

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2018	Brand	JEEP
Body	JLJS74	Vehicle	JEEP WRANGLER UNLIMITED RUBICON		
Open Date	01/21/2019	CAIR Type	Regular	Status	Closed
Close Date	04/29/2019	Origin	Telephone	Reason	
Mileage	16,500 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					
	OURAY		CO		
Dealer	42957	FLOWER MOTOR CO INC		Dealer Phone	9702499664
Dealer Address	2580 N TOWNSEND AVE				
	MONTROSE		CO	81401 4900	USA
Dealer Zone	Denver	Sales District		Service District	F
Subject	FRONT STEERING CONCERN				
Synopsis	Vehicle not made available for Diagnosis/Repair				
Customer Anomaly					
Contact Reason	C221	Dispute Resolution - Buyback/Lemon Law	Customer Anomaly		
Reason Code	After Sales - Complaint - Product - Dispute Resolution - Buyback/Lemon Law Request				

Case Status History

Create Date	Status
01/21/2019 10:09 PM	Open
04/29/2019 07:02 PM	Closed

Initial Description

customer called because he believes his vehicle is a lemon

Case Comments

Date	Comment
01/21/2019	-Customer called because he is having issues with the steering, the lift gate, and the death wobble of his vehicle -Customer would like to file his vehicle as a lemon -Customer has a recent diagnosis 01/21/19 at DLR -Customers wants a 2019 with his parts on it at no cost to him Customer Contact [REDACTED]
01/22/2019	"Dispute Resolution Review" Reviewed warranty history at customer request. Writer determined this case should be handled by BC Specialist per normal case handling guidelines. Do not return this CAIR to Dispute Resolution. Assigned CAIR to CM. Review next steps in Case Activity.
01/23/2019	*****OUTBOUND CUSTOMER?CONTACT***** [REDACTED] JEEP [- Customer states DLR replaced the steering gear box but that didn't help. Customer states that the TPMS light is always on. The DLR shuts it off and it comes right back. - ***** Customer preferred contact Email-[REDACTED]
01/30/2019	Customer calling in for an update on case. Agent updated contact information and provided customer with CM's contact.
01/31/2019	Customer called in to see if his CM was available. The customer stated that he has not heard from his CM in about a week and that he was looking to speak with either his CM or their supervisor. Advisor informed the customer that neither of them were available and that we would put a message through to her for a call back.
02/01/2019	***TASK TO DEALER- To Dealer Contact John Tedesco*** "Please provide the current vehicle status."
02/01/2019	***Writer received a voicemail from the customer requesting a call back. OUTBOUND TO CUSTOMER- Today at [4:33 PM]. ***Writer called the customer [REDACTED] for introduction. Customer has the vehicle. Customer explained that the First issue was Mopar lift kit, the DLR then applied the "fix" to it. Other issue- Steering issue. Steering would tighten up (Felt like no power steering), there's a dead spot in the steering. TPMS issues. Dealer is an hour away and the DLR never has a loaner. CST expressed the issue repeating 42957- SA Brian. Writer advised that she would check-in with the DLR and follow back up with him on Monday, 2/4. Customer thanked the writer.
02/01/2019	OUTBOUND TO DEALER- Today at [4:52 PM]. ***Writer called Flower Motor Co at 970-249-9664 asking to speak with SM John (As SA Brian is out). Writer left a voicemail asking why a STAR case wasn't opened for the customer's vehicle concern and if an appointment could be set for review/remedy (With rental ((DM notes) provided).
02/04/2019	OUTBOUND TO CUSTOMER- Today at [1:39 PM]. ***Writer called the customer [REDACTED] to see if he's been contacted by the dealership. CST said he hasn't heard from the dealership. Writer advised that she would get in contact with the DLR to see what's going on. OUTBOUND TO DEALER- Today at [1:40 PM]. ***Writer called Flower Motor Co at 970-249-9664 asking to speak with SA Brian. Operator Alex advised that Alex just had surgery, so he's only been working half days. She took down the writer's information for a call back from SA Brian.
02/05/2019	***Writer received a voicemail from SA Brian requesting a call back at 970-249-9664. OUTBOUND TO DEALER- Today at [2:29 PM]. ***Writer called Flower Motor Co at 970-249-9664 asking to speak with SA Brian. Writer left a voicemail asking again why a STAR case wasn't opened for the customer's vehicle concern and if an appointment could be set for review/remedy (With rental ((DM notes) provided).
02/06/2019	OUTBOUND TO DEALER- Today at [3:29 PM]. ***Writer called Flower Motor Co at 970-249-9664 asking to speak with SA Bryan. Writer inquired again why a STAR case wasn't opened for the customer's vehicle concern and if an appointment could be set for review/remedy (With rental ((DM notes) provided). SA said that he would call Enterprise (DM notes) to arrange a rental, he'll call the customer to set an appointment, and let her know tomorrow. SA agreed to accept emails at bryan@flowermotor.com. OUTBOUND TO CUSTOMER- Today at [3:36 PM]. ***Writer called the customer [REDACTED] and advised of the update with Bryan from the DLR. Customer said that he's out of town until the 9th. Writer informed that she'd reach out to him on Monday, 2/11. Customer thanked the writer.
02/07/2019	***Writer will call the customer on Monday, 2/11 (As promised).
02/08/2019	***Postponing follow-up as customer's advised that he's out of town and agreed to be contacted on 2/11.
02/12/2019	OUTBOUND TO CUSTOMER- Today at [11:45 AM]. ***Writer called the customer [REDACTED] and left a voicemail to see if the dealership called him to make an appointment. Writer advised that she would follow back up with him on Friday, 2/15.
02/13/2019	***Writer will reach out to the customer on 2/15, as advised yesterday.

Date	Comment
02/13/2019	***EMAIL FROM SA BRYAN*** "I did get [REDACTED] jeep in and inspected the gear box again. My tech did find another star case (S1808000255) after he had left. We will continue to look into it. I do need to get him back in and look at the wire connectors from this tsb. I will keep you posted".
02/14/2019	***Writer will still call the customer tomorrow, 2/15 (As advised earlier this week).
02/15/2019	OUTBOUND TO CUSTOMER- Today at [11:54 AM]. ***Writer called the customer [REDACTED] at [REDACTED] and advised of the update from Bryan in Service. Customer thanked the writer.
02/18/2019	***EMAIL TO SA BRYAN*** "I was just checking-in to get the latest vehicle status. Please advise."
02/18/2019	OUTBOUND TO CUSTOMER- Today at [3:41 PM]. ***Writer called the customer [REDACTED] at [REDACTED] to see if he's heard anything from Bryan in service. CST informed that he hasn't heard anything. Writer advised that she would reach back out to the dealership. Customer thanked the writer. OUTBOUND TO DEALER- Today at [3:45 PM]. ***Writer called Flower Motor Co at 970-249-9664 asking to speak with SA Bryan. Writer left a voicemail asking for the latest vehicle repair status.
02/19/2019	***EMAIL FROM SA BRYAN*** "I did get ahold of [REDACTED]. We set his next appointment for 3/01/2019 @10.00. Our plan is to follow the star case to check and tighten all ground cables and see what happens" OUTBOUND TO CUSTOMER- Today at [1:01 PM]. ***Writer called the customer [REDACTED] at [REDACTED] to confirm the email from the Service Adviser. Customer confirmed the appointment's set for 3/1 at 10:00 AM. Customer expressed concern with the lack of a repair and stated that he would like to get a new vehicle/ buyback. Writer advised that she would reach out to her contacts to see what could be done. Customer thanked the writer for her help.
02/19/2019	***QNA/ REPAIR HISTORY RESEARCH*** 11/05/18: Vehicle has "speed wobble". Replaced Track Bar and Steering Gear Box. 01/10/19: Steering concern. Replaced Gear Assembly and Sensor. ***EMAIL TO SA BRYAN*** "I just spoke with the customer and he's looking to discuss buyback/ trade-in options. Do you think someone in Sales could give him a call?"
02/19/2019	***EMAIL FROM SA BRYAN*** "I can have [REDACTED] our sales manager give him a call."
02/20/2019	OUTBOUND TO CUSTOMER- Today at [11:55 AM]. ***Writer called the customer [REDACTED] at [REDACTED] to see if Sales Manager Jeff Stone called him. Customer advised that the Sales Manager did not call. Writer said that she would reach back out to Bryan to see what's going on. Customer thanked the writer.
02/20/2019	***EMAIL TO SA BRYAN*** "I spoke with the customer who said that he hasn't been contacted. Please advise."
02/21/2019	***EMAIL FROM SA BRYAN*** "I talk to Jeff again today, he claims he did try and call the customer yesterday. He will try again today. Do you know if Jeep is going to offer any assistance for trade in allowance". ***EMAIL TO SA BRYAN*** "I don't have the ability to step in with Sales Transactions. AM Christy Vance might be willing to assist."
02/22/2019	OUTBOUND TO CUSTOMER- Today at [2:26 PM]. ***Writer called the customer [REDACTED] at [REDACTED] and advised that SA Bryan notified that Jeff in Sales said he called Wednesday. Customer said Jeff wanted to get the rundown and said that he was going to contact his Chrysler associates. Vehicle Time Down from 11/5 to 12/5: RO# [REDACTED]. Customer requested the writer hold on to this information (To escalate in the future if things don't work out with the DLR). Writer advised that she would reach back out on Monday, 2/25. Customer thanked.
02/25/2019	OUTBOUND TO CUSTOMER- Today at [2:21 PM]. ***Writer called the customer [REDACTED] at [REDACTED] to see if Jeff with Sales called him back. CST said Jeff didn't call him back. Writer advised that she would reach out to the DLR (Bryan) and figure out what's going on. Customer thanked the writer. ***EMAIL TO SA BRYAN*** "I just spoke with the customer who's said that Jeff last told him that he was in contact with his Chrysler associates and hasn't returned his call. Please advise."
02/26/2019	***EMAIL FROM SA BRYAN*** "Jeff is still waiting on mopar to call him back with what they are willing to do for the customer. I will keep reminding him".
02/27/2019	***Dealership advised yesterday that they're waiting on the Sales representative to advise on the next step. Customer was also notified of this information yesterday.
02/28/2019	OUTBOUND TO DEALER- Today at [1:05 PM]. ***Writer called Flower Motor Co at 970-249-9664 asking to speak with SA Bryan. Writer asked if he's heard back from Jeff in Sales regarding what can be done for the customer. SA informed that he hasn't heard anything and transferred the call to Jeff in Sales. Jeff advised that he wanted to trade out of the vehicle. Writer agreed to send an email to AM Christy, copying him (Jeff) and SA Bryan to see what can be done on FCA's end. Sales rep verified his email: jstone@flowermotor.com.
02/28/2019	***EMAIL TO AM CHRISTY, SA BRYAN, & SALES CONTACT JEFF*** "Please advise <This customer has had repeat steering concerns (Shaking/wobbling) and liftgate issues. There are at least two documented repair attempts with the dealership and the vehicle has also had quite a bit of documented "time down". The customer's been working with Jeff in Sales to trade out of the vehicle (Trying to trade back into a Jeep) and I'm just seeing (Per his request) if there's anything we can do on our (FCA's) end. Please advise. Case #: [REDACTED]. 2018 JEEP WRANGLER UNLIMITED RUBICON, ISD: 02/28/2018, [REDACTED] Service Contact: Bryan."
02/28/2019	OUTBOUND TO CUSTOMER- Today at [1:25 PM]. ***Writer called the customer [REDACTED] at [REDACTED] and advised of the current case progress. Writer advised that she would reach out to the customer tomorrow, 3/1 at the latest. Customer thanked the writer for her help.
03/01/2019	OUTBOUND TO CUSTOMER- Today at [12:53 PM]. ***Writer called the customer [REDACTED] at [REDACTED] and left a voicemail advising briefly of the email to the AM and waiting on a response. Writer advised that she would check back in on Monday, 3/4 if she didn't hear back from the AM.
03/04/2019	***EMAIL FROM JEFF IN SALES*** "I am going to need some help with this one, [REDACTED] came in and we worked some numbers on him trading in his Jeep on a new one. He is under the impression that Chrysler is going to just let him trade straight across into a new Jeep. I have no doubt that no one from this dealership or from Chrysler has told him that. Please let me know if there is anything else I need to do on my end." ***EMAIL FROM SA BRYAN*** "So [REDACTED] was in yesterday and we checked all the ground cables per the mopar star case. That process did not help the jeep. Next step is to replace the electronic p/s pump. We did order one and [REDACTED] will be back in 2-3 weeks"
03/04/2019	OUTBOUND TO CUSTOMER- Today at [4:06 PM]. ***Writer called the customer [REDACTED] at [REDACTED] to confirm the messages from Bryan and Jeff with the dealership. Customer said he's called and left messages for the owner and Jeff without a response. He said that half the reason why he was directed to Sales was because of the long ETA and being upset about this. CST said he doubts a Power Steering Pump. CST said that mid to end of March, he'll be driving the Jeep to Texas. Writer advised that she would reach out to the DLR and see what could be done to speed things up. Customer thanked the writer for her help.
03/04/2019	***EMAIL TO SA BRYAN*** "Could you provide the ordered part's (Power Steering Pump) part and order number so I can get with my Parts Department to expedite?"
03/05/2019	***Writer received a voicemail from GM Ron Ellis with Flower Motor Co. He said that the customer is under the impression that FCA's going to buy the vehicle back and put him in another like vehicle with no money down. He said they've tried ordering a Power Steering pump and this part's on back order. Ron requested a call back at 970-249-9664 to discuss. OUTBOUND TO DEALER- Today at [10:00 AM]. ***Writer called Flower Motor Co. at 970-249-9664 asking to speak with GM Ron Ellis. Writer left a voicemail returning his call and providing her contact information.
03/05/2019	***Waiting on SA Bryan to confirm the part and order number to expedite.
03/06/2019	OUTBOUND TO DEALER- Today at [11:29 AM]. ***Writer called Flower Motor Co. at 970-249-9664 asking to speak with GM Ron Ellis. Writer left a voicemail asking if he could provide the Power Steering Pump's part and order number to expedite.
03/07/2019	OUTBOUND TO DEALER- Today at [2:03 PM]. ***Writer called Flower Motor Co. at 970-249-9664 asking to speak with GM Ron Ellis. Writer asked again if he could provide the Power Steering Pump's part and order number to expedite. Christy Vance was just there and discussing whether they'd be able to assist with sales transactions. GM said that he really hopes the Pump will fix the issue. GM transferred the call to Parts to provide the Power Steering Pump's part information. Line kept ringing. Writer disconnected. OUTBOUND TO DEALER- Today at [2:13 PM]. ***Writer called Flower Motor Co. at 970-249-9664 asking to speak with Parts. Writer asked for the Power Steering Pump's part information. Call was transferred to Terry in Parts. Terry verified that they received the part on 3/5. OUTBOUND TO CUSTOMER- Today at [2:18 PM]. ***Writer called the customer [REDACTED] at [REDACTED] and left a voicemail advising that the DLR received the ordered part. Writer asked if Bryan has been in contact with him. Writer said that she would reach out on Monday, 3/11.
03/08/2019	***Writer will call the customer on Monday, 3/11 (As promised).
03/11/2019	***EMAIL TO SA BRYAN*** "I spoke with Parts on Friday and they verified that the Power Steering Pump arrived on Friday. Has the customer been contacted to schedule an appointment?"

Date	Comment
03/11/2019	OUTBOUND TO CUSTOMER- Today at [12:15 PM]. ***Writer called the customer [REDACTED] at [REDACTED] and left a voicemail to confirm Bryan called him to make an appointment for part installation now that the Power Steering Pump's arrived.
03/11/2019	***EMAIL FROM SA BRYAN*** "I spoke with [REDACTED] and he is scheduled for Monday 18th @9:00 Lets hope this fixes his problem"
03/11/2019	***Writer received a voicemail from the customer. He said that he heard the Power Steering Pump came in. He said that he hasn't heard from Bryan.
03/12/2019	OUTBOUND TO CUSTOMER- Today at [2:48 PM]. ***Writer called the customer [REDACTED] at [REDACTED] to confirm the appointment's scheduled for 3/18 at 9 AM. Customer confirmed. Writer advised that she would follow-up with him next week. Customer thanked the writer.
03/13/2019	***Writer will call the customer on Monday, 3/18 as promised.
03/14/2019	***Writer left a message for the customer advising that she would actually postpone the follow-up for Tuesday, 3/19 (As she'll be off on Monday).
03/15/2019	***Writer will contact the customer on 3/19 (As promised).
03/19/2019	OUTBOUND TO CUSTOMER- Today at [12:41 PM]. ***Writer called the customer [REDACTED] at [REDACTED] to confirm he was able to bring the vehicle in yesterday and if the Power Steering Pump replacement's completed. Customer confirmed that he took the vehicle in, got it back and the issue's still happening. Writer said that she would follow-up tomorrow, 3/20 at the latest. CST said that he's going to Texas tomorrow, so he may be out of service and asked if the writer could leave a message. Writer agreed. Customer thanked the writer. OUTBOUND TO DEALER- Today at [12:45 PM]. ***Writer called Flower Motor Co at 970-249-9664 asking to speak with SA Bryan. Writer left a voicemail advising that the customer's vehicle issue has not changed since the Power Steering Pump replacement.
03/19/2019	OUTBOUND TO DEALER- Today at [12:50 PM]. ***Writer called Flower Motor Co. at [REDACTED] asking to speak with GM Ron Ellis. Writer left a voicemail advising that the customer's vehicle issue has not changed since the Power Steering Pump replacement.
03/19/2019	***EMAIL FROM SA BRYAN*** "I was waiting for [REDACTED] to call me and let me know if it helped or not so thanks for letting me know. I will talk to the tech and get with star tech line and see what they want to do for the next step".
03/20/2019	***Writer received a voicemail from GM Ron Ellis returning her call. He advised that the customer wants another vehicle for nothing. He said that the vehicle has 20,000 miles. He said that they've done a lot for this customer. GM apologized for missing the writer's call.
03/22/2019	OUTBOUND TO CUSTOMER- Today at [3:17 PM]. ***Writer called the customer [REDACTED] a [REDACTED] and advised about leaving messages for the GM and SA and to see if he's heard from the dealership. Ron sent him an email saying that the guy he spoke with from Jeep says they can't do anything. Writer said that she would reach back out to SA Bryan for the latest. Writer advised that she would touch base on Monday, 3/25. Customer thanked the writer.
03/22/2019	***EMAIL TO SA BRYAN*** "Just checking-in for the latest with the technician and the STAR tech line and what's recommended here. Please advise."
03/25/2019	***EMAIL FROM SA BRYAN*** "Good morning, I need to get with our GM and see what direction he wants to go from here. Im not sure where they are at on trading him out. I know the GM is about done being nice. Mr [REDACTED] has ripped us on yet another survey. Which as you know Mopar is big into the survey thing. I think at some point [REDACTED] needs to either trade, remove the aftermarket lift kit with over sized tires, or live with what he has created by modifying he new Jeep. Mopar could always send out a engineer to verify his vehicle. I will keep you posted of what's next on our part. As soon as they tell me"
03/25/2019	OUTBOUND TO CUSTOMER- Today at [4:38 PM]. ***Writer called the customer [REDACTED] at [REDACTED] and left the customer a voicemail advising that she's waiting on SA Bryan to hear the latest from the GM.
03/27/2019	***Writer's waiting on the next update from SA Bryan.
03/29/2019	OUTBOUND TO DEALER- Today at [1:06 PM]. ***Writer called Flower Motor Co at [REDACTED] asking to speak with SA Bryan. Writer left a voicemail asking for the latest update he's received any information from the GM. OUTBOUND TO CUSTOMER- Today at [1:10 PM]. ***Writer called the customer [REDACTED] at [REDACTED] advising that she's still waiting to get the latest from Bryan and to see if he's heard from the dealership. Customer was told by GM Ron that the best option would be a trade-in offer. Customer said that it looked like the only option may be to get his attorney involved. Customer said that he'd call back and the line disconnected.
04/02/2019	***EMAIL TO CUSTOMER*** "Just wanted to check-in with you. When we spoke last week you had said you would call me back and the line disconnected."
04/04/2019	***EMAIL FROM CUSTOMER*** "Hey Ashley! Ive been busy and havent had a chance to catch up. But I havent heard anything new from anyone on the dealer side, not sure what the next step is. Thank you for reaching out!"
04/05/2019	OUTBOUND TO DEALER- Today at [3:51 PM]. ***Writer called Flower Motor Co at [REDACTED] asking to speak with SA Bryan. Writer left a voicemail asking for the latest update on the customer's vehicle situation.
04/10/2019	***Writer received a voicemail from the customer- [REDACTED] requesting a call back [REDACTED] to discuss what his next step would be. OUTBOUND TO DEALER- Today at [2:02 PM]. ***Writer called Flower Motor Co at 970-249-9664 asking to speak with SA Bryan. Writer left a voicemail asking for the latest update on the customer's vehicle situation. OUTBOUND TO CUSTOMER- Today at [2:08 PM]. ***Writer called the customer [REDACTED] at [REDACTED] to return his call. Customer said the last thing he heard was an email from Bryan GM Ron- said Jeep isn't willing to help so the best offer would be a poor trade-in offer. Customer advised that the vehicle qualifies now for Lemon Law and requested the case be escalated again. Writer agreed. Customer thanked the writer.
04/10/2019	***Customer wishes to discuss Lemon Law options. Customer: [REDACTED] Phone #: [REDACTED]
04/11/2019	**Dispute Resolution Review** **Case Escalated to I2R** Reviewed warranty history at customer request. Writer determined this should be escalated to I2R for case management. Assigned CAIR to I2R.
04/12/2019	***** I2R Review ***** Case Escalated to I2R ***** Reviewed Warranty History which determined this case should be escalated to I2R for case management.
04/15/2019	*** Krishnaun with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please direct them to contact her directly at [REDACTED]. Thank you. ***
04/15/2019	Placed initial call to customer at [REDACTED]. I explained that this case has been escalated to me for special handling and I would like to assist with the vehicle concerns. I provided my hours and direct number for questions. Verified phone number and email. Sent email to [REDACTED] gmail.com of my contact information. Customer stated he has the vehicle. Customer stated the suspension is fixed, but he is still having issues with the steering locking up and wobbling. Customer stated when he wiggles the steering wheel back and forth it wont do anything. Customer stated he has emailed the SM and owner but is not getting a response. Customer stated SA is Brian. Customer stated the DLR doesn't know what to do regarding the vehicle concerns. Customer stated he is requesting a Buyback/Replacement. Advised customer I will be reviewing the case for all possible resolutions including Buyback/Replacement, however there are no guarantees. Advised customer the review is an extensive process, however I will keep him updated throughout. Advised customer I will follow up with him on 4/19. Customer understood.
04/15/2019	Called DLR 42957 at [REDACTED] requesting ROs. Spoke to SA Brian, he advised customer goes by [REDACTED] Provided my email to send ROs after morning rush. Thanked Brian for his assistance.
04/16/2019	Called DLR 42957 at [REDACTED] 4, spoke to SA Brian requesting ROs again. SA advised there was a STAR case open for RO [REDACTED] While on the line with SA, received all ROs. SA advised customer really nice and really wants to keep the vehicle but wants it to be repaired. SA advised the DLR would be replacing same parts as before at this point. SA advised wobbling concern may be due to aftermarket lift or wheels and tires as customer has large 36 tires on vehicle. SA advised closest dealer is about 60 miles away. SA advised the customer had been in contact with the GM Ron also. Thanked SA for his assistance.
04/18/2019	Called customer at [REDACTED] regarding taking vehicle to 2nd opinion DLR. Customer advised current DLR 42957 is about 45 min from him and the next DLR from that is about 1 ? hours or more. Customer advised if that was an option he would have done so already. Advised customer I am still reviewing the case for all possible resolutions. Follow up 4/22
04/19/2019	Called DLR 42957 at [REDACTED]; receptionist advised SA Brian is out of office until 4/23. LVM for SA Brian to contact me on my direct line once he returns as I would like the customer to bring the vehicle back into the DLR and open a STAR case for further assistance.

Date	Comment
04/22/2019	Called customer at [REDACTED]. Advised customer to take vehicle back to DLR due to he is still having vehicle concerns. Customer advised there is a dead spot in steering. Advised customer I would like to have a STAR technician involved to make sure we have done all we can to assist in the repair process. Customer requesting reimbursement for gas and mileage to take vehicle back to the DLR. Advised customer once the vehicle is repaired I can look into reimbursement options at that time. Customer advised he rather I contact the DLR to schedule an appointment, so he doesnt get the run around. Customer advised anytime this week is fine. Advised customer I will call the DLR today and contact him back to advise of the appointment information. Customer stated ok. ----- Called DLR 42957 at [REDACTED] to schedule appointment for customer. Spoke to Paige in Service, she advised the SA Brian is still out and would have the SA contact the customer when he returns to schedule an appointment. Advised Paige I needed the SA to contact me instead regarding the appointment, so the customer doesnt receive any run around as I need the vehicle back to the DLR as soon as possible. Paige advised the soonest appointments right now are in May, as they only have Level 1 technicians in at this time. Paige transferred me to SA Brian voicemail to leave another message. LVM for SA Brian requesting a callback on my direct line as I needed the vehicle back into the DLR as soon as possible and I would like to open a STAR case for further assistance. ----- Called customer back at [REDACTED], LVM advising I wasnt able to confirm an appointment at this time due to SA Brian is out today and should be returning tomorrow. Advised once the SA returns I will follow up with him to confirm an appointment and will contact him back by 4/24.
04/23/2019	Called DLR 42957 at [REDACTED] 4 for SA Brian. Held over 5 minutes for SA, disconnected the call.
04/25/2019	Called DLR 42957 at [REDACTED]. Spoke to SA Brian, advised SA the customer is still having issues with the vehicle, so I would like for him to bring it back in as soon as possible so I can open a STAR case. SA advised the soonest appointment is 5/8 at 9am. Confirmed appointment and requested to contact the customer or myself if any appointments open sooner. SA agreed. Thanked SA for his assistance. ----- Called customer at [REDACTED] him the appointment is confirmed for 5/8 at 9am. Advised customer the SA Brian will contact him or myself if an appointment opens sooner. Advised customer the appointment is to make sure we have utilized all corporate resources to assist in the repair process. Advised customer to contact me on my direct line if he has any issues in the mean time as I am still reviewing the case. Customer stated ok thank you.

Email(s)

Date	Subject	Case #:	Sent Date/Time
01/29/2019	[REDACTED]	[REDACTED]	01/29/2019 23:01 PM
From	jeepcustomercare@fcagroup.com	To	lizards4sushi@aol.com
My name is Ashley with Jeep Customer Care and your case has been escalated to me regarding you vehicle (2018 JEEP WRANGLER UNLIMITED RUBICON) issue. My direct contact information is as follows: Hours: Monday through Friday, from 9:30 AM to 6 PM Eastern Time. Phone #: 844-533-7928, ext. 4060177 Ashley Jeep Customer Care 00Dj01qsDF_500f1oWM8Z:ref			

Date	Subject	Case #:	Sent Date/Time
01/31/2019	[REDACTED]	[REDACTED]	01/31/2019 23:06 PM
From	jeepcustomercare@fcagroup.com	To	[REDACTED]@gmail.com
My name is Ashley with Jeep Customer Care and your case has been escalated to me regarding you vehicle (2018 JEEP WRANGLER UNLIMITED RUBICON) issue. My direct contact information is as follows: Hours: Monday through Friday, from 9:30 AM to 6 PM Eastern Time. Phone #: 844-533-7928, ext. 4060177 Ashley Jeep Customer Care 00Dj01qsDF_500f1oWM8Z:ref			

Date	Subject	Case #:	Sent Date/Time
02/01/2019	RE: Case #:	[REDACTED] 00Dj01qsDF_500f1oWM8Z:ref]	02/01/2019 21:57 PM
From	jeepcustomercare@fcagroup.com	To	[REDACTED]@gmail.com
Hey [REDACTED] I just wanted to let you know that I called the Flower Motor Company dealership and left a voicemail for Service Manager John to get some answers. I'll follow-up as soon as I have more information. Have a good weekend! Ashley Jeep Customer Care ----- Original Message ----- From: Jeep Customer Care [jeepcustomercare@fcagroup.com] Sent: 1/31/2019 6:06 PM To: [REDACTED]@gmail.com Subject: Case #: [REDACTED] [REDACTED] My name is Ashley with Jeep Customer Care and your case has been escalated to me regarding you vehicle (2018 JEEP WRANGLER UNLIMITED RUBICON) issue. My direct contact information is as follows: Hours: Monday through Friday, from 9:30 AM to 6 PM Eastern Time. Phone #: 844-533-7928, ext. 4060177 Ashley Jeep Customer Care [REDACTED]			

Date	Subject	Case #:	Sent Date/Time
02/26/2019	RE: Case #:	[REDACTED]	02/26/2019 14:21 PM
From	jeepcustomercare@fcagroup.com	To	[REDACTED]@gmail.com

Good morning [REDACTED]

Just wanted to let you know that I heard back from Bryan at the dealership. He advised that Jeff is still waiting on Mopar to call him back with what they're willing to do. We're waiting on the next update. I will provide it to you once it's provided to me. Have a good day, sir!

Ashley
Jeep Customer Care

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

From: Jeep Customer Care [jeepcustomercare@fcagroup.com]
Sent: 2/1/2019 4:57 PM
To: [REDACTED]@gmail.com
Subject: RE: Case #: [REDACTED] ([REDACTED])

Hey [REDACTED]

I just wanted to let you know that I called the Flower Motor Company dealership and left a voicemail for Service Manager John to get some answers. I'll follow-up as soon as I have more information. Have a good weekend!

Ashley
Jeep Customer Care

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

From: Jeep Customer Care [jeepcustomercare@fcagroup.com]
Sent: 1/31/2019 6:06 PM
To: [REDACTED]@gmail.com
Subject: Case #: [REDACTED] ([REDACTED])

My name is Ashley with Jeep Customer Care and your case has been escalated to me regarding your vehicle (2018 JEEP WRANGLER UNLIMITED RUBICON) issue. My direct contact information is as follows:

Hours: Monday through Friday, from 9:30 AM to 6 PM Eastern Time.
Phone #: 844-533-7928, ext. 4060177

Ashley
Jeep Customer Care
[REDACTED]

Date	03/14/2019	Subject	RE: Case #: [REDACTED] ([REDACTED])		
From	jeepcustomercare@fcagroup.com	To	[REDACTED]@gmail.com	Sent Date/Time	03/14/2019 14:22 PM

Good morning [REDACTED]

Just wanted to check-in with you and let you know that I'll touch base next Tuesday, not Monday. I'm actually going to be off on Monday, I just wanted to give you the heads up. Have a good rest of your week, sir.

Ashley
Jeep Customer Care

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

From: Jeep Customer Care [jeepcustomercare@fcagroup.com]

Sent: 2/26/2019 9:21 AM

To: [REDACTED]@gmail.com

Subject: RE: Case #: [REDACTED] ([REDACTED])

Good morning [REDACTED]

Just wanted to let you know that I heard back from Bryan at the dealership. He advised that Jeff is still waiting on Mopar to call him back with what they're willing to do. We're waiting on the next update. I will provide it to you once it's provided to me. Have a good day, sir!

Ashley
Jeep Customer Care

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

From: Jeep Customer Care [jeepcustomercare@fcagroup.com]

Sent: 2/1/2019 4:57 PM

To: [REDACTED]@gmail.com

Subject: RE: Case #: [REDACTED] ([REDACTED])

Hey [REDACTED]

I just wanted to let you know that I called the Flower Motor Company dealership and left a voicemail for Service Manager John to get some answers. I'll follow-up as soon as I have more information. Have a good weekend!

Ashley
Jeep Customer Care

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

From: Jeep Customer Care [jeepcustomercare@fcagroup.com]

Sent: 1/31/2019 6:06 PM

To: [REDACTED]@gmail.com

Subject: Case #: [REDACTED] ([REDACTED])

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Hours: Monday through Friday, from 9:30 AM to 6 PM Eastern Time.

Phone #: 844-533-7928, ext. 4060177

Ashley
Jeep Customer Care
[REDACTED]

Date	04/02/2019	Subject	RE: Case #: [REDACTED] ([REDACTED]) 00Dj01qsDF_500f1oWM8Z:ref]
From	jeepcustomercare@fcagroup.com	To	[REDACTED]@gmail.com Sent Date/Time 04/02/2019 17:29 PM

Hey [REDACTED]

Just wanted to check-in with you. When we spoke last week you had said you would call me back and the line disconnected.

Ashley
Jeep Customer Care

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

From: Jeep Customer Care [jeepcustomercare@fcagroup.com]
Sent: 3/14/2019 10:22 AM
To: [REDACTED]@gmail.com
Subject: RE: Case #: [REDACTED] ([REDACTED])

Good morning [REDACTED]

Just wanted to check-in with you and let you know that I'll touch base next Tuesday, not Monday. I'm actually going to be off on Monday, I just wanted to give you the heads up. Have a good rest of your week, sir.

Ashley
Jeep Customer Care

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

From: Jeep Customer Care [jeepcustomercare@fcagroup.com]
Sent: 2/26/2019 9:21 AM
To: [REDACTED]@gmail.com
Subject: RE: Case #: [REDACTED] ([REDACTED])

Good morning [REDACTED]

Just wanted to let you know that I heard back from Bryan at the dealership. He advised that Jeff is still waiting on Mopar to call him back with what they're willing to do. We're waiting on the next update. I will provide it to you once it's provided to me. Have a good day, sir!

Ashley
Jeep Customer Care

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

From: Jeep Customer Care [jeepcustomercare@fcagroup.com]
Sent: 2/1/2019 4:57 PM
To: [REDACTED]@gmail.com
Subject: RE: Case #: [REDACTED] ([REDACTED])

Hey [REDACTED]

I just wanted to let you know that I called the Flower Motor Company dealership and left a voicemail for Service Manager John to get some answers. I'll follow-up as soon as I have more information. Have a good weekend!

Ashley
Jeep Customer Care

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

From: Jeep Customer Care [jeepcustomercare@fcagroup.com]
Sent: 1/31/2019 6:06 PM
To: [REDACTED]@gmail.com
Subject: Case #: [REDACTED] ([REDACTED])

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Hours: Monday through Friday, from 9:30 AM to 6 PM Eastern Time.
Phone #: 844-533-7928, ext. 4060177

Ashley
Jeep Customer Care
[REDACTED]

Date	04/03/2019	Subject	Re: Case #: [REDACTED] ([REDACTED]00Dj01qsDF_500f1oWM8Z:ref)		
From	[REDACTED]@gmail.com	To	jeepcustomercare@fcagroup.com	Sent Date/Time	04/03/2019 22:03 PM

Hey Ashley! Ive been busy and havent had a chance to catch up. But I havent heard anything new from anyone on the dealer side, not sure what the next step is. Thank you for reaching out!

210 323 1452

> On Apr 2, 2019, at 12:29 PM, Jeep Customer Care <jeepcustomercare@fcagroup.com> wrote:

> Hey [REDACTED]

> Just wanted to check-in with you. When we spoke last week you had said you would call me back and the line disconnected.

> Ashley
> Jeep Customer Care

> ----- Original Message -----

> From: Jeep Customer Care [jeepcustomercare@fcagroup.com]

> Sent: 3/14/2019 10:22 AM

> To: [REDACTED]@gmail.com

> Subject: RE: Case #: [REDACTED] ([REDACTED])

> Good morning [REDACTED]

> Just wanted to check-in with you and let you know that I'll touch base next Tuesday, not Monday. I'm actually going to be off on Monday, I just wanted to give you the heads up. Have a good rest of your week, sir.

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> Jeep Customer Care

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> Sent: 2/26/2019 9:21 AM

> To: [REDACTED]@gmail.com

> Subject: RE: Case #: [REDACTED] ([REDACTED])

> Good morning [REDACTED]

> Just wanted to let you know that I heard back from Bryan at the dealership. He advised that Jeff is still waiting on Mopar to call him back with what they're willing to do. We're waiting on the next update. I will provide it to you once it's provided to me. Have a good day, sir!

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> Sent: 2/1/2019 4:57 PM

> To: [REDACTED]@gmail.com

> Subject: RE: Case #: [REDACTED] ([REDACTED])

> Hey [REDACTED]

> I just wanted to let you know that I called the Flower Motor Company dealership and left a voicemail for Service Manager John to get some answers. I'll follow-up as soon as I have more information. Have a good weekend!

> Ashley
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> ----- Original Message -----

> From: Jeep Customer Care [jeepcustomercare@fcagroup.com]

> Sent: 1/31/2019 6:06 PM

> To: [REDACTED]@gmail.com

> Subject: Case #: [REDACTED] ([REDACTED])

> My name is Ashley with Jeep Customer Care and your case has been escalated to me regarding you vehicle (2018 JEEP WRANGLER UNLIMITED RUBICON) issue. My direct contact information is as follows:

> Hours: Monday through Friday, from 9:30 AM to 6 PM Eastern Time.
> Phone #: 844-533-7928, ext. 4060177

> Ashley
> Jeep Customer Care

> [REDACTED]

Date	04/15/2019	Subject	Case Manager ([REDACTED])
From	chryslercustomercare@fcagroup.com	To	[REDACTED]@gmail.com
Sent Date/Time	04/15/2019 15:46 PM		

Hello,

This is Shaun, with the Chrysler Resolution team. Your case has been escalated to me for special handling. I have provided my contact information and your case number below. If you need to leave a message, please provide the best time to contact you and I will return your call within 24 hours.

My contact information is:

Phone number is 214-583-2183

Your case number is [REDACTED]

My office hours are 9:30 am - 6:00 pm CST, Monday Friday

Thank you.

[REDACTED]

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2018	Brand	JEEP
Body	JLJL74	Vehicle	JEEP WRANGLER UNLIMITED SPORT		
Open Date	02/22/2019	CAIR Type	Regular	Status	Closed
Close Date	06/12/2019	Origin	Telephone	Reason	
Mileage	16,000 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					
	FORT LEE		NJ		
Dealer	44740	CHRYSLER JEEP DODGE OF PARAMUS		Dealer Phone	2014889000
Dealer Address	315 ROUTE 4 WEST				
	PARAMUS		NJ	07652 5104	USA
Dealer Zone	Northeast	Sales District		Service District	D
Subject	Vehicle concern				
Synopsis	Vehicle not made available for Diagnosis/Repair				
Customer Anomaly	Drivability				
	Product Handling (Poor Ride)				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	120	Poor Handling or Rough Ride
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/22/2019 04:32 PM	Open
06/12/2019 02:23 PM	Closed

Initial Description

Intermittent vehicle concern.

Case Comments

Date	Comment
02/22/2019	Customer seeking to advise of intermittent, unresolved concern for vehicle stalling, defective front end and Customer stated the front end of the vehicle shakes when going over a bump as well. Vehicle has been back to the dealer 7 times for the same concern, but the dealer is unable to diagnose the concern. Customer has an appt on 02/28/19 at 8:30 AM. Agent submitting up to CM for review. Customer loyalty score: 696. Customer contact #: [REDACTED]
02/27/2019	@ Benjamin Burnette Customer is asking for a callback from CM asap a [REDACTED] Cx states now steering wheel gets stiff and lets go when turning.
02/27/2019	Outbound to Customer Customer describes that vehicle front end wobbles/shakes when hitting a bump at highway speeds with customer needing to slow down. Customer states it has been into dealer multiple times for this and the steering damper has been replaced 3 times. Customer states it is going into dealer tomorrow morning. Customer also states that, intermittently, when going into a turn the steering wheel gets hung up or really tight and then suddenly lets go or loosens. Customer states last time she brought it in for this dealer took everything apart and stated everything was ok but it started again yesterday and happened once more today. Customer wants a repurchase or replacement and does not want to deal with the vehicle anymore. Agent advised there is a specific department that reviews for that but advised it would be better to send up for review at the time that vehicle is in service. Agent advised he will notify customer when he sends case up.
02/28/2019	Vehicle has arrived at dealership Chrysler Jeep Dodge of Paramus and attended by dealer employee
03/01/2019	Outbound to Customer Agent advised that with vehicle at the dealer he will submit case for review with Dispute Resolution. Customer states she test drove with the SM yesterday and they duplicated wobbling/shaking concern on the highway as well as the steering wheel locking up. Customer states dealer had 3 different solutions they are looking at but customer is not interested at this point and wants to get out of the vehicle. States will look at getting an attorney if necessary.
03/01/2019	Customer was informed that by making this request they are NOT actually filing lemon law or any related process. Their case is being escalated for a review of the vehicle's repair history to determine if their request merits further action and that due to the nature of their request, it will require a call back which will take place within 1-2 business days. The outcome of the review does NOT determine Lemon Law eligibility. Preferred Morning/Midday call back number is [REDACTED] Preferred Afternoon/Evening call back number is (201) 995-3121 Who has possession of the vehicle? Dealer (Paramus 44740) 96Q (All other States)
03/01/2019	**Dispute Resolution Review** **Case Escalated to I2R** Reviewed warranty history at customer request. Writer determined this should be escalated to I2R for case management. Assigned CAIR to I2R.
03/01/2019	***** 91L Review *****Case Escalated to I2R***** Reviewed Warranty History which determined this case should be escalated to I2R for case management.
03/02/2019	Vehicle has qualified for Enhanced Customer Satisfaction (ECS) program. Refer to Knowledge Article for handling procedures
03/05/2019	Customer called in seeking an update on vehicle. Customer would like a call back a [REDACTED]
03/05/2019	*** Dana with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please direct them to contact her directly at 214-583-2123. Thank you. ***
03/05/2019	Called customer (201) 995-3121, placed initial call to customer. I explained that this case has been escalated to me for special handling and I am calling to find out what is going on. I provided my hours and a number for questions via email. She states that she has a death wobble in the front of the vehicle and that is what the dealership referred to it as, she also mentioned that she does not want to take this vehicle back and she is very scared of it and if she does not get a replacement, she will get a lawyer. She does not and will not take possession of the vehicle anymore or again, even if they state that it is repaired. Called 201-488-9000, 44740; spoke to SA Paul (SA Alex) vehicle is currently at the dealership with a STAR case open, follow up 5/12.

Date	Comment
03/11/2019	Called customer [REDACTED], she stated that she still would really like to work with us and get a buyback, but she does not want a replacement and she does not want this vehicle, follow up 3/18.
03/22/2019	Called dealership [REDACTED]; spoke to SM Steve and we agreed with the DM notes that I would put them in the system from 3/14-3/25 at 35.00 flat rental charge per day for the dealership and as long as they return the vehicle by the 25 or else he will not help assist with the rental or storage fees. Called customer [REDACTED] 5-3121, and stated to her that I would reimburse her from 3/14-3/25 at 35.00 flat rental charge per day for the dealership and as long as they return the vehicle by the 25th or else they will have to pay for their own rental and storage fees. I told her when she gets back to just email me the RO and Rental Bill and I would be happy to reimburse that for her and as a goodwill gesture she would really like the 5/60 (100) ded, I agreed that we could work that out, she agreed and thanked me for all my help and we agreed that I would follow up with her this time next week. She did request the information for arbitration too, follow up 3/29.
03/26/2019	Called dealership 201-488-9000, 44740; spoke to (SM Mike) he stated that they do what they are told and they told me that it is the exact same issue, just with more millage on it. He does not believe putting another steering damper is going to fix the issue, per the TA's instructions. I asked him if he reached out to his AM for further instructions and he said he had planned on calling him today. In the mean time I sent it back up for replacement and sent the TA and email regarding the issues. She states that she has a death wobble in the front of the vehicle and that is what the dealership referred to it as, she also mentioned that she does not want to take this vehicle back and she is very scared of it and if she does not get a replacement, she will get a lawyer. Returned the customer's call (201) 995-3121, he stated that SA Kevin She is adamant about getting a lawyer and I am trying to get her a replacement, she is going to wait to see if I am able to get her a replacement, so she does not have to hire a lawyer. She does not and will not take possession of the vehicle anymore or again, even if they state that it is repaired. It has had 6 of the same repair attempts with 39 days down and under 17 k miles. She wants a reliable vehicle that she is not scared of and can trust. follow up 4/2.
03/27/2019	Called customer [REDACTED], LVM letting her know that I have been in touch with the dealership and working on obtaining her expectation and I will reach back out to her this time next week, unless I hear something sooner follow up 4/3.
03/29/2019	Customer called and she was told to pick up her vehicle and she is beyond scared and nervous to receive this vehicle back. It has had the death wobble (as she stated and the SM Steve). Called dealership [REDACTED]; spoke to SA Cameron and updated RO and confirmed the customer is picking her vehicle up today.
04/05/2019	Called customer [REDACTED] 1, she has her vehicle and states she would like the rental reimbursement and sent me the RO and Rental Bill and asked me to please reimburse her. I told her I would work on it and give her a call back next week, follow 4/12.
04/24/2019	Called customer [REDACTED] 1, her vehicle is not performing as design and she is having additional issues and will be calling the dealership today and getting an appointment. I requested that she give me a call and let me know when it is, so I can follow up appropriately, follow up 4/29.
05/21/2019	Called dealership [REDACTED]; Spoke to SA Cameron and he stated that I have the last RO on file and she has not been back to the dealership. Called the customer (201) 995-3121, she stated that she would like to be reimbursed for her rental and I stated that there was still one RO that I needed, and she stated that she has them all and to please send her an email and she would send it to me to get the rental processed, so I will and at that time processing and closing the case. This customer has not agreed that her vehicle was repaired and stated that she would make an appointment, but still has not yet as of now. I will be placing her case on hold until she does (case closed), after processing, follow up 5/24.
06/07/2019	Called dealership [REDACTED] Spoke to SM Brian confirmed that these customer's did not pay any monies on any of the rental for [REDACTED] It was billed to warranty, and the dealership covered and refilled the customer's gas too. I also had SM Brian look at [REDACTED] the customer only paid 10 days worth of rental and they do not have the rental bill, the customer does.
06/11/2019	I have tried to reach out to this customer on numerous occasions getting this rental reimbursement taking care of, they kept stating that they had two different rentals and I could never get the paperwork to me to prove that they had the rental during the time it was in the dealership. I found out from the dealership that they did not pay for the rental during the time that they claim that they did, but the dealership did, case closed.

Email(s)

Date	03/05/2019	Subject	CAIR # [REDACTED] (VIN # [REDACTED] [00Dj01qsDF_500f1po2oU:ref]
From	uscustomer@fcagroup.com	To	[REDACTED]@aol.com
		Sent Date/Time	03/05/2019 19:36 PM
Hello, I am with the Chrysler resolution team. My contact information is: Phone number is 214-583-2123 My hours of business 8:00 am to 4:00 pm Central Time. Monday through Friday. If you have any questions please feel free to contact me. Thank You, [REDACTED]			
Date	03/14/2019	Subject	Arbitration Information [00Dj01qsDF_500f1po2oU:ref]
From	uscustomer@fcagroup.com	To	[REDACTED]@aol.com
		Sent Date/Time	03/14/2019 17:48 PM

Hello,

Chrysler has expanded its third-party Customer Arbitration Process to allow customers in your state the opportunity to file for arbitration. For more information about how to initiate arbitration, please contact the National Center for Dispute Settlement (NCDS) at website at www.ncdsusa.org

Dana

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

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

Sent: 3/5/2019 2:36 PM

To: [REDACTED] aol.com

Subject: CAIR # [REDACTED] (VIN # [REDACTED] [[REDACTED]]

Hello,

I am with the Chrysler resolution team.

My contact information is:

Phone number is 214-583-2123

My hours of business 8:00 am to 4:00 pm Central Time.

Monday through Friday.

If you have any questions please feel free to contact me.

Thank You,

Dana

Date	03/19/2019	Subject	RE: Arbitration Information [[REDACTED]00Dj01qsDF_500f1po2oU:ref]
From	uscustomecare@fcagroup.com	To	[REDACTED] aol.com
Sent Date/Time	03/19/2019 19:51 PM		

Hi [REDACTED]

At this time I do not know if we are offering a replacement or buyback at this time. I will get back to you a week from today and I really hope I have something for you. If I get anything in-between now and that time you will be the first to know. Thank you for being so patient.

Dana

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

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

Sent: 3/14/2019 1:48 PM

To: [REDACTED] aol.com

Subject: Arbitration Information [[REDACTED]00Dj01qsDF_500f1po2oU:ref]

Hello,

Chrysler has expanded its third-party Customer Arbitration Process to allow customers in your state the opportunity to file for arbitration. For more information about how to initiate arbitration, please contact the National Center for Dispute Settlement (NCDS) at website at www.ncdsusa.org

Dana

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

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

Sent: 3/5/2019 2:36 PM

To: [REDACTED] aol.com

Subject: CAIR # [REDACTED] (VIN # [REDACTED] [[REDACTED]00Dj01qsDF_500f1po2oU:ref]

Hello,

I am with the Chrysler resolution team.

My contact information is:

Phone number is 214-583-2123

My hours of business 8:00 am to 4:00 pm Central Time.

Monday through Friday.

If you have any questions please feel free to contact me.

Thank You,

Dana

Date	03/22/2019	Subject	RE: Arbitration Information [[REDACTED]00Dj01qsDF_500f1po2oU:ref]
From	uscustomecare@fcagroup.com	To	[REDACTED] aol.com
Sent Date/Time	03/22/2019 17:55 PM		

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

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

Sent: 3/19/2019 3:51 PM

To: [REDACTED]@aol.com

Subject: RE: Arbitration Information [REDACTED]

Hi [REDACTED]

At this time I do not know if we are offering a replacement or buyback at this time. I will get back to you a week from today and I really hope I have something for you. If I get anything in-between now and that time you will be the first to know. Thank you for being so patient.

Dana

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

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

Sent: 3/14/2019 1:48 PM

To: [REDACTED]@aol.com

Subject: Arbitration Information [REDACTED]

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Dana

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

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

Sent: 3/5/2019 2:36 PM

To: [REDACTED]@aol.com

Subject: CAIR # [REDACTED] (VIN # [REDACTED] [REDACTED])

Hello,

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My contact information is:

Phone number is 214-583-2123

My hours of business 8:00 am to 4:00 pm Central Time.

Monday through Friday.

If you have any questions please feel free to contact me.

Thank You,

Dana

[REDACTED]00Dj01qsDF_500f1po2oU:ref

Date	03/22/2019	Subject	RE: Arbitration Information [REDACTED]00Dj01qsDF_500f1po2oU:ref]	
From	[REDACTED]@aol.com	To	uscustomecare@fcagroup.com	Sent Date/Time 03/22/2019 20:48 PM

Hi what is the vin# on my car? They said its 17 numbers
Thanks

Sent from AOL Mobile Mail
Get the new AOL app: mail.mobile.aol.com
On Friday, March 22, 2019, US Customer Care <uscustomercare@fcagroup.com> wrote:

Hello,

Chrysler has expanded its third-party Customer Arbitration Process to allow customers in your state the opportunity to file for arbitration. For more information about how to initiate arbitration, please contact the National Center for Dispute Settlement (NCDS) at website at www.ncdsusa.org

Dana

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

From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 3/19/2019 3:51 PM
To: [REDACTED]@aol.com
Subject: RE: Arbitration Information [REDACTED] f]

Hi [REDACTED]

At this time I do not know if we are offering a replacement or buyback at this time. I will get back to you a week from today and I really hope I have something for you. If I get anything in-between now and that time you will be the first to know. Thank you for being so patient.

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From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 3/14/2019 1:48 PM
To: [REDACTED]@aol.com
Subject: Arbitration Information [REDACTED]

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Dana

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

From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 3/5/2019 2:36 PM
To: [REDACTED]@aol.com
Subject: CAIR # [REDACTED] (VIN # [REDACTED] [REDACTED])

Hello,

I am with the Chrysler resolution team.
My contact information is:
Phone number is 214-583-2123
My hours of business 8:00 am to 4:00 pm Central Time.
Monday through Friday.
If you have any questions please feel free to contact me.

Thank You,

Dana
[REDACTED]00Dj01qsDF_500f1po2oU:ref

Date	03/25/2019	Subject	Re: CAIR # [REDACTED] (VIN # [REDACTED] [REDACTED]00Dj01qsDF_500f1po2oU:ref)		
From	[REDACTED]@aol.com	To	uscustomercare@fcagroup.com	Sent Date/Time	03/25/2019 16:10 PM

Dana,
I hope all is well. My fiancé just returned the car and they were extremely nasty. I gave Alex Vargas my credit card info on Saturday. When he got there they wouldn't accept my information and he had to put it on his credit card.
He took the car out to test drive it and his words were, your car almost killed me. It still has the death wobble.
This is unacceptable to be treated this way when clearly this is a Jeep issue not mine.
For the record I will never deal with that dealership again. They were unprofessional and down right nasty.
I appreciate your assistance. You were kind and professional. They will be hearing from my attorney.
Best,

Sent from AOL Mobile Mail
Get the new AOL app: mail.mobile.aol.com
On Tuesday, March 5, 2019, US Customer Care <uscustomecare@fcagroup.com> wrote:

Hello,

I am with the Chrysler resolution team.
My contact information is:
Phone number is 214-583-2123
My hours of business 8:00 am to 4:00 pm Central Time.
Monday through Friday.
If you have any questions please feel free to contact me.

Thank You,

Dana

Date	03/29/2019	Subject	Re: CAIR # [REDACTED] (VIN # [REDACTED] [[REDACTED] 00Dj01qsDF_500f1po2oU:ref]
From	uscustomecare@fcagroup.com	To	[REDACTED] aol.com
		Sent Date/Time	03/29/2019 16:00 PM

Here is an email for you to reply to:-)

Dana

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

From: [REDACTED] aol.com]
Sent: 3/25/2019 12:10 PM
To: uscustomecare@fcagroup.com
Subject: Re: CAIR # [REDACTED] (VIN # [REDACTED] [[REDACTED] 00Dj01qsDF_500f1po2oU:ref]

Dana,
I hope all is well. My fiancé just returned the car and they were extremely nasty. I gave Alex Vargas my credit card info on Saturday. When he got there they wouldn't accept my information and he had to put it on his credit card.
He took the car out to test drive it and his words were, your car almost killed me. It still has the death wobble.
This is unacceptable to be treated this way when clearly this is a Jeep issue not mine.
For the record I will never deal with that dealership again. They were unprofessional and down right nasty.
I appreciate your assistance. You were kind and professional. They will be hearing from my attorney.
Best,

Sent from AOL Mobile Mail
Get the new AOL app: mail.mobile.aol.com
On Tuesday, March 5, 2019, US Customer Care <uscustomecare@fcagroup.com> wrote:

Hello,

I am with the Chrysler resolution team.
My contact information is:
Phone number is 214-583-2123
My hours of business 8:00 am to 4:00 pm Central Time.
Monday through Friday.
If you have any questions please feel free to contact me.

Thank You,

Dana

Date	03/29/2019	Subject	Re: CAIR # [REDACTED] (VIN # [REDACTED] [[REDACTED] 00Dj01qsDF_500f1po2oU:ref]
From	uscustomecare@fcagroup.com	To	[REDACTED] aol.com
		Sent Date/Time	03/29/2019 16:00 PM

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Dana

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

From: [REDACTED] aol.com]

Sent: 3/25/2019 12:10 PM

To: uscustomercare@fcagroup.com

Subject: Re: CAIR # [REDACTED] (VIN # [REDACTED] [REDACTED])

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Dana

[REDACTED]00Dj01qsDF_500f1po2oU:ref

Date	04/05/2019	Subject	Re: CAIR # [REDACTED] (VIN # [REDACTED] [REDACTED]00Dj01qsDF_500f1po2oU:ref]
From	uscustomercare@fcagroup.com	To	uscustomercare@fcagroup.com
		Sent Date/Time	04/05/2019 19:27 PM

Hello [REDACTED]

Please send the documents for me to reply to with the Repair order and Rental bill for reimbursement.

Thank you,

Dana

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

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

Sent: 3/29/2019 12:00 PM

To: [REDACTED]@aol.com

Subject: Re: CAIR # [REDACTED] (VIN # [REDACTED] [[REDACTED]

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From: [REDACTED] [REDACTED]@aol.com]

Sent: 3/25/2019 12:10 PM

To: uscustomercare@fcagroup.com

Subject: Re: CAIR # [REDACTED] (VIN # [REDACTED] [[REDACTED]

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Date	04/05/2019	Subject	Re: CAIR # [REDACTED] (VIN # [REDACTED] [[REDACTED]00Dj01qsDF_500f1po2oU:ref]
From	uscustomercare@fcagroup.com	To	uscustomercare@fcagroup.com
		Sent Date/Time	04/05/2019 19:28 PM

Hello [REDACTED]

Please send the documents for me to reply to with the Repair order and Rental bill for reimbursement.

Thank you,

Dana

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

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

Sent: 3/29/2019 12:00 PM

To: [REDACTED]@aol.com

Subject: Re: CAIR # [REDACTED] (VIN # [REDACTED] [[REDACTED]

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From: [REDACTED] [REDACTED]@aol.com]

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Date	04/15/2019	Subject	Re: CAIR # [REDACTED] (VIN # [REDACTED] [[REDACTED]00Dj01qsDF_500f1po2oU:ref]
From	[REDACTED]@aol.com	To	uscustomercare@fcagroup.com
		Sent Date/Time	04/15/2019 17:26 PM

Hi its [REDACTED]

Can you please send me the email address where I need to send the receipt for the rental car charge?

Thank you

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Date	04/15/2019	Subject	Re: CAIR # [REDACTED] (VIN # [REDACTED] [REDACTED])
From	uscustomecare@fcagroup.com	To	[REDACTED]@aol.com
Sent Date/Time		04/15/2019 19:24 PM	

Hi [REDACTED]

Go ahead and send the rental receipt and repair order that verifies that your vehicle was in at the time you had the rental vehicle. Unfortunately I am not able to offer you a replacement at this time. Please send the information back to me at this email and I will take a look at it to have it processed by this time next week.

Thank you!

Dana

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

From: [REDACTED] aol.com]

Sent: 4/15/2019 1:26 PM

To: uscustomercare@fcagroup.com

Subject: Re: CAIR # [REDACTED] (VIN # [REDACTED] [REDACTED])

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Subject: Re: CAIR # [REDACTED] (VIN # [REDACTED] [REDACTED])

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From	[REDACTED] aol.com	To	uscustomercare@fcagroup.com
Sent Date/Time		04/20/2019 22:50 PM	

Sent from AOL Mobile Mail
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Sent: 4/15/2019 1:26 PM
To: uscustomecare@fcagroup.com
Subject: Re: CAIR # [REDACTED] (VIN # [REDACTED] [REDACTED])

Hi its [REDACTED]

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Date	04/30/2019	Subject	Re: CAIR # [REDACTED] (VIN # [REDACTED] [REDACTED] 00Dj01qsDF_500f1po2oU:ref]		
From	[REDACTED]@aol.com	To	uscustomecare@fcagroup.com	Sent Date/Time	04/30/2019 13:12 PM

Dana,
Good morning. My Jeep is at the Englewood Cliffs NJ dealership for the repair of the death wobble in the front end again.
Can I ask why there is no history in the computer as to the what they have done on my car to rectify the issues in the past?
I find that to be a little fishy. Also the dealership that I am now at how no history of what they have done.
Also, do you know when I will be reimbursed for the rental?
Thank you,
[REDACTED]

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From: [REDACTED] aol.com]
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To: uscustomercare@fcagroup.com
Subject: Re: CAIR # [REDACTED] (VIN # [REDACTED] [[REDACTED]00Dj01qsDF_500f1po2oU:ref]

Hi its [REDACTED]

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[REDACTED]

Date	05/21/2019	Subject	Rental Reimbursement Documentation [[REDACTED]00Dj01qsDF_500f1po2oU:ref]		
From	uscustomer@fcagroup.com	To	[REDACTED]@aol.com	Sent Date/Time	05/21/2019 15:15 PM

Hello [REDACTED]

The Repair Order that I need in order to process your rental reimbursement is [REDACTED] You have already sent over the bill and I have the other RO that relates to this rental reimbursement. Please verify your address too.

Thank you!

Dana

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

From: [REDACTED] [REDACTED]@aol.com]
Sent: 4/30/2019 9:12 AM
To: uscustomercare@fcagroup.com
Subject: Re: CAIR # [REDACTED] (VIN # [REDACTED] [REDACTED])

Dana,
Good morning. My Jeep is at the Englewood Cliffs NJ dealership for the repair of the death wobble in the front end again. Can I ask why there is no history in the computer as to the what they have done on my car to rectify the issues in the past? I find that to be a little fishy. Also the dealership that I am now at how no history of what they have done. Also, do you know when I will be reimbursed for the rental?
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From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 3/29/2019 12:00 PM
To: [REDACTED]@aol.com
Subject: Re: CAIR # [REDACTED] [REDACTED] [REDACTED]

[REDACTED]

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From: [REDACTED] [REDACTED]@aol.com]
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To: uscustomercare@fcagroup.com
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Date	05/29/2019	Subject	RE: Rental Reimbursement Documentation [[REDACTED]00Dj01qsDF_500f1po2oU:ref]		
From	uscustomecare@fcagroup.com	To	[REDACTED] aol.com	Sent Date/Time	05/29/2019 17:04 PM

Hello Ma'am,

I am still waiting for [REDACTED] to process the rental reimbursement.

Dana

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

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

Sent: 5/21/2019 11:15 AM

To: [REDACTED] aol.com

Subject: Rental Reimbursement Documentation [REDACTED]

Hello [REDACTED]

The Repair Order that I need in order to process your rental reimbursement is [REDACTED] You have already sent over the bill and I have the other RO that relates to this rental reimbursement. Please verify your address too.

Thank you!

Dana

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

From: [REDACTED] aol.com]

Sent: 4/30/2019 9:12 AM

To: uscustomecare@fcagroup.com

Subject: Re: CAIR # [REDACTED] (VIN # [REDACTED] | [REDACTED])

Dana,

Good morning. My Jeep is at the Englewood Cliffs NJ dealership for the repair of the death wobble in the front end again.

Can I ask why there is no history in the computer as to the what they have done on my car to rectify the issues in the past?

I find that to be a little fishy. Also the dealership that I am now at how no history of what they have done.

Also, do you know when I will be reimbursed for the rental?

Thank you,

Sent from AOL Mobile Mail

Get the new AOL app: mail.mobile.aol.com

On Saturday, April 20, 2019, uscustomecare@fcagroup.com <uscustomecare@fcagroup.com> wrote:

Sent from AOL Mobile Mail

Get the new AOL app: mail.mobile.aol.com

On Monday, April 15, 2019, US Customer Care <uscustomecare@fcagroup.com> wrote:

Hi [REDACTED]

Go ahead and send the rental receipt and repair order that verifies that your vehicle was in at the time you had the rental vehicle. Unfortunately I am not able to offer you a replacement at this time. Please send the information back to me at this email and I will take a look at it to have it processed by this time next week.

Thank you!

Dana

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

From: [REDACTED] aol.com]

Sent: 4/15/2019 1:26 PM

To: uscustomecare@fcagroup.com

Subject: Re: CAIR # [REDACTED] (VIN # [REDACTED] | [REDACTED])

Hi its [REDACTED]

Can you please send me the email address where I need to send the receipt for the rental car charge?

Thank you

Sent from AOL Mobile Mail

Get the new AOL app: mail.mobile.aol.com

On Friday, April 5, 2019, US Customer Care <uscustomecare@fcagroup.com> wrote:

Hello [REDACTED]

Please send the documents for me to reply to with the Repair order and Rental bill for reimbursement.

Thank you,

Dana

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

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

Sent: 3/29/2019 12:00 PM

To: [REDACTED] aol.com

Subject: Re: CAIR # [REDACTED] (VIN # [REDACTED] | [REDACTED])

Here is an email for you to reply to:-)

Dana

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

From: [REDACTED] aol.com]

Sent: 3/25/2019 12:10 PM

To: uscustomercare@fcagroup.com

Subject: Re: CAIR # [REDACTED] (VIN [REDACTED])

Dana,

I hope all is well. My fiancé just returned the car and they were extremely nasty. I gave Alex Vargas my credit card info on Saturday. When he got there they wouldn't accept my information and he had to put it on his credit card.

He took the car out to test drive it and his words were, your car almost killed me. It still has the death wobble.

This is unacceptable to be treated this way when clearly this is a Jeep issue not mine.

For the record I will never deal with that dealership again. They were unprofessional and down right nasty.

I appreciate your assistance. You were kind and professional. They will be hearing from my attorney.

Best,

Sent from AOL Mobile Mail

Get the new AOL app: mail.mobile.aol.com

On Tuesday, March 5, 2019, US Customer Care <uscustomercare@fcagroup.com> wrote:

Hello,

I am with the Chrysler resolution team.

My contact information is:

Phone number is 214-583-2123

My hours of business 8:00 am to 4:00 pm Central Time.

Monday through Friday.

If you have any questions please feel free to contact me.

Thank You,

Dana

Date

05/30/2019

Subject

RE: Rental Reimbursement Documentation [REDACTED]

From

[REDACTED] aol.com

To

uscustomercare@fcagroup.com

Sent Date/Time

05/30/2019 23:49 PM

Sent from AOL Mobile Mail
Get the new AOL app: mail.mobile.aol.com
On Wednesday, May 29, 2019, US Customer Care <uscustomer@fcagroup.com> wrote:

Hello Ma'am,

I am still waiting for [REDACTED] to process the rental reimbursement.

Dana

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

From: US Customer Care [uscustomer@fcagroup.com]
Sent: 5/21/2019 11:15 AM
To: [REDACTED]@aol.com
Subject: Rental Reimbursement Documentation [REDACTED]

Hello [REDACTED]

The Repair Order that I need in order to process your rental reimbursement is [REDACTED] You have already sent over the bill and I have the other RO that relates to this rental reimbursement. Please verify your address too.

Thank you!

Dana

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

From: [REDACTED]@aol.com]
Sent: 4/30/2019 9:12 AM
To: uscustomer@fcagroup.com
Subject: Re: CAIR # [REDACTED] (VIN # [REDACTED])

Dana,
Good morning. My Jeep is at the Englewood Cliffs NJ dealership for the repair of the death wobble in the front end again.
Can I ask why there is no history in the computer as to the what they have done on my car to rectify the issues in the past?
I find that to be a little fishy. Also the dealership that I am now at how no history of what they have done.
Also, do you know when I will be reimbursed for the rental?
Thank you,
[REDACTED]

Sent from AOL Mobile Mail
Get the new AOL app: mail.mobile.aol.com
On Saturday, April 20, 2019, uscustomer@fcagroup.com <uscustomer@fcagroup.com> wrote:

Sent from AOL Mobile Mail
Get the new AOL app: mail.mobile.aol.com
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Hi [REDACTED]

Go ahead and send the rental receipt and repair order that verifies that your vehicle was in at the time you had the rental vehicle. Unfortunately I am not able to offer you a replacement at this time. Please send the information back to me at this email and I will take a look at it to have it processed by this time next week.

Thank you!

Dana

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

From: [REDACTED]@aol.com]
Sent: 4/15/2019 1:26 PM
To: uscustomer@fcagroup.com
Subject: Re: CAIR # [REDACTED] [REDACTED] [REDACTED]

Hi its [REDACTED]

Can you please send me the email address where I need to send the receipt for the rental car charge?
Thank you

Sent from AOL Mobile Mail
Get the new AOL app: mail.mobile.aol.com
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Hello [REDACTED]

Please send the documents for me to reply to with the Repair order and Rental bill for reimbursement.

Thank you,

Dana

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

From: US Customer Care [uscustomer@fcagroup.com]
Sent: 3/29/2019 12:00 PM
To: [REDACTED]@aol.com
Subject: Re: CAIR # [REDACTED] [REDACTED] [REDACTED]

[REDACTED]

Here is an email for you to reply to:-)

Dana

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

From: [REDACTED] aol.com]

Sent: 3/25/2019 12:10 PM

To: uscustomercare@fcagroup.com

Subject: Re: CAIR # [REDACTED] (V [REDACTED])

Dana,

I hope all is well. My fiancé just returned the car and they were extremely nasty. I gave Alex Vargas my credit card info on Saturday. When he got there they wouldn't accept my information and he had to put it on his credit card.

He took the car out to test drive it and his words were, your car almost killed me. It still has the death wobble.

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On Tuesday, March 5, 2019, US Customer Care <uscustomercare@fcagroup.com> wrote:

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My contact information is:

Phone number is 214-583-2123

My hours of business 8:00 am to 4:00 pm Central Time.

Monday through Friday.

If you have any questions please feel free to contact me.

Thank You,

Dana

Date	06/07/2019	Subject	RE: Rental Reimbursement Documentation [[REDACTED] 00Dj01qsDF_500f1po2oU:ref]		
From	uscustomercare@fcagroup.com	To	[REDACTED] aol.com	Sent Date/Time	06/07/2019 19:34 PM

Hello [REDACTED]

It has been a little difficult getting all the necessary paperwork, so I do apologize that I have not been able to process your rental for you. The rental is all you are waiting for me to process, correct? The only thing I need from you is the rental bill that you paid your 10 days worth of rental from [REDACTED]. The dates of the rental that we need to reimburse to you would be sometime in-between 2-28-19 and 3-14-19. Once I have that I can complete the rental reimbursement and I believe that is all you are waiting for.

Thank you!

Dana

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

From: [REDACTED] [REDACTED]@aol.com]
Sent: 5/30/2019 7:49 PM
To: uscustomercare@fcagroup.com
Subject: RE: Rental Reimbursement Documentation [[REDACTED]00Dj01qsDF._500f1po2oU:ref]

Sent from AOL Mobile Mail
Get the new AOL app: mail.mobile.aol.com
On Wednesday, May 29, 2019, US Customer Care <uscustomercare@fcagroup.com> wrote:

Hello Ma'am,

I am still waiting for [REDACTED] to process the rental reimbursement.

Dana

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

From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 5/21/2019 11:15 AM
To: [REDACTED]@aol.com
Subject: Rental Reimbursement Documentation [[REDACTED]00Dj01qsDF._500f1po2oU:ref]

Hello [REDACTED]

The Repair Order that I need in order to process your rental reimbursement is [REDACTED]. You have already sent over the bill and I have the other RO that relates to this rental reimbursement. Please verify your address too.

Thank you!

Dana

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

From: [REDACTED] [REDACTED]@aol.com]
Sent: 4/30/2019 9:12 AM
To: uscustomercare@fcagroup.com
Subject: Re: CAIR # [REDACTED] (VIN #JW102082) [[REDACTED]00Dj01qsDF._500f1po2oU:ref]

Dana,
Good morning. My Jeep is at the Englewood Cliffs NJ dealership for the repair of the death wobble in the front end again. Can I ask why there is no history in the computer as to the what they have done on my car to rectify the issues in the past? I find that to be a little fishy. Also the dealership that I am now at how no history of what they have done. Also, do you know when I will be reimbursed for the rental?
Thank you,
[REDACTED]

Sent from AOL Mobile Mail
Get the new AOL app: mail.mobile.aol.com
On Saturday, April 20, 2019, uscustomercare@fcagroup.com <uscustomercare@fcagroup.com> wrote:

Sent from AOL Mobile Mail
Get the new AOL app: mail.mobile.aol.com
On Monday, April 15, 2019, US Customer Care <uscustomercare@fcagroup.com> wrote:

Hi [REDACTED]

Go ahead and send the rental receipt and repair order that verifies that your vehicle was in at the time you had the rental vehicle. Unfortunately I am not able to offer you a replacement at this time. Please send the information back to me at this email and I will take a look at it to have it processed by this time next week.

Thank you!

Dana

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

From: [REDACTED] [REDACTED]@aol.com]
Sent: 4/15/2019 1:26 PM
To: uscustomercare@fcagroup.com
Subject: Re: CAIR # [REDACTED] (VIN [REDACTED] [REDACTED])

Hi its [REDACTED]

Can you please send me the email address where I need to send the receipt for the rental car charge?
Thank you
Sent from AOL Mobile Mail
Get the new AOL app: mail.mobile.aol.com

On Friday, April 5, 2019, US Customer Care <uscustomercare@fcagroup.com> wrote:

Hello [REDACTED]

Please send the documents for me to reply to with the Repair order and Rental bill for reimbursement.

Thank you,

Dana

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

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

Sent: 3/29/2019 12:00 PM

To: [REDACTED]@aol.com

Subject: Re: CAIR # [REDACTED] (VIN [REDACTED]) [REDACTED]

[REDACTED]

Here is an email for you to reply to:-)

Dana

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

From: [REDACTED] [REDACTED]@aol.com]

Sent: 3/25/2019 12:10 PM

To: uscustomercare@fcagroup.com

Subject: Re: CAIR # [REDACTED] ([REDACTED]) [REDACTED]

Dana,

I hope all is well. My fiancé just returned the car and they were extremely nasty. I gave Alex Vargas my credit card info on Saturday. When he got there they wouldnt accept my information and he had to put it on his credit card.

He took the car out to test drive it and his words were, your car almost killed me. It still has the death wobble.

This is unacceptable to be treated this way when clearly this is a Jeep issue not mine.

For the record I will never deal with that dealership again. They were unprofessional and down right nasty.

I appreciate your assistance. You were kind and professional. They will be hearing from my attorney.

Best,

[REDACTED]

Sent from AOL Mobile Mail

Get the new AOL app: mail.mobile.aol.com

On Tuesday, March 5, 2019, US Customer Care <uscustomercare@fcagroup.com> wrote:

Hello,

I am with the Chrysler resolution team.

My contact information is:

Phone number is 214-583-2123

My hours of business 8:00 am to 4:00 pm Central Time.

Monday through Friday.

If you have any questions please feel free to contact me.

Thank You,

Dana

[REDACTED] 00Dj01qsDF_500f1po2oU:ref

Date	06/07/2019	Subject	RE: Rental Reimbursement Documentation [REDACTED]
From	[REDACTED]@aol.com	To	uscustomercare@fcagroup.com
		Sent Date/Time	06/07/2019 20:34 PM

That was already sent to Dana

Sent from AOL Mobile Mail

Get the new AOL app: mail.mobile.aol.com

On Friday, June 7, 2019, US Customer Care <uscustomecare@fcagroup.com> wrote:

Hello [REDACTED]

It has been a little difficult getting all the necessary paperwork, so I do apologize that I have not been able to process your rental for you. The rental is all you are waiting for me to process, correct? The only thing I need from you is the rental bill that you paid your 10 days worth of rental from [REDACTED]. The dates of the rental that we need to reimburse to you would be sometime in-between 2-28-19 and 3-14-19. Once I have that I can complete the rental reimbursement and I believe that is all you are waiting for.

Thank you!

Dana

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

From: [REDACTED] aol.com]

Sent: 5/30/2019 7:49 PM

To: uscustomecare@fcagroup.com

Subject: RE: Rental Reimbursement Documentation [REDACTED]

Sent from AOL Mobile Mail

Get the new AOL app: mail.mobile.aol.com

On Wednesday, May 29, 2019, US Customer Care <uscustomecare@fcagroup.com> wrote:

Hello Ma'am,

I am still waiting for [REDACTED] to process the rental reimbursement.

Dana

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

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

Sent: 5/21/2019 11:15 AM

To: [REDACTED] aol.com

Subject: Rental Reimbursement Documentation [REDACTED]

Hello [REDACTED]

The Repair Order that I need in order to process your rental reimbursement is [REDACTED]. You have already sent over the bill and I have the other RO that relates to this rental reimbursement. Please verify your address too.

Thank you!

Dana

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

From: [REDACTED] aol.com]

Sent: 4/30/2019 9:12 AM

To: uscustomecare@fcagroup.com

Subject: Re: CAIR # [REDACTED] (VIN # [REDACTED])

[REDACTED] of the death wobble in the front end again.

Can I ask why there is no history in the computer as to the what they have done on my car to rectify the issues in the past?

I find that to be a little fishy. Also the dealership that I am now at how no history of what they have done.

Also, do you know when I will be reimbursed for the rental?

Thank you,

Sent from AOL Mobile Mail

Get the new AOL app: mail.mobile.aol.com

On Saturday, April 20, 2019, uscustomecare@fcagroup.com <uscustomecare@fcagroup.com> wrote:

Sent from AOL Mobile Mail

Get the new AOL app: mail.mobile.aol.com

On Monday, April 15, 2019, US Customer Care <uscustomecare@fcagroup.com> wrote:

Hi [REDACTED]

Go ahead and send the rental receipt and repair order that verifies that your vehicle was in at the time you had the rental vehicle. Unfortunately I am not able to offer you a replacement at this time. Please send the information back to me at this email and I will take a look at it to have it processed by this time next week.

Thank you!

Dana

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

From: [REDACTED] aol.com]

Sent: 4/15/2019 1:26 PM

To: uscustomecare@fcagroup.com

Subject: Re: CAIR # [REDACTED] (VIN [REDACTED])

Hi its [REDACTED]

Can you please send me the email address where I need to send the receipt for the rental car charge?
Thank you
Sent from AOL Mobile Mail
Get the new AOL app: mail.mobile.aol.com
On Friday, April 5, 2019, US Customer Care <uscustomecare@fcagroup.com> wrote:

Hello [REDACTED]

Please send the documents for me to reply to with the Repair order and Rental bill for reimbursement.

Thank you,

Dana

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

From: US Customer Care [uscustomecare@fcagroup.com]
Sent: 3/29/2019 12:00 PM
To: [REDACTED]@aol.com
Subject: Re: CAIR # [REDACTED] (VIN # [REDACTED] [[REDACTED]00Dj01qsDF_500f1po2oU:ref]

Here is an email for you to reply to:-)

Dana

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

From: [REDACTED] [REDACTED]@aol.com]
Sent: 3/25/2019 12:10 PM
To: uscustomecare@fcagroup.com
Subject: Re: CAIR # [REDACTED] (VIN # [REDACTED] [REDACTED]]

Dana,
I hope all is well. My fiancé just returned the car and they were extremely nasty. I gave Alex Vargas my credit card info on Saturday. When he got there they wouldnt accept my information and he had to put it on his credit card.
He took the car out to test drive it and his words were, your car almost killed me. It still has the death wobble.
This is unacceptable to be treated this way when clearly this is a Jeep issue not mine.
For the record I will never deal with that dealership again. They were unprofessional and down right nasty.
I appreciate your assistance. You were kind and professional. They will be hearing from my attorney.
Best,

Sent from AOL Mobile Mail
Get the new AOL app: mail.mobile.aol.com
On Tuesday, March 5, 2019, US Customer Care <uscustomecare@fcagroup.com> wrote:

Hello,

I am with the Chrysler resolution team.
My contact information is:
Phone number is 214-583-2123
My hours of business 8:00 am to 4:00 pm Central Time.
Monday through Friday.
If you have any questions please feel free to contact me.

Thank You,

Dana

[REDACTED]00Dj01qsDF_500f1po2oU:ref

Date	07/03/2019	Subject	Regarding your Case [REDACTED] /? propos de votre dossier [REDACTED] Referente a su caso [REDACTED]
From	uscustomecare@fcagroup.com	To	[REDACTED]@dermira.com
Sent Date/Time	07/03/2019 12:37 PM		

Dear [REDACTED]
Thank you for contacting Jeep Customer Care.
Our records indicate that case number [REDACTED] is closed.
If you require further assistance please contact us at (877) 426-5337 and we would be happy to assist.
Thank you and have a great day.
Jeep Customer Care

Madame, Monsieur [REDACTED]
Nous vous remercions d'avoir communiqué avec le service à la clientèle de Jeep.
Selon nos renseignements, le dossier [REDACTED] a été clos.
Si vous avez besoin de plus d'aide, n'hésitez pas à nous contacter au (877) 426-5337. Nous serons heureux de pouvoir vous aider.
Nous vous remercions et vous souhaitons une excellente journée.
Le Service à la Clientèle de Jeep

Estimado [REDACTED]
Le agradecemos que haya contactado a Jeep Customer Care.
Nuestros registros indican que el número de caso [REDACTED] se encuentra concluido.
Si necesita asistencia adicional, comuníquese con nosotros por teléfono al (877) 426-5337 y con gusto lo ayudaremos.
Muchas gracias y que tenga un excelente día.
Centro de Atención de Jeep

Date	07/03/2019	Subject	CAIR [REDACTED] [REDACTED] 00DJ01qsDF_500f1po2oU:ref [REDACTED]
From	[REDACTED]@dermira.com	To	uscustomecare@fcagroup.com
		Sent Date/Time	07/03/2019 12:37 PM

Dana,

Below is the requested RO#413493 that you requested. This was already sent to you. I have been calling you for weeks without a response. This money is owed to me and I am waiting for my reimbursement.

Thank you for being prompt in the return of my money.

Address confirmation:

360 Knickerbocker Road
Apartment 23
Dumont NJ 07628

Sent from AOL Mobile Mail
Get the new AOL app: mail.mobile.aol.com<<http://mail.mobile.aol.com>>

On Wednesday, May 29, 2019, US Customer Care <uscustomecare@fcagroup.com<<mailto:uscustomecare@fcagroup.com>>> wrote:

Hello Ma'am,

I am still waiting for [REDACTED] to process the rental reimbursement.

Dana

[cid:image001.jpg@01D5317A.8660F550]

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

From: US Customer Care [uscustomecare@fcagroup.com<<mailto:uscustomecare@fcagroup.com>>]
Sent: 5/21/2019 11:15 AM
To: [REDACTED]@aol.com<[mailto:\[REDACTED\]@aol.com](mailto:[REDACTED]@aol.com)>
Subject: Rental Reimbursement Documentation [[REDACTED]00Dj01qsDF_500f1po2oU:ref]

Hello [REDACTED]

The Repair Order that I need in order to process your rental reimbursement is [REDACTED] You have already sent over the bill and I have the other RO that relates to this rental reimbursement. Please verify your address too.

Thank you!

Dana

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

From: [REDACTED]@aol.com<[mailto:\[REDACTED\]@aol.com](mailto:[REDACTED]@aol.com)>]
Sent: 4/30/2019 9:12 AM
To: uscustomecare@fcagroup.com<<mailto:uscustomecare@fcagroup.com>>
Subject: Re: CAIR # [REDACTED] (VIN # [REDACTED] [[REDACTED]00Dj01qsDF_500f1po2oU:ref]

Dana,

Good morning. My Jeep is at the Englewood Cliffs NJ dealership for the repair of the death wobble in the front end again. Can I ask why there is no history in the computer as to the what they have done on my car to rectify the issues in the past? I find that to be a little fishy. Also the dealership that I am now at how no history of what they have done. Also, do you know when I will be reimbursed for the rental?
Thank you,

Sent from AOL Mobile Mail
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On Saturday, April 20, 2019, uscustomecare@fcagroup.com<<mailto:uscustomecare@fcagroup.com>>
<[REDACTED]>

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

From: [REDACTED]@aol.com<[mailto:\[REDACTED\]@aol.com](mailto:[REDACTED]@aol.com)>]
Sent: 4/15/2019 1:26 PM
To: uscustomecare@fcagroup.com<<mailto:uscustomecare@fcagroup.com>>
Subject: Re: CAIR # [REDACTED] (VIN [REDACTED] [[REDACTED]]

Hi its [REDACTED]

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Thank you

Sent from AOL Mobile Mail

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On Friday, April 5, 2019, US Customer Care <uscustomecare@fcagroup.com<mailto:uscustomecare@fcagroup.com>> wrote:

Hello [REDACTED]

Please send the documents for me to reply to with the Repair order and Rental bill for reimbursement.

Thank you,

Dana

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

From: US Customer Care [uscustomecare@fcagroup.com<mailto:uscustomecare@fcagroup.com>]

Sent: 3/29/2019 12:00 PM

To: [REDACTED] aol.com<mailto:[REDACTED] aol.com>

Subject: Re: CAIR #58067691/Bowers (VIN [REDACTED]) [REDACTED]

[REDACTED]

Here is an email for you to reply to:-)

Dana

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

From: [REDACTED] aol.com<mailto:[REDACTED] aol.com>]

Sent: 3/25/2019 12:10 PM

To: uscustomecare@fcagroup.com<mailto:uscustomecare@fcagroup.com>

Subject: Re: CAIR #58067691/Bowers (VIN # [REDACTED]) [REDACTED]

Dana,

I hope all is well. My fiancé just returned the car and they were extremely nasty. I gave Alex Vargas my credit card info on Saturday. When he got there they wouldnt accept my information and he had to put it on his credit card.

He took the car out to test drive it and his words were, your car almost killed me. It still has the death wobble.

This is unacceptable to be treated this way when clearly this is a Jeep issue not mine.

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I appreciate your assistance. You were kind and professional. They will be hearing from my attorney.

Best,

[REDACTED]

Sent from AOL Mobile Mail

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My contact information is:

Phone number is [REDACTED]

My hours of business 8:00 am to 4:00 pm Central Time.

Monday through Friday.

If you have any questions please feel free to contact me.

Thank You,

Dana

[REDACTED]

[REDACTED]

Division Business Manager New York

Mobile: 201-995-3121

Email: [REDACTED]

[REDACTED]

IMPORTANT MESSAGE: This message and all attachments are intended only for the use of the individual or entity to which it is addressed and may contain information which is confidential and may be legally privileged. If you received this message in error, please stop reading immediately and do not copy or forward. Please notify the sender immediately and delete or destroy the email and all attachments. Sender and Dermira each reserves and asserts all rights to confidentiality, including all privileges that may apply.

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2018	Brand	JEEP
Body	JLJL74	Vehicle	JEEP WRANGLER UNLIMITED SPORT		
Open Date	09/16/2019	CAIR Type	Regular	Status	Closed
Close Date	10/31/2019	Origin	Telephone	Reason	
Mileage	8,776 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					
	SYRACUSE	OH		USA	
Dealer	60711	MARK PORTER CHRYSLER DODGE JEEP RA		Dealer Phone	7409924477
Dealer Address	41300 LAUREL CLIFF RD				
	POMEROY	OH	45769 9597	USA	
Dealer Zone	Great Lakes	Sales District		Service District	J
Subject	Steering Issue				
Synopsis	Cuostmer states vehicle is fine and the customer was reimbursed 60% of the car payment				
Customer Anomaly	Steering / Suspension				
	Steering Housing				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	91	Steering housing issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/16/2019 09:45 PM	Open
10/31/2019 02:46 PM	Closed

Initial Description

Customer is having issues with vehicle steering while driving

Case Comments

Date	Comment
09/16/2019	Customer will be taking vehicle to dealer 9/17/19. Customer states that vehicle is having problems with steering. She states that vehicle catches and has strong resistance while turning left or right. She stated it has gotten so bad, that in a few instances she has not been able to turn. According to customer, she has taken the vehicle to the dealer 3 different times but the issue persists. Dealer is Mark Porter Chrysler Dodge Jeep Ram Customer is requesting assistance with issue being diagnosed and unresolved. Case is being reassigned for unresolved issues.
09/18/2019	CM sent customer initial email will follow up when back in office 09/19.
09/19/2019	CM OB to DLR Mark Porter Chrysler Dodge Jeep Ram - 60711 with phone number Spoke to SA Butch who advise will be diagnosing vehicle today and to contact tomorrow for an update. Butch advise customer is currently on a loaner while vehicle is being diagnosed. CM OB to customer to advise will be assisting with concern and DLR will be diagnosing today and CM will contact tomorrow for an update. Customer advise when turning to left there is a click and when turning to right there is also a click and makes hard for customer to drive and steer as wheel locks. Customer is afraid of vehicle and if issue with steering not resolved would like assistance with trade in or buyback. CM asked to allow time to assist with repairs and that is always an option if customer does not feel safe after repairs. Customer understood and thanked.
09/20/2019	CM OB to DLR to get an update on vehicle spoke to SA Butch who advise have not been able to duplicate concern and will be keeping vehicle for a couple more days. Butch asked to follow up next week on Monday 09/23. CM OB to customer to advise on information of DLR not being able to duplicate concern and will be keeping vehicle for a couple more day to try an duplicate concern. No answer left detailed VM with information and will follow up on Monday 09/23.
09/21/2019	Vehicle has qualified for Enhanced Customer Satisfaction (ECS) program. Refer to Knowledge Article for handling procedures
09/23/2019	Agent OB to customer to advise case has qualified for ECS and new case manager will contact with in 1-2 business days. NO answer agent left detailed VM with information.
09/24/2019	*****OUTBOUND***** CM called DLR Spoke with SA Butch and he says they have not been able to get the issue to duplicate. He says they put different tires on the vehicle and he believes that may be causing the issue. They are going to do some more diagnosing before they give the vehicle back to be sure the CST is safe. Butch stated he is also going to call the CST to give the update as well.
09/26/2019	****OUTBOUND***** Called the DLR Spoke with Butch and he says the have been able to duplicate the issue and able to feel what the CST was talking about. He says at this time they are trying to figure out what is causing the issue. Per Butch he will be getting his Level 3 techs involed and will also create a STAR case for assistance. ****OUTBOUND***** Called CST CM called and spoke with Mrs. Hoscar to advise of the update given by the dealership. She stated she would go down to the dealership to point out the concern. CM advised again they have been able to duplicate the concern. The DLR needs to time to diagnose and resolve the issue. CM advised the CST she will be in contact when another update is available.
10/04/2019	PER STAR CASE no repairs being made to fix the vehicle due to DLR moving into new building. Will resume on Monday
10/07/2019	Customer seeking to speak with CM on vehicle concerns, states DLR advised it is related to her tires but customer heard complaints before she changed tires and it continued to happen since the tire replacement. Customer seeking callback from CM and confirmed case would be updated as CM was on a call at time of customer's calls.

Date	Comment
10/07/2019	****OUTBOUND**** CM called the dealership and was advised by Butch one of the tires on the vehicle appeared to be slight larger than the others. Per Butch they have gotten STAR techs involved because they need to know how to recalibrate the tires. Butch stated they just moved into the new building he did not know if his techs has heard from STAR because they are just now plugging everything back in. He says CM advised she would follow up later in the week for an update. ****OUTBOUND**** CM called the CST to give an update. CM stated the vehicle has been doing this since she had the vehicle. She states they did not apply these tires until after she had driven the vehicle. She says she does not agree with the diagnosis. She stated they need to check the Rack and pinion and the steering system. There is something catching inside of the the steering system. CST stated she does not want vehicle's tires to be recalibrated, she would like bring the old wheels back to prove that is not the issue. She stated she purchased tires from the same dealership and should have been told when she purchased them they were not fit. CM advised CST she would bring it to the dlr attention upon follow up.
10/10/2019	Spoke with Butch at the dealership and he says they were able to duplicate the issue. Per Butch they believe the issue is in steering rack. He says they have ordered the steering rack and are waiting for it come in so they can perform the repair. CM advised Butch we will follow up next week with the repair.
10/16/2019	****OUTBOUND**** CM called the dealership to speak with Butch he says they got the part in. It may be Monday before they can complete the repair. Per Butch they spoke with the customer to advise it may 5-7 days before completion of the repair.
10/21/2019	****OUTBOUND**** SA BUTCH CM called the dlr to speak with SA Butch and he stated they had made the repair to the steering rack. The vehicle was on the alignment machine at the moment. Once the alignment has been completed they will test drive to confirm concerns have been resolved.
10/21/2019	****OUTBOUND**** TODD CM called the customer to give an update and he did not answer. CM left a detailed message.
10/23/2019	Cst called in looking for CM Adviser informed Cst CM not available but will send internal msg so CM can give CB
10/24/2019	***OUTBOUND*** SA BUTCH CM called the dealership to speak with SA Butch. He was not available, CM left a detailed message requesting a call back. CM called back and spok with SA David and he advised the vehicle had been picked up and was OAD when it left the dealership.
10/24/2019	***OUTBOUND*** CM called the customer to confirm the vehicle has been returned and is OAD. Customer stated the vehicle is now running fine. She wanted to request extra subscription on her SirisXM. CM advised would not be able to assist with that but will reimburse 60% of the car payment because the vehicle was down over 30 days. Customer is going to send over documents for review.
10/24/2019	**CHECK REQUEST** Check Amount: \$348.02 Reason for Check: Partial reimbursement for car payment Attachment #:
10/30/2019	CM is out of office. Agent sees that CM sent closure email and no response back. Agent closing case due to check issued and no response from customer

Email(s)

Date	Subject	Sent Date/Time
09/17/2019	Steering Concern []	09/17/2019 23:59 PM
From	To	
uscustomecare@fcagroup.com	yahoo.com	
Dear ,		
Thank you for allowing JEEP Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.		
My name is Maria and I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:		
Your case number is		
The Chrysler Jeep Wave Case Management telephone number: 844-533-7928.		
My direct extension: 4060748		
My work hours are: 8:30 am to 7 pm Monday - Friday off on Wednesday's Eastern Standard Time.		
I will contact you by telephone to discuss your case, once I have spoken to the dealership regarding your vehicle concern.		
Please don't hesitate to make contact if you have any questions or concerns.		
Regards,		
Maria Jeep Wave Specialist		

Date	Subject	Sent Date/Time
09/24/2019	CASE# [] ref]	09/24/2019 14:36 PM
From	To	
uscustomecare@fcagroup.com	yahoo.com	
Dear Mr. ,		
Thank you for allowing CHRYSLER ECS Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.		
My name is Rochelle, I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:		
Your case number is		
The Chrysler ECS Case Management telephone number: 1-866-275-1420		
My direct extension: 4060910		
My work hours are: 8:30-5:00 Mon-Fri Eastern Standard Time I will contact you within one business day of your appointment by telephone to discuss your case.		
Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!		
Rochelle		

Date	Subject	Sent Date/Time
10/24/2019	RE: CASE# []	10/24/2019 16:51 PM
From	To	
uscustomecare@fcagroup.com	yahoo.com	

Hello Mrs. [REDACTED]

If you could please attach a copy of the requested bank statement showing the amount paid for the car payment. As I said once i have the document, I will review it and reimburse you 60% of the car payment. Once I submit for the check I will then close out the case. It could typically take 10-14 days for you to receive the check. Thanks for being a loyal Jeep customer and allowing me to assist you.

Thank you,

Rochelle
ECS Customer Care

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

From: US Customer Care [uscustomecare@fcagroup.com]
Sent: 9/24/2019 2:36 PM
To: [REDACTED]@yahoo.com
Subject: CASE# [REDACTED] [REDACTED]

Dear Mr. [REDACTED]

Thank you for allowing CHRYSLER ECS Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

My name is Rochelle, I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:

Your case number is [REDACTED]
The Chrysler ECS Case Management telephone number: 1-866-275-1420
My direct extension: 4060910
My work hours are: 8:30-5:00 Mon-Fri Eastern Standard Time I will contact you within one business day of your appointment by telephone to discuss your case.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!

Rochelle
[REDACTED]00Dj01qsDF._5003Zw404Y:ref

Date	10/24/2019	Subject	Re: CASE# [REDACTED] [REDACTED]
From	[REDACTED]@yahoo.com	To	uscustomecare@fcagroup.com
Sent Date/Time		10/24/2019 17:45 PM	

Sent from my iPhone

> On Oct 24, 2019, at 12:52 PM, US Customer Care <uscustomecare@fcagroup.com> wrote:

>
> Hello Mrs. [REDACTED]
>
> If you could please attach a copy of the requested bank statement showing the amount paid for the car payment. As I said once i have the document, I will review it and reimburse you 60% of the car payment. Once I submit for the check I will then close out the case. It could typically take 10-14 days for you to receive the check. Thanks for being a loyal Jeep customer and allowing me to assist you.

>
> Thank you,
>
> Rochelle
> ECS Customer Care
>
>

> ----- Original Message -----

> From: US Customer Care [uscustomecare@fcagroup.com]
> Sent: 9/24/2019 2:36 PM
> To: [REDACTED]@yahoo.com
> Subject: CASE# [REDACTED] [REDACTED]

> Dear Mr. [REDACTED]

> Thank you for allowing CHRYSLER ECS Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

> My name is Rochelle, I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:

> Your case number is [REDACTED]
> The Chrysler ECS Case Management telephone number: 1-866-275-1420
> My direct extension: 4060910
> My work hours are: 8:30-5:00 Mon-Fri Eastern Standard Time I will contact you within one business day of your appointment by telephone to discuss your case.

> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!

> Rochelle
> [REDACTED]
>

Date	10/24/2019	Subject	Re: CASE# [REDACTED] [REDACTED]
From	[REDACTED]@yahoo.com	To	uscustomecare@fcagroup.com
Sent Date/Time		10/24/2019 17:46 PM	

I included a snap of the withdrawal of the payment.

Sent from my iPhone

> On Oct 24, 2019, at 12:52 PM, US Customer Care <uscustomecare@fcagroup.com> wrote:

> Hello Mrs. [REDACTED]

> If you could please attach a copy of the requested bank statement showing the amount paid for the car payment. As I said once i have the document, I will review it and reimburse you 60% of the car payment. Once I submit for the check I will then close out the case. It could typically take 10-14 days for you to receive the check. Thanks for being a loyal Jeep customer and allowing me to assist you.

> Thank you,

> Rochelle

> ECS Customer Care

> ----- Original Message -----

> From: US Customer Care [uscustomecare@fcagroup.com]

> Sent: 9/24/2019 2:36 PM

> To: [REDACTED]@yahoo.com

> Subject: CASE# [REDACTED] [REDACTED]

> Dear Mr. [REDACTED]

> Thank you for allowing CHRYSLER ECS Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

> My name is Rochelle, I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:

> Your case number is [REDACTED]

> The Chrysler ECS Case Management telephone number: 1-866-275-1420

> My direct extension: 4060910

> My work hours are: 8:30-5:00 Mon-Fri Eastern Standard Time I will contact you within one business day of your appointment by telephone to discuss your case.

> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!

> Rochelle

> [REDACTED]

Date	10/24/2019	Subject	Re: CASE# [REDACTED] [REDACTED]
From	[REDACTED]@yahoo.com	To	uscustomecare@fcagroup.com
Sent Date/Time	10/24/2019 17:47 PM		

W thought that you were reimbursing a full payment.

Sent from my iPhone

> On Oct 24, 2019, at 12:52 PM, US Customer Care <uscustomecare@fcagroup.com> wrote:

> Hello Mrs. [REDACTED]

> If you could please attach a copy of the requested bank statement showing the amount paid for the car payment. As I said once i have the document, I will review it and reimburse you 60% of the car payment. Once I submit for the check I will then close out the case. It could typically take 10-14 days for you to receive the check. Thanks for being a loyal Jeep customer and allowing me to assist you.

> Thank you,

> Rochelle

> ECS Customer Care

> ----- Original Message -----

> From: US Customer Care [uscustomecare@fcagroup.com]

> Sent: 9/24/2019 2:36 PM

> To: [REDACTED]@yahoo.com

> Subject: CASE# [REDACTED] [REDACTED]

> Dear Mr. [REDACTED]

> Thank you for allowing CHRYSLER ECS Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

> My name is Rochelle, I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:

> Your case number is [REDACTED]

> The Chrysler ECS Case Management telephone number: 1-866-275-1420

> My direct extension: 4060910

> My work hours are: 8:30-5:00 Mon-Fri Eastern Standard Time I will contact you within one business day of your appointment by telephone to discuss your case.

> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!

> Rochelle

> [REDACTED]00Dj01qsDF_5003Zw404Y:ref

Date	10/24/2019	Subject	Re: CASE# [REDACTED] [REDACTED]
------	------------	---------	---------------------------------

From	uscustomecare@fcagroup.com	To	[REDACTED]@yahoo.com	Sent Date/Time	10/24/2019 18:27 PM
Hello Mrs. [REDACTED]					
I'm sorry there was a misunderstanding. I never stated how much compensation will be given. I stated on the call to send the documents and we will review to see about some compensation towards the car payment. The amount that will be refunded will be 60% of the \$580.03, which will be \$348.02.					
At this time I will submit a check request for that amount (\$348.02). It typically could take up to 10-14 business days to receive the check. If you have not received the check by 11/24 do not hesitate to call so we may reissue it for you.					
Thanks for allowing me to assist you and being loyal to the Jeep family.					
Thank you,					
Rochelle ECS Customer Care 866-275-1420 EXT 4060910					
----- Original Message -----					
From: [REDACTED]@yahoo.com]					
Sent: 10/24/2019 5:47 PM					
To: uscustomecare@fcagroup.com					
Subject: Re: CASE# [REDACTED] ([REDACTED])					
W thought that you were reimbursing a full payment.					
Sent from my iPhone					
> On Oct 24, 2019, at 12:52 PM, US Customer Care <uscustomecare@fcagroup.com> wrote:					
>					
> Hello Mrs. [REDACTED]					
>					
> If you could please attach a copy of the requested bank statement showing the amount paid for the car payment. As I said once i have the document, I will review it and reimburse you 60% of the car payment. Once I submit for the check I will then close out the case. It could typically take 10-14 days for you to receive the check. Thanks for being a loyal Jeep customer and allowing me to assist you.					
>					
> Thank you,					
>					
> Rochelle					
> ECS Customer Care					
>					
> ----- Original Message -----					
> From: US Customer Care [uscustomecare@fcagroup.com]					
> Sent: 9/24/2019 2:36 PM					
> To: [REDACTED]@yahoo.com					
> Subject: CASE# [REDACTED] ([REDACTED])					
>					
> Dear Mr. [REDACTED]					
>					
> Thank you for allowing CHRYSLER ECS Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.					
>					
> My name is Rochelle, I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:					
>					
> Your case number is [REDACTED]					
> The Chrysler ECS Case Management telephone number: 1-866-275-1420					
> My direct extension: 4060910					
> My work hours are: 8:30-5:00 Mon-Fri Eastern Standard Time I will contact you within one business day of your appointment by telephone to discuss your case.					
>					
> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!					
>					
> Rochelle					
> [REDACTED]00Dj01qsDF_5003Zw404Y:ref					
>					

Date	10/24/2019	Subject	Re: CASE# [REDACTED] ([REDACTED])		
From	uscustomecare@fcagroup.com	To	[REDACTED]@yahoo.com	Sent Date/Time	10/24/2019 18:35 PM

Greetings [REDACTED]

This email is to inform you that your case will be closed at this time, since you've stated your vehicle is operating normally and you're not experiencing any further issues.

If you do need further assistance, please do not hesitate to give us a call.

Due to your case being closed at this time, you may receive a survey via email or phone call in regards to this case. This survey is strictly about my performance as a Case Management Specialist and I'd love to receive any feedback you may have; this will help me grow in my position and better assist my customers.

It was an absolute pleasure working with you and I would like to thank you for being a loyal Jeep customer.

Sincerely,
Rochelle, Case Management Specialist
Enhanced Customer Satisfaction Team
866.275.1420
Ext. 4060910

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

From: US Customer Care [uscustomecare@fcagroup.com]
Sent: 10/24/2019 6:27 PM

Subject: Re: CASE# [REDACTED]

Hello Mrs. [REDACTED]

I'm sorry there was a misunderstanding. I never stated how much compensation will be given. I stated on the call to send the documents and we will review to see about some compensation towards the car payment. The amount that will be refunded will be 60% of the \$580.03, which will be \$348.02.

At this time I will submit a check request for that amount (\$348.02). It typically could take up to 10-14 business days to receive the check. If you have not received the check by 11/24 do not hesitate to call so we may reissue it for you.

Thanks for allowing me to assist you and being loyal to the Jeep family.

Thank you,

Rochelle
ECS Customer Care
866-275-1420 EXT 4060910

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

From: [REDACTED]
Sent: 10/24/2019 5:47 PM
To: uscustomecare@fcagroup.com
Subject: Re: CASE# [REDACTED]

W thought that you were reimbursing a full payment.

Sent from my iPhone

> On Oct 24, 2019, at 12:52 PM, US Customer Care <uscustomecare@fcagroup.com> wrote:

>
> Hello Mrs. [REDACTED]

> If you could please attach a copy of the requested bank statement showing the amount paid for the car payment. As I said once i have the document, I will review it and reimburse you 60% of the car payment. Once I submit for the check I will then close out the case. It could typically take 10-14 days for you to receive the check. Thanks for being a loyal Jeep customer and allowing me to assist you.

>
> Thank you,

>
> Rochelle
> ECS Customer Care

> ----- Original Message -----

> From: US Customer Care [uscustomecare@fcagroup.com]
> Sent: 9/24/2019 2:36 PM
> To: [REDACTED]
> Subject: CASE# [REDACTED] [00Dj01qsDF_5003Zw404Y:ref]

> Dear Mr [REDACTED]

> Thank you for allowing CHRYSLER ECS Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

> My name is Rochelle, I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:

> Your case number is [REDACTED].

> The Chrysler ECS Case Management telephone number: 1-866-275-1420

> My direct extension: 4060910

> My work hours are: 8:30-5:00 Mon-Fri Eastern Standard Time I will contact you within one business day of your appointment by telephone to discuss your case.

> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!

> Rochelle
> [REDACTED] 00Dj01qsDF_5003Zw404Y:ref

New Customer Assistance Inquiry Record (CAIR)#					
VIN	1C4HJXEG9JW165395	Model Year	2018	Brand	JEEP
Body	JLJP74	Vehicle	JEEP WRANGLER UNLIMITED SAHARA		
Open Date	01/17/2020	CAIR Type	Regular	Status	Closed
Close Date	01/17/2020	Origin	Telephone	Reason	
Mileage	21,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City	LINCOLN PARK	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
					USA
Dealer	26942	TELEGRAPH CHRYSLER DODGE JEEP RAM		Dealer Phone	7349468200
Dealer Address	12000 TELEGRAPH ROAD				
	TAYLOR	MI	48180 4022	USA	
Dealer Zone	Great Lakes	Sales District		Service District	C
Subject	Recall Concern			Recall	V41
Synopsis	Customers vehicle has been repaired and does not qualify for buyback.				
Customer Anomaly	Drivability				
	Product Handling (Poor Ride)				
Contact Reason	C81	Vehicle Open Recalls	Customer Anomaly	120	Poor Handling or Rough Ride
Reason Code	After Sales - Information & Assistance requests - Recall Campaign - Recall Campaign - VIN check & Contents				

Case Status History

Create Date	Status
01/17/2020 09:57 PM	Open
01/17/2020 10:44 PM	Closed

Initial Description

Customer states that she does not feel safe to drive her vehicle due to the recall V41. Customer states she had brought vehicle into the DLR the first time and they fixed the recall. Customer then stated they were driving on the highway and the steering wheel locked and she almost got into an accident. Customer does not feel safe to drive vehicle even though vehicle has already been repaired.

Case Comments

Date	Comment
01/17/2020	Customer states she does not believe the vehicle is fixed and then later stated she does not believe nothing else will go wrong with the vehicle. Agent reached out to resources to confirm information. Agent contacted DLR Telegraph Chrysler Dodge Jeep Ram and they diagnosed vehicle and stated there was a programming update that needed to be done. DLR confirmed that the vehicle has been repaired and that the vehicle is good to go and safe to drive. Agent spoke with customer to relay information. Customer stated that she does not feel safe to be in the vehicle and does not want the vehicle. Customer states she understands it's fixed but she does not feel safe and is unsure of what could happen in the future. Agent advised customer that if there are any recalls in the future customers are notified to bring vehicle to DLR to avoid any issues. Customer states she still doesn't feel safe and does not want the vehicle. Agent advised customer they do not qualify for reimbursement/ buyback and vehicle is in fact driveable and repaired at this time. No further assistance is required.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2019	Brand	JEEP
Body	JLJL74	Vehicle	JEEP WRANGLER UNLIMITED SPORT		
Open Date	01/27/2020	CAIR Type	Regular	Status	Closed
Close Date	04/20/2020	Origin	Telephone	Reason	
Mileage	300 Miles	Market	U	Language	
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	
Caller City	SAN DIEGO	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	SAN DIEGO		CA		USA
Dealer	27116	Kearny Mesa Chrysler Dodge Jeep RA		Dealer Phone	8779019194
Dealer Address	8010 BALBOA AVE				
	SAN DIEGO		CA	92111 2417	USA
Dealer Zone	California	Sales District		Service District	N
Subject	Dispute Resolution				
Synopsis	Cst stopped responding to emails and calls				
Customer Anomaly	Drivability				
	Stalling				
Contact Reason	C221	Dispute Resolution - Buyback/Lemon Law		Customer Anomaly	9 Vehicle Stalling
Reason Code	After Sales - Complaint - Product - Dispute Resolution - Buyback/Lemon Law Request				

Case Status History

Create Date	Status
01/27/2020 09:38 PM	Open
04/20/2020 08:27 PM	Closed

Initial Description

Customer states they don't feel safe in their vehicle and no longer want it.

Case Comments

Date	Comment
01/27/2020	Customer purchased vehicle on 1/2. Vehicle has been back to dealer more than 3 times since then. Customer states this vehicle is a safety issue. Customer states the vehicle has stalled out on freeway and has also had loss of power steering. Customer also states that vehicle pulls very strongly to left and is hard to move the steering wheel. Customer does not want car and it is a safety issue. Customer states that their shoulder has physical to pain from moving the steering wheel. Customer has been advised that their case has been escalated and that their complete vehicle history and replace/repurchase request will be reviewed by the appropriate department. Customer has been advised that they will receive a call in 2-4 business and have been provided with their case number. Customer thanked agent, understands that at this time they are not starting any sort of legal process, and had no further questions or concerns for agent at the present time.
01/28/2020	Vehicle has arrived at dealership Kearny Mesa Chrysler Dodge Jeep Ram and attended by dealer employee
01/28/2020	**91L/96Q Review** **Case Escalated to CRT** Reviewed warranty history at customer request. Writer determined this should be escalated to CRT for case management. Assigned CAIR to CRT/DRCM.
01/29/2020	CM lvm for the customer requesting a call back.
01/29/2020	CM spoke with SA Joe, he confirmed that the vehicle isn't in the shop and he transferred me to the SM for the RO, CM lvm requesting the RO to be emailed.
01/30/2020	CM spoke with the receptionist at the dealership, she says they're experiencing phone issues and she isn't able to transfer the call to a SM or provide an email address for the ROs. CM informed her that I'd follow up.
01/30/2020	CM spoke with the customer, she doesn't know what's wrong with the Jeep but the steering wheel locked up on her while driving it and that's all she knows. Customer is in a rental and she had to pay \$100 for the insurance and now she can't even cross the border or go on the trip she wanted to without the Jeep. The customer didn't recall the name of the rental company but she signed paperwork and agreed that she would not cross the border in the rental and when she tried she was denied. The customer is very frustrated and just wants the Jeep in working condition and didn't understand why I called her opposed to talking with the dealer. CM informed her that communication will continue with the dealership, additional information will be requested to confirm if the \$100 rental insurance gets refunded by the rental company, if not FCA would reimburse her.
01/30/2020	Email to the SM: Hello, Please send copies of the repair order for the above mentioned vehicle, and an update on the repair status, along with?an eta on when the Jeep will be repaired if its still being repaired. The customer also mentioned that she rented a vehicle and had to pay \$100 for insurance, would that \$100 payment be refunded back to her once the rental is returned? Thanks
02/03/2020	CM spoke with Rhona, she confirmed that the dealership is still experiencing phone issues and she is just taking messages for them, and she's not even at the same location. CM requested a direct number to reach the dealership and the number that was given is 8582155958.
02/03/2020	CM spoke with SA Bill, he stated that the SA working on the vehicle isn't in the office today and he can't access his ticket or the RO but he was able to see notes and confirm that there was no trouble found and they called to have the customer come in and do a ride along to try and duplicate her concerns. The system doesn't show that the customer set an appointment to come in and he couldn't speak to the rental insurance because that again would need to be addressed with the customers SA. CM requested to speak with the SM but the SA advised that the SM is in a meeting.
02/03/2020	CM lvm for the customer requesting a call back, also to inquire about the ride along request.

Date	Comment
02/03/2020	CM received a call back from the customer, she confirmed that she hasn't received a call back from the dealership and that the vehicle was taken to the shop after the steering wheel locked up on her because the salesman (Tony) told her to bring it back because he experienced the issue with her also. The customer will be out of town for two weeks starting tomorrow and wants a new Jeep when she gets back because she argues that this is a manufacturing or engineering issue. The customer was upset and feels she needs to call an atty if she has to keep the Jeep, she doesn't want call while she's on her vacation. CM informed her that communication will continue with the dealership in order to repair the vehicle and once she is back we will discuss in further detail. The customer ended up hanging up after expressing her dissatisfaction with the Jeep since she's had it thus far.
02/03/2020	CM called the dealership back, attempted to speak to Tony in the sales department, the phone was transferred and it rang then there was a fax ring. The dealership is still having phone issues.
02/19/2020	CM emailed the SM back requesting an update.
02/19/2020	CM spoke with SA Alex, he confirmed that the SA assigned to the vehicle is Zach but he's OOO today. The SA confirmed that the vehicle is still there, they have not been able to duplicate any issues with it and it operates as other like vehicles. They have been trying to get in contact with her to come in and do a ride along with a SA but they can't reach her. I informed him that she has been out of town for a two week trip and he says he will call her today and try to set something up. SA advised to try and reach the SA tomorrow for the RO, and I will reach out to the customer tomorrow.
02/20/2020	CM lvm for the customer requesting a call back, and informed her that the dealership is attempting to contact her for a ride along.
02/21/2020	CM received a call from the customer, she is unable to go to the dealership because of her work schedule. She has no off days and the service department is closed by the time she gets off work. The customer is very combative since the problem occurred for the third time and the Salesman Tony was able to duplicate the concern so she feels this is enough to have the vehicle replaced. The vehicle is still at the dealership and the customer just returned from being out of the county for two weeks on 2/18/2020. She would not listed to the direction I was trying to give her when I asked her to send me the invoice for the insurance she had to pay to rent the vehicle so I can reimburse her. The customer was informed that the problem couldn't be duplicated and I can only call the dealer back to see what docs they have to support her concerns and look to get STAR back involved. The customer ended the call and says she will call back on her time since she's still at work.
02/21/2020	CM attempted to reach the dealership, the line went to their answering service, unable to talk with the SM or the SA. CM emailed the TA to see if he is going to this dealership today by chance since he confirmed he will be going to multiple dealerships today.
02/21/2020	CM spoke with Tony in the sales department, he says that he did a test drive with the customer and he was able to verify that the steering wheel locked up on her prior to the last repair. Tony says he talked to the SA about it and told him what he experienced while riding with her. The technician put several miles on the vehicle and were unable to duplicate the concerns. Tony then went on to ask what we were going to do for the customer as the manufacturer. CM informed him that there's work that still has to be reviewed and the issue can't be resolved without being able to duplicate the problem and the customer needs to make it to the dealership to do a ride along. Tony then transferred me to the vm for the SA (Zach) as requested but the vm was full.
02/21/2020	CM confirmed that the TA isn't able to make it to the dealership today.
02/21/2020	CM obtained cell phone number for the SM, lvm requesting ROs and an update on the vehicle.
03/02/2020	CM lvm for the customer requesting a call back since she stated she would call me back and her schedule is very busy and she rarely has time to talk.
03/02/2020	CM spoke with SA Zach, he confirmed that the customer did come to pick the vehicle up yesterday as advised by the SA but she didn't because she explained to them that the issue is still present so they opened another RO for her. He was under the impression that the STAR case was still open but it has already been closed so I let him know I'd open another one. The SA will also email me a copy of the RO's, the vehicle is still in for service and they have reached out to the AM and TA.
03/02/2020	CM emailed the AM and TA in order to see when they can look at the vehicle and assist the service department with the repairs.
03/02/2020	T8519DW has escalated case to external system with name ES-30937. Case was escalated successfully.
03/18/2020	CM spoke with SA Zach, he confirmed that the customer will not return their call, hasn't come there to do a ride along with the tech, and they have been calling her over and over to return the rental and she will not respond. They haven't had any additional work done to the vehicle since we last spoke and put over 200 miles on the Jeep with no failure. SA will send the last RO via email and CM will reach back out to the customer.
03/18/2020	CM lvm for the customer requesting a call back and informed her that she has to contact the dealer and pick up her Jeep. CM also emailed her informing her to call so we can discuss further options. The customer didn't want to talk the last time and said she would call instead of me calling her.
03/30/2020	Called cst. could not get thru. LVM Sent email also
03/31/2020	**Resource Escalation Call** Customer is highly upset as she would like this resolved immediately. Customer expectations: Requesting for the full amount she paid for vehicle and deposit. Requesting assistance as she is currently in a rental as she feels unsafe driving her vehicle. Customer is seeking compensation due to concern. Customer does not feel safe test driving vehicle with a Service tech to attempt to diagnose concerns. Customer currently has vehicle. Advised I will document concerns and request on file for CM to review. Advised no guarantees to resolution. Customer requested a copy of case, advised the only information I can provide is a Case number. Requested best time customer can be reached, she said she is unable to provide one since her job being a mail carrier has various hours. No further inquiries.
04/01/2020	reviewed notes below. called cst back . no answer. lvm
04/01/2020	called dealership to discuss issues with veh. will have SA call me back
04/01/2020	Sent email to [REDACTED] at the dealership to have RO's sent over
04/02/2020	received vm from [REDACTED] Called back lvm
04/02/2020	spoke to [REDACTED] said the day after she bought the veh it had an elec steering asst issue. said she had an electrical ground and shut down the power assist. said esc it to star. said would have to replace the whole rear assembly. said engineering wasn't comfortable with that and had her bring the car back in. weld the org ground back into place. said cst came back with the same problem veh was hard to steer. said drove with a sales person and he could not feel the issue. left with the service dept. saying it was dangerous and she didn't feel comf. could not duplicate the issue and refused to pick up the veh. said communicated with us her concern and they could not duplicate it. said he drove it himself 250 miles and could not duplicate no codes etc. drives perfectly. she told him she was going to pursue a bb. said he thought she was told no already. said there is nothing to fix. told her to drive another one and she would not. had her veh towed out the dealership to her house. said she bomb them on survey. said the Jan 27th - March 20th was because she would not pick up the veh. it was not down for service. asked what date the veh was actually done but [REDACTED] was not in the office. will advise on monday
04/04/2020	Vehicle has qualified for Enhanced Customer Satisfaction (ECS) program. Refer to Knowledge Article for handling procedures
04/06/2020	Received email from cst. reviewing Need to know what date the veh was actually fixed because the cst won't pick up the veh
04/07/2020	Received email from cst requesting reimbursement for several things as well as the return of her lease. She has been advised that her car is ready and will need to be picked up from the dealership. I have advised her that we will not be able to compensate her for her request in the email but can offer her a MC in the amount of \$5000. The conversation I had with the SD at the dealership is that they were unable to duplicate the issues she was experiencing. They have kept the veh, driven the veh several times and have requested that she pick the veh up. It has been ready since Feb 25th
04/09/2020	received vm at midnight EST. cs states she works during our regular hours but could communicate via email. sent cst another email to communicate.
04/09/2020	Sent email to cst of OOO
04/15/2020	Sent email to cst to follow up on her decision with my offer for MC
04/17/2020	Not able to reach cst by phone. sent another email (final email) to follow up on offer

Email(s)

Date	01/29/2020	Subject	FCA Advocate [REDACTED]
From	uscustomer@fcagroup.com	To	[REDACTED]
		Sent Date/Time	01/29/2020 21:10 PM

Hello,

My name is Daviel, I will be your advocate moving forward for your vehicle concerns. Please give me a call back at 800-654-2486 using reference number 75049770, or you can email me back at this email address. Let me know what's a good time to call you back, and a good contact number for you. My office hours are Monday-Friday 10:00 am - 6:30 pm est. I look forward to working with you.

[REDACTED]

Date	02/21/2020	Subject	RE: FCA Advocate [REDACTED]
From	uscustomer@fcagroup.com	To	[REDACTED]@gmail.com
		Sent Date/Time	02/21/2020 18:57 PM

Maribel,

I was unable to make contact with your service advisor, I did speak with Tony but the Technician would have to confirm that the issue is present and at this time they can't duplicate your concern. Please attempt to see if you can coordinate a time that an advisor can complete the ride along with you in order to further assess your vehicle concerns.

----- Original Message -----
 From: US Customer Care [uscustomer@fcagroup.com]
 Sent: 1/29/2020 4:10 PM
 To: [REDACTED]@gmail.com
 Subject: FCA Advocate [REDACTED]

Hello,

My name is Daviel, I will be your advocate moving forward for your vehicle concerns. Please give me a call back at 800-654-2486 using reference number [REDACTED], or you can email me back at this email address. Let me know what's a good time to call you back, and a good contact number for you. My office hours are Monday-Friday 10:00 am - 6:30 pm est. I look forward to working with you.

Thanks

[REDACTED]

Date	03/11/2020	Subject	Re: FCA Advocate [REDACTED]
From	[REDACTED]	To	uscustomer@fcagroup.com
		Sent Date/Time	03/11/2020 00:11 AM

Since I called you on Feb 21, 2020, I have been twice to the kearny mesa dealership. I spoke with the service director Denton Cramer and explain to him what I already told you. I leased a NEW vehicle and the steering wheel locked on me on the freeway to no fault of my own. The steering wheel issue has occurred twice more. I don't feel safe in that vehicle and my problem has not been resolved. I feel my life is in danger to do a ride along or to attempt to replicate the issue. I am leasing a NEW product from your company and all I'm asking is that it meets SAFETY STANDARDS. Sent from my T-Mobile 4G LTE device----- Original message-----From: US Customer Care Date: Fri, Feb 21, 2020 10:57 AM To: [REDACTED]; Cc: Subject: RE: FCA Advocate [REDACTED].

I was unable to make contact with your service advisor, I did speak with Tony but the Technician would have to confirm that the issue is present and at this time they can't duplicate your concern. Please attempt to see if you can coordinate a time that an advisor can complete the ride along with you in order to further assess your vehicle concerns.

----- Original Message -----
 From: US Customer Care [uscustomer@fcagroup.com]
 Sent: 1/29/2020 4:10 PM
 Subject: FCA Advocate [REDACTED]

Hello,

My name is Daviel, I will be your advocate moving forward for your vehicle concerns. Please give me a call back at 800-654-2486 using reference number 75049770, or you can email me back at this email address. Let me know what's a good time to call you back, and a good contact number for you. My office hours are Monday-Friday 10:00 am - 6:30 pm est. I look forward to working with you.

Thanks

[REDACTED]

Date	03/18/2020	Subject	Re: FCA Advocate [REDACTED] f
From	uscustomer@fcagroup.com	To	[REDACTED]
		Sent Date/Time	03/18/2020 21:57 PM

Hello,

Please contact the service department at the dealership so you can pick up the Jeep. The Jeep has been repaired for a few weeks and road tested with no problems found. The advisor has been trying to have you come and do a ride along also and that hasn't been done. I understand your position when it comes to the vehicle but if I cannot reach you to discuss the matter then there isn't much I can assist you with.

Thanks

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

From: [REDACTED]
Sent: 3/10/2020 8:11 PM
To: uscustomercare@fcagroup.com
Subject: Re: FCA Advocate [REDACTED]

Since I called you on Feb 21, 2020, I have been twice to the kearny mesa dealership. I spoke with the service director Denton Cramer and explain to him what I already told you. I leased a NEW vehicle and the steering wheel locked on me on the freeway to no fault of my own. The steering wheel issue has occurred twice more. I don't feel safe in that vehicle and my problem has not been resolved. I feel my life is in danger to do a ride along or to attempt to replicate the issue. I am leasing a NEW product from your company and all I'm asking is that it meets SAFETY STANDARDS. Sent from my T-Mobile 4G LTE device----- Original message-----From: US Customer Care Date: Fri, Feb 21, 2020 10:57 AM To: [REDACTED] gmail.com; Cc: Subject: RE: FCA Advocate [REDACTED] 00Dj01qsDF_5003Z10xME8.ref JMaribiel,

I was unable to make contact with your service advisor, I did speak with Tony but the Technician would have to confirm that the issue is present and at this time they can't duplicate your concern. Please attempt to see if you can coordinate a time that an advisor can complete the ride along with you in order to further assess your vehicle concerns.

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

From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 1/29/2020 4:10 PM
Subject: FCA Advocate [REDACTED]

Hello,

My name is Daviel, I will be your advocate moving forward for your vehicle concerns. Please give me a call back at 800-654-2486 using reference number [REDACTED], or you can email me back at this email address. Let me know what's a good time to call you back, and a good contact number for you. My office hours are Monday-Friday 10:00 am - 6:30 pm est. I look forward to working with you.

Thanks

Date	03/19/2020	Subject	Re: FCA Advocate [REDACTED]
From	uscustomercare@fcagroup.com	To	[REDACTED] Sent Date/Time 03/19/2020 17:54 PM

March 19, 2020

Re: 2019 JEEP WRANGLER UNLIMITED SPORT

Dear [REDACTED]

You recently contacted us requesting assistance regarding with steering repairs on the above referenced vehicle.

Our attempts to review your concern(s) and provide you with a prompt remedy has been delayed by our inability to contact you.

In order to provide you with a prompt resolution to your concern(s), it is important that you contact us immediately at 1-800-654-2486 to discuss your issues and possible solutions. Please reference Case Number [REDACTED] when calling.

If we have no response within five (5) days from the date of this letter, we must assume that your concerns have been addressed to your satisfaction.

Sincerely,

Daviel

Customer Retention Specialist

1-800-654-2486 x1004

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

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

Sent: 3/18/2020 5:57 PM

Subject: Re: FCA Advocate [REDACTED]00Dj01qsDF_5003Z10xME8:ref]

Hello,

Please contact the service department at the dealership so you can pick up the Jeep. The Jeep has been repaired for a few weeks and road tested with no problems found. The advisor has been trying to have you come and do a ride along also and that hasn't been done. I understand your position when it comes to the vehicle but if I cannot reach you to discuss the matter then there isn't much I can assist you with.

Thanks

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

From: [REDACTED]

Sent: 3/10/2020 8:11 PM

To: uscustomecare@fcagroup.com

Subject: Re: FCA Advocate [REDACTED]

Since I called you on Feb 21, 2020, I have been twice to the kearny mesa dealership. I spoke with the service director Denton Cramer and explain to him what I already told you. I leased a NEW vehicle and the steering wheel locked on me on the freeway to no fault of my own. The steering wheel issue has occurred twice more. I don't feel safe in that vehicle and my problem has not been resolved. I feel my life is in danger to do a ride along or to attempt to replicate the issue. I am leasing a NEW product from your company and all I'm asking is that it meets SAFETY STANDARDS.Sent from my T-Mobile 4G LTE device----- Original message-----From: US Customer Care Date: Fri, Feb 21, 2020 10:57 AMTo: [REDACTED]gmail.com;Cc: Subject:RE: FCA Advocate [REDACTED]00Dj01qsDF_5003Z10xME8:ref]Maribiel,

I was unable to make contact with your service advisor, I did speak with Tony but the Technician would have to confirm that the issue is present and at this time they can't duplicate your concern. Please attempt to see if you can coordinate a time that an advisor can complete the ride along with you in order to further assess your vehicle concerns.

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

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

Sent: 1/29/2020 4:10 PM

To: [REDACTED]

Subject: FCA Advocate [REDACTED]

Hello,

My name is Daviel, I will be your advocate moving forward for your vehicle concerns. Please give me a call back at 800-654-2486 using reference number 75049770, or you can email me back at this email address. Let me know what's a good time to call you back, and a good contact number for you. My office hours are Monday-Friday 10:00 am - 6:30 pm est. I look forward to working with you.

Thanks

Date	03/19/2020	Subject	Re: FCA Advocate [REDACTED]
From	[REDACTED]	To	uscustomecare@fcagroup.com
		Sent Date/Time	03/19/2020 20:28 PM

Contrary to your claim, I have been in contact with you and with the service department, in person and through e-mails. Your request to test drive the vehicle with a service department technician is, in my opinion, dangerous and irresponsible. One, because of recurring steering wheel concerns and second because of the quarantine government mandate. I do not feel safe being in proximity to another person, in a confined place (vehicle) for any period of time. I will go to the dealership today. Sent from my T-Mobile 4G LTE device----- Original message-----From: US Customer Care Date: Thu, Mar 19, 2020 10:54 AM To: [REDACTED] Cc: Subject: Re: FCA Advocate [REDACTED]

March 19, 2020

Re: 2019 JEEP WRANGLER UNLIMITED SPORT

Dear [REDACTED]

You recently contacted us requesting assistance regarding with steering repairs on the above referenced vehicle.

Our attempts to review your concern(s) and provide you with a prompt remedy has been delayed by our inability to contact you.

In order to provide you with a prompt resolution to your concern(s), it is important that you contact us immediately at 1-800-654-2486 to discuss your issues and possible solutions. Please reference Case Number [REDACTED] when calling.

If we have no response within five (5) days from the date of this letter, we must assume that your concerns have been addressed to your satisfaction.

Sincerely,

Daviel

Customer Retention Specialist

1-800-654-2486 x1004

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

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

Sent: 3/18/2020 5:57 PM

To: [REDACTED]

Subject: Re: FCA Advocate [REDACTED]

Hello,

Please contact the service department at the dealership so you can pick up the Jeep. The Jeep has been repaired for a few weeks and road tested with no problems found. The advisor has been trying to have you come and do a ride along also and that hasn't been done. I understand your position when it comes to the vehicle but if I cannot reach you to discuss the matter then there isn't much I can assist you with.

Thanks

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

From: [REDACTED]

Sent: 3/10/2020 8:11 PM

To: uscustomecare@fcagroup.com

Subject: Re: FCA Advocate [REDACTED]; 00Dj01qsDF_5003Z10xME8:ref]

Since I called you on Feb 21, 2020, I have been twice to the kearny mesa dealership. I spoke with the service director Denton Cramer and explain to him what I already told you. I leased a NEW vehicle and the steering wheel locked on me on the freeway to no fault of my own. The steering wheel issue has occurred twice more. I don't feel safe in that vehicle and my problem has not been resolved. I feel my life is in danger to do a ride along or to attempt to replicate the issue. I am leasing a NEW product from your company and all I'm asking is that it meets SAFETY STANDARDS. Sent from my T-Mobile 4G LTE device----- Original message-----From: US Customer Care Date: Fri, Feb 21, 2020 10:57 AM To: [REDACTED]; Cc: Subject: RE: FCA Advocate [REDACTED] 8:ref [REDACTED]

I was unable to make contact with your service advisor, I did speak with Tony but the Technician would have to confirm that the issue is present and at this time they can't duplicate your concern. Please attempt to see if you can coordinate a time that an advisor can complete the ride along with you in order to further assess your vehicle concerns.

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

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

Sent: 1/29/2020 4:10 PM

To: [REDACTED] gmail.com

Subject: FCA Advocate [REDACTED] ref]

Hello,

My name is Daviel, I will be your advocate moving forward for your vehicle concerns. Please give me a call back at 800-654-2486 using reference number 75049770, or you can email me back at this email address. Let me know what's a good time to call you back, and a good contact number for you. My office hours are Monday-Friday