: [REDACTED]
Email: [REDACTED]
Cty/SI/ZIP: ROUND TOP, NY, [REDACTED]
Country: USA
Co-own: NOT SURE

Status and Notes _____ Check Information _____

Open Date: Wed Aug 21 19:24:41 GMT 2019
Type: Special Investigation

Status: Open
Origin: Telephone

Vehicle Information

VIN [REDACTED]
YR/Model: 2018 JKJL72 JEEP WRANGLER JK SPORT
Sls BC/Sls/Svc/Dir: Northeast Sawyer Motors
In Srv Date: Tue Oct 16 00:00:00 GMT 2018
Svc BC/Sls/Svc/Dir: Northeast Sawyer Motors
Curr Mi/Km: 10000.0 Miles

General Narrative

REASONS FOR CONTACT:

- 1) After Sales
- 2) Complaint
- 3) Product
- 4) Accident
- 5) Vehicle in Accident

*** Owners wife was in a car accident in event were the airbags did not deploy ***

NARRATIVE ADDED ON Mon Aug 26 16:50:44 GMT 2019
Assigned to PGA5 EDR required

NARRATIVE ADDED ON Mon Aug 26 15:52:42 GMT 2019
Allegation: Airbags failed to deploy. DOL [REDACTED] Customer Contact [REDACTED] Home Phone [REDACTED] Location: Franks
Auto Body 667 Vernal Butler Rd Cairo, NY 12413. 518-622-8205 Per OGC matrix, assigned to CCRG.

NARRATIVE ADDED ON Mon Aug 26 15:46:45 GMT 2019
COIN database was Not Updated by level 1 agent as required. Writer updated COIN with the phone number recorded below. TREAD report states: NO INJURIES which Contradicts level 1 agents narrative below stating owner's wife was injured and treated by EMTs. TREAD Report states: NO PROPERTY DAMAGE which contradicts agents narrative that states no less than two (2) vehicles were damaged in accident. Writer corrected TREAD data errors.

NARRATIVE ADDED ON Fri Aug 23 19:12:25 GMT 2019
Phone Numbe [REDACTED]

NARRATIVE ADDED ON Fri Aug 23 10:34:56 GMT 2019
A-G-A-I-N.....PHONE NUMBER OF BODY SHOP?? . "Vehicle EXACT location; COMPLETE name , address, daytime phone number. "

NARRATIVE ADDED ON Thu Aug 22 19:05:28 GMT 2019
Vehicle is currently at: Franks Auto Body 667 Vernal Butler Rd Cairo, NY 12413. Name [REDACTED] Daytime Phone#: [REDACTED]
Round Top, NY [REDACTED]

NARRATIVE ADDED ON Thu Aug 22 10:52:07 GMT 2019
Legal needs ALL of the following listed clearly in the case BEFORE an inspection can be ordered: Vehicle EXACT location; COMPLETE name , address, daytime phone number. YOU ARE CAUSING A DELAY IN THIS CASE FILE

NARRATIVE ADDED ON Wed Aug 21 19:42:28 GMT 2019
Airbags did not deploy _____ Owner stated that vehicle was involved in a head on collision with another vehicle. The other vehicle did a head on impact to the owners vehicle causing the wife of the owner who was driving the vehicle at the time some injuries that were treated on site by EMT's. Vehicle is current at Franks Auto Body 667 Vernal Butler Rd Cairo, NY 12413. Owner wants to repair the vehicle and the insurance is involved but the vehicle is not totaled. He is going to hold off until FCA confirms that they are indeed going to inspect the vehicle. He is paying for a rental at the moment. Owner stated that the vehicle was inspected by "trained people" - & didn't really want to go into detail about who those people were.

VEHICLE IS LOCATED AT:

Per OGC Matrix reassigned to 82T.
CAIR NUMBEF [REDACTED] REQUEST EAA INSPECTION Mon Aug 26 00:00:00 GMT 2019

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2016	Brand	JEEP
Body	MKTE74	Vehicle	JEEP PATRIOT SPORT FWD		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	09/10/2019	CAIR Type	Regular	Status	Closed
Close Date	11/07/2019	Origin	Telephone	Reason	
Mileage	28,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	ADDISON	MI			USA
Dealer	56821	C. R. MOTOR SALES, INC.		Dealer Phone	5174482741
Dealer Address	518 S. MERIDIAN RD.				
	HUDSON	MI	49247	USA	
Dealer Zone	Great Lakes	Sales District		Service District	O
Subject	air bags did not deploy				
Synopsis					
Customer Anomaly	Air Bag Deployment Failed to Deploy				
Contact Reason	C206	Vehicle in Accident	Customer Anomaly	100	Airbag Deployment Failure
Reason Code	After Sales - Complaint - Product - Accident - Vehicle in Accident				

Case Status History

Create Date	Status
09/10/2019 06:46 PM	Open
11/07/2019 06:44 PM	Closed

Initial Description

front end collision

Case Comments

Date	Comment
09/10/2019	Poes Towing she thinks she is not sure where vehicle is was waiting to turn and car veered over into her lane. Poes Towing (517)263-3700 1069 S. Main St Adrian Mi. 49221
09/11/2019	Legal needs ALL of the following listed clearly in the case BEFORE an inspection can be ordered: Customer COMPLETE name , address, daytime contact phone number of the current , actual owner Customer email address Vehicle EXACT location; COMPLETE name , address, daytime phone number. If it is at an Insurance storage facility we will need the LOT NUMBER The OWNER will need to request the vehicle location information from the insurance company. . Note: Reason coding and TREAD data MUST be ACCURATE and filled out COMPLETELY Date of Incident to be included. ***** FILL OUT REASON CODING 1 & 2 COMPLETELY AND ACCURATELY *** . Post this information in the COMMENTS SECTION YOU ARE CAUSING A DELAY IN THIS CASE FILE Our Inspection Contractors cannot see all of our database. You MUST post ALL required information in the Comments section.
08/12/2021	CCRG Open Date: 09/10/2019 14:59:50

New Customer Assistance Inquiry Record (CAIR)#

VIN	[REDACTED]	Model Year	2011	Brand	JEEP
Body	KKJL74	Vehicle	JEEP LIBERTY SPORT 4X4		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	09/11/2019	CAIR Type	Regular	Status	Closed
Close Date	09/19/2019	Origin	Brand Site	Reason	assistance
Mileage	150,000 Miles	Market	U	Language	English
Contact Email	[REDACTED]	Contact Phone	[REDACTED]	Contact Mobile	[REDACTED]
Caller Address	[REDACTED]	Source	Customer		
Caller City	Medford	Caller Country	USA	Caller Postal Code	[REDACTED]
Customer	[REDACTED]				
Customer Address	[REDACTED]				
	MEDFORD		OR	[REDACTED]	USA
Dealer	42947	AUTONATION CHRYSLER DODGE JEEP		Dealer Phone	9167818100
Dealer Address	200 AUTOMALL DR				
	ROSEVILLE		CA	95661 3001	USA
Dealer Zone	California	Sales District		Service District	H
Subject	Motor vehicle accident				
Synopsis					
Customer Anomaly					
Contact Reason	C207	Vehicle Rollover Accident	Customer Anomaly		
Reason Code	After Sales - Complaint - Product - Accident - Vehicle Rollover				

Case Status History

Create Date	Status
09/11/2019 02:43 PM	New
09/17/2019 09:19 PM	Open
09/19/2019 01:14 PM	Closed

Initial Description

My name is [REDACTED] I have a Jeep Liberty. My car rolled 5 times the other day and hit a mountain head on. My front airbags did not deploy and I got a lot of injuries and pain due to it.

Case Comments

Date	Comment
09/17/2019	***OUTBOUND CUSTOMER CALL** [REDACTED] Agent contacted Customer, left message requesting contact to discuss case. Next Steps: Please address Customer concerns, gather all pertinent information and review for escalation to SI.
09/18/2019	***OUTBOUND CUSTOMER CALL*** [REDACTED] Agent contacted Customer, left message requesting contact to discuss case. Next Steps: Please address Customer concerns, gather all pertinent information and review for escalation to SI.

Email(s)

Date	09/11/2019	Subject	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomer@fcagroup.com	To	[REDACTED]	Sent Date/Time	09/11/2019 14:43 PM

Your inquiry has been received by the Jeep Customer Care. We appreciate your contact with us and look forward to getting back with you as soon as possible.

To ensure a prompt response, please add to your Safe Senders list, Address Book or Contact List. Please also monitor your Junk Mail or Spam Folder for our response.

Should this matter be urgent, or if you desire a quicker response, please contact us by phone to discuss your issue with one of our Jeep Advisors.

Jeep Brand: 877-426-5337

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference number [REDACTED]

Sincerely,

The Jeep Brand

To view the Jeep Privacy Policy, visit

https://www.chrysler.com/crossbrand_us/privacy

Date	09/19/2019	Subject	RE:Motor vehicle accident [REDACTED]
From	uscustomer@fcagroup.com	To	[REDACTED]
		Sent Date/Time	09/19/2019 13:11 PM

Hello [REDACTED]

At this time, we will be closing this case. If you have any further questions/concerns, please call Jeep at 1-800-257-9753 at any time. We also 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'll know how we're doing and what improvements we can make to enhance the customer experience. Thank you for your time, participation and for being a valued FCA customer.

Best wishes,
Anthony
Jeep Customer Care

Original Message

From: US Customer Care [uscustomer@fcagroup.com]
Sent: 9/11/2019 10:43 AM

Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

Your inquiry has been received by the Jeep Customer Care. We appreciate your contact with us and look forward to getting back with you as soon as possible.

To ensure a prompt response, please add to your Safe Senders list, Address Book or Contact List. Please also monitor your Junk Mail or Spam Folder for our response.

Should this matter be urgent, or if you desire a quicker response, please contact us by phone to discuss your issue with one of our Jeep Advisors.

Jeep Brand: 877-426-5337

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference number [REDACTED]

Sincerely,

The Jeep Brand

To view the Jeep Privacy Policy, visit

https://www.chrysler.com/crossbrand_us/privacy

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2016	Brand	JEEP
Body	MKTM49	Vehicle	JEEP COMPASS LATITUDE FWD		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	10/25/2019	CAIR Type	Legal	Status	Closed
Close Date	12/02/2019	Origin	Telephone	Reason	
Mileage	0 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
					USA
Dealer	X7149	EAN HOLDINGS - CHICAGO O'HARE		Dealer Phone	7735816312
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		Sales District		Service District	
Subject	Air bags				
Synopsis	close				
Customer Anomaly	Air Bag				
	Deployment Failed to Deploy				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	100	Airbag Deployment Failure
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/25/2019 01:04 PM	Open
12/02/2019 04:10 PM	Closed

Initial Description

I was in a accident and my car is totaled. My air bags did not deploy

Case Comments

Date	Comment
10/25/2019	cx does not know how many miles where on the vehicle. GWA not loading any info off vin. Cx: I was in a accident and my car is totaled. My air bags did not deploy. I was hospitalized for four days. My fiance was driving and lost control of the vehicle and hit a pole. None of the airbags came out on the vehicle. This caused my head to shatter the windshield. The driver's head also hit the windshield. The driver was released from the hospital the same night. The insurance came out and did an appraisal on it and determined the vehicle is totaled. LOCATION: Elmer's Auto Body 201-209 route 130, Mount Ephraim New Jersey 08059 CONTACT: 856-456-7018 DATE: 10/18/2019 TIME: 10:00 pm Best contact for [REDACTED], Agent advised the cx Advise customer to contact/work with Insurance Company. Insurance Company will contact FCA US directly as appropriate.
10/25/2019	PLEASE SEND THIS CASE BACK TO ME SO I CAN CLOSE IT. I ACCIDENTLY FILLED THE TRED OUT.
10/25/2019	Email sent to supervisor(s). mrg. Tony M regarding agent handling.
10/25/2019	5 INJURIES CCRG [REDACTED] CAMDEN NJ [REDACTED] LOCATION: Elmer's Auto Body 201-209 route 130, Mount Ephraim New Jersey 08059 856-456-7018 DOI: 10/18/2019
10/25/2019	Assigned to PGA5 EDR required
12/02/2019	Per CCRG / EAA Owner not co-operating with inspection scheduling. Close
08/12/2021	CCRG Open Date: 10/25/2019 09:23:39

Email(s)

Date	10/25/2019	Subject	FCA - Inspection Request for [REDACTED]	Sent Date/Time	10/25/2019 18:59 PM
From	uscustomer@fcagroup.com	To	[REDACTED]		
Fri Oct 25 00:00:00 GMT 2019 CAIR Data File CAIR# [REDACTED]					

Company:

[REDACTED]

Cust:

[REDACTED]

AD1:

[REDACTED]

AD2:

Primary Phone:

[REDACTED]

Business Phone:

Mobile Phone:

[REDACTED]

Home Phone:

Email:

[REDACTED]

Cty/St/ZIP:

CAMDEN, NJ, [REDACTED]

Country:

USA

Co-own: NOT SURE

Status and Notes

Check Information

Opened By:

Danielle Robinson

Open Date:

Fri Oct 25 13:03:56 GMT 2019

Type:

Special Investigation

Status:

Open

Last Updated By:

Thomas Konicki

Origin:

Telephone

Vehicle Information

VIN:

YR/Model:

2016 MKTM49 JEEP COMPASS LATITUDE FWD

Sls BC/Sls/Svc/Dlr:

Champion Cjd/Ean Holdings LLC

In Srv Date:

Mon May 16 00:00:00 GMT 2016

Svc BC/Sls/Svc/Dlr:

VANGUARD CAR RENTAL - Chicago

Curr Mi/Km:

0.0 Miles

General Narrative

REASONS FOR CONTACT:

- 1) After Sales
- 2) Complaint
- 3) Product
- 4) Vehicle concern
- 5) Additional details

*** I was in a accident and my car is totaled. My air bags did not deploy ***

NARRATIVE ADDED BY Amy Cannazzaro ON Fri Oct 25 18:58:54 GMT 2019

Assigned to PGA5
EDR required

NARRATIVE ADDED BY Thomas Konicki ON Fri Oct 25 15:26:59 GMT 2019

5 INJURIES

CCRC
[REDACTED]

CAMDEN NJ [REDACTED]

LOCATION: Elmer's Auto Body
201-209 route 130, Mount Ephraim New Jersey 08059
856-456-7018
DO [REDACTED]

NARRATIVE ADDED BY Thomas Konicki ON Fri Oct 25 14:10:07 GMT 2019

Email sent to supervisor(s), mrg, Tony M regarding agent handling.

NARRATIVE ADDED BY Danielle Robinson ON Fri Oct 25 13:24:15 GMT 2019

PLEASE SEND THIS CASE BACK TO ME SO I CAN CLOSE IT. I ACCIDENTLY FILLED THE TRED OUT.

NARRATIVE ADDED BY Danielle Robinson ON Fri Oct 25 13:23:00 GMT 2019

cx does not know how many miles where on the vehicle. GWA not loading any info off vin.
Cx: I was in a accident and my car is totaled. My air bags did not deploy. I was hospitalized for [REDACTED]. My fiance was driving and lost control of the vehicle and hit a pole. None of the airbags came out on the vehicle. This caused my head to shatter the windsheild. The driver's head also hit the windsheild. The driver was released from the hospital the same night.
The insurance came out and did an appraisal on it and determined the vehicle is totaled.
LOCATION: Elmer's Auto Body
201-209 route 130, Mount Ephraim New Jersey 08059
CONTACT: 856-456-7018
DATE: 10/18/2019
TIME: 10:00 pm
Best contact for cx: 856-425-3805.
Agent advised the cx Advise customer to contact/work with Insurance Company. Insurance Company will contact FCA US directly as appropriate.

VEHICLE IS LOCATED AT:

Date 10/25/2019 Subject ECA - Inspection Request for 64853796
From uscustomercare@fcagroup.com To [REDACTED] Sent Date/Time 10/25/2019 18:59 PM

Fri Oct 25 00:00:00 GMT 2019 CAIR Data File [REDACTED]

Company: [REDACTED]
Cust: [REDACTED]
AD1: [REDACTED]
AD2: [REDACTED]
Primary Phone: [REDACTED]
Business Phone: [REDACTED]
Mobile Phone: [REDACTED]
Home Phone: [REDACTED]
Email: [REDACTED]
City/State/ZIP: CAMDEN, NJ [REDACTED]
Country: USA
Co-own: NOT SURE

Status and Notes ————— Check Information —————

Open Date: Fri Oct 25 13:03:56 GMT 2019
Type: Special Investigation
Status: Open
Origin: Telephone

Vehicle Information

VIN: [REDACTED]
YR/Model: 2016 MKTM49 JEEP COMPASS LATITUDE FWD
Sls BC/Sls/Svc/Dlr: Champion Cjd/Ean Holdings LLC
In Srv Date: Mon May 16 00:00:00 GMT 2016
Svc BC/Sls/Svc/Dlr: VANGUARD CAR RENTAL - Chicago
Curr Mi/Km: 0.0 Miles

General Narrative

REASONS FOR CONTACT:

- 1) After Sales
- 2) Complaint
- 3) Product
- 4) Vehicle concern
- 5) Additional details

*** I was in a accident and my car is totaled. My air bags did not deploy ***

NARRATIVE ADDED ON Fri Oct 25 18:58:54 GMT 2019
Assigned to PGA5 EDR required

NARRATIVE ADDED ON Fri Oct 25 15:26:59 GMT 2019
5 INJURIES CCRG [REDACTED] CAMDEN NJ [REDACTED] LOCATION: Elmer's Auto Body
201-209 route 130, Mount Ephraim New Jersey 08059 856-456-7018 DOI: [REDACTED]

NARRATIVE ADDED ON Fri Oct 25 14:10:07 GMT 2019
Email sent to supervisor(s), mrg, Tony M regarding agent handling.

NARRATIVE ADDED ON Fri Oct 25 13:24:15 GMT 2019
PLEASE SEND THIS CASE BACK TO ME SO I CAN CLOSE IT. I ACCIDENTLY FILLED THE TRED OUT.

NARRATIVE ADDED ON Fri Oct 25 13:23:00 GMT 2019
cx does not know how many miles where on the vehicle. GWA not loading any info off vin. Cx: I was in a accident and my car is totaled. My air bags did not deploy. I was hospitalized for [REDACTED] My fiance was driving and lost control of the vehicle and hit a pole. None of the airbags came out on the vehicle. This caused my head to shatter the windshield. The driver's head also hit the windsheild. The driver was released from the hospital the same night. The insurance came out and did an appraisal on it and determined the vehicle is totaled. LOCATION: Elmer's Auto Body 201-209 route 130, Mount Ephraim New Jersey 08059 CONTACT: 856-456-7018 DATE: [REDACTED] TIME: 10:00 pm Best contact for cx [REDACTED] Agent advised the cx Advise customer to contact/work with Insurance Company. Insurance Company will contact FCA US directly as appropriate.

VEHICLE IS LOCATED AT:

Per OGC Matrix, reassigned to 82T.
CAIR NUMBER [REDACTED]; REQUEST EAA INSPECTION Fri Oct 25 00:00:00 GMT 2019

New Customer Service Inquiry Record (CAIR)#

VIN		Model Year	2011	Brand	RAM
Body	DS1H41	Vehicle	DODGE RAM 1500 SLT QUAD CAB 4X2		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	11/07/2019	CAIR Type	Legal	Status	Closed
Close Date	12/17/2019	Origin	Telephone	Reason	
Mileage	132,993 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
					USA
Dealer	45549	Greenway Chrysler Dodge Jeep Ram F		Dealer Phone	2562367635
Dealer Address	1229 S QUINTARD AVE				
	ANNISTON	AL	36201 8244	USA	
Dealer Zone	Southeast	Sales District		Service District	E
Subject	AIR BAG				
Synopsis	Owner not responding to EAA.				
Customer Anomaly	Air Bag				
	Deployment Failed to Deploy				
Contact Reason	C206	Vehicle in Accident	Customer Anomaly	100	Airbag Deployment Failure
Reason Code	After Sales - Complaint - Product - Accident - Vehicle in Accident				

Case Status History

Create Date	Status
11/07/2019 03:00 PM	Open
12/17/2019 02:34 PM	Closed

Initial Description

ACCIDENT AIR BAGS DID NOT DEPLOY

Case Comments

Date	Comment
11/14/2019	Reason codes? Narrative?
11/14/2019	I have tried to call customer back to get narrative. No answer. No answering machine. Will keep trying
11/21/2019	ANNISTON AL USA Customer states son was in serious accident on October the 18th. It was 5:30 in the morning son on his way to work. Air bags did not go off. Son sustained injuries. Date of incident: Vehicle location: 36 BARKWOOD DR
12/04/2019	Per OGC Matrix, reassigned to 82T/CCRG.
12/05/2019	Assigned to PGA5 EDR required
12/17/2019	FILE RETURNED TO SI FOR RESOLUTION In attempting to inspect the vehicle, we were unable to contact owner to set up a vehicle inspection. File closed.
08/12/2021	CCRG Open Date: 12/04/2019 15:26:04

Email(s)

Date	12/05/2019	Subject	FCA - Inspection Request for	Sent Date/Time	12/05/2019 12:35 PM
From	uscustomer@fcagroup.com	To			

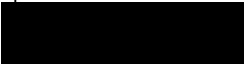
Thu Dec 05 00:00:00 GMT 2019 CAIR Data File CAIR:68079614

Company:

Cust:



AD1:



AD2:

Primary Phone:



Business Phone:

Mobile Phone:



Home Phone:

Email:



Cty/St/ZIP:

ANNISTON, AL 

Country:

USA

Co-own: NOT SURE

Status and Notes-----

Check Information -----

Opened By:

Connie McDougall

Open Date:

Thu Nov 07 15:00:12 GMT 2019

Type:

Special Investigation

Status:

Open

Last Updated By:

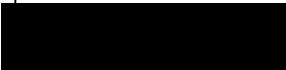
Amy Cannazzaro

Origin:

Telephone

Vehicle Information

VIN:



YR/Model:

2011 DS1H41 DODGE RAM 1500 SLT QUAD CAB 4X2

Sls BC/Sls/Svc/Dir:

DOUGLAS COUNTY CHRYSLER DODGE

In Srv Date:

Wed Dec 15 00:00:00 GMT 2010

Svc BC/Sls/Svc/Dir:

Southeast University Chrysler Dodge Jeep Ram FIAT of Anniston

Curr Mi/Km:

132993.0 Miles

Recalls

Recall:

K36

REAR AXLE FLUID DRAIN-BACK FLOW RESTRICTOR

SAFETY

Status:

COMPLETE

Recall:

N08

REAR AXLE PINION NUT

SAFETY

Status:

COMPLETE

Recall:

T79

BRAKE TRANSMISSION SHIFT INTERLOCK

SAFETY

Status:

INCOMPLETE

General Narrative

REASONS FOR CONTACT:

- 1) After Sales
- 2) Complaint
- 3) Product
- 4) Accident
- 5) Vehicle in Accident

*** ACCIDENT AIR BAGS DID NOT DEPLOY ***

NARRATIVE ADDED BY Amy Cannazzaro ON Thu Dec 05 12:35:24 GMT 2019

Assigned to PGA5

EDR required

NARRATIVE ADDED BY Jay Susalla ON Wed Dec 04 19:26:04 GMT 2019

Per OGC Matrix, reassigned to 82T/CCRG.

NARRATIVE ADDED BY Connie McDougall ON Thu Nov 21 19:27:29 GMT 2019

[REDACTED]

Date of incident: [REDACTED]
Vehicle location: 36 BARKWOOD DR ANNISTON AL USA

Customer states son was in serious accident on [REDACTED] It was 5:30 in the morning son on his way to work. Air bags did not go off. Son sustained injuries.
[REDACTED]

NARRATIVE ADDED BY Connie McDougall ON Thu Nov 14 22:47:54 GMT 2019

I have tried to call customer back to get narrative. No answer. No answering machine. Will keep trying

NARRATIVE ADDED BY Jay Susalla ON Thu Nov 14 19:51:10 GMT 2019

Reason codes? Narrative?

VEHICLE IS LOCATED AT:

Per OGC Matrix, reassigned to 82T.
CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION Thu Dec 05 00:00:00 GMT 2019

Date	12/05/2019	Subject	FCA - Inspection Request for [REDACTED]	Sent	12/05/2019 12:35
From	uscustomer@fcagroup.com	To	[REDACTED]	Date/Time	PM

Company: [REDACTED]
Cust: [REDACTED]
AD1: [REDACTED]
AD2: [REDACTED]
Primary Phone: [REDACTED]
Business Phone: [REDACTED]
Mobile Phone: [REDACTED]
Home Phone: [REDACTED]
Email: [REDACTED]
City/State/ZIP: ANNISTON, AL [REDACTED]
Country: USA
Co-own: NOT SURE

Status and Notes _____ Check Information _____

Open Date: Thu Nov 07 15:00:12 GMT 2019
Type: Special Investigation
Status: Open
Origin: Telephone

Vehicle Information

VIN: [REDACTED]
YR/Model: 2011 DS1H41 DODGE RAM 1500 SLT QUAD CAB 4X2
Sls BC/Sls/Svc/Dir: DOUGLAS COUNTY CHRYSLER DODGE
In Srv Date: Wed Dec 15 00:00:00 GMT 2010
Svc BC/Sls/Svc/Dir: Southeast University Chrysler Dodge Jeep Ram FIAT of Anniston
Curr Mi/Km: 132993.0 Miles

Recalls

Recall: K36
REAR AXLE FLUID DRAIN-BACK FLOW RESTRICTOR
SAFETY
Status: COMPLETE
Recall: N08
REAR AXLE PINION NUT
SAFETY
Status: COMPLETE
Recall: T79
BRAKE TRANSMISSION SHIFT INTERLOCK
SAFETY
Status: INCOMPLETE

General Narrative

REASONS FOR CONTACT:

- 1) After Sales
- 2) Complaint
- 3) Product
- 4) Accident
- 5) Vehicle in Accident

*** ACCIDENT AIR BAGS DID NOT DEPLOY ***

NARRATIVE ADDED ON Thu Dec 05 12:35:24 GMT 2019
Assigned to PGA5 EDR required

NARRATIVE ADDED ON Wed Dec 04 19:26:04 GMT 2019
Per OGC Matrix, reassigned to 82T/CCRG.

NARRATIVE ADDED ON Thu Nov 21 19:27:29 GMT 2019

[REDACTED] Date of incide [REDACTED] Vehicle location: 36 BARKWOOD DR ANNISTON AL USA Customer states son was in serious accident on [REDACTED] it was 5:30 in the morning son on his way to work. Air bags did not go off. Son sustained injuries. [REDACTED]

NARRATIVE ADDED ON Thu Nov 14 22:47:54 GMT 2019

I have tried to call customer back to get narrative. No answer. No answering machine. Will keep trying

NARRATIVE ADDED ON Thu Nov 14 19:51:10 GMT 2019

Reason codes? Narrative?

VEHICLE IS LOCATED AT:

Per OGC Matrix, reassigned to 82T.

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION Thu Dec 05 00:00:00 GMT 2019

New Customer Assistance Inquiry Record (CAIR)#

VIN	[REDACTED]	Model Year	2012	Brand	JEEP
Body	JKJS72	Vehicle	JEEP WRANGLER RUBICON 4X4		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	12/04/2019	CAIR Type	Legal	Status	Closed
Close Date	12/10/2019	Origin	Telephone	Reason	
Mileage	68,000 Miles	Market	U	Language	English
Contact Email	[REDACTED]	Contact Phone	[REDACTED]	Contact Mobile	[REDACTED]
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer	[REDACTED]				
Customer Address					USA
Dealer	65674	EAST HILLS CHRYSLER JEEP DODGE		Dealer Phone	5166219191
Dealer Address	2300 NORTHERN BLVD				
	GREENVALE		NY	11548 1210	USA
Dealer Zone	Northeast	Sales District		Service District	H
Subject	AIRBAG NOT DEPLOYED				
Synopsis	close				
Customer Anomaly	Air Bag				
	Deployment Failed to Deploy				
Contact Reason	C206	Vehicle in Accident	Customer Anomaly	100	Airbag Deployment Failure
Reason Code	After Sales - Complaint - Product - Accident - Vehicle in Accident				

Case Status History

Create Date	Status
12/04/2019 04:37 PM	Open
12/10/2019 01:25 PM	Closed

Initial Description

Customer called in stating that she has been in a car accident on Sunday [REDACTED] and the airbags did not deploy

Case Comments

Date	Comment
12/04/2019	Customer called in stating that she has been in a car accident on Sunday [REDACTED] and the airbags did not deploy She had her passenger airbag recalled and completed the repairs on 05/19/2017, but it is the driver's airbag that did not deploy Customer's head hit the steering wheel and had to go to the hospital and had [REDACTED] she has a hospital and police report Customer stated her insurance will come investigate the vehicle in the next 1-2 days. Customer Name: [REDACTED] Customer Email: [REDACTED] Customer Phone: [REDACTED] Customer Address: [REDACTED] BROOKLYN NY USA [REDACTED] Vehicle Location: 3522 NY-19, warsaw, NY 14569 Vehicle Location phone #: (585) 786-5810 Vehicle Location hours: Monday- Friday 8:00 A.M-5:30 P.M, closed Saturday and Sunday Caller: [REDACTED] Agent informed customer that a case has been created and will be escalated to the proper handling department and that someone should be in contact in the next couple business days Case number provided Reassigning case to SPECIAL INVESTIGATION TEAM
12/04/2019	INJURY CCRG
12/04/2019	Assigned to PGA5 EDR required
12/10/2019	Per CCRG "Close. Customer not willing to sign EDR."
08/12/2021	CCRG Open Date: 12/04/2019 12:55:04

Email(s)

Date	12/04/2019	Subject	FCA - Inspection Request for [REDACTED]	Sent Date/Time	12/04/2019 18:03 PM
From	uscustomer@fcagroup.com	To	[REDACTED]		

Wed Dec 04 00:00:00 GMT 2019 CAIR Data File CAIR [REDACTED]

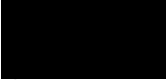
Company:

[REDACTED]

Cust:



AD1:



AD2:

Primary Phone:



Business Phone:

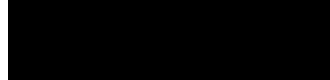
Mobile Phone:



Home Phone:

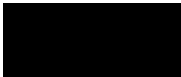


Email:



Cty/St/ZIP:

BROOKLYN, NY,



Country:

USA

Co-own: NOT SURE

Status and Notes -----

Check Information -----

Opened By:

Berthie Lebrun

Open Date:

Wed Dec 04 16:37:01 GMT 2019

Type:

Legal

Status:

Open

Last Updated By:

Amy Cannazzaro

Origin:

Telephone

Vehicle Information

VIN:



YR/Model:

2012 JKJS72 JEEP WRANGLER RUBICON 4X4

Sls BC/Sls/Svc/Dir:

Mid Atlantic Family Chrysler Dodge Jeep Ram

In Srv Date:

Mon Nov 12 00:00:00 GMT 2012

Svc BC/Sls/Svc/Dir:

Northeast East Hills Chrysler Jeep Dodge

Curr Mi/Km:

68000.0 Miles

Recalls

Recall:

N28

TRANSMISSION OIL COOLER TUBE

SAFETY

Status:

COMPLETE

Recall:

P61

POWER MIRROR WIRING

SAFETY

Status:

COMPLETE

Recall:

S43

PASSENGER AIRBAG INFLATOR

SAFETY

Status:

COMPLETE

General Narrative

REASONS FOR CONTACT:

- 1) After Sales
- 2) Complaint
- 3) Product
- 4) Accident
- 5) Vehicle in Accident

*** Customer called in stating that she has been in a car accident on Sunday [REDACTED] and the airbags did not deploy ***

Assigned to PGA5
EDR required

NARRATIVE ADDED BY Thomas Konicki ON Wed Dec 04 17:55:07 GMT 2019

INJURY
CCRG

NARRATIVE ADDED BY Berthie Lebrun ON Wed Dec 04 16:53:28 GMT 2019

Customer called in stating that she has been in a car accident on Sunday [REDACTED] and the airbags did not deploy. She had her passenger airbag recalled and completed the repairs on 05/19/2017, but it is the driver's airbag that did not deploy. Customer's head hit the steering wheel and had to go to the hospital and had [REDACTED] she has a hospital and police report. Customer stated her insurance will come investigate the vehicle in the next 1-2 days.

Customer Name: [REDACTED]
Customer Email: [REDACTED]m
Customer Phone: [REDACTED]
Customer Address: [REDACTED] BROOKLYN NY USA [REDACTED]
Vehicle Location: 3522 NY-19, Warsaw, NY 14569
Vehicle Location phone #: (585) 786-5810
Vehicle Location hours: Monday- Friday 8:00 A.M- 5:30 P.M, closed Saturday and Sunday
Caller: [REDACTED]

Agent informed customer that a case has been created and will be escalated to the proper handling department and that someone should be in contact in the next couple business days.
Case number provided
Reassigning case to SPECIAL INVESTIGATION TEAM

VEHICLE IS LOCATED AT:

Per OGC Matrix, reassigned to 82T.
CAIR NUMBER: [REDACTED] REQUEST EAA INSPECTION Wed Dec 04 00:00:00 GMT 2019

Date	12/04/2019	Subject	FCA - Inspection Request for [REDACTED]	Sent Date/Time	12/04/2019 18:03 PM
From	uscustomercare@fcagroup.com	To	[REDACTED]		

Company: [REDACTED]
Cust: [REDACTED]
AD1: [REDACTED]
AD2: [REDACTED]
Primary Phone: [REDACTED]
Business Phone: [REDACTED]
Mobile Phone: [REDACTED]
Home Phone: [REDACTED]
Email: naomi [REDACTED]
Cty/St/ZIP: BROOKLYN, NY, [REDACTED]
Country: USA
Co-own: NOT SURE

Status and Notes _____ Check Information _____

Open Date: Wed Dec 04 16:37:01 GMT 2019
Type: Legal
Status: Open
Origin: Telephone

Vehicle Information

VIN [REDACTED]
YR/Model: 2012 JKJS72 JEEP WRANGLER RUBICON 4X4
Sls BC/Sls/Svc/Dlr: Mid Atlantic Family Chrysler Dodge Jeep Ram
In Srv Date: Mon Nov 12 00:00:00 GMT 2012
Svc BC/Sls/Svc/Dlr: Northeast East Hills Chrysler Jeep Dodge
Curr Mi/Km: 68000.0 Miles

Recalls

Recall: N28
TRANSMISSION OIL COOLER TUBE
SAFETY
Status: COMPLETE
Recall: P61
POWER MIRROR WIRING
SAFETY
Status: COMPLETE
Recall: S43
PASSENGER AIRBAG INFLATOR
SAFETY
Status: COMPLETE

General Narrative

REASONS FOR CONTACT:

- 1) After Sales
- 2) Complaint
- 3) Product
- 4) Accident
- 5) Vehicle in Accident

*** Customer called in stating that she has been in a car accident on Sunday 12/01/2019, and the airbags did not deploy ***

NARRATIVE ADDED ON Wed Dec 04 18:02:16 GMT 2019
Assigned to PGA5 EDR required

NARRATIVE ADDED ON Wed Dec 04 17:55:07 GMT 2019
INJURY CCRG

NARRATIVE ADDED ON Wed Dec 04 16:53:28 GMT 2019

Customer called in stating that she has been in a car accident on Sunday [REDACTED] and the airbags did not deploy She had her passenger airbag recalled and completed the repairs on 05/19/2017, but it is the driver's airbag that did not deploy Customer's head hit the steering wheel and had to go to the hospital and had [REDACTED] performed, she has a hospital and police report Customer stated her insurance will come investigate the vehicle in the next 1-2 days Customer Name: [REDACTED] Customer Email: [REDACTED] Customer Phone: [REDACTED] customer Address: [REDACTED] BROOKLYN NY USA [REDACTED] vehicle Location: 3522 NY-19, Warsaw, NY 14569 Vehicle Location phone #: (585) 786-5810 Vehicle Location hours: Monday- Friday 8:00 A.M- 5:30 P.M, closed Saturday and Sunday Caller: [REDACTED] Agent informed customer that a case has been created and will be escalated to the proper handling department and that someone should be in contact in the next couple business days Case number provided Reassigning case to SPECIAL INVESTIGATION TEAM

VEHICLE IS LOCATED AT:

Per OGC Matrix, reassigned to 82T.
CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION Wed Dec 04 00:00:00 GMT 2019

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2016	Brand	JEEP
Body	JKJM74	Vehicle	JEEP WRANGLER UNLIMITED SPORT 4X4		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	02/10/2020	CAIR Type	Legal	Status	Closed
Close Date	02/17/2020	Origin	Telephone	Reason	
Mileage	42,750 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City	Gunbarrel	Caller Country	USA	Caller Postal Code	

Customer	
Customer Address	
	Gunbarrel TX USA

Dealer	44247	AUTONATION CHRYSLER DODGE JEEP	Dealer Phone	9728782666	
Dealer Address	305 S I 45				
	ENNIS	TX	75119 5114	USA	
Dealer Zone	Southwest	Sales District		Service District	8

Subject	Air bags did not deploy				
Synopsis	w8n for attorney LOR				
Customer Anomaly	Air Bag				
	Deployment Failed to Deploy				
Contact Reason	C206	Vehicle in Accident	Customer Anomaly	100	Airbag Deployment Failure
Reason Code	After Sales - Complaint - Product - Accident - Vehicle in Accident				

Case Status History

Create Date	Status
02/10/2020 10:25 PM	Open
02/17/2020 07:00 PM	Closed

Initial Description

2016 Jeep wrangler bought 5 days ago, no VIN, paperwork in jeep, Caller reporting

Case Comments

Date	Comment
02/10/2020	Front impact as well as trailer going up underneath, front grille mashed in, Front guard was bent out of place, should have deployed the airbags. Called Lawyer to see what is problem with your airbags Car is totaled, City of Kemp Police report, Yesterday 4Pm Insurance Company Got rental Geico Insurance Location; Towed to wrecker service Harveys Exxon wrecker service 101 North Hwy 274 Kemp Texas Zip; 75143 In back part of lot, body shop and wrecker Said we can call her insurance company for that. Someone parked in middle of freeway stopped with no hazards they dropped a boat off trailer, someone was on side Had to run up on side off road 2016 Jeep wrangler Just bought from Ford dealer 5 days ago, Co- Signer [REDACTED] Caller wanted to know if any open or previous recalls; Advised S76 FRONT IMPACT SENSOR WIRES, COMPLETE, 11/8/2016, 11/26/2016 USA, SAFETY
02/10/2020	If unable to reach by phone please email or text to her and she will get back [REDACTED] Gunbarrel TX [REDACTED] Can contact anytime,
02/10/2020	Location; Towed to wrecker service/body shop, Harveys Exxon wrecker service 101 North Hwy 274, Kemp Texas Zip; 75143, phone 903-498-8729, No open recalls at this time.
02/11/2020	WebCOIN has prior owner info, Writer updated new owner CNA info into WebCOIN database. Case fails to have an accident reason code posted to Contact Reason Area Field. Posted proper codes. Corrected vehicle odometer unit field info and TREAD report data.
02/11/2020	Allegation: Airbags failed to deploy in frontal impact. DOL: [REDACTED] Customer Contact Data: [REDACTED] Vehicle Location: Harveys Exxon and Wrecker 101 N. Highway 274, Kemp, TX 75143 Phone: (903) 498-8729 *Per OGC matrix, assigned to CCRG*
02/12/2020	Assigned to PGA5 EDR required
02/17/2020	*FILE RETURNED TO SI FOR RESOLUTION* EAA has contacted owner on 2/12/2020 & was advised owner is represented by an attorney, Neither FCA nor EAA have received an attorney letter of representation, EAA attempted to reach owner again but was advised owner is no longer available. Closed case pending receipt of attorney letter or representation or owner contact w/ additional information.
08/12/2021	CCRG Open Date: 02/10/2020 18:41:45

Email(s)

Date	02/12/2020	Subject	FCA - Inspection Request for [REDACTED]
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From	uscustomer@fcagroup.com	To	[REDACTED]	Sent	02/12/2020 00:04
				Date/Time	AM

Tue Feb 11 00:00:00 GMT 2020 CAIR Data File CAI

Company:

[REDACTED]

Cust:

[REDACTED]

AD1:

[REDACTED]

AD2:

Primary Phone:

[REDACTED]

Business Phone:

Mobile Phone:

Home Phone:

Email:

[REDACTED]

Cty/St/ZIP:

Gunbarrel, TX, [REDACTED]

Country:

USA

Co-own: NOT SURE

Non-Owner CONTACT INFORMATION

Company:

[REDACTED]

Rep:

[REDACTED]

AD1:

[REDACTED]

AD2:

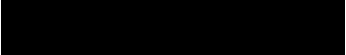
Phone:

[REDACTED]

Business Phone:

Mobile Phone:

Email:



Cty/St/ZIP:

Gunbarrel, TX 

Country:

USA

Language:

Status and Notes -----

Check Information -----

Opened By:

Susan Sudol

Open Date:

Mon Feb 10 22:24:57 GMT 2020

Type:

Special Investigation

Status:

Open

Last Updated By:

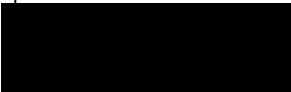
Amy Cannazzaro

Origin:

Telephone

Vehicle Information

VIN:



YR/Model:

2016 JKJM74 JEEP WRANGLER UNLIMITED SPORT 4X4

Sls BC/Sls/Svc/Dir:

Southwest AUTONATION CHRYSLER DODGE JEEP

In Srv Date:

Fri Nov 25 00:00:00 GMT 2016

Svc BC/Sls/Svc/Dir:

Southwest AUTONATION CHRYSLER DODGE JEEP

Curr Mi/Km:

42750.0 Miles

Recalls

Recall:

S76

FRONT IMPACT SENSOR WIRES

SAFETY

Status:

COMPLETE

General Narrative

REASONS FOR CONTACT:

- 1) After Sales
- 2) Complaint
- 3) Product
- 4) Accident
- 5) Vehicle in Accident

*** 2016 Jeep wrangler bought 5 days ago, no VIN, paperwork in jeep, Caller reporting ***

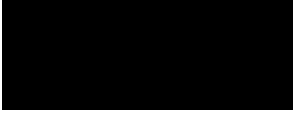
NARRATIVE ADDED BY Amy Cannazzaro ON Wed Feb 12 00:04:22 GMT 2020

Assigned to PGA5
EDR requiried

NARRATIVE ADDED BY Tony Maurus ON Tue Feb 11 16:27:50 GMT 2020

Allegation: Airbags failed to deploy in frontal impact.
DOL: 2/9/2020

Customer Contact Data:



Vehicle Location:
Harveys Exxon and Wrecker
101 N. Highway 274,
Kemp, TX 75143
Phone: (903) 498-8729

Per OGC matrix, assigned to CCRG

NARRATIVE ADDED BY Tony Maurus ON Tue Feb 11 16:25:09 GMT 2020

WebCOIN has prior owner info.
Writer updated new owner CNA info into WebCOIN database.

Case fails to have an accident reason code posted to Contact Reason Area Field. Posted proper codes.

Corrected vehicle odometer unit field info and TREAD report data.

NARRATIVE ADDED BY Susan Sudol ON Mon Feb 10 22:40:10 GMT 2020

Location; Towed to wrecker service/body shop. Harveys Exxon wrecker service
101 North Hwy 274, Kemp Texas Zip; 75143, phone 903-498-8729.
No open recalls at this time.

NARRATIVE ADDED BY Susan Sudol ON Mon Feb 10 22:36:12 GMT 2020

If unable to reach by phone please email or text to her and she will get back.

[REDACTED]
Gunbarrel TX
[REDACTED]

Can contact anytime,

NARRATIVE ADDED BY Susan Sudol ON Mon Feb 10 22:33:06 GMT 2020

Front impact as well as trailer going up underneath, front grille mashed in, Front guard was bent out of place, should have deployed the airbags.
Called Lawyer to see what is problem with your airbags
Car is totaled, City of Kemp Police report, Yesterday 4Pm
Insurance Company Got rental
Geico Insurance
Location; Towed to wrecker service
Harveys Exxon wrecker service
101 North Hwy 274
Kemp Texas Zip; 75143
In back part of lot, body shop and wrecker
Said we can call her insurance company for that.
Someone parked in middle of freeway stopped with no hazards they dropped a boat off trailer, someone was on side
Had to run up on side off road

2016 Jeep wrangler
Just bought from Ford dealer 5 days ago, Co- Signer [REDACTED]
Caller wanted to know if any open or previous recalls; Advised S76
FRONT IMPACT SENSOR WIRES, COMPLETE, 11/8/2016, 11/26/2016
USA, SAFETY

VEHICLE IS LOCATED AT:

Date	02/12/2020	Subject	FCA - Inspection Request for ██████████		
From	uscustomer@fcagroup.com	To	██████████	Sent Date/Time	02/12/2020 00:04 AM

Tue Feb 11 00:00:00 GMT 2020 CAIR Data File CAIR:75608535

Company: ██████████
Cust: ██████████
AD1: ██████████
AD2: ██████████
Primary Phone: ██████████
Business Phone: ██████████
Mobile Phone: ██████████
Home Phone: ██████████
Email: ██████████
Cty/St/ZIP: Gunbarrel, TX, ██████████
Country: USA
Co-own: NOT SURE

Non-Owner CONTACT INFORMATION

Company: ██████████
Rep: ██████████
AD1: ██████████
AD2: ██████████
Phone: ██████████
Business Phone: ██████████
Mobile Phone: ██████████
Email: ██████████
Cty/St/ZIP: Gunbarrel, TX, ██████████
Country: USA
Language: ██████████

Status and Notes _____ Check Information _____

Open Date: Mon Feb 10 22:24:57 GMT 2020
Type: Special Investigation
Status: Open
Origin: Telephone

Vehicle Information

██████████
YR/Model: 2016 JKJM74 JEEP WRANGLER UNLIMITED SPORT 4X4
Sls BC/Sls/Svc/Dlr: Southwest AUTONATION CHRYSLER DODGE JEEP
In Srv Date: Fri Nov 25 00:00:00 GMT 2016
Svc BC/Sls/Svc/Dlr: Southwest AUTONATION CHRYSLER DODGE JEEP
Curr Mi/Km: 42750,0 Miles

Recalls

Recall: S76
FRONT IMPACT SENSOR WIRES
SAFETY
Status: COMPLETE

General Narrative

REASONS FOR CONTACT:

- 1) After Sales
- 2) Complaint
- 3) Product
- 4) Accident
- 5) Vehicle in Accident

*** 2016 Jeep wrangler bought 5 days ago, no VIN, paperwork in jeep, Caller reporting ***

NARRATIVE ADDED ON Wed Feb 12 00:04:22 GMT 2020

Assigned to PGA5 EDR requiried

NARRATIVE ADDED ON Tue Feb 11 16:27:50 GMT 2020

Allegation: Airbags failed to deploy in frontal impact. DOL: ██████████ Customer Contact Data ██████████
Vehicle Location: Harveys Exxon and Wrecker 101 N. Highway 274, Kemp, TX 75143 Phone: (903) 498-8729 *Per OGC matrix, assigned to CCRG*

NARRATIVE ADDED ON Tue Feb 11 16:25:09 GMT 2020

WebCOIN has prior owner info, Writer updated new owner CNA info into WebCOIN database. Case fails to have an accident reason code posted to Contact Reason Area Field. Posted proper codes. Corrected vehicle odometer unit field info and TREAD report data.

NARRATIVE ADDED ON Mon Feb 10 22:40:10 GMT 2020

Location; Towed to wrecker service/body shop. Harveys Exxon wrecker service 101 North Hwy 274, Kemp Texas Zip; 75143, phone 903-498-8729. No open recalls at this time.

NARRATIVE ADDED ON Mon Feb 10 22:36:12 GMT 2020

If unable to reach by phone please email or text to her and she will get back [REDACTED] Gunbarrel TX [REDACTED]
[REDACTED] Can contact anytime,

NARRATIVE ADDED ON Mon Feb 10 22:33:06 GMT 2020

Front impact as well as trailer going up underneath, front grille mashed in, Front guard was bent out of place, should have deployed the airbags. Called Lawyer to see what is problem with your airbags Car is totaled, City of Kemp Police report, Yesterday 4Pm Insurance Company Got rental Geico Insurance Location; Towed to wrecker service Harveys Exxon wrecker service 101 North Hwy 274 Kemp Texas Zip; 75143 In back part of lot, body shop and wrecker Said we can call her insurance company for that. Someone parked in middle of freeway stopped with no hazards they dropped a boat off trailer, someone was on side Had to run up on side off road 2016 Jeep wrangler Just bought from Ford dealer 5 days ago, Co- Sign [REDACTED] Caller wanted to know if any open or previous recalls; Advised S76 FRONT IMPACT SENSOR WIRES, COMPLETE, 11/8/2016, 11/26/2016 USA, SAFETY

VEHICLE IS LOCATED AT:

Per OGC Matrix reassigned to 82T.

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION Tue Feb 11 00:00:00 GMT 2020

New Customer Service Inquiry Record (CAIR)#

75669015

VIN	[REDACTED]	Model Year	2013	Brand	JEEP
Body	JKJP74	Vehicle	JEEP WRANGLER UNLIMITED SAHARA 4X4		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	02/15/2020	CAIR Type	Regular	Status	Closed
Close Date	02/24/2020	Origin	Brand Site	Reason	assistance
Mileage	106,000 Miles	Market	U	Language	English

Contact Email	[REDACTED]	Contact Phone	[REDACTED]	Contact Mobile	[REDACTED]
Caller Address				Source	Customer
Caller City	Moreno Valley	Caller Country	USA	Caller Postal Code	[REDACTED]

Customer	[REDACTED]
Customer Address	[REDACTED]
	MORENO VALLEY CA [REDACTED] USA

Dealer		Dealer Phone	
Dealer Address			
Dealer Zone		Sales District	
		Service District	

Subject	No Airbag Deployment		
Synopsis			
Customer Anomaly	Air Bag Deployment Failed to Deploy		
Contact Reason	C206	Vehicle in Accident	Customer Anomaly 100
Reason Code	After Sales - Complaint - Product - Accident - Vehicle in Accident		

Case Status History

Create Date	Status
02/15/2020 08:08 PM	New
02/18/2020 02:57 AM	Open
02/18/2020 11:58 PM	Suspended
02/21/2020 09:26 PM	Open
02/24/2020 06:54 PM	Suspended
02/24/2020 07:05 PM	Open
02/24/2020 07:39 PM	Closed

Initial Description

On Thursday [REDACTED] I was in a traffic collision where a bus hit my 2013 Sahara Jeep Wrangler from behind on the left side, shattering my windows, breaking the hard top, and the rear left fender. Due to the hit, it caused me to collide into another car hitting the front right side of my jeep as well. My airbags did not deploy during the collision and I hit my face on the steering wheel. The airbag not deploying caused [REDACTED]

Case Comments

Date	Comment
02/18/2020	NEXT AGENT: as agent is not case management, please get all of the information if the customer calls, to send up to S.I.
02/18/2020	call customer sat
02/18/2020	call customer sat
02/22/2020	called customer and left vm, try later
02/22/2020	called customer and insurance has taken over the case, vehicle was totalled and customer does not know where the vehicle is and she has attained a lawyer as [REDACTED] was pretty beat up she stated. happened on Thurs [REDACTED] at about 8:20am. She was hit from behind and then caused her to hit another vehicle and airbags did not deploy. [REDACTED] injuries to [REDACTED]
02/23/2020	wait for tread to close

Email(s)

Date	02/15/2020	Subject	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomer@fcagroup.com	To	[REDACTED]	Sent Date/Time	02/15/2020 20:08 PM

Your inquiry has been received by the Jeep Customer Care. We appreciate your contact with us and look forward to getting back with you as soon as possible.

To ensure a prompt response, please add to your Safe Senders list, Address Book or Contact List. Please also monitor your Junk Mail or Spam Folder for our response.

Should this matter be urgent, or if you desire a quicker response, please contact us by phone to discuss your issue with one of our Jeep Advisors.

Jeep Brand: 877-426-5337

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference number [REDACTED]

Sincerely,

The Jeep Brand

To view the Jeep Privacy Policy, visit

https://www.chrysler.com/crossbrand_us/privacy

Date	02/18/2020	Subject	Case Acknowledgement [re [REDACTED] ref]
From	jeepcustomercare@fcagroup.com	To	[REDACTED]
		Sent Date/Time	02/18/2020 03:01 AM

Hello [REDACTED]

Thank you for contacting the JEEP Customer Assistance Center.

We are disappointed to learn of your concern with the airbags not deploying in your Jeep and I would like to assure you that I will do everything I can to assist you.

Based on the information that you have provided, the best plan of action would be for me to contact you by phone. What would be your preferred day and time for my call? I am available Tues., Fri. and Sat. from 2pm-11:45pm est. to contact you.

If it is more convenient for you, call us anytime at 1-877-426-5337 and just provide the following case number [REDACTED] anyone you speak with will be happy to help.

You are always welcome to reply back to this email and we will respond back to you as promptly as we can. If you prefer, you can also call us directly with your questions at Jeep Customer Assistance Center by calling 1-877-426-5337.

Sincerely,

Jody
Jeep Customer Assistance Center
ref: [REDACTED]

Date	02/18/2020	Subject	Re: Case Acknowledgement [re [REDACTED] ref]
From	[REDACTED]	To	jeepcustomercare@fcagroup.com
		Sent Date/Time	02/18/2020 03:09 AM

Hi Jody,

I am available on Saturday to take your call to discuss this. You can contact me at [redacted]

Thank you,

On Mon, Feb 17, 2020 at 7:01 PM Jeep Customer Care <jeepcustomercare@fcagroup.com> wrote:

> [image: Header]

> Hello [redacted]

> Thank you for contacting the JEEP Customer Assistance Center.

> We are disappointed to learn of your concern with the airbags not deploying in your Jeep and I would like to assure you that I will do everything I can to assist you.

> Based on the information that you have provided, the best plan of action would be for me to contact you by phone. What would be your preferred day and time for my call? I am available Tues., Fri. and Sat. from 2pm-11:45pm est. to contact you.

> If it is more convenient for you, call us anytime at 1-877-426-5337 and just provide the following case number [redacted] anyone you speak with will be happy to help.

> You are always welcome to reply back to this email and we will respond back to you as promptly as we can. If you prefer, you can also call us directly with your questions at Jeep Customer Assistance Center by calling 1-877-426-5337.

> Sincerely,

> Jody
> Jeep Customer Assistance Center
> [image: Footer]

> ref: [redacted] Dh6:ref

Inline image
[redacted]

Confidentiality Notice:

This message is intended for the use of the person or entity to which it is addressed and may contain information that is privileged and confidential, the disclosure of which is governed by applicable law. If the reader of this message is not the intended recipient, or the employee or agent responsible to deliver it to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this information is STRICTLY PROHIBITED. If you have received this message by error, please notify us immediately and destroy the related message. You, the recipient, are obligated to maintain this message and its contents in a safe, secure and confidential manner. Re-disclosure without appropriate client consent or as permitted by law is prohibited. Unauthorized re-disclosure or failure to maintain security and confidentiality could subject you to penalties described in federal and state law.

Date	02/23/2020	Subject	Case Acknowledgement [ref: [redacted] ref]
From	jeepcustomercare@fcagroup.com	To	[redacted] Sent Date/Time 02/23/2020 00:24 AM

Hell [REDACTED]

It was nice talking to you on the phone [REDACTED] Your case number is [REDACTED]

As per our process, to obtain a copy of notes, must place the request in writing to the following address:

FCA Customer Care
Attn: Special Investigations
PO Box 21-8004
Auburn Hills MI 48321-8004

We will be closing the case at this time but you are always welcome to call us directly with your questions at Jeep Customer Assistance Center by calling 1-877-426-5337.

Sincerely,

Jody
Jeep Customer Assistance Center
re [REDACTED]

New Customer Service Inquiry Record (CAIR)#

VIN		Model Year	2015	Brand	JEEP
Body	MKTE74	Vehicle	JEEP PATRIOT SPORT FWD		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	02/19/2020	CAIR Type	Regular	Status	Closed
Close Date	03/16/2020	Origin	Telephone	Reason	
Mileage	65,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	ORLANDO	FL		USA	
Dealer	45572	JACKSONVILLE CHRYSLER JEEP DODGE		Dealer Phone	9047216888
Dealer Address	9600 ATLANTIC BLVD				
	JACKSONVILLE	FL	32225 8230	USA	
Dealer Zone	Southeast	Sales District		Service District	F
Subject	Accident				
Synopsis					
Customer Anomaly	Interior Seat Belt				
Contact Reason	C206	Vehicle in Accident	Customer Anomaly	169	Seat belt issues
Reason Code	After Sales - Complaint - Product - Accident - Vehicle in Accident				

Case Status History

Create Date	Status
02/19/2020 09:04 PM	Open
03/13/2020 03:10 PM	Closed
03/16/2020 01:39 PM	Open
03/16/2020 01:44 PM	Closed

Initial Description

4 car pile up

Case Comments

Date	Comment
02/19/2020	***Customer Inquiry*** Customer calling in regarding was in a car accident past Thursday in Orlando Florida 4 car pileup, was going approximately 29-30 miles a hour, dent the front bumper, bumper puncture the radiator, wife and him both wearing seatbelt, seatbelt didn't lock in place and airbags did not deploy, and they were flung forward as a result of the seatbelts, wife has [REDACTED] the discoloured dash with knee, sensors show as working fine ***Agent Advised*** Agent advised customer that case will be created and reassigned to a specialist and will hear back within 1-2 business days regarding next steps
02/20/2020	Please review Answer Hub 1377 - Do not send cases to S/I with incomplete information. Provide the name, address, and phone number where the vehicle is located. If the Insurance Company has possession of the vehicle, the Owner will need to contact them for this information and call back. INCLUDE ALL UPDATES IN CASE COMMENTS. INCLUDE ALL PROPER REASON CODES
03/13/2020	Attempted to call back customer at [REDACTED] twice and both times the call ended abruptly. Going to close case as there is not other contact information for customer.
03/16/2020	Called customer and it went to VM. Left a VM for customer to call back. If he does call back please reference the case comments from Jay Susalla and ask those questions.
08/12/2021	CCRG Open Date: 02/19/2020 18:02:09

New Customer Service Inquiry Record (CAIR)#

VIN		Model Year	2010	Brand	JEEP
Body	KKTL74	Vehicle	JEEP LIBERTY SPORT 4X2		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	06/24/2020	CAIR Type	Legal	Status	Closed
Close Date	07/23/2020	Origin	Telephone	Reason	
Mileage	95,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	BYRON		GA		USA
Dealer	41854	STALLINGS MOTORS INC		Dealer Phone	2293773333
Dealer Address	1245-38TH BOULEVARD, N.E.				
	CAIRO		GA	39828 1864	USA
Dealer Zone	Southeast	Sales District		Service District	T
Subject	Air bag				
Synopsis	.				
Customer Anomaly	Air Bag				
	Deployment Failed to Deploy				
Contact Reason	C206	Vehicle in Accident	Customer Anomaly	100	Airbag Deployment Failure
Reason Code	After Sales - Complaint - Product - Accident - Vehicle in Accident				

Case Status History

Create Date	Status
06/24/2020 05:16 PM	Open
07/23/2020 05:32 PM	Closed

Initial Description

Customer advised last night his daughter got into a accident and the air bag did not deploy.

Case Comments

Date	Comment
06/24/2020	Customer Name: [REDACTED] Customer Phone number: [REDACTED] Customer's email address: [REDACTED] Customer Address: [REDACTED] BYRON GA USA [REDACTED] Case Number: [REDACTED] VIN: [REDACTED] Vehicle location name: Evans Towing Service Vehicle location address: 750 dunbar Rd Byron, GA 31008 Lot Number (if applicable): N/A Date of Incident: [REDACTED] ***Customer's Description Of Incident*** Customer advised his daughter was driving the vehicle and got into an accident and none of the air bags deployed. Customer states his daughter has a lot of [REDACTED] Customer advised the purpose of air bags is to deploy in a situation like this and his did not.
06/24/2020	Per OGC Matrix, reassigned to 82T/CCRG.
06/25/2020	Assigned to PGA5 EDR required
07/23/2020	Owner has failed to respond to EAA, case closed.
08/12/2021	CCRG Open Date: 06/24/2020 13:27:31

Email(s)

Date	06/25/2020	Subject	FCA - Inspection Request for [REDACTED]	Sent Date/Time	06/25/2020 12:55 PM
From	uscustomercare@fcagroup.com	To	[REDACTED]		

Thu Jun 25 00:00:00 GMT 2020 CAIR Data File [REDACTED]

Company:

[REDACTED]

Cust:

[REDACTED]

AD1:

[REDACTED]

AD2:

Primary Phone:

[REDACTED]

Business Phone:

Mobile Phone:

[REDACTED]

Home Phone:

[REDACTED]

Email:

[REDACTED]

Cty/St/ZIP:

BYRON, GA, [REDACTED]

Country:

USA

Co-own: NOT SURE

Status and Notes-----

Check Information -----

Opened By:

Jimmeka Williams

Open Date:

Wed Jun 24 17:16:42 GMT 2020

Type:

Special Investigation

Status:

Open

Last Updated By:

Amy Cannazzaro

Origin:

Telephone

Vehicle Information

VIN:



YR/Model:

2010 KKTL74 JEEP LIBERTY SPORT 4X2

Sls BC/Sls/Svc/Dir:

Southeast COFFEE CHRYSLER-PLYMOUTH-DODGE INC

In Srv Date:

Fri Dec 31 00:00:00 GMT 2010

Svc BC/Sls/Svc/Dir:

Southeast STALLINGS MOTORS INC

Curr Mi/Km:

95000.0 Miles

Recalls

Recall:

K20

ENGINE WATER PUMP

CUSTOMER SATISFACTION

Status:

COMPLETE

General Narrative

REASONS FOR CONTACT:

- 1) After Sales
- 2) Complaint
- 3) Product
- 4) Accident
- 5) Vehicle in Accident

*** Customer advised last night his daughter got into a accident and the air bag did not deploy. ***

NARRATIVE ADDED BY Amy Cannazzaro ON Thu Jun 25 12:55:26 GMT 2020

Assigned to PGA5
EDR required

NARRATIVE ADDED BY Jay Susalla ON Wed Jun 24 17:51:13 GMT 2020

Per OGC Matrix, reassigned to 82T/CCRG.

NARRATIVE ADDED BY Jimmeka Williams ON Wed Jun 24 17:24:50 GMT 2020

Customer Name: [REDACTED]
 Customer Phone number: [REDACTED]
 Customer s email address: [REDACTED]
 Customer Address: [REDACTED] BYRON GA USA [REDACTED]
 Case Number: [REDACTED]

VIN: [REDACTED]
 Vehicle location name: Evans Towing Service
 Vehicle location address: 750 dunbar Rd Byron, GA 31008
 Lot Number (if applicable): N/A

Date of Incident: [REDACTED]

Customer s Description Of Incident
 Customer advised his daughter was driving the vehicle and got into an accident and none of the air bags deployed. Customer states his daughter has a lot of [REDACTED]
 [REDACTED] Customer advised the purpose of air bags is to deploy in a situation like this and his did not.

VEHICLE IS LOCATED AT:

Per OGC Matrix, reassigned to 82T.
 CAIR NUMBER 76570563 REQUEST EAA INSPECTION Thu Jun 25 00:00:00 GMT 2020

From: uscustomer@fcagroup.com To: [REDACTED] Sent Date/Time: 06/25/2020 12:55 PM

Thu Jun 25 00:00:00 GMT 2020 CAIR Data File CAIR

Company: [REDACTED]
Cust: [REDACTED]
AD1: [REDACTED]
AD2: [REDACTED]
Primary Phone: [REDACTED]
Business Phone: [REDACTED]
Mobile Phone: [REDACTED]
Home Phone: [REDACTED]
Email: [REDACTED]
Cty/St/ZIP: BYRON, GA, [REDACTED]
Country: USA
Co-own: NOT SURE

Status and Notes ————— Check Information —————

Open Date: Wed Jun 24 17:16:42 GMT 2020
Type: Special Investigation
Status: Open
Origin: Telephone

Vehicle Information

VIN: [REDACTED]
YR/Model: 2010 KKTL74 JEEP LIBERTY SPORT 4X2
Sls BC/Sls/Svc/Dlr: Southeast COFFEE CHRYSLER-PLYMOUTH-DODGE INC
In Srv Date: Fri Dec 31 00:00:00 GMT 2010
Svc BC/Sls/Svc/Dlr: Southeast STALLINGS MOTORS INC
Curr Mi/Km: 95000.0 Miles

Recalls

Recall: K20
ENGINE WATER PUMP
CUSTOMER SATISFACTION
Status: COMPLETE

General Narrative

REASONS FOR CONTACT:
1) After Sales
2) Complaint
3) Product
4) Accident
5) Vehicle in Accident

*** Customer advised last night his daughter got into a accident and the air bag did not deploy. ***

NARRATIVE ADDED ON Thu Jun 25 12:55:26 GMT 2020
Assigned to PGA5 EDR required

NARRATIVE ADDED ON Wed Jun 24 17:51:13 GMT 2020
Per OGC Matrix, reassigned to 82T/CCRG.

NARRATIVE ADDED ON Wed Jun 24 17:24:50 GMT 2020

Customer Name: [REDACTED] Customer Phone number: [REDACTED] Customer's email address: [REDACTED] Customer Address: [REDACTED]
[REDACTED] BYRON GA USA [REDACTED] Case Number: [REDACTED] VIN: [REDACTED] Vehicle location name: Evans Towing Service Vehicle location address:
750 dunbar Rd Byron, GA 31008 Lot Number (if applicable): N/A Date of Incident: [REDACTED] ***Customer's Description Of Incident*** Customer advised his daughter
was driving the vehicle and got into an accident and none of the air bags deployed. Customer states his daughter has a lot of [REDACTED]
Customer advised the purpose of air bags is to deploy in a situation like this and his did not.

VEHICLE IS LOCATED AT:

Per OGC Matrix, reassigned to 82T.
CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION Thu Jun 25 00:00:00 GMT 2020

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2016	Brand	JEEP
Body	JKJS74	Vehicle	JEEP WRANGLER UNLIMITED RUBICON 4X4		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	08/12/2020	CAIR Type	Regular	Status	Closed
Close Date	08/18/2020	Origin	Brand Site	Reason	assistance
Mileage	0 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	Indianapolis	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	PENDLETON		IN		USA
Dealer	99970	US Test Dealer		Dealer Phone	2487401541
Dealer Address	800 CHRYSLER DR.				
	AUBURN HILLS		MI	48326 2757	USA
Dealer Zone	Great Lakes	Sales District		Service District	A
Subject	airbags didnt deploy fire from under stirring whee				
Synopsis					
Customer Anomaly	Air Bag Deployment Failed to Deploy				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	100	Airbag Deployment Failure
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/12/2020 07:02 PM	New
08/13/2020 09:18 AM	Open
08/18/2020 04:40 AM	Closed

Initial Description

I was involved in a bad wreck were my airbags didn't deploy and fire was started, cause me great injuries which I'm still going thru treatments. And I received a few Letters stating that my jeep may be under recalls with a class action lawsuit. Im needing a recall call list to see and how I should move forward with this.

Case Comments

Date	Comment
08/13/2020	customer concern*** customer got into a major accident however the airbag was not deployed ahe is inquiring about if there was a recall agent advised*** agent sent a questionnaire to fill in order to send to SI

Email(s)

Date	08/12/2020	Subject	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomecare@fcagroup.com	To		Sent Date/Time	08/12/2020 19:02 PM

Your inquiry has been received by the Chrysler Customer Care. We appreciate your contact with us and look forward to getting back with you as soon as possible.

To ensure a prompt response, please add to your Safe Senders list, Address Book or Contact List. Please also monitor your Junk Mail or Spam Folder for our response.

Should this matter be urgent, or if you desire a quicker response, please contact us by phone to discuss your issue with one of our Chrysler Advisors.

Chrysler Brand: 800-247-9753

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference number [REDACTED]

Sincerely,

The Chrysler Brand

To view the Chrysler Privacy Policy, visit

https://www.chrysler.com/crossbrand_us/privacy

Date	08/13/2020	Subject	RE: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS ***** [REDACTED]
From	uscustomer@fcagroup.com	To	[REDACTED]
		Sent Date/Time	08/13/2020 09:29 AM

Hello [REDACTED]

Thank you for contacting Jeep Customer Care.

We are disappointed to learn of your concern with your regarding your 2016 JEEP WRANGLER UNLIMITED RUBICON 4X4 and we would like to look into how we may be able to assist you.
Your email has been reviewed and, due to the nature of your concern, I would like to forward your case to our Case Management department for their attention and response.

Escalating your situation to a Case Manager will provide us to investigate this concern.

I will send you a questionnaire. Kindly fill out, and I will forward the case to our case management

1. Contact Name:
2. Telephone #1
3. Telephone #2
4. LOCATION OF VEHICLE - INCLUDING THE ADDRESS: (NO PO BOX)
5. LOCATION OF VEHICLE PHONE NUMBER [XXX-XXX-XXXX]
6. What happened? Be detailed
7. Preferred Email Address?
8. Date of Incident?
9. Was it reported to the Police fire dept. report?
10. Did you contact their Insurance Company Name; Address; Phone
11. Number of the Insurance Company:
12. How many injuries:
13. Who was injured?

If it is more convenient for you, call us anytime at Jeep (877) 426-5337 and just provide the following case number [REDACTED] anyone you speak with will be happy to help.

Thank you again for your email Stephanie. Should you require additional assistance, please send a new email message or call.

Best wishes,
Lisa

Original Message

From: US Customer Care [uscustomer@fcagroup.com]
 Sent: 8/12/2020 7:02 PM
 To: [REDACTED]
 Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

Your inquiry has been received by the Chrysler Customer Care. We appreciate your contact with us and look forward to getting back with you as soon as possible.
 To ensure a prompt response, please add to your Safe Senders list, Address Book or Contact List. Please also monitor your Junk Mail or Spam Folder for our response.
 Should this matter be urgent, or if you desire a quicker response, please contact us by phone to discuss your issue with one of our Chrysler Advisors.

Chrysler Brand: 800-247-9753

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference number [REDACTED]

Sincerely,

The Chrysler Brand

To view the Chrysler Privacy Policy, visit
https://www.chrysler.com/crossbrand_us/privacy
ref [REDACTED]

Date	08/13/2020	Subject	RE: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS ***** [REDACTED]
From	uscustomer@fcagroup.com	To	[REDACTED]
Sent Date/Time	08/13/2020 09:29 AM		

Hello [REDACTED]

Thank you for contacting Jeep Customer Care.

We are disappointed to learn of your concern with your regarding your 2016 JEEP WRANGLER UNLIMITED RUBICON 4X4 and we would like to look into how we may be able to assist you.

Your email has been reviewed and, due to the nature of your concern, I would like to forward your case to our Case Management department for their attention and response.

Escalating your situation to a Case Manager will provide us to investigate this concern.

I will send you a questionnaire. Kindly fill out, and I will forward the case to our case management

1. Contact Name:
2. Telephone #1
3. Telephone #2
4. LOCATION OF VEHICLE - INCLUDING THE ADDRESS: (NO PO BOX)
5. LOCATION OF VEHICLE PHONE NUMBER [XXX-XXX-XXXX]
6. What happened? Be detailed
7. Preferred Email Address?
8. Date of Incident?
9. Was it reported to the Police fire dept. report?
10. Did you contact their Insurance Company Name; Address; Phone
11. Number of the Insurance Company:
12. How many injuries:
13. Who was injured?

If it is more convenient for you, call us anytime at Jeep (877) 426-5337 and just provide the following case number [REDACTED] anyone you speak with will be happy to help.

Thank you again for your email Stephanie. Should you require additional assistance, please send a new email message or call.

Best wishes,
Lisa

----- Original Message -----

From: US Customer Care [uscustomer@fcagroup.com]

Sent: 8/12/2020 7:02 PM

To: [REDACTED]

Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

Your inquiry has been received by the Chrysler Customer Care. We appreciate your contact with us and look forward to getting back with you as soon as possible.

To ensure a prompt response, please add to your Safe Senders list, Address Book or Contact List. Please also monitor your Junk Mail or Spam Folder for our response.

Should this matter be urgent, or if you desire a quicker response, please contact us by phone to discuss your issue with one of our Chrysler Advisors.

Chrysler Brand: 800-247-9753

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference number [REDACTED]

Sincerely,

The Chrysler Brand

To view the Chrysler Privacy Policy, visit

https://www.chrysler.com/crossbrand_us/privacy

ref: [REDACTED]

New Customer Assistance Inquiry Record (CAIR)#

VIN	[REDACTED]	Model Year	2011	Brand	DODGE
Body	KA5S74	Vehicle	DODGE NITRO DETONATOR 4X4		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	08/19/2020	CAIR Type	Regular	Status	Closed
Close Date	08/20/2020	Origin	Brand Site	Reason	assistance
Mileage	143,000 Miles	Market	U	Language	English
Contact Email	[REDACTED]	Contact Phone		Contact Mobile	
Caller Address	[REDACTED]			Source	Customer
Caller City	Aurora	Caller Country	USA	Caller Postal Co	[REDACTED]
Customer	[REDACTED]				
Customer Address	[REDACTED]				
	AURORA		MO	[REDACTED]	USA
Dealer	99970	US Test Dealer		Dealer Phone	2487401541
Dealer Address	800 CHRYSLER DR.				
	AUBURN HILLS		MI	48326 2757	USA
Dealer Zone	Great Lakes	Sales District		Service District	A
Subject	Air Bags				
Synopsis					
Customer Anomaly	Engine				
	OTHER				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	30	General engine issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/19/2020 08:54 PM	New
08/20/2020 09:46 AM	Open
08/20/2020 09:47 AM	Closed

Initial Description

My Girlfriend had an Accident, She Rear Ended a Truck, The Airbags did not go off, Estimated Speed at Impact 15 to 20 mph The Damage to the Front End Bumper, Grill and Frame would lead me to Believe they Should've went off

Case Comments

Date	Comment
08/20/2020	customer stated "My Girlfriend had an Accident, She Rear Ended a Truck, The Airbags did not go off, Estimated Speed at Impact 15 to 20 mph The Damage to the Front End Bumper, Grill and Frame would lead me to Believe they Should've went off" agent advised customer to fill out questionnaire

Email(s)

Date	08/19/2020	Subject	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomecare@fcagroup.com	To	[REDACTED]	Sent Date/Time	08/19/2020 20:54 PM

Your inquiry has been received by the Dodge Customer Care. We appreciate your contact with us and look forward to getting back with you as soon as possible.

To ensure a prompt response, please add to your Safe Senders list, Address Book or Contact List. Please also monitor your Junk Mail or Spam Folder for our response.

Should this matter be urgent, or if you desire a quicker response, please contact us by phone to discuss your issue with one of our Dodge Advisors.

Dodge Brand: 800-423-6343

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference number [REDACTED]

Sincerely,

The Dodge Brand

To view the Dodge Privacy Policy, visit

https://www.chrysler.com/crossbrand_us/privacy

Date	08/20/2020	Subject	RE: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS ***** [re [REDACTED] :ref]
From	uscustomer@fcagroup.com	To	[REDACTED]
		Sent Date/Time	08/20/2020 09:43 AM

Hello [REDACTED]

Thank you for contacting Dodge Customer Care.

I can understand the dissatisfaction that you feel, given the rear window concern you have with your vehicle. I want to guarantee that we take the appropriate steps to ensure your concerns are addressed, and ultimately resolved as best as possible.

Your email has been reviewed and, due to the nature of your concern, I would like to forward your case to our Case Management department for their attention and response.

Escalating your situation to a Case Manager will provide us to investigate this concern.

I will send you a questionnaire. Kindly fill out, and I will forward the case to our case management

1. Contact Name:
2. Telephone #1
3. Telephone #2
4. LOCATION OF VEHICLE - INCLUDING THE ADDRESS: (NO PO BOX)
5. LOCATION OF VEHICLE PHONE NUMBER [XXX-XXX-XXXX]
6. What happened? Be detailed
7. Preferred Email Address?
8. Date of Incident?
9. Was it reported to the Police fire dept. report?
10. Did you contact their Insurance Company Name; Address; Phone
11. Number of the Insurance Company:
12. How many injuries:
13. Who was injured?

If it is more convenient for you, call us anytime at Dodge - 800-4ADODGE (800-423-6343) and just provide the following case number [REDACTED] anyone you speak with will be happy to help.

Thank you again for your email Gerald. Should you require additional assistance, please send a new email message or call.

Best wishes,
Lisa
Dodge Customer Care

----- Original Message -----

From: US Customer Care [uscustomer@fcagroup.com]
 Sent: 8/19/2020 8:54 PM
 To: [REDACTED]
 Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

Your inquiry has been received by the Dodge Customer Care. We appreciate your contact with us and look forward to getting back with you as soon as possible.

To ensure a prompt response, please add to your Safe Senders list, Address Book or Contact List. Please also monitor your Junk Mail or Spam Folder for our response.

Should this matter be urgent, or if you desire a quicker response, please contact us by phone to discuss your issue with one of our Dodge Advisors.

Dodge Brand: 800-423-6343

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference number [REDACTED]

Sincerely,

The Dodge Brand

To view the Dodge Privacy Policy, visit
https://www.chrysler.com/crossbrand_us/privacy

Date	08/20/2020	Subject	RE: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS ***** [REDACTED]
From	uscustomer@fcagroup.com	To	[REDACTED]
		Sent Date/Time	08/20/2020 09:43 AM

Hello [REDACTED]

Thank you for contacting Dodge Customer Care.

I can understand the dissatisfaction that you feel, given the rear window concern you have with your vehicle. I want to guarantee that we take the appropriate steps to ensure your concerns are addressed, and ultimately resolved as best as possible.

Your email has been reviewed and, due to the nature of your concern, I would like to forward your case to our Case Management department for their attention and response.

Escalating your situation to a Case Manager will provide us to investigate this concern.

I will send you a questionnaire. Kindly fill out, and I will forward the case to our case management

1. Contact Name:
2. Telephone #1
3. Telephone #2
4. LOCATION OF VEHICLE - INCLUDING THE ADDRESS: (NO PO BOX)
5. LOCATION OF VEHICLE PHONE NUMBER [XXX-XXX-XXXX]
6. What happened? Be detailed
7. Preferred Email Address?
8. Date of Incident?
9. Was it reported to the Police fire dept. report?
10. Did you contact their Insurance Company Name; Address; Phone
11. Number of the Insurance Company:
12. How many injuries:
13. Who was injured?

If it is more convenient for you, call us anytime at Dodge - 800-4ADODGE (800-423-6343) and just provide the following case number [REDACTED] anyone you speak with will be happy to help.

Thank you again for your email Gerald. Should you require additional assistance, please send a new email message or call.

Best wishes,
Lisa
Dodge Customer Care

----- Original Message -----

From: US Customer Care [uscustomer@fcagroup.com]

Sent: 8/19/2020 8:54 PM

Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

Your inquiry has been received by the Dodge Customer Care. We appreciate your contact with us and look forward to getting back with you as soon as possible.

To ensure a prompt response, please add to your Safe Senders list, Address Book or Contact List. Please also monitor your Junk Mail or Spam Folder for our response.

Should this matter be urgent, or if you desire a quicker response, please contact us by phone to discuss your issue with one of our Dodge Advisors.

Dodge Brand: 800-423-6343

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference number [REDACTED]

Sincerely,

The Dodge Brand

To view the Dodge Privacy Policy, visit

https://www.chrysler.com/crossbrand_us/privacy

ref: _00E [REDACTED]

New Customer Service Inquiry Record (CAIR)#

VIN		Model Year	2012	Brand	JEEP
Body	JKJP74	Vehicle	JEEP WRANGLER UNLIMITED SAHARA 4X4		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	09/29/2020	CAIR Type	Regular	Status	Closed
Close Date	09/30/2020	Origin	Telephone	Reason	
Mileage	108,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City		Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	WEST JORDAN	UT		USA	
Dealer	08011	LARRY H. MILLER CHRYSLER JEEP	Dealer Phone	8015535900	
Dealer Address	10905 S AUTO MALL DRIVE				
	SANDY	UT	84070 4162	USA	
Dealer Zone	West	Sales District		Service District	F
Subject	air bags not deployed				
Synopsis	diagnostic clockspring				
Customer Anomaly	Air Bag				
	Deployment Failed to Deploy				
Contact Reason	C206	Vehicle in Accident	Customer Anomaly	100	Airbag Deployment Failure
Reason Code	After Sales - Complaint - Product - Accident - Vehicle in Accident				

Case Status History

Create Date	Status
09/29/2020 04:21 PM	Open
09/30/2020 04:25 PM	Closed

Initial Description

customer called informing was in a accident and the airbags did not deploy vehicle was hit on the bumper driver side and then the abs light came on and code was for the clock spring which their was a recall but was informed this vehicle did not have the recall

Case Comments

Date	Comment
09/29/2020	vehicle location: 6344 W SILVER PARK DR WEST JORDAN UT USA 84081 owner [REDACTED] phone number [REDACTED] customer spouse called informing was in an accident on [REDACTED] and was hit driver side bumper and vehicle was taken to a body shop and repairs were done
09/29/2020	According to Case Comments vehicle has been repaired - SI cannot inspect since vehicle is no longer in damaged state. Reassigned file back to agent for proper handling.
09/30/2020	*****OUTBOUND CUSTOMER CALL***** called customer informing after researching their is an extended warranty for the clockspring X68 still active @ 81 months and/or unlimited miles and referred to the dealer for diagnostic customer informed had called dealer 2 times and was informed that it was expired and can not be assisted advisor informed the extended warranty is still active and should have no problems and if the dealer has any concerns recommended to give the case number to the dealer and the dealer can always give us a call

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2016	Brand	JEEP
Body	MKJE49	Vehicle	JEEP COMPASS SPORT 4X4		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	10/01/2020	CAIR Type	Regular	Status	Closed
Close Date	10/02/2020	Origin	Brand Site	Reason	specialoffers
Mileage	0 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	prior lake	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	prior lake		MN		USA
Dealer	X7463	EAN HOLDINGS - PORTLAND		Dealer Phone	5035257039
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS		MO	63105 4204	USA
Dealer Zone		Sales District		Service District	
Subject	2016 jeep compass				
Synopsis	duplicate of				
Customer Anomaly					
Contact Reason	C109	FCA Contacts Or Dealership	Customer Anomaly		
Reason Code	FCA World - Information & Assistance requests - Network - Contacts & various information - Network				

Case Status History

Create Date	Status
10/01/2020 11:40 AM	New
10/01/2020 06:12 PM	Open
10/01/2020 06:16 PM	Suspended
10/02/2020 05:21 PM	Open
10/02/2020 05:26 PM	Suspended
10/02/2020 06:21 PM	Open
10/02/2020 06:26 PM	Closed

Initial Description

Good morning, i was recently in a 3 car crash and totaled my jeep compass. I unfortunately am contacting you as my air bag didn't deploy. I originally was very shaken up from the crash and didn't think much of it. The car in front of mine theirs did go off. We were traveling about 40, and the front of my car has much damage. Very concerned that my air bag didn't work. I am contacting to see what we can do about this as I don't want a defect in the air bag to cause much more damage to someone else's life. I'm currently dealing with much pain after my accident but could have been worse. I would love to get in contact with someone.

Case Comments

Date	Comment
10/02/2020	close sat

Email(s)

Date	10/01/2020	Subject	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomer@fcagroup.com	To		Sent Date/Time	10/01/2020 11:40 AM
Your inquiry has been received by Jeep Customer Care. We appreciate your contact with us and look forward to getting back with you as soon as possible.					
To ensure a prompt response, please add to your Address Book, Contact List or Safe Senders list. Please also monitor your Junk Mail or Spam folder for our response.					
Should this matter be urgent, or if you desire a quicker response, please contact us by phone to discuss your issue with one of our Advisors or Specialists.					
Jeep Customer Care: 877-426-5337					
For any future communication related to this email, please refer to reference number					
To view our Privacy Policy, visit https://www.chrysler.com/crossbrand_us/privacy .					

Date	10/01/2020	Subject	Case Acknowledgement [re]
-------------	------------	----------------	---------------------------

forward:

> 1) what is your Vehicle Identification Number (vin) and mileage

> 2) what date and time did this happen and where

> 3) a bit more information of what happened

> 4) where is vehicle now (need place, address and phone)

> Please respond back to this email by the close of the next day and we will
> respond back to you as promptly as we can. If you prefer, you can also call
> us at Jeep Customer Assistance Center 1-877-426-5337.

> Sincerely,

> Jody

> Jeep Customer Assistance Center

> [image: Footer]

> ref: 

> 

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2012	Brand	FIAT
Body	FFFH24	Vehicle	FIAT 500 SPORT HATCHBACK		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	11/13/2020	CAIR Type	Special Investigation	Status	Closed
Close Date	12/23/2020	Origin	Telephone	Reason	
Mileage	130,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	TRUJILLO ALTO	PR			USA
Dealer	13287	FIAT DE SAN JUAN		Dealer Phone	6203428
Dealer Address	59 CALLE ACUARELA AVE. MARTINEZ NADAL				
	GUAYNABO	EX	00969	PRI	
Dealer Zone	Puerto Rico	Sales District		Service District	A
Subject	Air Bag deployment failure				
Synopsis	Owner advised EAA she does not want to continue with the case.				
Customer Anomaly	Air Bag Deployment Failed to Deploy				
Contact Reason	C206	Vehicle in Accident	Customer Anomaly	100	Airbag Deployment Failure
Reason Code	After Sales - Complaint - Product - Accident - Vehicle in Accident				

Case Status History

Create Date	Status
11/13/2020 06:42 PM	Open
11/13/2020 07:04 PM	Suspended
12/13/2020 05:00 AM	Open
12/14/2020 11:54 AM	Suspended
12/23/2020 05:01 PM	Closed

Initial Description

Air Bag deployment failure

Case Comments

Date	Comment
11/13/2020	
11/13/2020	Inspection requested
11/13/2020	This vehicle is located in Puerto Rico. Contact Phone [REDACTED] to set up inspection arrangements. PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNER'S ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A,B,C,D & J, PHOTOS, DRB CODES. POLICE REPORT (IF AVAILABLE), AND ANY OTHER PERTINENT INFORMATION. ***** EDR REQUIRED ***** Assigned to JSS15
12/23/2020	EAA advised when owner was contacted she advised she did not want to continue with the case. Case closed.

Email(s)

Date	11/13/2020	Subject	FCA - Inspection Request for [REDACTED]	Sent Date/Time	11/13/2020 19:04 PM
From	uscustomer@fcagroup.com	To	[REDACTED]		

Fri Nov 13 00:00:00 GMT 2020 CAIR Data File CAIR:77696921

Company:

[REDACTED]

Cust:

[REDACTED]

AD1:

[REDACTED]

AD2:

Primary Phone:

Business Phone:

Mobile Phone:

Home Phone:

Email:

Cty/St/ZIP:

TRUJILLO ALTO, PR,

[REDACTED]

Country:

USA

Co-own: NOT SURE

Status and Notes -----

Check Information -----

Opened By:

Jesus Cepeda

Open Date:

Fri Nov 13 18:42:50 GMT 2020

Type:

Special Investigation

Status:

Open

Last Updated By:

Jay Susalla

Origin:

Telephone

Vehicle Information

VIN:



YR/Model:

2012 FFFH24 FIAT 500 SPORT HATCHBACK

Sls BC/Sls/Svc/Dir:

Southeast Vph Mc / FIAT De Ponce

In Srv Date:

Sat Jul 16 00:00:00 GMT 2011

Svc BC/Sls/Svc/Dir:

Southeast FIAT De San Juan

Curr Mi/Km:

130000.0 Miles

Recalls

Recall:

M03

DIAGNOSTIC LINK CONNECTOR COVER

50-STATE EMISSIONS

Status:

COMPLETE

Recall:

VB4

2012-2013 FF SHIFTER CABLE

SAFETY

Status:

INCOMPLETE

Recall:

L36

WHEEL LUG NUT WRENCH

CUSTOMER SATISFACTION

Status:

COMPLETE

Recall:

M02

SUNROOF HEX WRENCH

CUSTOMER SATISFACTION

Status:

COMPLETE

Recall:

M20

ENGINE COOLANT BOTTLE

CUSTOMER SATISFACTION

Status:

COMPLETE

Recall:

S20

REPROGRAM POWERTRAIN CONTROL MODULE

CUSTOMER SATISFACTION

Status:

INCOMPLETE

General Narrative

REASONS FOR CONTACT:

1) After Sales

- 2) Complaint
- 3) Product
- 4) Accident
- 5) Vehicle in Accident

*** Air Bag deployment failure ***

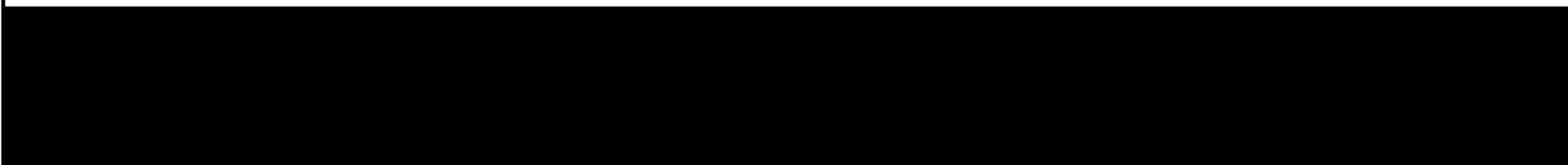
NARRATIVE ADDED BY Jay Susalla ON Fri Nov 13 19:02:20 GMT 2020

This vehicle is located in Puerto Rico. Contact
 Phone Jesus Cepeda 787-782-5901 x 2246 to set up inspection arrangements.
 PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNER'S ALLEGATION
 OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE.
 PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A,B,C,D & J, PHOTOS, DRB CODES.
 POLICE REPORT (IF AVAILABLE), AND ANY OTHER PERTINENT INFORMATION.
 ***** EDR REQUIRED *****
 Assigned to JSS15

NARRATIVE ADDED BY Jesus Cepeda ON Fri Nov 13 18:47:03 GMT 2020

Inspection requested

NARRATIVE ADDED BY Jesus Cepeda ON Fri Nov 13 18:46:40 GMT 2020



VEHICLE IS LOCATED AT:

Arecibo Puerto Rico

Per OGC Matrix, reassigned to 82T.
 CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION Fri Nov 13 00:00:00 GMT 2020

Date	11/13/2020	Subject	FCA - Inspection Request for [REDACTED]	Sent	11/13/2020 19:04
From	uscustomer@fcagroup.com	To	[REDACTED]	Date/Time	PM
Fri Nov 13 00:00:00 GMT 2020 CAIR Data File [REDACTED]					

Comp [REDACTED]
 Cust: [REDACTED]
 AD1: [REDACTED]
 AD2: [REDACTED]
 Primary Phone:
 Business Phone:

Mobile Phone:
Home Phone:
Email:
City/St/ZIP: TRUJILLO ALTO, PR, ([REDACTED])
Country: USA
Co-own: NOT SURE

Status and Notes ----- Check Information -----

Open Date: Fri Nov 13 18:42:50 GMT 2020
Type: Special Investigation
Status: Open
Origin: Telephone

Vehicle Information

VIN [REDACTED]
YR/Model: 2012 FFFH24 FIAT 500 SPORT HATCHBACK
Sls BC/Sls/Svc/Dir: Southeast Vph Mc / FIAT De Ponce
In Srv Date: Sat Jul 16 00:00:00 GMT 2011
Svc BC/Sls/Svc/Dir: Southeast FIAT De San Juan
Curr Mi/Km: 130000.0 Miles

Recalls

Recall: M03
DIAGNOSTIC LINK CONNECTOR COVER
50-STATE EMISSIONS
Status: COMPLETE
Recall: VB4
2012-2013 FF SHIFTER CABLE
SAFETY
Status: INCOMPLETE
Recall: L36
WHEEL LUG NUT WRENCH
CUSTOMER SATISFACTION
Status: COMPLETE
Recall: M02
SUNROOF HEX WRENCH
CUSTOMER SATISFACTION
Status: COMPLETE
Recall: M20
ENGINE COOLANT BOTTLE
CUSTOMER SATISFACTION
Status: COMPLETE
Recall: S20
REPROGRAM POWERTRAIN CONTROL MODULE
CUSTOMER SATISFACTION
Status: INCOMPLETE

General Narrative

REASONS FOR CONTACT:

- 1) After Sales
- 2) Complaint
- 3) Product
- 4) Accident
- 5) Vehicle in Accident

*** Air Bag deployment failure ***

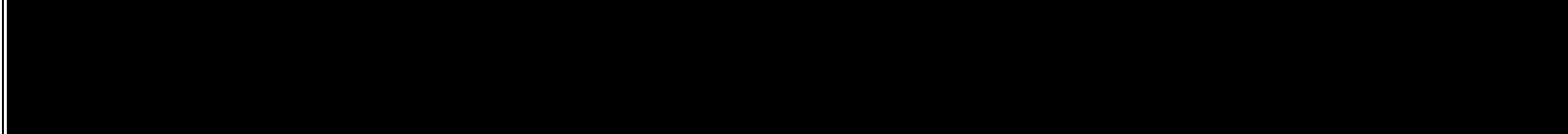
NARRATIVE ADDED ON Fri Nov 13 19:02:20 GMT 2020

This vehicle is located in Puerto Rico. Contact Phone Jesus Cepeda 787-782-5901 x 2246 to set up inspection arrangements. PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNER'S ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A,B,C,D & J, PHOTOS, DRB CODES. POLICE REPORT (IF AVAILABLE), AND ANY OTHER PERTINENT INFORMATION. ***** EDR REQUIRED ***** Assigned to JSS15

NARRATIVE ADDED ON Fri Nov 13 18:47:03 GMT 2020

Inspection requested

NARRATIVE ADDED ON Fri Nov 13 18:46:40 GMT 2020



VEHICLE IS LOCATED AT: Arecibo Puerto Rico

New Customer Service Inquiry Record (CAIR)#

VIN		Model Year	2016	Brand	JEEP
Body	JKJP74	Vehicle	JEEP WRANGLER UNLIMITED SAHARA 4X4		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	11/23/2020	CAIR Type	Regular	Status	Closed
Close Date	11/27/2020	Origin	Telephone	Reason	
Mileage	75,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	ANN ARBOR	MI		USA	
Dealer	60558	SUBURBAN CHRYSLER DODGE JEEP RAM F		Dealer Phone	7346623175
Dealer Address	3900 JACKSON RD				
	ANN ARBOR	MI	48103 1872	USA	
Dealer Zone	Great Lakes	Sales District		Service District	C
Subject	air bag not deployed				
Synopsis					
Customer Anomaly	Air Bag				
	Deployment Failed to Deploy				
Contact Reason	C206	Vehicle in Accident	Customer Anomaly	100	Airbag Deployment Failure
Reason Code	After Sales - Complaint - Product - Accident - Vehicle in Accident				

Case Status History

Create Date	Status
11/23/2020 09:30 PM	Open
11/27/2020 06:53 PM	Closed

Initial Description

air bag not deployed

Case Comments

Date	Comment
11/23/2020	VIN : [REDACTED] MILEAGE: 75000 Customer [REDACTED] Best phone [REDACTED] email for customer [REDACTED] Description and date of incident [REDACTED] at 8:00 pm. Customer does not have any recollection of the accident but it appears that she has a concrete section of the highway Vehicle location Cueter Chrysler Jeep Dodge RAM 2448 Washtenaw Ave, Ypsilanti, MI - 48197, USA. Phone#:734-434-2424 CUSTOMER INQUIRY: Had the vehicle taken to the SUBURBAN CHRYSLER DODGE JEEP RAM dlr for V01 recall which was completed August 14 2020. The dlr did a 20 point inspection and she was not advised that the vehicle needed additional maintenance work. They completed the recall. After collecting the vehicle she felt vibration on the right side of the car which was not there before. She call Aug 18 and spoke Sean Kettlewell. He provided her with the repair order and did not advise her to bring the vehicle back for inspection. She was as in an accident [REDACTED]. She has no recollection of the accident even though she drove herself home. The airbag did not deploy. It was a head on collision with a concrete section of the highway .She suffered a [REDACTED]. On the day when she brought the vehicle in for the recall work she spoke with Kevin Ferguson and he was rude to her and she felt intimidated. At that time they did not have the part for the recall. She advised them that they were inconveniencing her and at that point the environment at the dlr became toxic. [REDACTED] After the accident she took it to Cueter Chrysler Jeep Dodge RAM for repairs and after she collected the vehicle after the repairs she did not feel the vehicle was properly repaired. She called them back and advised that the vehicle is not repaired and was advised that she was continue driving the vehicle by both the insurance company and the dlr. The vehicle is still at the dlr and she is awaiting inspection but the dlr refuses to take her call. The dlr is also not returning state farms call. She requested a loaner from the dlr but they have not provided her with one and she has to be taking the bus. She thinks the service at the dlr is poor. She want Chrysler to contact her and treat her like the good customer that she has been AGENT ADVISED Will be sent for review DLR CALL:
11/24/2020	Case Comments are confusing but it appears the vehicle has been repaired and is no longer in damaged state. SI can only inspect vehicles in damaged state. Reassigned case back to agent for proper handling.
11/27/2020	Called the customer and advised her that she needs to continue working with the dlr given that the vehicle has already been repaired. She stated that she will be taking this further as she does feel safe going to the dlr and she is not happy with Chrysler not treating her better

New Customer Service Inquiry Record (CAIR)#

VIN		Model Year	2016	Brand	JEEP
Body	JKJL72	Vehicle	JEEP WRANGLER SPORT 4X4		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	12/05/2020	CAIR Type	Regular	Status	Closed
Close Date	12/08/2020	Origin	Chat	Reason	
Mileage	0 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	REDWOOD VALLEY	CA			USA
Dealer	X7393	EAN HOLDINGS - KONA		Dealer Phone	8083291674
Dealer Address	600 CORPORATE PARK DR				
	ST. LOUIS	MO	63105 4204	USA	
Dealer Zone		Sales District		Service District	
Subject	Recall Information				
Synopsis					
Customer Anomaly	Air Bag Deployment Failed to Deploy				
Contact Reason	C110	FCA Company Contact Info Request	Customer Anomaly	100	Airbag Deployment Failure
Reason Code	FCA World - Information & Assistance requests - Corporate - Corporate - Contacts				

Case Status History

Create Date	Status
12/05/2020 01:24 AM	New
12/05/2020 01:33 AM	Open
12/05/2020 01:33 AM	Closed
12/05/2020 01:33 AM	New
12/08/2020 04:17 PM	Open
12/08/2020 04:21 PM	Closed

Initial Description

Chat Started: Friday, December 04, 2020, 20:24:17 (-0500) Chat Origin: NAFTA Non Premium Brandsite Chat Agent Heather (17s) Heather: Thank you for chatting with us, my name is Heather with FCA Customer Care. Please keep the chat window open to participate in a brief survey at the completion of our conversation. (34s) Visitor: Okay (1m 7s) Heather: Hello how may I assist you today (3m 4s) Visitor: I was hurt in an accident due to the Jeep recall as the airbags did not deploy. It was a head on collision with a mountain and I want to speak to someone about it or do I just go and get a lawyer? (3m 36s) Heather: I am sorry to hear this. At this time you have reached the Mopar Owner web page division, I will have to transfer you over to the correct department. Do you mind holding? (4m 41s) Visitor: Not at all. Thank you. Will I be chatting or on the phone with them? Thank u for ur assistance (4m 47s) Heather: I will transfer this chat to a specialized chat agent. Thank you for contacting the Mopar owner web page chat. One moment while I transfer you. Chat Transferred From Heather To Emily (5m 54s) Emily: Thank you for chatting with us, my name is Emily with FCA Customer Care. Please keep the chat window open to participate in a brief survey at the completion of our conversation. (7m 8s) Emily: I am sorry to hear this. I would be happy to look into this with you. May I please have you confirm your name, address, telephone number, email address and the last 8 of the VIN for me please. (8m 7s) Emily: Are you there ? (8m 39s) Emily: I apologize I am going to need to disconnect the chat with not hearing back from you. (9m 12s) Emily: Thank you for choosing Jeep customer Care. Have a great day!

Live Chats

Date

Date

Chat Started: Friday, December 04, 2020, 20:24:17 (-0500)

Chat Origin: NAFTA Non Premium Brandsite Chat

Agent Heather

(17s) Heather: Thank you for chatting with us, my name is Heather with FCA Customer Care. Please keep the chat window open to participate in a brief survey at the completion of our conversation.

(34s) Visitor: Okay

(1m 7s) Heather: Hello how may I assist you today

(3m 4s) Visitor: I was hurt in an accident due to the Jeep recall as the airbags did not deploy. It was a head on collision with a mountain and I want to speak to someone about it or do I just go and get a lawyer?

(3m 36s) Heather: I am sorry to hear this at this time you have reached the Mopar Owner web page division. I will have to transfer you over to the correct department. Do you mind holding?

(4m 41s) Visitor: Not at all. Thank you. Will I be chatting or on the phone with them? Thank u for ur assistance

(4m 47s) Heather: I will transfer this chat to a specialized chat agent Thank you for contacting the Mopar owner web page chat. One moment while I transfer you.

Chat Transferred From Heather To Emily

(5m 54s) Emily: Thank you for chatting with us, my name is Emily with FCA Customer Care. Please keep the chat window open to participate in a brief survey at the completion of our conversation.

(7m 8s) Emily: I am sorry to hear this I would be happy to look into this with you. May I please have you confirm your name,address,telephone number, email address and the last 8 of the VIN for me please.

(8m 7s) Emily: Are you there ?

(8m 39s) Emily: I apologize I am going to need to disconnect the chat with not hearing back from you.

(9m 12s) Emily: Thank you for choosing Jeep customer Care. Have a great day!

12/05/2020

Date

12/05/2020

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2011	Brand	RAM
Body	DS6H98	Vehicle	DODGE RAM 1500 SLT CREW CAB 4X4		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	01/04/2021	CAIR Type	Regular	Status	Closed
Close Date	01/04/2021	Origin	Social	Reason	
Mileage	94,500 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	WOLF LAKE	MN		USA	
Dealer	60343	DETROIT LAKES CHRYSLER DODGE	Dealer Phone	2188472601	
Dealer Address	1389 WENNER RD				
	DETROIT LAKES	MN	56501 7918	USA	
Dealer Zone	Denver	Sales District		Service District	S
Subject	Airbags: failure to deploy				
Synopsis	SI requirements not met, vehicle has been repaired/modified				
Customer Anomaly	Air Bag Deployment Failed to Deploy				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	100	Airbag Deployment Failure
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/04/2021 03:23 PM	Open
01/04/2021 04:50 PM	Closed

Initial Description

Customer states that they hit a power line pole at 80MPH during accident, airbags did not deploy.

Case Comments

Date	Comment
01/04/2021	Customer Verbatim: "Hello! Back in [REDACTED] I was in a very bad accident with my 2011 Ram 1500 SLT 5.7L while having a [REDACTED] on a 4 lane highway. Make a long story short I hit the right ditch, went back on the highway, through the median, jumping the other lanes, and finally going into the other ditch jumping the railroad tracks and landing about 100 feet later hitting a railroad power pole at approximately 80 MPH. The airbags never deployed and I wasn't seriously injured but I hit my head on the steering wheel or the inside handle next to the door. I've been having many [REDACTED] Medical Bill's mounting and I'm wondering if there's a recall on the airbags for that year and model of the truck? Plus the truck is financed and the financial company doesn't want to help." Facebook Link [REDACTED]
01/04/2021	Mileage: About 89,000 miles during the accident and about 94,500 miles right now. Name: [REDACTED] Phone: [REDACTED] (cell) Location of vehicle: [REDACTED] Wolf Lake, Minnesota [REDACTED] Date of incident: [REDACTED] (accident) Summary of events: Driving [REDACTED] eastbound to Perham, Minnesota, had a sensation of something was wrong with myself so I was going to pull over and before I could put the shifter into park I was [REDACTED]. Supposedly from law enforcement my foot hit the gas, going into the right ditch, coming back onto the highway, going into the median, jumping both westbound lanes, went into the north ditch, jumping the railroad tracks and landing approximately 60+ feet later hitting a BNSF Railway power at full speed head on. I have the truck fully repaired and looking new on 8/17/2020. Email: [REDACTED] Servicing Dealer: Quality Toyota where I bought the truck in May 2019
01/04/2021	*MISHANDLED SI / LEGAL CASE* COIN Ownership database was not verified/updated by level 1 during owner's contact w/ CAC. Case fails to have a CALLER DETAILS Screen confirming caller info. Neither COIN nor CUSTOMER DETAILS screen have any phone numbers documented for owner. Verify & Update COIN database with current owner contact info. Case fails to have any ACCIDENT REASON CODES posted to the Contact Reason AREA, TYPE & DESCRIPTION FIELDS used by FCA & NHTSA to identify accident defect allegation(s). Post proper Accident Reason Codes. TREAD Report states: Was there any property damage? -NO- which contradicts agent's narrative that notes vehicle was damaged from an impact(s). Correct TREAD report data. As noted in case narrative, the accident was in [REDACTED] and has since been repaired. Therefore modifications & repairs have spoiled evidence and there is nothing for SI to inspect. Case should have not been escalated to the SI Queue per SI case management protocol. Returned case back to CAC agent for corrections and proper handling. Please See Answer Hub 1377 & corresponding attachments for SI Case handling procedure & requirements for instances where vehicle has been repaired or modified after accident spoiling any evidence. Suggest owner address matter w/ insurance co. should they feel FCA has any responsibility they have full subrogation rights per policy.

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2016	Brand	JEEP
Body	JKJM74	Vehicle	JEEP WRANGLER UNLIMITED SPORT 4X4		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	02/10/2021	CAIR Type	Legal	Status	Closed
Close Date	02/19/2021	Origin	Brand Site	Reason	assistance
Mileage	120,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	Chicago	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	DES PLAINES	IL		USA	
Dealer				Dealer Phone	
Dealer Address					
Dealer Zone		Sales District		Service District	
Subject	Incident				
Synopsis	Vehicle sold by Copart on 1/19/2021. Email sent to owner.				
Customer Anomaly	Air Bag Deployment Failed to Deploy				
Contact Reason	C206	Vehicle in Accident	Customer Anomaly	100	Airbag Deployment Failure
Reason Code	After Sales - Complaint - Product - Accident - Vehicle in Accident				

Case Status History

Create Date	Status
02/10/2021 10:44 PM	New
02/13/2021 12:01 AM	Open
02/15/2021 08:45 PM	Closed
02/15/2021 08:51 PM	Open
02/15/2021 09:11 PM	Closed
02/17/2021 05:27 PM	Open
02/19/2021 06:40 PM	Closed

Initial Description

On [REDACTED] I was involved in a car accident on the highway. I am reaching out to you all because my driver airbag did not deploy upon impact. I suffered injuries to my [REDACTED]. My car is at a total lost and my primary job at the time was doing [REDACTED].

Case Comments

Date	Comment
02/17/2021	Contact [REDACTED] telephone #1 [REDACTED] LOCATION OF VEHICLE - INCLUDING THE ADDRESS: CoPart Madison 5448 Lien Rd building 1 Madison WI 53718 LOCATION OF VEHICLE PHONE NUMBER [(608) 249 - 3577] What happened?: Customer states [On [REDACTED] was involved in a car accident on the highway. I am reaching out to you all because my driver airbag did not deploy upon impact. I suffered injuries to [REDACTED]. My car is at a total lost and my primary job at the time was doing [REDACTED]. Be detailed Preferred Email Address? [REDACTED] Date of Incident [REDACTED] Customer Contact information (Different than webcoin as insurance company is now listed as owner) Name: [REDACTED] Address [REDACTED] Chicago IL US [REDACTED] phone Number [REDACTED] mail address [REDACTED]
02/17/2021	Per OGC Matrix, reassigned to 82T/CCRG for their review and handling.
02/18/2021	Assigned to PGA5 EDR required
02/18/2021	Cannot access attachment.
02/19/2021	[REDACTED] is the original owner who settled with Esurance who sold the car at COPART on 1/19/21. Closing case as vehicle is not available for inspection.

Date	Comment
02/19/2021	FILE RETURNED TO SI FOR RESOLUTION Vehicle has been sold by Copart. File closed. Following email sent to owner: Dear [REDACTED] This will further acknowledge contact to FCA US LLC regarding your 2016 Jeep Wrangler. Naturally, we were sorry to learn of this incident. Please rest assured, we appreciate and share your concerns about vehicle safety. It is important for you to remember that we don't just design and build vehicles; we also drive them, as do most of our families and friends. We have some very close and personal reasons to be concerned about vehicle safety, like you, people depend on us to provide them with safe and dependable transportation. According to the information available, the vehicle was sold by Copart on 1/19/2021, and therefore we cannot perform a proper investigation. Based on this information, we suggest that you refer this matter to your insurance carrier. Should they feel a manufacturing responsibility exists, they have full subrogation rights under the terms of your policy. Thank you for allowing us the opportunity in reviewing this matter with you.
08/12/2021	CCRG Open Date: 02/17/2021 15:20:29

Email(s)

Date	Subject	Sent Date/Time
02/10/2021	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****	02/10/2021 22:44 PM
uscustomer@fcagroup.com	[REDACTED]	

Your inquiry has been received by the Chrysler Customer Care. We appreciate your contact with us and look forward to getting back with you as soon as possible.

To ensure a prompt response, please add to your Safe Senders list, Address Book or Contact List. Please also monitor your Junk Mail or Spam Folder for our response.

Should this matter be urgent, or if you desire a quicker response, please contact us by phone to discuss your issue with one of our Chrysler Advisors.

Chrysler Brand: 800-247-9753
FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference number [REDACTED]

Sincerely,
The Chrysler Brand

To view the Chrysler Privacy Policy, visit
https://www.chrysler.com/crossbrand_us/privacy

Date	Subject	Sent Date/Time
02/12/2021	Case [REDACTED] ref]	02/12/2021 23:59 PM
uscustomer@fcagroup.com	[REDACTED]	

Hi [REDACTED]

Thank you for contacting Jeep Customer Care. I am disappointed to learn of your concern with the drivers airbag in your Jeep Wrangler and I would like to assure you that we will do everything we can to help.

Your case number is [REDACTED] and what I'd like to do is forward your case to the right area for further investigation into this for you. Before I can do that though, I'll need a bit more information.

Best phone number and email address to contact you (if different than what was provided in your email)
Best time and day of the week to contact you
Vehicle location (address and phone number)
Have any repairs been made to the vehicle?

Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at (877) 426-5337.

Thank you again for your email [REDACTED] Have a great day.
Best wishes,
Cara
Jeep Customer Care
[REDACTED]

Date	Subject	Sent Date/Time
02/13/2021	Re [REDACTED] ref]	02/13/2021 17:41 PM
[REDACTED]	uscustomer@fcagroup.com	

This email is best I can be reached at [redacted] and any day after 12pm will be fine. The vehicle has been totaled and no repairs were made.

On Fri, Feb 12, 2021 at 5:59 PM US Customer Care <uscustomer@fcagroup.com> wrote:

>
>
> Hello [redacted]
>
> Thank you for contacting Jeep Customer Care.
>
> I am disappointed to learn of your concern with the drivers airbag in your
> Jeep Wrangler and I would like to assure you that we will do everything we
> can to help.
>
> Your case number is [redacted] and what I'd like to do is forward your case
> to the right area for further investigation into this for you. Before I can
> do that though, I'll need a bit more information.
>
> - Best phone number and email address to contact you (if different
> than what was provided in your email)
> - Best time and day of the week to contact you
> - Vehicle location (address and phone number)
> - Have any repairs been made to the vehicle?
>
> Please do not hesitate to contact us if you need any further assistance by
> replying to this email or calling us at (877) 426-5337.
>
> Thank you again for your email Richar, Have a great day.
>
>
> Best wishes,
> Cara
> Jeep Customer Care

> ref: [redacted]

Date	02/15/2021	Subject	Case # [redacted] ref]
From	uscustomer@fcagroup.com	To	[redacted] Sent Date/Time 02/15/2021 16:36 PM

Hi [redacted]
Thank you for your quick response!

The last piece of information we will need is the vehicles current location and a phone number for the location. Once we have that we can escalate the case for further review.

Best wishes,
Cara
Jeep Customer Care

Date	02/15/2021	Subject	Re: Case [redacted]
From	[redacted]	To	uscustomer@fcagroup.com Sent Date/Time 02/15/2021 16:38 PM

My car was totaled and taken by my lender.

On Mon, Feb 15, 2021 at 10:36 AM US Customer Care <uscustomer@fcagroup.com> wrote:

>
>
> Hello [redacted]
>
> Thank you for your quick response!
>
> The last piece of information we will need is the vehicles current location and a phone number for the location. Once we have that we can escalate the case for further review.
>
>
> Best wishes,
> Cara
> Jeep Customer Care
>
>
>

[redacted]

Date	02/15/2021	Subject	[redacted] ref]
From	uscustomer@fcagroup.com	To	[redacted]
		Sent Date/Time	02/15/2021 17:18 PM

Thank you for your response;

Regrettably we would need the location as we require access to the vehicle to determine why the drivers airbag hadn't deployed. Without the vehicle location we would be unable to look into this further for you.

If you can please reach out to your lender and see if they can provide you the location of the vehicle and if the vehicle would still be left untouched for possible inspection.
Best wishes,
Cara
Jeep Customer Care
[redacted]

Date	02/15/2021	Subject	Re: Case # [redacted]
From	[redacted]	To	uscustomer@fcagroup.com
		Sent Date/Time	02/15/2021 17:43 PM

What do you mean? I was in an accident and my airbags didn't deploy. My insurance is aware, my lender is aware and the police are also aware. The why is something you guys have been notified on from the looks of my research just now. However I was injured in a vehicle manufactured from your corp and all the service you're providing is an inspection?

In the event that I were severely injured and could not reach you guys do to my injuries or God forbid in a coma this is all the customer service you all would provide?

On Mon, Feb 15, 2021 at 1:40 PM US Customer Care <uscustomer@fcagroup.com> wrote:

>
>
> Hello [redacted]
>
> Thank you for your quick response;
>
> As the vehicle has been sold to a new owner we would be unable to do an
> inspection. Regrettably without being able to inspect the vehicle we would
> be unable to determine why the drivers airbag hadn't deployed.
>
> We are very sorry you had experienced this with your Jeep Wrangler and
> appreciate the time you took to reach out to us. Your experience has been
> documented in our records under case number [redacted]
>
>
> Best wishes,
> Cara
> Jeep Customer Care
>
>
>
[redacted]

Date	02/15/2021	Subject	Case # [redacted]
From	uscustomer@fcagroup.com	To	[redacted]
		Sent Date/Time	02/15/2021 21:08 PM

Hello [redacted]
Thank you for your response;
We are very sorry you had went through this, we would recommend continuing to work with your insurance company. If your insurance company feels there was a issue with the vehicle they are able to reach out to us directly to pursue further.
As I had mentioned previously, we do required access to the location of the vehicle in order to investigate any concerns that may have occurred.
Best wishes,
Cara
Jeep Customer Care
re [redacted]

Date	02/17/2021	Subject	Re: Case # [redacted]
From	[redacted]	To	uscustomer@fcagroup.com
		Sent Date/Time	02/17/2021 17:26 PM

Hello so I was able to locate the vehicle it s at CoPart in Madison WI.

CoPart Madison
5448 Lien Rd building 1
Madison WI 53718
(608) 249 - 3577

They do ask for the last four numbers of my vin number which is [REDACTED]

On Mon, Feb 15, 2021 at 3:08 PM US Customer Care <
uscustomer@fcagroup.com> wrote:

>
>
> Hello [REDACTED]
>
> Thank you for your response;
>
> We are very sorry you had went through this, we would recommend continuing
> to work with your insurance company. If your insurance company feels there
> was a issue with the vehicle they are able to reach out to us directly to
> pursue further.
>
> As I had mentioned previously, we do required access to the location of
> the vehicle in order to investigate any concerns that may have occurred.
>
> Best wishes,
> Cara
> Jeep Customer Care
>
>
> ref: [REDACTED]

Date	02/17/2021	Subject	Case [REDACTED]	Sent Date/Time	02/17/2021 19:16 PM
From	uscustomer@fcagroup.com	To	[REDACTED]		

Hello [REDACTED]
Thank you for your response;

I have escalated your case to our Specialist team for review, a Specialist will be reaching out to you within the next 4 business days to determine next steps.
Best wishes,
Cara
Jeep Customer Care
ref: [REDACTED]

Date	02/18/2021	Subject	FCA - Inspection Request for [REDACTED]	Sent Date/Time	02/18/2021 12:14 PM
From	uscustomer@fcagroup.com	To	[REDACTED]		

Thu Feb 18 00:00:00 GMT 2021 CAIR Data File CAIF [REDACTED]

Company:
[REDACTED]

Cust:
[REDACTED]

AD1:
[REDACTED]

AD2:

Primary Phone:



Business Phone:

Mobile Phone:

Home Phone:

Email:

Cty/St/ZIP:

DES PLAINES, IL,



Country:

USA

Co-own: NOT SURE

Non-Owner CONTACT INFORMATION

Company:



Rep:



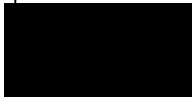
AD1:



AD2:

Phone:

Business Phone:



Mobile Phone:

Email:



Cty/St/ZIP:

Chicago,IL



Country:

USA

Language:

Status and Notes

Check Information

Opened By:

Integration User

Open Date:

Wed Feb 10 22:44:14 GMT 2021

Type:

Special Investigation

Status:

Open

Last Updated By:

Amy Cannazzaro

Origin:

Brand Site

Vehicle Information

VIN:



YR/Model:

2016 JKJM74 JEEP WRANGLER UNLIMITED SPORT 4X4

Sls BC/Sls/Svc/Dlr:

Midwest SHERMAN DODGE CHRYSLER JEEP

In Srv Date:

Sat Jan 30 00:00:00 GMT 2016

Svc BC/Sls/Svc/Dlr:

Curr Mi/Km:

120000.0 Miles

Recalls

Recall:

S76

FRONT IMPACT SENSOR WIRES

SAFETY

Status:

INCOMPLETE

Recall:

V01

PASSENGER AIRBAG INFLATOR

SAFETY

Status:

INCOMPLETE

General Narrative

REASONS FOR CONTACT:

- 1) After Sales
- 2) Complaint
- 3) Product
- 4) Accident
- 5) Vehicle in Accident

*** On [REDACTED] was involved in a car accident on the highway. I am reaching out to you all because my driver airbag did not deploy upon impact. I suffered injuries to my [REDACTED]. My car is at a total loss and my primary job at the time was doing [REDACTED].

NARRATIVE ADDED BY Amy Cannazzaro ON Thu Feb 18 12:14:11 GMT 2021

Cannot access attachment.

NARRATIVE ADDED BY Amy Cannazzaro ON Thu Feb 18 11:59:19 GMT 2021

Assigned to PGA5
EDR required

NARRATIVE ADDED BY Lisa Schkoo ON Wed Feb 17 19:41:13 GMT 2021

Per OGC Matrix, reassigned to 82T/CCRG for their review and handling.

NARRATIVE ADDED BY Cara Ulliyatt ON Wed Feb 17 19:19:55 GMT 2021

Contact: [REDACTED]
Telephone [REDACTED]
Telephone [REDACTED]

LOCATION OF VEHICLE - INCLUDING THE ADDRESS: CoPart Madison

5448 Lien Rd building 1

Madison WI 53718

LOCATION OF VEHICLE PHONE NUMBER I(608) 249 - 3577

What happened?: Customer states [Redacted] I was involved in a car accident on the highway. I am reaching out to you all because my driver airbag did not deploy upon impact. I suffered injuries to my [Redacted]

My car is at a total lost and my primary job at the time was doing [Redacted] Be detailed

Preferred Email Address: [Redacted]

Date of Incident: [Redacted]

Customer Contact Information (Different than webcoin as insurance company is now listed as owner)

Name: [Redacted]

Address: [Redacted] Chicago IL USA [Redacted]

Phone Number: [Redacted]

Email address: [Redacted]

VEHICLE IS LOCATED AT:

Per OGC Matrix reassigned to 82T.

CAIR NUMBER [Redacted] REQUEST EAA INSPECTION Thu Feb 18 00:00:00 GMT 2021

Date	02/18/2021	Subject	FCA - Inspection Request for [Redacted]	Sent Date/Time	02/18/2021 12:14 PM
From	uscustomer@fcagroup.com	To	[Redacted]		

Thu Feb 18 00:00:00 GMT 2021 CAIR Data File CAIR [Redacted]

Com: [Redacted]
 Cust: [Redacted]
 AD1: [Redacted]
 AD2:
 Primary Phone: [Redacted]
 Business Phone:
 Mobile Phone:
 Home Phone:
 Email:
 Cty/St/ZIP: DES PLAINES, IL [Redacted]
 Country: USA
 Co-own: NOT SURE

Non-Owner CONTACT INFORMATION

Com: [Redacted]
 Rep: [Redacted]
 AD1: [Redacted]
 AD2:
 Phone: [Redacted]
 Business Phone: [Redacted]
 Mobile Phone:
 Email: [Redacted]
 Cty/St/ZIP: Chicago, IL, [Redacted]
 Country: USA
 Language:

Status and Notes ————— Check Information —————

Open Date: Wed Feb 10 22:44:14 GMT 2021

Type: Special Investigation

Status: Open

Origin: Brand Site

Vehicle Information

VIN: [Redacted]
 YR/Model: 2016 JKJM74 JEEP WRANGLER UNLIMITED SPORT 4X4
 Sls BC/Sls/Svc/Dlr: Midwest SHERMAN DODGE CHRYSLER JEEP
 In Srv Date: Sat Jan 30 00:00:00 GMT 2016

Recalls

Recall: S76
FRONT IMPACT SENSOR WIRES
SAFETY
Status: INCOMPLETE
Recall: V01
PASSENGER AIRBAG INFLATOR
SAFETY
Status: INCOMPLETE

General Narrative

REASONS FOR CONTACT:

- 1) After Sales
- 2) Complaint
- 3) Product
- 4) Accident
- 5) Vehicle in Accident

*** [REDACTED] was involved in a car accident on the highway. I am reaching out to you all because my driver airbag did not deploy upon impact. I suffered [REDACTED]
[REDACTED] My car is at a total loss and my primary job at the time was doing ride-share. ***

NARRATIVE ADDED ON Thu Feb 18 12:14:11 GMT 2021
Cannot access attachment.

NARRATIVE ADDED ON Thu Feb 18 11:59:19 GMT 2021
Assigned to PGA5 EDR required

NARRATIVE ADDED ON Wed Feb 17 19:41:13 GMT 2021
Per OGC Matrix, reassigned to 82T/CCRG for their review and handling.

NARRATIVE ADDED ON Wed Feb 17 19:19:55 GMT 2021
Contact: [REDACTED] Telephone #1 [REDACTED] Telephone #2 [REDACTED] LOCATION OF VEHICLE - INCLUDING THE ADDRESS: CoPart Madison
5448 Lien Rd building 1 Madison WI 53718 LOCATION OF VEHICLE PHONE NUMBER [(608) 249 - 3577] What happened?: Customer states [On [REDACTED]
I was involved in a car accident on the highway. I am reaching out to you all because my driver airbag did not deploy upon impact. I suffered injuries to [REDACTED]
[REDACTED] My car is at a total loss and my primary job at the time was doing [REDACTED] Be detailed Preferred Email Address: [REDACTED] Date of
Incident [REDACTED] Customer Contact information (Different than webcoin as insurance company is now listed as owner) Name [REDACTED] Address:
[REDACTED] Chicago IL US [REDACTED] Phone Num [REDACTED] Email address [REDACTED]

VEHICLE IS LOCATED AT:

Per OGC Matrix, reassigned to 82T.
CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION Thu Feb 18 00:00:00 GMT 2021

New Customer Assistance Inquiry Record (CAIR)#

VIN	[REDACTED]	Model Year	2017	Brand	JEEP
Body	MKTM49	Vehicle	JEEP COMPASS LATITUDE FWD		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	03/08/2021	CAIR Type	Regular	Status	Closed
Close Date	03/09/2021	Origin	Social	Reason	
Mileage	79,871 Miles	Market	U	Language	English
Contact Email	[REDACTED]	Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer	[REDACTED]				
Customer Address	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
	CRESTVIEW	FL			USA
Dealer	X7066	AVIS BUDGET CAR RENTAL-OrlandoAP	Dealer Phone	4078253752	
Dealer Address	6 SYLVAN WAY				
	PARSIPPANY	NJ	07054 3826	USA	
Dealer Zone		Sales District		Service District	
Subject	Airbag Failed to Deploy				
Synopsis	Vehicle not available for inspection				
Customer Anomaly	Air Bag				
	Deployment Failed to Deploy				
Contact Reason	C206	Vehicle in Accident	Customer Anomaly	100	Airbag Deployment Failure
Reason Code	After Sales - Complaint - Product - Accident - Vehicle in Accident				

Case Status History

Create Date	Status
03/08/2021 10:29 PM	Open
03/09/2021 07:14 PM	Closed

Initial Description

Customer was in accident, airbag did not deploy.

Case Comments

Date	Comment
03/08/2021	Customer reached out via Twitter [REDACTED] shared that her [REDACTED] was injured as a result of her airbag failing to deploy.

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2012	Brand	FIAT
Body	FFFL24	Vehicle	FIAT 500 POP HATCHBACK		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	03/09/2021	CAIR Type	Regular	Status	Closed
Close Date	03/10/2021	Origin	Telephone	Reason	
Mileage	110,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	MELBOURNE		FL		USA
Dealer	69120	ALFA ROMEO AND FIAT OF MELBOURNE		Dealer Phone	3217277711
Dealer Address	300 E NASA BLVD				
	MELBOURNE		FL	32901 1940	USA
Dealer Zone	Southeast	Sales District		Service District	W
Subject	letter				
Synopsis	closed				
Customer Anomaly	Air Bag				
	Warning Light Anomaly				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	99	Airbag Warning Light
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/09/2021 04:26 PM	Open
03/10/2021 04:03 PM	Closed

Initial Description

denial letter

Case Comments

Date	Comment
03/09/2021	Customer called and vehicle was in accident on @10:00 in Florida. Customer going for chemo regular speed limit and all of a sudden a girl rushed through across from her and customer ran into her on the rear end . Customer states air bag did not deploy yet customer is still driving vehicle . Customer never received a denial letter. Agent advised would send back up to SI and they will email her another one as per case
03/09/2021	No letter has been sent to this customer. FCA's response was sent via email twice, to 2 different email addresses. The emails were not returned as undeliverable. You have not provided any new email address. Advise owner to check her spam or junk folder.
03/10/2021	Agent contacted customer back and advised her to check her emails in the junk folders as well as 2 emails were sent to 2 different emails. customer will check.

New Customer Assistance Inquiry Record (CAIR)#

VIN	[REDACTED]	Model Year	2016	Brand	JEEP
Body	JKJM74	Vehicle	JEEP WRANGLER UNLIMITED SPORT 4X4		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	03/13/2021	CAIR Type	Regular	Status	Closed
Close Date	03/17/2021	Origin	Telephone	Reason	
Mileage	119,000 Miles	Market	U	Language	English
Contact Email	[REDACTED]	Contact Phone	[REDACTED]	Contact Mobile	
Caller Address	[REDACTED]	Source	Customer		
Caller City	Chicago	Caller Country	USA	Caller Postal Code	[REDACTED]
Customer	[REDACTED]				
Customer Address	[REDACTED]				
	DES PLAINES	IL	[REDACTED]	USA	
Dealer	44520	SHERMAN DODGE CHRYSLER JEEP	Dealer Phone	8479829500	
Dealer Address	7601 N SKOKIE BLVD				
	SKOKIE	IL	60077 3001	USA	
Dealer Zone	Midwest	Sales District		Service District	A
Subject	airbags did not deploy				
Synopsis					
Customer Anomaly	Air Bag Deployment Failed to Deploy				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	100	Airbag Deployment Failure
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/13/2021 09:11 PM	Open
03/15/2021 08:36 PM	Closed
03/17/2021 07:40 PM	Open
03/17/2021 07:42 PM	Closed

Initial Description

airbags did not deploy

Case Comments

Date	Comment
03/13/2021	customer unhappy vehicle has not been inspected. customer would like a call back.
03/15/2021	Vehicle has been sold by Copart. Cannot inspect vehicle if there is no vehicle to inspect. Email has been sent to owner. See Case [REDACTED]

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2017	Brand	JEEP
Body	MKTE74	Vehicle	JEEP PATRIOT SPORT FWD		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	03/22/2021	CAIR Type	Regular	Status	Closed
Close Date	04/06/2021	Origin	Telephone	Reason	
Mileage	80,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	Lexington		SC		USA
Dealer	67920	GALEANA CHRYSLER JEEP INC		Dealer Phone	8037797300
Dealer Address	180 GREYSTONE BLVD				
	COLUMBIA		SC	29210 8003	USA
Dealer Zone	Southeast	Sales District		Service District	L
Subject	Accident and air bag did not deploy				
Synopsis					
Customer Anomaly	Air Bag Deployment Failed to Deploy				
Contact Reason	C206	Vehicle in Accident	Customer Anomaly	100	Airbag Deployment Failure
Reason Code	After Sales - Complaint - Product - Accident - Vehicle in Accident				

Case Status History

Create Date	Status
03/22/2021 04:28 PM	Open
04/06/2021 09:21 PM	Closed

Initial Description

Cst called saying she was in an accident and the air bag did not deploy and her vehicle is totaled now.

Case Comments

Date	Comment
03/22/2021	Cst called saying she was in an accident and the air bag did not deploy and her vehicle is totaled now. She said that there were 4 people in the other vehicle and no one left by an ambulance; however, cst has a [REDACTED] as she says non of the air bags deployed. Reassigning case to specialist.
03/22/2021	The address you have provided is for a residence, not a tow lot. Please review Answer Hub 1377 - Do not send cases to S/I with incomplete information. Provide the name, address, and phone number where the vehicle is located. If the Insurance Company has possession of the vehicle, the Owner will need to contact them for this information and call back. INCLUDE ALL UPDATES IN CASE COMMENTS.
03/23/2021	OUTBOUND call to customer Agent called customer to get the Vehicle location address and the Vehicle location phone number. Left a VM for the customer to call back to proceed with the case.
03/25/2021	Outbound call to customer. Called cst twice; no response from her.
04/06/2021	OB call to cst; going to VM.

New Customer Assistance Inquiry Record (CAIR)#

VIN	[REDACTED]	Model Year	2017	Brand	JEEP
Body	JKJM74	Vehicle	JEEP WRANGLER UNLIMITED SPORT 4X4		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	08/26/2021	CAIR Type	Special Investigation	Status	Closed
Close Date	09/07/2021	Origin	Telephone	Reason	
Mileage	40,000 Miles	Market	U	Language	English

Contact Email	[REDACTED]	Contact Phone	[REDACTED]	Contact Mobile	[REDACTED]
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	

Customer	[REDACTED]
Customer Address	[REDACTED]
	CLERMONT FL [REDACTED] USA

Dealer	60524	POSNER PARK CHRYSLER DODGE JEEP RA	Dealer Phone	8634383333
Dealer Address	42650 HIGHWAY 27			
	DAVENPORT	FL	33837 6850	USA
Dealer Zone	Southeast	Sales District		Service District C

Subject	airbag did not deployed
Synopsis	.
Customer Anomaly	Air Bag Deployment Failed to Deploy

Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	100	Airbag Deployment Failure
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/26/2021 07:48 PM	Open
08/30/2021 05:29 PM	Suspended
09/07/2021 11:22 AM	Open
09/07/2021 11:23 AM	Closed

Initial Description

air bag did not deployed during the accident

Case Comments

Date	Comment
08/26/2021	Customer was driving 35 miles for hour when she did not notice a car that was in front of her and cx could not stop faster, cx hit the vehicle in front of her but the airbag did not deployed, there is not people hurts, DLR advised cx her insure should taking care of the vehicle before to get an inspection by their end. vehicle is located on cx address [REDACTED] Davenport FL USA [REDACTED] customer name: [REDACTED] phone number [REDACTED] email: [REDACTED]
08/27/2021	Vehicle Location: Owner's Residence [REDACTED] Davenport, FL [REDACTED] PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A,B,C,D & J, PHOTOS, DRB CODES, POLICE REPORT (IF AVAILABLE), AND ANY OTHER PERTINENT INFORMATION. ASSIGNED TO JSS15 EDR REQUIRED
08/28/2021	CCRG Open Date: 08/26/2021 16:07:29
09/07/2021	Case closed, vehicle impounded by police, cannot inspect.

Email(s)

Date	08/27/2021	Subject	FCA - Inspection Request for [REDACTED]	Sent Date/Time	08/27/2021 11:14 AM
From	uscustomer@fcagroup.com	To	[REDACTED]		

Company:

[REDACTED]

Cust:

[REDACTED]

AD1:

[REDACTED]

AD2:

Primary Phone:

[REDACTED]

Business Phone:

Mobile Phone:

[REDACTED]

Home Phone:

Email:

[REDACTED]

Cty/St/ZIP:

DAVENPORT, FL

[REDACTED]

Country:

USA

Co-own: NOT SURE

Status and Notes -----

Check Information -----

Opened By:

Mariela Pembridge

Open Date:

Thu Aug 26 19:48:02 GMT 2021

Type:

Special Investigation

Status:

Open

Last Updated By:

Mariela Pembridge

Origin:

Telephone

Vehicle Information

VIN:
[REDACTED]

YR/Model:
2017 JKJM74 JEEP WRANGLER UNLIMITED SPORT 4X4

Sls BC/Sls/Svc/Dlr:
Northeast DOVER DODGE CHRYSLER JEEP, INC.

In Srv Date:
Wed May 10 00:00:00 GMT 2017

Svc BC/Sls/Svc/Dlr:
Southeast POSNER PARK CHRYSLER DODGE JEEP RA

Curr Mi/Km:
40000.0 Miles

General Narrative

REASONS FOR CONTACT:

- 1) After Sales
- 2) Complaint
- 3) Product
- 4) Vehicle concern
- 5) Additional details

*** air bag did not deployed during the accident ***

NARRATIVE ADDED BY Lisa Schkoo ON Fri Aug 27 11:13:11 GMT 2021

Vehicle Location:
Owner's Residence
[REDACTED]

Davenport, F [REDACTED]

PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A,B,C,D & J, PHOTOS, DRB CODES, POLICE REPORT (IF AVAILABLE), AND ANY OTHER PERTINENT INFORMATION. ASSIGNED TO JSS15 EDR REQUIRED

NARRATIVE ADDED BY Mariela Pembridge ON Thu Aug 26 20:07:23 GMT 2021

Customer was driving 35 miles for hour when she did not notice a car that was in front of her and cx could not stop faster, cx hit the vehicle in front of her but the airbag did not deployed, there is not people hurts, DLR advised cx her insure should taking care of the vehicle before to get an inspection by their end. vehicle is located on cx address [REDACTED] Davenport FL USA [REDACTED] customer name [REDACTED] phone number [REDACTED] email: [REDACTED]

VEHICLE IS LOCATED AT:

Per OGC Matrix, reassigned to 82T. CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION Fri Aug 27 00:00:00 GMT 2021

Date	08/27/2021	Subject	FCA - Inspection Request for 8 [REDACTED]	Sent Date/Time	08/27/2021 11:14 AM
From	uscustomer@fcagroup.com	To	[REDACTED]		

Comp: [REDACTED]
Cust: [REDACTED]
AD1: [REDACTED]
AD2: [REDACTED]
Primary Phon: [REDACTED]
Business Pho: [REDACTED]
Mobile Phone: [REDACTED]
Home Phone: [REDACTED]
Email: [REDACTED]
Cty/St/ZIP: DAVENPORT, FL, [REDACTED]
Country: USA
Co-own: NOT SURE

Status and Notes _____ Check Information _____

Open Date: Thu Aug 26 19:48:02 GMT 2021
Type: Special Investigation
Status: Open
Origin: Telephone

Vehicle Information

VIN: [REDACTED]
YR/Model: 2017 JKJM74 JEEP WRANGLER UNLIMITED SPORT 4X4
Sls BC/Sls/Svc/Dlr: Northeast DOVER DODGE CHRYSLER JEEP, INC.
In Srv Date: Wed May 10 00:00:00 GMT 2017
Svc BC/Sls/Svc/Dlr: Southeast POSNER PARK CHRYSLER DODGE JEEP RA
Curr Mi/Km: 40000.0 Miles

General Narrative

REASONS FOR CONTACT:

- 1) After Sales
- 2) Complaint
- 3) Product
- 4) Vehicle concern
- 5) Additional details

*** air bag did not deployed during the accident ***

NARRATIVE ADDED ON Fri Aug 27 11:13:11 GMT 2021

Vehicle Location: Owner's Residence [REDACTED] Davenport, FL [REDACTED] PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNERS ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A,B,C,D & J, PHOTOS, DRB CODES, POLICE REPORT (IF AVAILABLE), AND ANY OTHER PERTINENT INFORMATION, ASSIGNED TO JSS15 EDR REQUIRED

NARRATIVE ADDED ON Thu Aug 26 20:07:23 GMT 2021

Customer was driving 35 miles for hour when she did not notice a car that was in front of her and cx could not stop faster, cx hit the vehicle in front of her but the airbag did not deployed, there is not people hurts, DLR advised cx her insure should taking care of the vehicle before to get an inspection by their end. vehicle is located on cx address [REDACTED] Davenport FL USA [REDACTED] customer name [REDACTED] phone number: [REDACTED] email: [REDACTED]

VEHICLE IS LOCATED AT:

Per OGC Matrix reassigned to 82T.

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION Fri Aug 27 00:00:00 GMT 2021

New Customer Service Inquiry Record (CAIR)#

VIN		Model Year	2015	Brand	JEEP
Body	MKJE74	Vehicle	JEEP PATRIOT SPORT 4X4		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	09/15/2021	CAIR Type	Legal	Status	Open
Close Date		Origin	Telephone	Reason	
Mileage	100,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City		Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	AYLETT	VA		USA	
Dealer	60411	PEARSON CHRYSLER JEEP DODGE		Dealer Phone	8049650300
Dealer Address	8250 W BROAD ST				
	RICHMOND	VA	23294 4125	USA	
Dealer Zone	Mid Atlantic	Sales District		Service District	Q
Subject	Accident				
Synopsis					
Customer Anomaly	Air Bag				
	Deployment Failed to Deploy				
Contact Reason	C206	Vehicle in Accident	Customer Anomaly	100	Airbag Deployment Failure
Reason Code	After Sales - Complaint - Product - Accident - Vehicle in Accident				

Case Status History

Create Date	Status
09/15/2021 04:37 PM	Open

Initial Description

The customer is calling in because the vehicle ran into a pole and the air bag deployment did not happen the vehicle ran into a pole. The customer stated their foot was on the brakes when this happened.

Case Comments

Date	Comment
09/15/2021	The customer is calling in because the vehicle ran into a pole and the air bag deployment did not happen the vehicle ran into a pole while the customer foot was on the breaks as well and they lost control of the vehicle . The customer stated she will call back once she has more information on the vehicle. The customers felt it was something in manufacturing with in the vehicle that cause the accident. The customer is going to call back to provided more info if needed. Was there any sign of combustion or burn No Currency USD - U.S. Dollar Was the vehicle in an accident? Yes Reason for Change Indicate # of people injured (number) 2 Later Fatality Later Fatality Indicate # of fatalities (number) 0 Change In VIN Change In VIN Was there any property damage? Yes Has dealer inspected/repaired vehicle? No Date of Incident (can be a past date) 12:43 PM Comment Country of Accident UNITED STATES State of Accident Virginia Legacy State Country Virginia(USA) Current Location Address Great Deals Towing Address: 920 E Laburnum Ave, Richmond, VA 23222 Phone: (804) 901-3889 customers contact info
09/16/2021	Vehicle Location: Great Deals Towing Address 920 E Laburnum Ave Richmond, VA 23222 (804) 901-3889 Owner Info:
09/16/2021	Per OGC Matrix, reassigned to 82T/CCRG for their review and handling.
09/16/2021	Assigned to PGA5 EDR required

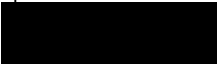
Email(s)

Date	09/16/2021	Subject	FCA - Inspection Request for	Sent Date/Time	09/16/2021 14:48 PM
From	uscustomer@fcagroup.com	To			

Thu Sep 16 00:00:00 GMT 2021 CAIR Data File CAIR

Company:

Cust:

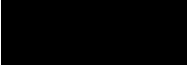


AD1:



AD2:

Primary Phone:

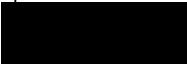


Business Phone:

Mobile Phone:



Home Phone:



Email:

Cty/St/ZIP:

AYLETT, VA,



Country:

USA

Co-own: NOT SURE

Non-Owner CONTACT INFORMATION

Company:



Rep:



AD1:

AD2:

Phone:



Business Phone:

Mobile Phone:

Email:

noemail@email.com

Cty/St/ZIP:

”

Country:

USA

Language:

Status and Notes -----

Check Information -----

Opened By:

Nyla Lockley

Open Date:

Wed Sep 15 16:36:59 GMT 2021

Type:

Special Investigation

Status:

Open

Last Updated By:

Lisa Schkoor

Origin:

Telephone

Vehicle Information

VIN:



YR/Model:

2015 MKJE74 JEEP PATRIOT SPORT 4X4

Sls BC/Sls/Svc/Dir:

Mid Atlantic PEARSON CHRYSLER JEEP DODGE

In Srv Date:

Mon Jun 08 00:00:00 GMT 2015

Svc BC/Sls/Svc/Dir:

Mid Atlantic PEARSON CHRYSLER JEEP DODGE

Curr Mi/Km:

100000.0 Miles

General Narrative

REASONS FOR CONTACT:

- 1) After Sales
- 2) Complaint
- 3) Product
- 4) Accident
- 5) Vehicle in Accident

*** The customer is calling in because the vehicle ran into a pole and the air bag deployment did not happen the vehicle ran into a pole. The customer stated their foot was on the brakes when this happened. ***

NARRATIVE ADDED BY Amy Cannazzaro ON Thu Sep 16 14:47:47 GMT 2021

Assigned to PGA5
EDR required

NARRATIVE ADDED BY Lisa Schkoo ON Thu Sep 16 12:45:32 GMT 2021

Vehicle Location:
Great Deals Towing Address
920 E Laburnum Ave
Richmond, VA 23222
(804) 901-3889

Owner Info:
[Redacted]

Per OGC Matrix, reassigned to 82T/CCRG for their review and handling.

NARRATIVE ADDED BY Nyla Lockley ON Wed Sep 15 16:50:35 GMT 2021

The customer is calling in because the vehicle ran into a pole and the air bag deployment did not happen the vehicle ran into a pole while the customer foot was on the breaks as well and they lost control of the vehicle . The customer stated she will call back once she has more information on the vehicle. The customers felt it was something in manufacturing with in the vehicle that cause the accident. The customer is going to call back to provided more info if needed.

Was there any sign of combustion or burn

No

Currency

USD - U.S. Dollar

Was the vehicle in an accident?

Yes

Reason for Change

Indicate # of people injured (number)

2

Later Fatality

Later Fatality

Indicate # of fatalities (number)

0

Change In VIN

Change In VIN

Was there any property damage?

Yes

Has dealer inspected/repared vehicle?

No

[Redacted] ident (can be a past date)

[Redacted] 12:43 PM

Comment

Country of Accident

UNITED STATES

State of Accident

Virginia

Legacy State Country

Virginia(USA)

Current Location Address

Great Deals Towing Address: 920 E Laburnum Ave, Richmond, VA 23222 Phone: (804) 901-3889

customers contact info

[Redacted]

VEHICLE IS LOCATED AT:

Per OGC Matrix reassigned to 82T.
CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION Thu Sep 16 00:00:00 GMT 2021

Date	09/16/2021	Subject	FCA - Inspection Request for [REDACTED]	Sent	09/16/2021 14:48
From	uscustomecare@fcagroup.com	To	[REDACTED]	Date/Time	PM

Com: [REDACTED]
Cust: [REDACTED]
AD1: [REDACTED]
AD2: [REDACTED]
Primary Phone: [REDACTED]
Business Phone: [REDACTED]
Mobile Phone: [REDACTED]
Home Phone: [REDACTED]
Email: [REDACTED]
City/St/ZIP: AYLETT, VA, [REDACTED]
Country: USA
Co-own: NOT SURE

Non-Owner CONTACT INFORMATION

Com: [REDACTED]
Rep: [REDACTED]
AD1: [REDACTED]
AD2: [REDACTED]
Phone: [REDACTED]
Business Phone:
Mobile Phone:
Email: noemail@email.com
City/St/ZIP: ,,
Country: USA
Language:

Status and Notes _____ Check Information _____

Open Date: Wed Sep 15 16:36:59 GMT 2021
Type: Special Investigation
Status: Open
Origin: Telephone

Vehicle Information

VIN: [REDACTED]
YR/Model: 2015 MKJE74 JEEP PATRIOT SPORT 4X4
Sls BC/Sls/Svc/Dlr: Mid Atlantic PEARSON CHRYSLER JEEP DODGE
In Srv Date: Mon Jun 08 00:00:00 GMT 2015
Svc BC/Sls/Svc/Dlr: Mid Atlantic PEARSON CHRYSLER JEEP DODGE
Curr Mi/Km: 100000.0 Miles

General Narrative

REASONS FOR CONTACT:

- 1) After Sales
- 2) Complaint
- 3) Product
- 4) Accident
- 5) Vehicle in Accident

*** The customer is calling in because the vehicle ran into a pole and the air bag deployment did not happen the vehicle ran into a pole. The customer stated their foot was on the brakes when this happened. ***

NARRATIVE ADDED ON Thu Sep 16 14:47:47 GMT 2021
Assigned to PGA5 EDR required

NARRATIVE ADDED ON Thu Sep 16 12:45:32 GMT 2021
Vehicle Location: Great Deals Towing Address 920 E Laburnum Ave Richmond, VA 23222 (804) 901-3889 Owner Info [REDACTED] Per OGC Matrix, reassigned to 82T/CCRG for their review and handling.

NARRATIVE ADDED ON Wed Sep 15 16:50:35 GMT 2021
The customer is calling in because the vehicle ran into a pole and the air bag deployment did not happen the vehicle ran into a pole while the customer foot was on the breaks as well and they lost control of the vehicle . The customer stated she will call back once she has more information on the vehicle. The customers felt is was something in manufacturing with in the vehicle that cause the accident. The customer is going to call back to provided more info if needed. Was there any sign of combustion or burn No Currency USD - U.S. Dollar Was the vehicle in an accident? Yes Reason for Change Indicate # of people injured (number) 2 Later Fatality Later Fatality Indicate # of fatalities (number) 0 Change In VIN Change In VIN Was there any property damage? Yes Has dealer inspected/repaired vehicle? No Date of Incident (can be a past date) 9/14/2021 12:43 PM Comment Country of Accident UNITED STATES State of Accident Virginia Legacy State Country Virginia(USA)
Current Location Address Great Deals Towing Address: 920 E Laburnum Ave, Richmond, VA 23222 Phone: (804) 901-3889 customers contact info [REDACTED]

VEHICLE IS LOCATED AT:

Per OGC Matrix [REDACTED] to 82T.
CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION Thu Sep 16 00:00:00 GMT 2021

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2017	Brand	JEEP
Body	MKJM74	Vehicle	JEEP PATRIOT LATITUDE 4X4		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	11/17/2021	CAIR Type	Legal	Status	Closed
Close Date	11/22/2021	Origin	Telephone	Reason	
Mileage	89,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	VALPARAISO		IN		USA
Dealer	45119	CHAMPION CHRYSLER JEEP DODGE RAM	Dealer Phone	3178726200	
Dealer Address	4505 W 96TH ST				
	INDIANAPOLIS		IN	46268 3107	USA
Dealer Zone	Great Lakes	Sales District		Service District	M
Subject	brakes failed/ IS case/ Accident/ Brakes failed				
Synopsis	Owner not responding to EAA.				
Customer Anomaly	Air Bag				
	Deployment Failed to Deploy				
Contact Reason	C206	Vehicle in Accident	Customer Anomaly	100	Airbag Deployment Failure
Reason Code	After Sales - Complaint - Product - Accident - Vehicle in Accident				

Case Status History

Create Date	Status
11/17/2021 12:26 AM	Open
11/22/2021 08:07 PM	Closed

Initial Description

customer is calling in to tell us that the VEH was in an accident and the brakes failed and airbag didn't deploy

Case Comments

Date	Comment
11/17/2021	**voice of customer** customer is calling to tell us that the VEH was in an accident customer stated that the customer and three other people where traveling on Highway on through Jollette customer stated that there was traffic and that the customer went to step on brakes and the VEH didn't stop customer stated that the brake pedal was to the floor and the veh started to slow down and went to the floor and when it went to the floor the veh didnt stop and picked up speed customer informed agent that customer was going roughly 20-35 mps because of traffic customer girlfriend is Mother got a ACTIONS TAKEN Location of VEH in TREAD Kinsel's Collision Center 1008 E Church St, Sandwich, IL 60548, United States owner- NEXT STEPS sending case to SI for assistance due to TREAD and accident
11/17/2021	**** customer wanted a rental VEH, TL advised that the SI team will be in contact but rental VEH will not be provided *****
11/17/2021	CCRG Open Date: 11/16/2021 20:41:08
11/17/2021	Vehicle Location: Kinsel's Collision Center 1008 E Church St, Sandwich, IL 60548 815-786-2480 Owner Info: Per OGC Matrix, reassigned to 82T/CCRG for their review and handling.
11/17/2021	Assigned to PGA5 EDR required
11/17/2021	intro email returned for bad email address. Resent to
11/22/2021	11/19 NOW SAYS NOT ACCEPTING CALLS We cannot inspect if the customer is not responding.
11/22/2021	FILE RETURNED TO SI FOR RESOLUTION In attempting to inspect the vehicle, we were unable to contact owner to set up a vehicle inspection. File closed.

Email(s)

Date	11/17/2021	Subject	FCA - Inspection Request fo	Sent Date/Time	11/17/2021 13:40 PM
From	uscustomercare@fcagroup.com	To			

Wed Nov 17 00:00:00 GMT 2021 CAIR Data File

Company:

[REDACTED]

Cust:

[REDACTED]

AD1:

[REDACTED]

AD2:

Primary Phone:

Business Phone:

Mobile Phone:

Home Phone:

[REDACTED]

Email:

[REDACTED]

Cty/St/ZIP:

VALPARAISO, IN, [REDACTED]

Country:

USA

Co-own: NOT SURE

Status and Notes -----

Check Information -----

Opened By:

Alicia Watkinson

Open Date:

Wed Nov 17 00:26:17 GMT 2021

Type:

Special Investigation

Status:

Open

Last Updated By:

Lisa Schkoor

Origin:

Telephone

Vehicle Information

VIN:

YR/Model:

2017 MKJM74 JEEP PATRIOT LATITUDE 4X4

Sls BC/Sls/Svc/Dir:

Great Lakes CHAMPION CHRYSLER JEEP DODGE RAM

In Srv Date:

Thu Apr 20 00:00:00 GMT 2017

Svc BC/Sls/Svc/Dir:

Great Lakes CHAMPION CHRYSLER JEEP DODGE RAM

Curr Mi/Km:

89000.0 Miles

General Narrative

REASONS FOR CONTACT:

- 1) After Sales
- 2) Complaint
- 3) Product
- 4) Accident
- 5) Vehicle in Accident

*** customer is calling in to tell us that the VEH was in an accident and the brakes failed and airbag didn't deploy ***

NARRATIVE ADDED BY Amy Cannazzaro ON Wed Nov 17 13:39:02 GMT 2021

Assigned to PGA5
EDR required

NARRATIVE ADDED BY Lisa Schkoo ON Wed Nov 17 10:46:16 GMT 2021

Vehicle Location:
Kinsel's Collision Center
1008 E Church St.
Sandwich, IL 60548
815-786-2480

Owner Info:
[Redacted]

Per OGC Matrix, reassigned to 82T/CCRG for their review and handling.

NARRATIVE ADDED BY Alicia Watkinson ON Wed Nov 17 00:49:15 GMT 2021

**** customer wanted a rental VEH, TL advised that the SI team will be in contact but rental VEH will not be provided ****

NARRATIVE ADDED BY Alicia Watkinson ON Wed Nov 17 00:40:24 GMT 2021

voice of customer

customer is calling to tell us that the VEH was in an accident

customer stated that the customer and three other people where traveling on Highway or [Redacted] through Jolette

customer stated that there was traffic and that the customer went to step on brakes and the VEH didn't stop customer stated that the brake pedal was to the floor and the veh started to slow down and went to the floor and when it went to the floor the veh didnt stop and picked up speed

customer informed agent that customer was going roughly 20-35 mps because of traffic

[Redacted]

ACTIONS TAKEN

location of VEH in TREAD

Kinsel's Collision Center
1008 E Church St, Sandwich, IL 60548, United States
815-786-2480

owne [Redacted]

NEXT STEPS

sending case to SI for assistance due to TREAD and accident

VEHICLE IS LOCATED AT:

Per OGC Matrix reassigned to 82T.
CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION Wed Nov 17 00:00:00 GMT 2021

Date	11/17/2021	Subject	ECA - Inspection Request for [REDACTED]		
From	uscustomer@fcagroup.com	To	[REDACTED]	Sent Date/Time	11/17/2021 13:40 PM

Comp: [REDACTED]
Cust: [REDACTED]
AD1: [REDACTED]
AD2: [REDACTED]
Primary Phone:
Business Phone:
Mobile Phone:
Home: [REDACTED]
Email: [REDACTED]
City/St/ZIP: VALPARAISO, IN [REDACTED]
Country: USA
Co-own: NOT SURE

Status and Notes _____ Check Information _____

Open Date: Wed Nov 17 00:26:17 GMT 2021
Type: Special Investigation
Status: Open
Origin: Telephone

Vehicle Information

VIN: [REDACTED]
YR/Model: 2017 MKJM74 JEEP PATRIOT LATITUDE 4X4
Sls BC/Sls/Svc/Dlr: Great Lakes CHAMPION CHRYSLER JEEP DODGE RAM
In Srv Date: Thu Apr 20 00:00:00 GMT 2017
Svc BC/Sls/Svc/Dlr: Great Lakes CHAMPION CHRYSLER JEEP DODGE RAM
Curr Mi/Km: 89000.0 Miles

General Narrative

- REASONS FOR CONTACT:
- 1) After Sales
 - 2) Complaint
 - 3) Product
 - 4) Accident
 - 5) Vehicle in Accident

*** customer is calling in to tell us that the VEH was in an accident and the brakes failed and airbag didn't deploy ***

NARRATIVE ADDED ON Wed Nov 17 13:39:02 GMT 2021
Assigned to PGA5 EDR required

NARRATIVE ADDED ON Wed Nov 17 10:46:16 GMT 2021
Vehicle Location: Kinsele's Collision Center 1008 E Church St, Sandwich, IL 60548 815-786-2480 Owner Info: [REDACTED]
[REDACTED] per OGC Matrix, reassigned to 82T/CCRG for their review and handling.

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**** customer wanted a rental VEH, TL advised that the SI team will be in contact but rental VEH will not be provided ****

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voice of customer customer is calling to tell us that the VEH was in an accident customer stated that the customer and three other people where traveling on Highway [REDACTED] through Jollette customer stated that there was traffic and that the customer went to step on brakes and the VEH didn't stop customer stated that the brake pedal was to the floor and the veh started to slow down and went to the floor and when it went to the floor the veh didnt stop and picked up speed customer informed agent that customer was going roughly 20-35 mps because of traffic customer got [REDACTED]
ACTIONS TAKEN location of VEH in TREAD Kinsele's Collision Center 1008 E Church St, Sandwich, IL 60548, United States 815-786-2480 owner [REDACTED] NEXT STEPS*** sending case to SI for assistance due to TREAD and accident

VEHICLE IS LOCATED AT:

Per OGC Matrix [REDACTED] to 82T.
CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION Wed Nov 17 00:00:00 GMT 2021

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2017	Brand	JEEP
Body	JKJM74	Vehicle	JEEP WRANGLER UNLIMITED SPORT 4X4		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	12/08/2021	CAIR Type	Regular	Status	Closed
Close Date	12/08/2021	Origin	Telephone	Reason	
Mileage	30,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	WESLACO		TX		USA
Dealer	52382	ED PAYNE MOTORS LLP		Dealer Phone	9569682158
Dealer Address	2101 E EXPRESSWAY 83				
	WESLACO		TX	78599 5019	USA
Dealer Zone	Southwest	Sales District		Service District	L
Subject	- was in an accident				
Synopsis	document case				
Customer Anomaly					
Contact Reason	C81	Vehicle Open Recalls	Customer Anomaly		
Reason Code	After Sales - Information & Assistance requests - Recall Campaign - Recall Campaign - VIN check & Contents				

Case Status History

Create Date	Status
12/08/2021 05:51 PM	Open
12/08/2021 06:00 PM	Closed

Initial Description

rear ended someone - air bags didn't deploy - vehicle body shop

Case Comments

Date	Comment
12/08/2021	Customer concerned that air bags did not deploy but the repairs was done on the vehicle but not inspection requested prior to repairs being completed. Now customer is concerned about air bags and why they did not deploy. Agent advised that we cannot do an inspection on vehicle after body shop and such have done repairs. - Customer says that it was a hard enough hit to bend the frame and driver had a broken ankle. Insurance - Statefarm/ Agent will document file