

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2015	Brand	JEEP
Body	WKJS74	Vehicle	JEEP GRAND CHEROKEE OVERLAND 4X4		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	09/25/2020	CAIR Type	Regular	Status	Closed
Close Date	09/28/2020	Origin	Telephone	Reason	
Mileage	93,000 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					
			AZ		USA
Dealer	60023	AIRPARK DODGE CHRYSLER JEEP		Dealer Phone	4805567400
Dealer Address	7801 E FRANK LLOYD WRIGHT BLVD				
	SCOTTSDALE		AZ	85260 1002	USA
Dealer Zone	West	Sales District		Service District	M
Subject	Headrest Repair Assistance				
Synopsis	Writer authorized replacement of the Driver side active headrest parts and labor as goodwill. DM notes are entered on this file 9/28/20.				
Customer Anomaly	Interior				
	Seat Headrest				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	169	Seat headrest issues
Reason Code	After Sales - Complaint - Product - Vehide concern - Additional details				

Case Status History

Create Date	Status
09/25/2020 04:43 PM	Open
09/28/2020 03:52 PM	Closed

Initial Description

Headrest on drivers needs to be replaced
 Requesting assistance with repairing it

Case Comments

Date	Comment
09/25/2020	***Customer inquiry*** Headrest on the passenger front seat was repaired and now the drivers front seat needs to be fixed, Headrest is sticking out, Customer is requesting repair assistance
09/25/2020	Reassigned file to COE for authorization of?goodwill repair.
09/25/2020	Writer called the customer and dealer on 9/25/20 authorized replacement of the Driver side active headrest parts and labor as goodwill. DM notes are entered on this file.

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2015	Brand	JEEP
Body	WKTS74	Vehicle	JEEP GRAND CHEROKEE OVERLAND 4X2		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	09/25/2020	CAIR Type	Regular	Status	Closed
Close Date	09/29/2020	Origin	Telephone	Reason	
Mileage	57,200 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					
	SAN ANTONIO	TX			USA

Dealer	23863	BLUEBONNET MOTORS INC		Dealer Phone	8306068500
Dealer Address	283 IH 35 E				
	NEW BRAUNFELS		TX	78130 3740	USA
Dealer Zone	Southwest	Sales District		Service District	J

Subject	Headrest Deployed				
Synopsis	Writer authorized replacement of the Driver side active headrest parts and labor as goodwill. DM notes are entered on this file 9/29/20.				
Customer Anomaly	Interior				

	Seat Headrest				
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Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	169	Seat headrest issues
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Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				
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Case Status History

Create Date	Status
09/25/2020 04:57 PM	Open
09/29/2020 02:54 PM	Closed

Initial Description

customer called that while she was driving in expressway and the headrest deployed for no reason she was not in accident, happened on 9/18/2020

Case Comments

Date	Comment
09/25/2020	Customer called that while she was driving in expressway and the headrest deployed, happened on 9/18/2020. It was drivers side headrest that hit her while she was driving. she says it deployed for no reason Customer was looking to see if we can offer assistance with the repairs for the headrest 2015 JEEP GRAND CHEROKEE OVERLAND 4X2 Owner: [REDACTED] Phone: [REDACTED] Email [REDACTED] [REDACTED] Mailing Address [REDACTED] Vehicle has not been repaired yet she has the Vehicle
09/25/2020	No SI inspection required. Vehicle has a MVP LIFETIME UNLIMITED MILEAGE MAXIMUM CARE - \$100 DEDUCTIBLE SERVICE CONTRACT that covers active head restraints. Assigned to COE for review of AHR concerns.
09/29/2020	Writer called the customer and dealer on 9/29/20 authorized replacement of the Driver side active headrest parts and labor as goodwill. DM notes are entered on this file.

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Date	09/26/2020	Subject	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****	
From	uscustomer@fcagroup.com	To	[REDACTED]	Sent Date/Time 09/26/2020 19:56 PM

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

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

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

Jeep Brand: 877-426-5337

FCA Brand : 800-247-9753

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

Sincerely,

The Jeep Brand

To view the Jeep Privacy Policy, visit

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

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2015	Brand	JEEP
Body	WKJP74	Vehicle	JEEP GRAND CHEROKEE LIMITED 4X4		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	09/27/2020	CAIR Type	Regular	Status	Closed
Close Date	10/02/2020	Origin	Brand Site	Reason	assistance
Mileage	89,000 Miles	Market	U	Language	English

Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	Yuma	Caller Country	USA	Caller Postal C	

Customer					
Customer Address					
	YUMA	AZ			USA

Dealer	99970	US Test Dealer			Dealer Phone	2487401541
Dealer Address	800 CHRYSLER DR.					
	AUBURN HILLS			MI	48326 2757	USA
Dealer Zone	Great Lakes	Sales District		Service District	A	

Subject	Passenger side headrest				
Synopsis					
Customer Anomaly	Air Bag				
	Deployment Inadvertent				

Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	101	Airbag Inadvertent Deployment
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Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				
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Case Status History

Create Date	Status
09/27/2020 09:48 PM	New
09/28/2020 03:48 AM	Open
10/02/2020 03:55 AM	Closed

Initial Description

While driving this morning my passenger side headrest deployed. I am concerned the driver side will do the same. This is a serious safety concern for me. Please contact me with details on how to get this corrected. \nThank you

Email(s)

Date	09/27/2020	Subject	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomer@fcagroup.com	To		Sent Date/Time	09/27/2020 21:48 PM
Your inquiry has been received by the Jeep Customer Care. We appreciate your contact with us and look forward to getting back with you as soon as possible.					
To ensure a prompt response, please add to your Safe Senders list, Address Book or Contact List, Please also monitor your Junk Mail or Spam Folder for our response.					
Should this matter be urgent, or if you desire a quicker response, please contact us by phone to discuss your issue with one of our Jeep Advisors.					
Jeep Brand: 877-426-5337					
FCA Brand : 800-247-9753					
For any future communication related to this email, please refer to reference number					
Sincerely,					
The Jeep Brand					
To view the Jeep Privacy Policy, visit					
https://www.chrysler.com/crossbrand_us/privacy					

Date	09/28/2020	Subject	RE: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomer@fcagroup.com	To		Sent Date/Time	09/28/2020 03:51 AM

Hello [REDACTED]

Thank you for contacting Jeep Customer Care.

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

Your email has been reviewed and, due to the nature of your concern, I would like to forward your case to our Case Management department for their attention and response. Escalating your situation to a Case Manager will provide us to investigate this concern. I will send you a questionnaire. Kindly fill out, and I will forward the case to our case management

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

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

Thank you again for your email [REDACTED] should you require additional assistance, please send a new email message or call.

Best wishes,
Lisa
Jeep Customer Care

----- Original Message -----
From: US Customer Care [uscustomer@fcagroup.com]
Sent: 9/27/2020 9:48 PM
To: [REDACTED]
Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

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

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

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

Jeep Brand: 877-426-5337
FCA Brand : 800-247-9753

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

Sincerely,
The Jeep Brand

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

Date	09/28/2020	Subject	RE: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****	[REDACTED]
From	uscustomer@fcagroup.com	To	[REDACTED]	Sent Date/Time 09/28/2020 03:51 AM

Hello [REDACTED]

Thank you for contacting Jeep Customer Care.

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

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

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

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

1. Contact Name:

2. Telephone #1

3. Telephone #2

4. LOCATION OF VEHICLE - INCLUDING THE ADDRESS: (NO PO BOX)

5. LOCATION OF VEHICLE PHONE NUMBER [XXX-XXX-XXXX]

6. What happened? ☐ Be detailed

7. Preferred Email Address?

8. Date of Incident?

9. Was it reported to the Police fire dept, report?

10. Did you contact their Insurance Company ☐ Name; Address; Phone

11. Number of the Insurance Company:

12. How many injuries:

13. Who was injured?

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

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

Best wishes,

Lisa

Jeep Customer Care

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

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

Sent: 9/27/2020 9:48 PM

To: [REDACTED]

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

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

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

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

Jeep Brand: 877-426-5337

FCA Brand : 800-247-9753

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

Sincerely,

The Jeep Brand

To view the Jeep Privacy Policy, visit

https://www.chrysler.com/crossbrand_us/privacy
[REDACTED]

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2014	Brand	JEEP
Body	WKTP74	Vehicle	JEEP GRAND CHEROKEE LIMITED 4X2		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	09/28/2020	CAIR Type	Special Investigation	Status	Closed
Close Date	09/28/2020	Origin	Telephone	Reason	
Mileage	85,000 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					
	VERO BEACH	FL		USA	

Dealer	60746	Vatland Chrysler Dodge Jeep Ram		Dealer Phone	7725676633
Dealer Address	855 S US HIGHWAY 1				
	VERO BEACH		FL	32962 4704	USA
Dealer Zone	Southeast	Sales District		Service District	U

Subject	Headrest				
Synopsis	.				
Customer Anomaly	Interior				
	Seat Headrest				

Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	169	Seat headrest issues
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Reason Code After Sales - Complaint - Product - Vehicle concern - Additional details

Case Status History

Create Date	Status
09/28/2020 05:31 PM	Open
09/28/2020 06:09 PM	Closed

Initial Description

passenger headrest deployed

Case Comments

Date	Comment
09/28/2020	Cst states he doesn't know when the incident happen but when coming home from work the headrest was not attached to the seat & will not go bo back to its slot. The vehicle is currently at cst house & has not been looked at by the dlr but was advised to go through jeep first, Adviser stated we can have this escalated it will take 1-2 bd for an update ont he case.
09/28/2020	No inspection required, extended warranty issued, email to be se [REDACTED] Thank you for your recent contact to Fiat Chrysler Automobiles (FCA) regarding your 2014 Jeep Grand Cherokee. We can inform you that the warranty period on your vehicle's Active Head Restraint has been extended from 3 years or 36,000 miles to 10 Years / Unlimited miles. This warranty extension on the Active Head Restraint applies to certain model year Dodge Durango and Jeep Grand Cherokee vehicles. We are extending the Active Head Restraint warranty period because some of the vehicles within the referenced population may experience inadvertent deployment on the front seat Active Head Restraint(s). Once deployed, it is unable to be reset due to internal damage of the head restraint. If you are experiencing any of these conditions now, or if you experience them in the future, simply contact your dealer to have the appropriate repairs performed. If you have already experienced this condition and previously paid for a repair, you may be eligible to receive a reimbursement. Visit www.fcacallreimbursement.com to submit an online reimbursement request. You may also send your original receipts, invoices and/or repair order to the following address for reimbursement review: FCA US LLC Customer Center P.O. Box 21-8004 Auburn Hills, MI 48321-8004 Attn: Reimbursement If you have questions or need any assistance, please contact your dealer or the FCA US LLC Customer Care. FCA US LLC Customer Care is available 24 hours a day / 7 days a week. They can be reached at: 1-800-992-1997. Thank you for allowing us the opportunity to review this matter with you.
08/12/2021	CCRG Open Date: 09/28/2020 13:41:54

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2015	Brand	JEEP
Body	WKJS74	Vehicle	JEEP GRAND CHEROKEE OVERLAND 4X4		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	09/28/2020	CAIR Type	Legal	Status	Closed
Close Date	08/31/2021	Origin	Telephone	Reason	
Mileage	63,000 Miles	Market	U	Language	English

Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country	USA	Caller Postal Code	

Customer					
Customer Address					
	HOPEWELL JUNCTION	NY			USA

Dealer	68689	HEALEY CHRYSLER DODGE JEEP LLC		Dealer Phone	8458311148
Dealer Address	557 ROUTE 52				
	BEACON		NY	12508 1212	USA
Dealer Zone	Northeast	Sales District		Service District	Q

Subject	Headrest				
Synopsis	Backlog closure requested 8/26/21 as part of Compass open case audit - CCRG Suspend & Legal Queue queues cleanup				
Customer Anomaly	Interior				
	Seat Headrest				

Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	169	Seat headrest issues
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Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				
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Case Status History

Create Date	Status
09/28/2020 06:15 PM	Open
08/31/2021 03:26 PM	Closed

Initial Description

Cst stated the passenger headrest deployed and whip lashed her, She stated her neck is killing her and she's been going to a Chiropractor. It jerked her forward and she can't even turn her neck to the left.

Case Comments

Date	Comment
09/28/2020	Customer name if different from Compass [REDACTED] Best phone and email for customer if different from Compass [REDACTED] Description and date of incident [REDACTED] Cst stated the passenger headrest deployed and whip lashed her. She stated her neck is killing her and she's been going to a Chiropractor. It jerked her forward and she can't even turn her neck to the left. Vehicle location (address, phone, business name, intersection) [REDACTED]
09/28/2020	INJURY CCRG
09/29/2020	Assigned to PGA5 EDR required
08/12/2021	CCRG Open Date: 09/28/2020 15:36:52

Email(s)

Date	09/29/2020	Subject	FCA - Inspection Request for [REDACTED]	Sent Date/Time	09/29/2020 12:50 PM
From	uscustomer@fcagroup.com	To	[REDACTED]		

Company:

[REDACTED]

Cust:

[REDACTED]

AD1:

[REDACTED]

AD2:

Primary Phone:

[REDACTED]

Business Phone:

Mobile Phone:

[REDACTED]

Home Phone:

[REDACTED]

Email:

[REDACTED]

Cty/ST/ZIP:

HOPEWELL JUNCTION, NY,

[REDACTED]

Country:

USA

Co-own: NOT SURE

Non-Owner CONTACT INFORMATION

Company:

[REDACTED]

Rep:

[REDACTED]

AD1:

AD2:

Phone:

[REDACTED]

Business Phone:

Mobile Phone:

Email:

Cty/St/ZIP:

''

Country:

USA

Language:

Status and Notes-----

Check Information -----

Opened By:

Jenny Pierre

Open Date:

Mon Sep 28 18:15:29 GMT 2020

Type:

Legal

Status:

Open

Last Updated By:

Amy Cannazzaro

Origin:

Telephone

Vehicle Information

VIN:

[REDACTED]

YR/Model:

2015 WKJS74 JEEP GRAND CHEROKEE OVERLAND 4X4

Sls BC/Sls/Svc/Dir:

Northeast HEALEY CHRYSLER DODGE JEEP LLC

In Srv Date:

Thu Apr 30 00:00:00 GMT 2015

Svc BC/SIs/Svc/Dlr:

Northeast HEALEY CHRYSLER DODGE JEEP LLC

Curr Mi/Km:

63000,0 Miles

Recalls

Recall:

R40

RADIO SECURITY VULNERABILITY

SAFETY

Status:

COMPLETE

Recall:

S27

TRANSMISSION ELECTRONIC SHIFT LEVER

SAFETY

Status:

COMPLETE

Recall:

U65

14-18MY WD/WK CAN BUS

SAFETY

Status:

COMPLETE

General Narrative

REASONS FOR CONTACT:

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

*** Cst stated the passenger headrest deployed and whip lashed her. She stated her neck is killing her and she's been going to a Chiropractor. It jerked her forward and she can't even turn her neck to the left. ***

NARRATIVE ADDED BY Amy Cannazzaro ON Tue Sep 29 12:49:13 GMT 2020

Assigned to PGA5
EDR required

NARRATIVE ADDED BY Thomas Konicki ON Mon Sep 28 19:35:49 GMT 2020

INJURY
CCRG

NARRATIVE ADDED BY Jenny Pierre ON Mon Sep 28 18:19:57 GMT 2020

Customer name if different from Compass [REDACTED]
Best phone and email for customer if different from Compass: [REDACTED]
Description and date of incident: [REDACTED] Cst stated the passenger headrest deployed and whip lashed her. She stated her neck is killing her and she's been going to a Chiropractor. It jerked her forward and she can't even turn her neck to the left.
Vehicle location (address, phone, business name, intersection)
[REDACTED] OPEWELL JUNCTION NY USA [REDACTED]

VEHICLE IS LOCATED AT:

Per OGC Matrix, reassigned to 82T.
CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION Tue Sep 29 00:00:00 GMT 2020

Date	09/29/2020	Subject	FCA - Inspection Request for [REDACTED]	
From	uscustomer@fcagroup.com	To	[REDACTED]	Sent Date/Time 09/29/2020 12:50 PM

Tue Sep 29 00:00:00 GMT 2020 CAIR Data File CAIR

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

Non-Owner CONTACT INFORMATION

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

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

Open Date: Mon Sep 28 18:15:29 GMT 2020
Type: Legal
Status: Open
Origin: Telephone

Vehicle Information

VIN: [REDACTED]
YR/Model: 2015 WKJS74 JEEP GRAND CHEROKEE OVERLAND 4X4
Sts BC/Sts/Svc/Dlr: Northeast HEALEY CHRYSLER DODGE JEEP LLC
In Srv Date: Thu Apr 30 00:00:00 GMT 2015
Svc BC/Sts/Svc/Dlr: Northeast HEALEY CHRYSLER DODGE JEEP LLC
Curr Mi/Km: 63000.0 Miles

Recalls

Recall: R40
RADIO SECURITY VULNERABILITY
SAFETY
Status: COMPLETE
Recall: S27
TRANSMISSION ELECTRONIC SHIFT LEVER
SAFETY
Status: COMPLETE
Recall: U65
14-18MY WD/WK CAN BUS
SAFETY
Status: COMPLETE

General Narrative

REASONS FOR CONTACT:

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

*** Cst stated the passenger headrest deployed and whip lashed her. She stated her neck is killing her and she's been going to a Chiropractor. It jerked her forward and she can't even turn her neck to the left. ***

NARRATIVE ADDED ON Tue Sep 29 12:49:13 GMT 2020
Assigned to PGA5 EDR required

NARRATIVE ADDED ON Mon Sep 28 19:35:49 GMT 2020
INJURY CCRG

NARRATIVE ADDED ON Mon Sep 28 18:19:57 GMT 2020

Customer name if different from Compass: [REDACTED] Best phone and email for customer if different from Compass [REDACTED]
Description and date of incident: [REDACTED] Cst stated the passenger headrest deployed and whip lashed her. She stated her neck is killing her and she's been going to a Chiropractor. It jerked her forward and she can't even turn her neck to the left. Vehicle location (address, phone, business name, intersection) [REDACTED] HOPEWELL JUNCTION NY USA [REDACTED]

VEHICLE IS LOCATED AT:

Per OGC Matrix reassigned to 82T.
CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION Tue Sep 29 00:00:00 GMT 2020

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2014	Brand	JEEP
Body	WKTS74	Vehicle	JEEP GRAND CHEROKEE OVERLAND 4X2		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	09/28/2020	CAIR Type	Special Investigation	Status	Closed
Close Date	09/29/2020	Origin	Telephone	Reason	
Mileage	80,000 Miles	Market	U	Language	English

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

Customer					
Customer Address					
	HOUSTON	TX		USA	

Dealer	45405	NORTHWEST CHRYSLER JEEP DODGE		Dealer Phone	8329122500
Dealer Address	19616 NORTHWEST FWY				
	HOUSTON		TX	77065 4074	USA
Dealer Zone	Southwest	Sales District		Service District	G

Subject	Headrest				
Synopsis	Writer authorized replacement of the Passenger side active headrest parts and labor as goodwill. DM notes are entered on this file 9/29/20.				
Customer Anomaly	Interior				
	Seat Headrest				

Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	169	Seat headrest issues
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Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				
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Case Status History

Create Date	Status
09/28/2020 08:29 PM	Open
09/29/2020 06:30 PM	Closed

Initial Description

Cst states the passenger head rest pop out knocking her son forward

Case Comments

Date	Comment
09/28/2020	Cst states the passenger head rest pop out knocking her son forward. Cst states the vehicle was not involved in an accident. Customer name & address: [REDACTED] HOUSTON TX USA [REDACTED] last phone number and email address for customer: [REDACTED]. Incident date: [REDACTED] vehicle location [REDACTED] HOUSTON TX USA [REDACTED]. Agent advised will document and escalate to a specialist. Follow up will occur within 2 to 4 business days.
09/28/2020	No SI inspection required. Assigned to COE for review of AHR concern.
09/29/2020	Writer called the customer and dealer on 9/29/20 authorized replacement of the Passenger side active headrest parts and labor as goodwill. DM notes are entered on this file.
08/12/2021	CCRG Open Date: 09/28/2020 16:38:28

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2016	Brand	JEEP
Body	WKTS74	Vehicle	JEEP GRAND CHEROKEE OVERLAND 4X2		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	09/29/2020	CAIR Type	Special Investigation	Status	Closed
Close Date	10/02/2020	Origin	Telephone	Reason	
Mileage	172,767 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					
	LAFAYETTE		LA		USA

Dealer	44107	ACADIANA DODGE CHRYSLER JEEP RAM F		Dealer Phone	3372327361
Dealer Address	1700 SW EVANGELINE TRWY				
	LAFAYETTE		LA	70508 2155	USA
Dealer Zone	Southwest	Sales District		Service District	R

Subject	RECALL	Campaign	S28
Synopsis	Writer authorized replacement of the Driver side active headrest parts and labor as goodwill. DM notes are entered on this file 10/2/20.		
Customer Anomaly	Interior		

	Seat Headrest		
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Contact Reason	C81	Vehicle Open Recalls	Customer Anomaly	169	Seat headrest issues
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Reason Code	After Sales - Information & Assistance requests - Recall Campaign - Recall Campaign - VIN check & Contents				
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Case Status History

Create Date	Status
09/29/2020 04:42 PM	Open
10/02/2020 03:31 PM	Closed

Initial Description

CST INQUIRY ; recall due to head rest

Case Comments

Date	Comment
09/29/2020	cst inquiry the he thought there should be a recall when his head rest deploy and hit his wife in back the head he very concern with the safe of his wife and family , he will seek some kind of help because she unable to drive in a unconformable position, he keep stating that he is fear to leave his wife driving vehicle, went to dl was told no recall but when he went to his insurance company he was told it is a recall caedl . dl no open recall on vehicle for head rest
09/29/2020	No SI inspection required. Assigned to COE for review.
09/30/2020	Writer called the customer and dealer on 9/30/20 authorized replacement of the Driver side active headrest parts and labor as goodwill. DM notes are entered on this file.
08/12/2021	CCRG Open Date: 09/29/2020 13:13:18

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2014	Brand	JEEP
Body	WKJS74	Vehicle	JEEP GRAND CHEROKEE OVERLAND 4X4		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	09/29/2020	CAIR Type	Regular	Status	Closed
Close Date	10/01/2020	Origin	Brand Site	Reason	assistance
Mileage	57,540 Miles	Market	U	Language	English

Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City	Costa Mesa	Caller Country	USA	Caller Postal Code	

Customer					
Customer Address					
	COSTA MESA	CA		USA	

Dealer	24099	ORANGE COAST CHRYSLER DODGE JEEP		Dealer Phone	7145498023
Dealer Address	2929 HARBOR BLVD				
	COSTA MESA		CA	92626 3912	USA
Dealer Zone	California	Sales District		Service District	M

Subject	Deployed Headrest				
Synopsis	Writer authorized replacement of the Driver side active headrest parts and labor as goodwill. DM notes are entered on this file 10/1/20.				
Customer Anomaly	Interior				

	Seat Headrest				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	169	Seat headrest issues

Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				
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Case Status History

Create Date	Status
09/29/2020 05:39 PM	New
09/30/2020 06:24 PM	Open
10/01/2020 07:18 PM	Closed

Initial Description

My headrest randomly deployed from a broken clip. I have read that this a common defect and a safety issue. I am hoping that Jeep will cover the repair cost.
 InThanks

Case Comments

Date	Comment
09/30/2020	Contact telephone # location of vehicle: Customers home Costa Mesa CA location of vehicle phone number customer states: My headrest randomly deployed from a broken clip. I have read that this a common defect and a safety issue. I am hoping that Jeep will cover the repair cost. Preferred Email Address:
09/30/2020	No SI inspection required. Reassigned file to COE for review of goodwill repair.??
10/01/2020	Writer called the customer and dealer on 10/1/20 authorized replacement of the Driver side active headrest parts and labor as goodwill. DM notes are entered on this file.

Email(s)

Date	09/29/2020	Subject	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomecare@fcagroup.com	To		Sent Date/Time	09/29/2020 17:39 PM
Your inquiry has been received by the Jeep Customer Care. We appreciate your contact with us and look forward to getting back with you as soon as possible.					
To ensure a prompt response, please add to your Safe Senders list, Address Book or Contact List. Please also monitor your Junk Mail or Spam Folder for our response.					
Should this matter be urgent, or if you desire a quicker response, please contact us by phone to discuss your issue with one of our Jeep Advisors.					
Jeep Brand: 877-426-5337					
FCA Brand : 800-247-9753					
For any future communication related to this email, please refer to reference number					
Sincerely,					
The Jeep Brand					
To view the Jeep Privacy Policy, visit					
https://www.chrysler.com/crossbrand_us/privacy					

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2018	Brand	JEEP
Body	WKJH74	Vehicle	JEEP GRAND CHEROKEE LAREDO 4X4		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	09/29/2020	CAIR Type	Regular	Status	Closed
Close Date	09/30/2020	Origin	Telephone	Reason	
Mileage	43,000 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					

	PALM COAST	FL		USA
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Dealer	43164	FLAGLER CHRYSLER DODGE JEEP INC	Dealer Phone	3864374141
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Dealer Address	5925 E HIGHWAY 100				
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	PALM COAST	FL	32164 2449	USA
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Dealer Zone	Southeast	Sales District		Service District	T
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Subject	Headrest deployed for no reason				
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Synopsis	Customer to dealer for head rest air bag				
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Customer Anomaly	Air Bag				
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	Deployment Inadvertent				
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Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	101	Airbag Inadvertent Deployment
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Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				
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Case Status History

Create Date	Status
09/29/2020 06:24 PM	Open
09/30/2020 07:12 PM	Closed

Initial Description

Headrest deployed by asking because the plastic separated from the rest

Case Comments

Date	Comment
09/29/2020	THIS IS NOT AN SI CASE--Passenger headrest air bag deployed by accident when 9 yr old son pulled on in in getting into the vehicle. The plastic back came apart from the rest of the bag. This happened about 2 weeks ago and was looked at by the dealer today.
09/29/2020	Vehicle has extended warranty X88 on head restraint. Handle per terms of warranty.
09/30/2020	Agent called customer back and told her the air bag on the head rest is under the special warranty which began in June of 2020. She will take the vehicle to the dealer to get the headrest replaced.

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2015	Brand	JEEP
Body	WKTH74	Vehicle	JEEP GRAND CHEROKEE LAREDO 4X2		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	09/29/2020	CAIR Type	Special Investigation	Status	Closed
Close Date	09/30/2020	Origin	Telephone	Reason	
Mileage	89,000 Miles	Market	U	Language	English

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

Customer					
Customer Address					

WINTER HAVEN FL USA

Dealer	44155	DODGE CHRYSLER JEEP OF WINTER	Dealer Phone	8632991243
Dealer Address	299 CYPRESS GARDENS BLVD			

WINTER HAVEN FL 33880 4331 USA

Dealer Zone	Southeast	Sales District		Service District	C
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Subject	Headrest				
Synopsis	.				
Customer Anomaly	Air Bag				

Deployment Inadvertent

Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	101	Airbag Inadvertent Deployment
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Reason Code After Sales - Complaint - Product - Vehicle concern - Additional details

Case Status History

Create Date	Status
09/29/2020 08:27 PM	Open
09/30/2020 10:55 AM	Closed

Initial Description

Headrest Airbag Exploded

Case Comments

Date	Comment
09/29/2020	Customer name [REDACTED] best phone and email for customer: [REDACTED] Customer Does Not Wish To Be Contacted Through Email, Customer Would Rather Do Normal Mailing*** Description and date of incident: Customer Was Driving For A 1 PM Appointment So On The Way About 12:45 PM, She Hears A Loud Noise Like Someone Throwing A Brick At The Car And Noticed The Headrest Split Into 2, She Believed There Was An Airbag Or Something In The Headrest Itself, I Know They Deploy To Assist The Back Of The Head But Never An Airbag In, Customer Still Drives It, It Was The Passenger Side Headrest And It Happened, She Stated About 2 Weeks Ago, She Then About A Week Ago That The Dealer Suggested To Call This Number For This Particular Incident Vehicle location (address, phone, business name, intersection): Her Home Address [REDACTED] Winter Haven, FL [REDACTED]
09/30/2020	No inspection required, extended warranty issued, email to be sent [REDACTED] Thank you for your recent contact to Fiat Chrysler Automobiles (FCA) regarding your 2015 Jeep Grand Cherokee. We can inform you that the warranty period on your vehicle's Active Head Restraint has been extended from 3 years or 36,000 miles to 10 Years / Unlimited miles. This warranty extension on the Active Head Restraint applies to certain model year Dodge Durango and Jeep Grand Cherokee vehicles. We are extending the Active Head Restraint warranty period because some of the vehicles within the referenced population may experience inadvertent deployment on the front seat Active Head Restraint(s). Once deployed, it is unable to be reset due to internal damage of the head restraint. If you are experiencing any of these conditions now, or if you experience them in the future, simply contact your dealer to have the appropriate repairs performed. If you have already experienced this condition and previously paid for a repair, you may be eligible to receive a reimbursement. Visit www.fcacarecallreimbursement.com to submit an online reimbursement request. You may also send your original receipts, invoices and/or repair order to the following address for reimbursement review: FCA US LLC Customer Center P.O. Box 21-8004 Auburn Hills, MI 48321-8004 Attn: Reimbursement If you have questions or need any assistance, please contact your dealer or the FCA US LLC Customer Care. FCA US LLC Customer Care is available 24 hours a day / 7 days a week. They can be reached at: 1-800-992-1997. Thank you for allowing us the opportunity to review this matter with you.
08/12/2021	CCRG Open Date: 09/29/2020 16:39:12

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2014	Brand	JEEP
Body	WKJP74	Vehicle	JEEP GRAND CHEROKEE LIMITED 4X4		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	09/29/2020	CAIR Type	Regular	Status	Closed
Close Date	09/29/2020	Origin	Telephone	Reason	
Mileage	50,000 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					
	WOODSIDE	NY			USA

Dealer	26915	MAJOR WORLD CHRYSLER DODGE JEEP			Dealer Phone	7187868300
Dealer Address	5030 NORTHERN BLVD					
	LONG ISLAND CITY		NY	11101 1034	USA	
Dealer Zone	Northeast	Sales District		Service District	G	

Subject	Extended Warranty				
Synopsis	Transferred to the dealer.				
Customer Anomaly					
Contact Reason	C201	Extended Warranty Coverage	Customer Anomaly		

Reason Code	After Sales - Complaint - Warranty - Warranty - Extended Warranty				
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Case Status History

Create Date	Status
09/29/2020 08:45 PM	Open
09/29/2020 08:52 PM	Closed

Initial Description

Cx called to inquire about the X88 Extended Warranty

Case Comments

Date	Comment
09/29/2020	Cx called to inquire about the X88 Extended Warranty. Cx says that her left headrest came apart a year ago. Agent transferred the cx over to the dealership to schedule an appointment for this issue.

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2014	Brand	JEEP
Body	WKJP74	Vehicle	JEEP GRAND CHEROKEE LIMITED 4X4		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	09/29/2020	CAIR Type	Regular	Status	Closed
Close Date	09/30/2020	Origin	Telephone	Reason	
Mileage	60,000 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					
	LONG BRANCH	NJ		USA	

Dealer	26405	FREEHOLD CHRYSLER JEEP, INC		Dealer Phone	7327802900
Dealer Address	4304 ROUTE 9 SOUTH				
	FREEHOLD		NJ	07728 8361	USA
Dealer Zone	Northeast	Sales District		Service District	F

Subject	headrest deployed				
Synopsis	Writer authorized replacement of the Driver side active headrest parts and labor as goodwill. DM notes are entered on this file 9/30/20.				
Customer Anomaly	Interior				

	Seat Headrest				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	169	Seat headrest issues

Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				
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Case Status History

Create Date	Status
09/29/2020 09:12 PM	Open
09/30/2020 07:24 PM	Closed

Initial Description

customer called because headrest deployed

Case Comments

Date	Comment
09/29/2020	Customer name if different from Compass: [REDACTED] Best phone and email for customer if different from Compass [REDACTED] and [REDACTED] description and date of incident: in the month of July customer was sitting in vehicle while it was turn off and headrest deployed out of nowhere. Vehicle location (address, phone, business name, intersection): [REDACTED] LONG BRANCH, NJ [REDACTED]
09/30/2020	Writer called the customer and dealer on 9/30/20 authorized replacement of the Driver side active headrest parts and labor as goodwill. DM notes are entered on this file.
08/12/2021	CCRG Open Date: 09/29/2020 17:19:17

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2015	Brand	JEEP
Body	WKJP74	Vehicle	JEEP GRAND CHEROKEE LIMITED 4X4		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	09/30/2020	CAIR Type	Regular	Status	Closed
Close Date	10/01/2020	Origin	Telephone	Reason	
Mileage	65,000 Miles	Market	U	Language	English

Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City	Fort Mitchell	Caller Country	USA	Caller Postal Code	

Customer					
Customer Address					
	Fort Mitchell		KY		USA

Dealer	60475	ZIMMER CHRYSLER DODGE JEEP RAM		Dealer Phone	8595251344
Dealer Address	1086 BURLINGTON PIKE				
	FLORENCE		KY	41042 1236	USA
Dealer Zone	Great Lakes	Sales District		Service District	G

Subject	Headrest Deployed				
Synopsis	Writer authorized replacement of the Passenger side active headrest parts and labor as goodwill. DM notes are entered on this file 10/1/20				
Customer Anomaly	Interior				
	Seat Headrest				

Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	169	Seat headrest issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/30/2020 01:26 PM	Open
10/01/2020 05:45 PM	Closed

Initial Description

passenger side headrest deployed

Case Comments

Date	Comment
09/30/2020	Customer name (if different from Compass) [redacted] Incident date [redacted] Best phone number and email address for customer (if different from Compass) [redacted] Vehicle location address: [redacted] Fort Mitchell KY USA [redacted] Vehicle location phone number [redacted] Description (from Description field) passenger side headrest deployed and not in accident
09/30/2020	dlr informed customer to contact FCA
10/01/2020	Writer called the customer and dealer on 10/1/20 authorized replacement of the Passenger side active headrest parts and labor as goodwill. DM notes are entered on this file.

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2015	Brand	JEEP
Body	WKTH74	Vehicle	JEEP GRAND CHEROKEE LAREDO 4X2		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	09/30/2020	CAIR Type	Regular	Status	Closed
Close Date	10/02/2020	Origin	Telephone	Reason	
Mileage	77,897 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					
	CAVE CREEK	AZ			USA
Dealer	60023	AIRPARK DODGE CHRYSLER JEEP		Dealer Phone	4805567400
Dealer Address	7801 E FRANK LLOYD WRIGHT BLVD				
	SCOTTSDALE	AZ	85260 1002	USA	
Dealer Zone	West	Sales District		Service District	M
Subject	Headrest				
Synopsis	Writer authorized replacement of both the Driver and Passenger side active headrests parts and labor as goodwill. DM notes are entered on this file 10/2/20.				
Customer Anomaly	Interior				
	Seat Headrest				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	169	Seat headrest issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/30/2020 05:33 PM	Open
10/02/2020 05:46 PM	Closed

Initial Description

Airbag

Case Comments

Date	Comment
09/30/2020	Customer name if different from Compass [REDACTED] Best phone and email for customer if different from Compass [REDACTED] Description and date of incident: Customer stated she was sitting at a red light and the headrest deployed. The passenger side had previously done it as well. Customer took vehicle to dlr and was advised because vehicle was out of warranty she would need to contact FCA for cost assistance with repairs. Vehicle location (address, phone, business name, intersection) [REDACTED] Scottsdale AZ [REDACTED]
09/30/2020	Reassigned file to COE for authorization of?goodwill repair.
10/02/2020	Writer called the customer and dealer on 10/1/20 authorized replacement of both the Driver and Passenger side active headrests parts and labor as goodwill. DM notes are entered on this file.

VIN		Model Year	2015	Brand	JEEP
Body	WKTT74	Vehicle	JEEP GRAND CHEROKEE SUMMIT 4X2		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	09/30/2020	CAIR Type	Regular	Status	Closed
Close Date	10/01/2020	Origin	Social	Reason	
Mileage	52,700 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				
	TAMPA	FL		USA

Dealer	60446	JIM BROWNE CHRYSLER JEEP DODGE RAM	Dealer Phone	8139354812
Dealer Address	10909 N FLORIDA AVE			

	TAMPA	FL	33612 6633	USA
Dealer Zone	Southeast	Sales District	Service District	D

Subject	Active headrest deployment
Synopsis	Writer authorized replacement of the Driver side active headrest parts and labor as goodwill. DM notes are entered on this file 10/1/20.
Customer Anomaly	Interior
	Seat Headrest

Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	169	Seat headrest issues
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Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details
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Case Status History

Create Date	Status
09/30/2020 06:23 PM	New
09/30/2020 06:30 PM	Open
10/01/2020 07:45 PM	Closed

Initial Description

Customer states that his headrest deployed.

Case Comments

Date	Comment
09/30/2020	Customer reaching out on social seeking assistance with his deployed headrest.
09/30/2020	VIN# [REDACTED] Tampa, FL Mileage: 52,700 Name [REDACTED] Telephone [REDACTED] Location of the vehicle (including the address & phone number) [REDACTED] Date of Incident [REDACTED] Summary of event(s): Got into car, noticed headrest looked out of position, turns out the active headrest system deployed. Actually, it failed as the car was parked overnight in my driveway. There were broken plastic bits under it. Preferred Email Address: [REDACTED] Servicing Dealer: Jim Browne Tampa (have not taken vehicle in yet)
09/30/2020	No SI inspection required. Reassigned file to COE for review of goodwill repair.??
10/01/2020	Writer called the customer and dealer on 10/1/20 authorized replacement of the Driver side active headrest parts and labor as goodwill. DM notes are entered on this file.

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2015	Brand	JEEP
Body	WKTS74	Vehicle	JEEP GRAND CHEROKEE OVERLAND 4X2		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	09/30/2020	CAIR Type	Regular	Status	Closed
Close Date	10/01/2020	Origin	Telephone	Reason	
Mileage	66,000 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					

	COMMERCE		GA		USA
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Dealer	60724	Banks Crossing Chrysler Dodge Jeep	Dealer Phone	7063352800
Dealer Address	2377 HOMER RD			

	COMMERCE		GA	30529 1258	USA
Dealer Zone	Southeast	Sales District		Service District	J

Subject	headrest				
Synopsis	Writer authorized replacement of the Driver side active headrest parts and labor as goodwill. DM notes are entered on this file 10/1/20.				
Customer Anomaly	Air Bag				

	Deployment Inadvertent				
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Contact Reason	C106	Technical Issue With Vehicle	Customer Anomaly	101	Airbag Inadvertent Deployment
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Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				
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Case Status History					
Create Date				Status	
09/30/2020 06:23 PM				Open	
10/01/2020 06:14 PM				Closed	

Initial Description

customer explained his headrest deployed inadvertently.

Case Comments	
Date	Comment
09/30/2020	customer explained his headrest deployed inadvertently. It happened in the customer's driveway. But stated no one was injured . Car was diagnosed by the DLR. Now the customer just wants to know how they might get their airbag fixed.
09/30/2020	No SI inspection required. Reassigned file to COE for review of goodwill repair.??
10/01/2020	Writer called the customer and dealer on 10/1/20 authorized replacement of the Driver side active headrest parts and labor as goodwill. DM notes are entered on this file.

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2014	Brand	JEEP
Body	WKTP74	Vehicle	JEEP GRAND CHEROKEE LIMITED 4X2		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	09/30/2020	CAIR Type	Regular	Status	Closed
Close Date	09/30/2020	Origin	Telephone	Reason	
Mileage	0 Miles	Market	U	Language	English

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

Customer					
Customer Address					

	SHREVEPORT	LA		USA
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Dealer	65686	HEBERT'S TOWN & COUNTRY CHRYSLER	Dealer Phone	3182219000
Dealer Address	1155 E BERT KOUN LOOP			

	SHREVEPORT		LA	71105 5628	USA
Dealer Zone	Southwest	Sales District		Service District	S

Subject	Warranty				
Synopsis	Customer was inquiring about an extended warranty letter. Agent confirmed X88 and advised to make an appointment.				
Customer Anomaly					
Contact Reason	C201	Extended Warranty Coverage	Customer Anomaly		

Reason Code	After Sales - Complaint - Warranty - Warranty - Extended Warranty				
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Case Status History

Create Date	Status
09/30/2020 07:04 PM	Open
09/30/2020 07:17 PM	Closed

Initial Description

Customer is inquiring about a extended warranty for the Head Rest.

Case Comments

Date	Comment
09/30/2020	Customer is inquiring about a letter for an extended warranty on the head rest. Agent confirmed profile and all is up to date and updated Web Coin as well. Agent searched and found X88 and advised this is available for repair. Customer does not know why, but the DLR asked him to contact FCA for this. Customer does state, they are having issues with this coming apart. Agent reached out to the DLR (65686) Hebert's Town & Country Chrysler (318) 677-3535 and this went to VM and this was full and agent was not able to reach anyone, Agent advised customer to make an appointment for this and provided a case number and advised to call back if he needs further assistance as this will be documented, Customer understood and thanked agent for assistance. Agent branded call - Chrysler.

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2015	Brand	JEEP
Body	WKJT74	Vehicle	JEEP GRAND CHEROKEE SUMMIT 4X4		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	09/30/2020	CAIR Type	Regular	Status	Closed
Close Date	10/01/2020	Origin	Telephone	Reason	
Mileage	82,000 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					

BRADFORD AR USA

Dealer	27075	RED RIVER DODGE CHRYSLER JEEP OF	Dealer Phone	5013625831
Dealer Address	1060 HEBER SPRINGS ROAD SOUTH			

HEBER SPRINGS AR 72543 8462 USA

Dealer Zone	Southwest	Sales District		Service District	K
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Subject	headrest
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Synopsis Writer authorized replacement of the Passenger side active headrest parts and labor as goodwill. DM notes are entered on this file 10/1/20.

Customer Anomaly	Interior
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Seat Headrest

Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	169	Seat headrest issues
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Reason Code After Sales - Complaint - Product - Vehicle concern - Additional details

Case Status History

Create Date	Status
09/30/2020 08:40 PM	Open
10/01/2020 06:51 PM	Closed

Initial Description

customer called about headrest deploying

Case Comments

Date	Comment
09/30/2020	Customer stated that they were traveling about 5 mph when the passenger's headrest deployed. No one was injured just the headrest air bag deployed. Vehicle has not been repaired but dealer advised customer to call FCA.
09/30/2020	Customer Name: Weco inc Customer Phone number: [REDACTED] Customer's email address: [REDACTED] Customer Address: [REDACTED] [REDACTED] Bradford AR [REDACTED] Case Number: [REDACTED] IN [REDACTED] vehicle location name: customer's home Vehicle location address: [REDACTED] [REDACTED] Bradford AR [REDACTED] Lot Number (if applicable):
10/01/2020	No SI inspection required. [REDACTED] contact person. Assigned case to COE for review of AHR concern.
10/01/2020	Writer called the customer and dealer on 10/1/20 authorized replacement of the Passenger side active headrest parts and labor as goodwill. DM notes are entered on this file.

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2015	Brand	JEEP
Body	WKTH74	Vehicle	JEEP GRAND CHEROKEE LAREDO 4X2		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	09/30/2020	CAIR Type	Regular	Status	Closed
Close Date	10/08/2020	Origin	Telephone	Reason	
Mileage	40,000 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					

GUAYNABO PR USA

Dealer	13715	ALBERIC DODGE CHRYSLER CORP	Dealer Phone	7932223
Dealer Address	AVENIDA KENNEDY KM. 3.4MARGINAL BECHARA			
	SAN JUAN	EX	00921	PRI
Dealer Zone	Puerto Rico	Sales District		Service District A

Subject	reimbursement			
Synopsis	Closing case. No response.			
Customer Anomaly				
Contact Reason	C169	Request For Rental Reimbursement	Customer Anomaly	

Reason Code	After Sales - Complaint - Product - Reimbursement request - Repair/Rental			
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Case Status History

Create Date	Status
09/30/2020 09:27 PM	Open
09/30/2020 09:32 PM	Suspended
09/30/2020 09:32 PM	Open
10/01/2020 12:58 PM	Suspended
10/08/2020 12:00 PM	Closed

Initial Description

head rest deployed

Case Comments

Date	Comment
09/30/2020	Customer needs reimbursement for headrest deploy with no accident' Agent advised the customer to reply to email with RO and proof of payment process may take up to 60 days
10/01/2020	The case is now being reviewed for possible reimbursement. If the customer calls in, please advise them that additional document/s - RO and proof of payment - is/are needed. Suspending till Oct.8.
10/08/2020	Closing case on the seventh day due to the fact that the customer did not furnish needed/requested documents for possible reimbursement.

Email(s)

Date	09/30/2020	Subject	Case Acknowledgement
From	uscustomecare@fcagroup.com	To	
		Sent Date/Time	09/30/2020 21:28 PM

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

You may reply to this email with a copy of the receipt and proof of payment to submit for reimbursement.

Your case number is

Thank you

Fiat Chrysler Automobiles Customer Care Specialist

The content of this message is confidential. If you have received it by mistake, please inform us by an email reply and then delete the message. The integrity and security of this email cannot be guaranteed over the Internet. Therefore, the sender will not be held liable for any damages caused by the message. Finally, the opinions disclosed by the sender do not necessarily reflect those of FCA US, therefore FCA US refuses to take any liability for any damages caused by the content of this email.

Date	09/30/2020	Subject	Case Acknowledgement
From	uscustomecare@fcagroup.com	To	
		Sent Date/Time	09/30/2020 21:28 PM

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

You may reply to this email with a copy of the receipt and proof of payment to submit for reimbursement.

Your case number is [REDACTED]

Thank you

Fiat Chrysler Automobiles Customer Care Specialist

The content of this message is confidential. If you have received it by mistake, please inform us by an email reply and then delete the message. The integrity and security of this email cannot be guaranteed over the Internet. Therefore, the sender will not be held liable for any damages caused by the message. Finally, the opinions disclosed by the sender do not necessarily reflect those of FCA US, therefore FCA US refuses to take any liability for any damages caused by the content of this email.

[REDACTED]

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2015	Brand	JEEP
Body	WKJH74	Vehicle	JEEP GRAND CHEROKEE LAREDO 4X4		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	09/30/2020	CAIR Type	Regular	Status	Closed
Close Date	10/01/2020	Origin	Telephone	Reason	
Mileage	76,000 Miles	Market	U	Language	English

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

Customer					
Customer Address					

	MACOMB	MI		USA
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Dealer	26892	FRISCO CHRYSLER DODGE JEEP RAM	Dealer Phone	4698884788
Dealer Address	9640 STATE HWY 121			

	FRISCO		TX	75035 6069	USA
Dealer Zone	Southwest	Sales District		Service District	A

Subject	Vehicle Concern				
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Synopsis	Writer authorized replacement of the Driver side active headrest parts and labor as goodwill. DM notes are entered o this file 10/1/20.				
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Customer Anomaly	Air Bag				
	Deployment Inadvertent				

Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	101	Airbag Inadvertent Deployment
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Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				
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Case Status History

Create Date	Status
09/30/2020 10:08 PM	Open
10/01/2020 06:41 PM	Closed

Initial Description

***Customer Concern ***

CX called in because his headrest exploded.

Case Comments

Date	Comment
10/01/2020	Writer called the customer and dealer on 10/1/20 authorized replacement of the Driver side active headrest parts and labor as goodwill. DM notes are entered on this file.
08/12/2021	CCRG Open Date: 09/30/2020 18:11:19

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2015	Brand	JEEP
Body	WKJP74	Vehicle	JEEP GRAND CHEROKEE LIMITED 4X4		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	09/30/2020	CAIR Type	Regular	Status	Closed
Close Date	10/01/2020	Origin	Telephone	Reason	
Mileage	96,000 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					

	EATONTON	GA		USA
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Dealer	23955	FIRKINS CHRYSLER JEEP DODGE RAM	Dealer Phone	9417486510
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Dealer Address	2700 1ST STREET				
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	BRADENTON	FL	34208 3859	USA
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Dealer Zone	Southeast	Sales District		Service District	D
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Subject	Air bag Deployed for no reason				
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Synopsis	.				
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Customer Anomaly	Air Bag				
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	Deployment Inadvertent				
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Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	101	Airbag Inadvertent Deployment
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Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				
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Case Status History

Create Date	Status
09/30/2020 10:11 PM	Open
10/01/2020 10:53 AM	Closed

Initial Description

Customer states passenger headrest airbag went off for no reason

Case Comments

Date	Comment
09/30/2020	Customer states that back in June of 2020 he was sitting in passenger seat while girlfriend was driving vehicle and for no reason the passenger side air bag deployed. Customer states vehicle is located at him home and has not been taken to a shop. Customer states he received a letter in the mail about active head restraint extended warranty and asked if this was related. Best call back number -
10/01/2020	No inspection required, extended warranty issued, email to be sent. Thank you for your recent contact to Fiat Chrysler Automobiles (FCA) regarding your 2015 Jeep Grand Cherokee. We can inform you that the warranty period on your vehicle's Active Head Restraint has been extended from 3 years or 36,000 miles to 10 Years / Unlimited miles. This warranty extension on the Active Head Restraint applies to certain model year Dodge Durango and Jeep Grand Cherokee vehicles. We are extending the Active Head Restraint warranty period because some of the vehicles within the referenced population may experience inadvertent deployment on the front seat Active Head Restraint(s). Once deployed, it is unable to be reset due to internal damage of the head restraint. If you are experiencing any of these conditions now, or if you experience them in the future, simply contact your dealer to have the appropriate repairs performed. If you have already experienced this condition and previously paid for a repair, you may be eligible to receive a reimbursement. Visit www.fcacallreimbursement.com to submit an online reimbursement request. You may also send your original receipts, invoices and/or repair order to the following address for reimbursement review: FCA US LLC Customer Center P.O. Box 21-8004 Auburn Hills, MI 48321-8004 Attn: Reimbursement If you have questions or need any assistance, please contact your dealer or the FCA US LLC Customer Care. FCA US LLC Customer Care is available 24 hours a day / 7 days a week. They can be reached at: 1-800-992-1997. Thank you for allowing us the opportunity to review this matter with you.

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2017	Brand	JEEP
Body	WKTP74	Vehicle	JEEP GRAND CHEROKEE LIMITED 4X2		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	10/01/2020	CAIR Type	Regular	Status	Closed
Close Date	10/14/2020	Origin	Telephone	Reason	
Mileage	38,340 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					

	CAGUAS	PR		USA
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Dealer	22226	Autocentro	Dealer Phone	6531818
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Dealer Address	RD. #1 KM. 34.2BAIROA INDUSTRIAL PARK				
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	CAGUAS	EX	00725	PRI
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Dealer Zone	Puerto Rico	Sales District		Service District	A
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Subject	Air bags Inadvertent deployment				
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Synopsis	Customer has been informed				
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Customer Anomaly	Interior				
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	Seat Headrest				
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Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	169	Seat headrest issues
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Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				
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Case Status History

Create Date	Status
10/01/2020 03:42 PM	Open
10/01/2020 04:51 PM	Suspended
10/14/2020 02:13 PM	Open
10/14/2020 03:51 PM	Closed

Initial Description

Air bags Inadvertent deployment

Case Comments

Date	Comment
10/01/2020	Air bags Inadvertent deployment This vehicle is located in Puerto Rico, Contact [REDACTED] set up inspection arrangements. PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNER'S ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE. PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A,B,C,D & J, PHOTOS, DRB CODES. POLICE REPORT (IF AVAILABLE), AND ANY OTHER PERTINENT INFORMATION. ***** EDR REQUIRED ***** Assigned to JSS15
10/14/2020	Reviewed report and photos. Active Head Restraint inadvertent deployment. Extended warranty X88 has been issued. Vehicle should be repaired under the terms of the X88 warranty.
10/14/2020	Customer has been informed

Email(s)

Date	10/01/2020	Subject	ECA - Inspection Request for [REDACTED]	Sent Date/Time	10/01/2020 16:50 PM
From	uscustomer@fcagroup.com	To	[REDACTED]		

Company:

Cust:

AD1:

AD2:

Primary Phone:

Business Phone:

Mobile Phone:

Home Phone:

Email:

Cty/St/ZIP:

CAGUAS, PR

Country:

USA

Co-own: NOT SURE

Status and Notes-----

Check Information -----

Opened By:

[REDACTED]

Open Date:

Thu Oct 01 15:42:42 GMT 2020

Type:

Special Investigation

Status:

Open

Last Updated By:

Jay Susalla

Origin:

Telephone

Vehicle Information

VIN:

[REDACTED]

YR/Model:

2017 WKTP74 JEEP GRAND CHEROKEE LIMITED 4X2

Sls BC/Sls/Svc/Dlr:

Southeast Bella Retail Group Inc.

In Srv Date:

Sat Jan 14 00:00:00 GMT 2017

Svc BC/Slts/Svc/Dlr:

Southeast Autocentro

Curr Mi/Km:

38340,0 Miles

Recalls

Recall:

U65

14-18MY WD/WK CAN BUS

SAFETY

Status:

COMPLETE

Recall:

T23

2016-2017 EGR VALVE FUNCTION

CUSTOMER SATISFACTION

Status:

COMPLETE

General Narrative

REASONS FOR CONTACT:

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

*** Air bags Inadvertent deployment ***

NARRATIVE ADDED BY Jay Susalla ON Thu Oct 01 16:45:43 GMT 2020

Air bags Inadvertent deployment

This vehicle is located in Puerto Rico. Contact

Phone set up inspection arrangements.

PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNER'S ALLEGATION

OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE.

PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A,B,C,D & J, PHOTOS, DRB CODES,

POLICE REPORT (IF AVAILABLE), AND ANY OTHER PERTINENT INFORMATION.

***** EDR REQUIRED *****

Assigned to JSS15

VEHICLE IS LOCATED AT:

Puerto Rico

Per OGC Matrix, reassigned to 82T.

CAIR NUMBER REQUEST EAA INSPECTION Thu Oct 01 00:00:00 GMT 2020

Date	10/01/2020	Subject	FCA - Inspection Request fo	Sent	10/01/2020 16:50
From	uscustomer@fcagroup.com	To		Date/Time	PM

Thu Oct 01 00:00:00 GMT 2020 CAIR Data File CAIR

Company: [REDACTED]
Cust: [REDACTED]
AD1: [REDACTED]
AD2: [REDACTED]
Primary Phone: [REDACTED]
Business Phone: [REDACTED]
Mobile Phone: [REDACTED]
Home Phone: [REDACTED]
Email: [REDACTED]
City/State/Zip: CAGUAS, PR [REDACTED]
Country: USA
Co-owner: NOT SURE

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

Open Date: Thu Oct 01 15:42:42 GMT 2020
Type: Special Investigation
Status: Open
Origin: Telephone

Vehicle Information

VIN: [REDACTED]
YR/Model: 2017 WKTP74 JEEP GRAND CHEROKEE LIMITED 4X2
Sls BC/Sls/Svc/Dlr: Southeast Bella Retail Group Inc.
In Srv Date: Sat Jan 14 00:00:00 GMT 2017
Svc BC/Sls/Svc/Dlr: Southeast Autocentro
Curr Mi/Km: 38340.0 Miles

Recalls

Recall: U65
14-18MY WD/WK CAN BUS
SAFETY
Status: COMPLETE
Recall: T23
2016-2017 EGR VALVE FUNCTION
CUSTOMER SATISFACTION
Status: COMPLETE

General Narrative

REASONS FOR CONTACT:

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

*** Air bags Inadvertent deployment ***

NARRATIVE ADDED ON Thu Oct 01 16:45:43 GMT 2020

Air bags Inadvertent deployment This vehicle is located in Puerto Rico. Contact [REDACTED] set up inspection arrangements, PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE IF OWNER'S ALLEGATION OF IMPROPER OPERATION OF SAFETY RESTRAINT SYSTEMS IS ACCURATE, PLEASE PROVIDE COMPLETED PVIR, INCLUDING SECTIONS A,B,C,D & J, PHOTOS, DRB CODES, POLICE REPORT (IF AVAILABLE), AND ANY OTHER PERTINENT INFORMATION. ***** EDR REQUIRED ***** Assigned to JSS15

VEHICLE IS LOCATED AT: Puerto Rico

Per OGC Matrix, reassigned to 82T.
CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION Thu Oct 01 00:00:00 GMT 2020

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2015	Brand	JEEP
Body	WKJP74	Vehicle	JEEP GRAND CHEROKEE LIMITED 4X4		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	10/01/2020	CAIR Type	Regular	Status	Closed
Close Date	10/05/2020	Origin	Social	Reason	
Mileage	46,401 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					
	OREM	UT		USA	

Dealer	45506	LARRY H, MILLER CHRYSLER JEEP		Dealer Phone	8013732570
Dealer Address	1825 N UNIVERSITY PKWY				
	PROVO	UT	84604 1548	USA	
Dealer Zone	West	Sales District		Service District	F

Subject	Headrest deployed				
Synopsis	Writer authorized replacement of the Passenger side active headrest parts and labor as goodwill. DM notes are entered on this file 10/5/20.				
Customer Anomaly	Interior				
	Seat Headrest				

Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	169	Seat headrest issues
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Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				
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Case Status History

Create Date	Status
10/01/2020 07:29 PM	Open
10/05/2020 03:10 PM	Closed

Initial Description

CST states that headrest restraint broke without impact, CST was not in vehicle when it happened.

Case Comments

Date	Comment
10/01/2020	CST INFO: VIN: [REDACTED] Mileage: 46401 LOCATION: [REDACTED] Provo, UT [REDACTED] PHONE: [REDACTED] DATE: [REDACTED] MAIL [REDACTED] SUMMARY OF EVENT: i opened my car door and noticed the headrest had popped forward Servicing Dealer: LHM Chrysler Jeep Dodge, Provo UT
10/01/2020	Reassigned file to COE for authorization of?goodwill repair.
10/05/2020	Writer called the customer and dealer on 10/5/20 authorized replacement of the Passenger side active headrest parts and labor as goodwill. DM notes are entered on this file.

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2014	Brand	JEEP
Body	WKTH74	Vehicle	JEEP GRAND CHEROKEE LAREDO 4X2		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	10/01/2020	CAIR Type	Regular	Status	Closed
Close Date	10/05/2020	Origin	Telephone	Reason	
Mileage	110,000 Miles	Market	U	Language	English

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

Customer					
Customer Address					
	FREDERICKSBURG	VA		USA	

Dealer	45057	GULFGATE DODGE CHRYSLER JEEP INC		Dealer Phone	2814776767
Dealer Address	7250 GULF FWY				
	HOUSTON		TX	77017 1528	USA
Dealer Zone	Southwest	Sales District		Service District	H

Subject	head rest				
Synopsis	Writer authorized replacement of the Driver side active headrest parts and labor as goodwill. DM notes are entered on this file 10/5/20.				
Customer Anomaly	Interior				

	Seat Headrest				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	169	Seat headrest issues

Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				
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Case Status History

Create Date	Status
10/01/2020 08:43 PM	Open
10/05/2020 07:07 PM	Closed

Initial Description

head rest

Case Comments

Date	Comment
10/01/2020	Warranty/SC: no warranty Current Mileage: 110000 ISD: Original owner: Y/N Household vehicles: 2 Reason for Case Escalation: Repeat issue: Y/N Star tickets open: Y/N Recalls: Y/N (If yes, inform the customer/Dealer of all open recalls) RRTs: Y/N (If yes, inform the Dealer of open RRTs) Relevant Previous Cases: Prior Goodwill/DM notes: R/O History: (Include R/O#, similar/related repair attempts) Vehicle location: Gulf Vehicle Concern: Is the customer in a rental: Y/N (Rental start date) VOR: Y/N (How long has the vehicle been down?) Parts on Order: B/O? ETA? Customer Email: (Needs to be verified with the customer) Customer preferred contact: (Email/Phone & establish frequency of contacts) Customer seeking: (What is the customer expecting from FCA?) *****Spanish***** customer states as he was driving the vehicle he leaned back to relax , and he states his head rest popped and pushed him towards the steering wheel almost causing an accident , He took the vehicle to the dealer and dealer states he needs a new head rest due to an air bag looking like it popped out a bit but no air bag is sticking out
10/01/2020	Contact: Contact Address: FREDERICKSBURG VA USA Contact Telephone Daytime Contact Telephone Anytime Contact Email Address LOCATION OF VEHICLE - GULFGATE DODGE CHRYSLER JEEP 7250 GULF FREEWAY HOUSTON , TX 770171528 NAME OF CONTACT AT VEHICLE LOCATION LOCATION OF VEHICLE? PHONE NUMBER
10/02/2020	Reassigned file to COE for authorization of goodwill repair.
10/05/2020	Writer called the customer and dealer on 10/5/20 authorized replacement of the Driver side active headrest parts and labor as goodwill. DM notes are entered on this file.

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2015	Brand	JEEP
Body	WKTH74	Vehicle	JEEP GRAND CHEROKEE LAREDO 4X2		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	10/01/2020	CAIR Type	Regular	Status	Closed
Close Date	10/05/2020	Origin	Telephone	Reason	
Mileage	41,770 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					

	TERRELL	TX		USA
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Dealer	45736	PLATINUM CHRYSLER DODGE RAM JEEP	Dealer Phone	9725243775
Dealer Address	65 SPUR 557			

	TERRELL		TX	75160 9348	USA
Dealer Zone	Southwest	Sales District		Service District	B

Subject	headrest				
Synopsis	Writer authorized replacement of the Passenger side active headrest parts and labor as goodwill. DM notes are entered on this file 10/5/20.				
Customer Anomaly	Interior				
	Seat Headrest				

Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	169	Seat headrest issues
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Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				
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Case Status History

Create Date	Status
10/01/2020 10:06 PM	Open
10/05/2020 03:38 PM	Closed

Initial Description

cx sz she driving and passenger head rest deployed no injuries

Case Comments

Date	Comment
10/01/2020	Customer name (if different from Compass) [REDACTED] Incident date [REDACTED] Best phone number and email address for customer [REDACTED] Vehicle location address [REDACTED] Terrell tx [REDACTED] Description (from Description field) cx sz she driving and passenger head rest deployed no injuries
10/02/2020	Reassigned file to COE for authorization of?goodwill repair.
10/05/2020	Writer called the customer and dealer on 10/5/20 authorized replacement of the Passenger side active headrest parts and labor as goodwill. DM notes are entered on this file.
08/12/2021	CCRG Open Date: 10/01/2020 18:24:04

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2018	Brand	JEEP
Body	WKJH74	Vehicle	JEEP GRAND CHEROKEE LAREDO 4X4		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	10/01/2020	CAIR Type	Regular	Status	Closed
Close Date	10/05/2020	Origin	Telephone	Reason	
Mileage	39,000 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					

SPRINGVILLE UT 84120 USA

Dealer	44644	KEN GARFF WEST VALLEY CHRYSLER JEE		Dealer Phone	8019557448
Dealer Address	4175 W 3500 SOUTH				
	WEST VALLEY CITY		UT	84120 3203	USA
Dealer Zone	West	Sales District		Service District	F

Subject	Headrest				
Synopsis	Writer authorized replacement of the Driver side active headrest parts and labor as goodwill. DM notes are entered on this file 10/5/20.				
Customer Anomaly	Interior				
	Seat Headrest				

Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	169	Seat headrest issues
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Reason Code After Sales - Complaint - Product - Vehicle concern - Additional details

Case Status History

Create Date	Status
10/01/2020 11:03 PM	Open
10/05/2020 05:32 PM	Closed

Initial Description

customer stated headrest deploy

Case Comments

Date	Comment
10/01/2020	***Inbound call *** Email: [redacted] one# [redacted] * Customer calling stated she wne t to the store and have the vehicle in park when they come back they see the Headrest is deploy customer went to the DLR (Ken Garff West Valley Chrysler Jeep Dodge Ram FIAT Dealer Code 44644) and customer stated the dlr stated to call us for assistance agent advice case is been send to the CM for review and she will get a call back in 1 working day
10/02/2020	Reassigned file to COE for authorization of?goodwill repair.
10/05/2020	Writer called the customer and dealer on 10/5/20 authorized replacement of the Driver side active headrest parts and labor as goodwill. DM notes are entered on this file.
08/12/2021	CCRG Open Date: 10/01/2020 19:15:39

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2015	Brand	JEEP
Body	WKTP74	Vehicle	JEEP GRAND CHEROKEE LIMITED 4X2		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	10/01/2020	CAIR Type	Regular	Status	Closed
Close Date	10/05/2020	Origin	Telephone	Reason	
Mileage	51,000 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					

BOCA RATON FL USA

Dealer	45632	LAKE WALES CHRYSLER DODGE JEEP RAM	Dealer Phone	8636760733
Dealer Address	21529 US HIGHWAY 27 NORTH			

LAKE WALES FL 33859 6857 USA

Dealer Zone	Southeast	Sales District		Service District	C
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Subject	headrest deploy				
Synopsis	Writer authorized replacement of the Driver side active headrest parts and labor as goodwill. DM notes are entered on this file 10/5/20.				
Customer Anomaly	Interior				

Seat Headrest

Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	169	Seat headrest issues
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Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				
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Case Status History

Create Date	Status
10/01/2020 11:42 PM	Open
10/05/2020 05:42 PM	Closed

Initial Description

headrest deploy

Case Comments

Date	Comment
10/01/2020	Customer Name: [REDACTED] Customer Phone number: [REDACTED] Customer's email address: [REDACTED] Customer Address: [REDACTED] Case Number: [REDACTED] IN [REDACTED] Vehicle location name: 2nd home Vehicle location address: [REDACTED] [REDACTED] Lot Number (if applicable): [REDACTED] Date of Incident: [REDACTED] *Customer's Description Of Incident*** Customer's wife was driving to their second home and the headrest deployed hitting her in the back of the head. Customer expecting call in 1 business day.
10/02/2020	You have Tread coded this 1 injury with no explanation in your narrative? (Just getting hit with the restraint is not necessarily an injury) Please explain and/or correct your Tread.
10/02/2020	CAC agent corrected TREAD data, No SI inspection, Assigned to COE for review.
10/05/2020	Writer called the customer and dealer on 10/5/20 authorized replacement of the Driver side active headrest parts and labor as goodwill. DM notes are entered on this file.

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2015	Brand	JEEP
Body	WKTS74	Vehicle	JEEP GRAND CHEROKEE OVERLAND 4X2		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	10/02/2020	CAIR Type	Regular	Status	Closed
Close Date	10/05/2020	Origin	Telephone	Reason	
Mileage	87,000 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					
	THOMASVILLE	GA		USA	

Dealer	41854	STALLINGS MOTORS INC		Dealer Phone	2293773333
Dealer Address	1245-38TH BOULEVARD, N.E.				
	CAIRO	GA	39828 1864	USA	
Dealer Zone	Southeast	Sales District		Service District	T

Subject	Headrest				
Synopsis	Writer authorized replacement of the Passenger side active headrest parts and labor as goodwill. DM notes were entered on this file 10/5/20.				
Customer Anomaly	Interior				
	Seat Headrest				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	169	Seat headrest issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
10/02/2020 03:16 PM	Open
10/05/2020 06:36 PM	Closed

Initial Description

Headrest Deploy

Case Comments

Date	Comment
10/02/2020	Description field: States her veh was parked in the garage and when she went out to it the next day she noticed passenger headrest deployed Case Comments: Agent verified all information cst stated there were no injuries and the veh was not in an accident , she assumes tis happened over night as her vehicle was locked in the garage Customer name : [REDACTED] Incident date: [REDACTED] est phone number and email address for customer [REDACTED] vehicle location [REDACTED] vehicle location phone number [REDACTED] Description (from Description field):States her veh was parked in the garage and when she went out to it the next day she noticed passenger headrest deployed
10/02/2020	No SI inspection req. Assigned to COE for review.
10/05/2020	Writer called the customer and dealer on 10/5/20 authorized replacement of the Passenger side active headrest parts and labor as goodwill. DM notes are entered on this file.

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2014	Brand	JEEP
Body	WKJS74	Vehicle	JEEP GRAND CHEROKEE OVERLAND 4X4		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	10/02/2020	CAIR Type	Regular	Status	Closed
Close Date	10/06/2020	Origin	Telephone	Reason	
Mileage	78,000 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					

	TINLEY PARK	IL		USA
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Dealer	54982	BETTENHAUSEN MOTOR SALES INC	Dealer Phone	7085322665
Dealer Address	8355 W 159TH ST			

	TINLEY PARK		IL	60477 1220	USA
Dealer Zone	Midwest	Sales District		Service District	B

Subject	headrest deployed				
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Synopsis	Writer authorized replacement of the Driver side active headrest parts and labor as goodwill. DM notes are entered on this file 10/6/20.				
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Customer Anomaly	Interior				
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	Seat Headrest				
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Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	169	Seat headrest issues
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Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				
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Case Status History

Create Date	Status
10/02/2020 11:00 PM	Open
10/06/2020 06:20 PM	Closed

Initial Description

driver headrest deployed out of no where

Case Comments

Date	Comment
10/02/2020	customer called due to a random head rest deploying while vehicle was stationary and no one was in it, customer would like piece fixed.
10/05/2020	Reassigned file to COE for authorization of?goodwill repair.
10/05/2020	Writer called the customer and dealer on 10/5/20 authorized replacement of the Driver side active headrest parts and labor as goodwill. DM notes are entered on this file.
08/12/2021	CCRG Open Date: 10/02/2020 19:05:55

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2015	Brand	JEEP
Body	WKJP74	Vehicle	JEEP GRAND CHEROKEE LIMITED 4X4		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	10/04/2020	CAIR Type	Regular	Status	Closed
Close Date	10/05/2020	Origin	Brand Site	Reason	
Mileage	77,000 Miles	Market	U	Language	English

Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City	Culpeper	Caller Country	USA	Caller Postal Code	

Customer					
Customer Address					
	CULPEPER		VA		USA

Dealer	44574	CHRYSLER OF CULPEPER		Dealer Phone	5405473900
Dealer Address	11030 JAMES MONROE HWY				
	CULPEPER		VA	22701 8081	USA
Dealer Zone	Mid Atlantic	Sales District		Service District	P

Subject	Recall Reimbursement Request from Brandsite				
Synopsis	completed				
Customer Anomaly					
Contact Reason	C85	Recall Reimbursement	Customer Anomaly		

Reason Code	After Sales - Complaint - Recall Campaign - Reimbursement request - Recall carried out and paid by Customer				
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Case Status History

Create Date	Status
10/04/2020 04:02 PM	New
10/05/2020 07:08 PM	Open
10/05/2020 07:13 PM	Closed

Initial Description

The headrest replacements were ordered from Ebay due to \$850 repair cost estimate quoted from various Jeep dealerships that were not affordable at the time of the incident.

Case Comments

Date	Comment
10/05/2020	Customer is requesting for X88 extended warranty reimbursement (Parts only), Parts was purchase online because amount was not available on the time that they need to have it replaced, "Shipping will not be included - it is customer's choice to have it ordered instead of having it replaced by the DLR" parts: Headrest - 195 Prorated tax: 8.43 Total amount of reimbursement: 203.43

Email(s)

Date	10/05/2020	Subject	Recall Reimbursement Request from Brandsite
From	uscustomer@fcagroup.com	To	
		Sent Date/Time	10/05/2020 19:12 PM

Dear Andrea,

Thank you for contacting JEEP Customer Care. We are happy to assist you with regards to your concern. Your satisfaction is important to us!

We are pleased to inform you that we have approved a total of \$203.43 for the X88 extended warranty (Parts only). We will be sending the check to the mailing address on file for you. Please allow 30 calendar days for the check to arrive.

Please don't hesitate to contact us for any other concerns. Thank you for your continued business with JEEP Automobiles.

Sincerely,

Barbie
FCA Reimbursement Specialist

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2014	Brand	JEEP
Body	WKJP74	Vehicle	JEEP GRAND CHEROKEE LIMITED 4X4		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	10/04/2020	CAIR Type	Regular	Status	Closed
Close Date	10/19/2020	Origin	Brand Site	Reason	
Mileage	61,377 Miles	Market	U	Language	English

Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City	Naples	Caller Country	USA	Caller Postal Code	

Customer					
Customer Address					
	NAPLES		FL		USA

Dealer	60506	MEDVED CHRYSLER DODGE JEEP RAM		Dealer Phone	3036883137
Dealer Address	1520 S WILCOX ST				
	CASTLE ROCK		CO	80104 1922	USA
Dealer Zone	Denver	Sales District		Service District	E

Subject	Recall Reimbursement Request from Brandsite				
Synopsis	completed				
Customer Anomaly					
Contact Reason	C85	Recall Reimbursement	Customer Anomaly		

Reason Code	After Sales - Complaint - Recall Campaign - Reimbursement request - Recall carried out and paid by Customer				
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Case Status History

Create Date	Status
10/04/2020 04:26 PM	New
10/05/2020 05:41 PM	Open
10/05/2020 05:42 PM	Suspended
10/05/2020 06:01 PM	Open
10/06/2020 07:11 PM	Closed
10/06/2020 07:58 PM	Open
10/19/2020 12:54 PM	Closed

Initial Description

Reimbursement Request from Brand site

Case Comments

Date	Comment
10/05/2020	Customer is requesting for X88 extended warranty reimbursement. Date of repair: 10/18/2019 labor: 169 Parts: headrest 714 tax: 57.75 Total amount of reimbursement: 831.66 RO- POP - SOURCE: QNA Check has been submitted for approval. We will be contacting customer once the check has been approved. All necessary documents have been received and the case is now being reviewed for possible reimbursement. If the customer calls in, please advise them that the documents were received and that they can expect a decision within 30-60 days from today's date.
10/05/2020	Address on the RO did not match. Verify updated address before issuing the check.
10/05/2020	Customer advised to have it shipped to the address on file: Processing \$831.66 for X88 extended warranty reimbursement. Check has been submitted for approval. We will be contacting customer once the check has been approved. All necessary documents have been received and the case is now being reviewed for possible reimbursement. If the customer calls in, please advise them that the documents were received and that they can expect a decision within 30-60 days from today's date.

Email(s)

Date	10/05/2020	Subject	Recall Reimbursement Request from Brandsite
From	uscustomercare@fcagroup.com	To	
		Sent Date/Time	10/05/2020 17:40 PM

Hi Thomas,

I have completed the reimbursement review. I would like to ask for your updated address since our record and the address on the repair order did not match. I just want to make sure that the check will be set to the right address.

Regards,

Barbie
FCA Reimbursement Specialist

Date	10/05/2020	Subject	Re: Recall Reimbursement Request from Brandsite
From		To	uscustomercare@fcagroup.com
		Sent Date/Time	10/05/2020 18:01 PM

Barbie, the notice was sent to the correct address: [REDACTED] When will the check be sent out? Thx, Tom

> On Oct 5, 2020, at 1:40 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:

>

> Hi Thomas,

>

> I have completed the reimbursement review. I would like to ask for your updated address since our record and the address on the repair order did not match. I just want to make sure that the check will be set to the right address.

>

> Regards,

>

> Barbie

> FCA Reimbursement Specialist

>

[REDACTED]

Date	10/06/2020	Subject	Re: Recall Reimbursement Request from Brandsite [REDACTED]
From	uscustomercare@fcagroup.com	To	[REDACTED]
		Sent Date/Time	10/06/2020 19:11 PM

Dear [REDACTED]

Thank you for contacting JEEP Customer Care. We are happy to assist you with regards to your concern. Your satisfaction is important to us!

We are pleased to inform you that we have approved a total of \$831.66 for the X88 extended warranty reimbursement. We will be sending the check to the mailing address on file for you. Please allow 30 calendar days for the check to arrive.

Please don't hesitate to contact us for any other concerns. Thank you for your continued business with JEEP Automobiles.

Sincerely,

Barbie

FCA Reimbursement Specialist

[REDACTED]

Date	10/06/2020	Subject	Re: Recall Reimbursement Request from Brandsite [REDACTED]
From	[REDACTED]	To	uscustomercare@fcagroup.com
		Sent Date/Time	10/06/2020 19:58 PM

Thank you very much

Sent from my Verizon Motorola Droid

On Oct 6, 2020 3:11 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:

Dear Thomas,

Thank you for contacting JEEP Customer Care. We are happy to assist you with regards to your concern. Your satisfaction is important to us!

We are pleased to inform you that we have approved a total of \$831.66 for the X88 extended warranty reimbursement. We will be sending the check to the mailing address on file for you. Please allow 30 calendar days for the check to arrive.

Please don't hesitate to contact us for any other concerns. Thank you for your continued business with JEEP Automobiles.

Sincerely,

Barbie

FCA Reimbursement Specialist

[REDACTED]

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2015	Brand	JEEP
Body	WKTH74	Vehicle	JEEP GRAND CHEROKEE LAREDO 4X2		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	10/05/2020	CAIR Type	Regular	Status	Closed
Close Date	01/05/2021	Origin	Brand Site	Reason	assistance
Mileage	67,900 Miles	Market	U	Language	English

Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	San German	Caller Country	USA	Caller Postal Code	

Customer					
Customer Address					
	SAN GERMAN		PR		USA

Dealer		Dealer Phone	
Dealer Address			

Dealer Zone		Sales District		Service District	
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Subject	broken head rest				
Synopsis	closing				
Customer Anomaly	Interior				

	Seat Headrest				
Contact Reason	C76	Technical Aspects Of Parts	Customer Anomaly	169	Seat headrest issues

Reason Code	After Sales - Information & Assistance requests - Parts - Parts - Technical aspects				
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Case Status History

Create Date	Status
10/05/2020 01:14 AM	New
10/09/2020 05:01 PM	Open
10/09/2020 05:05 PM	Suspended
10/31/2020 04:05 AM	Open
11/17/2020 12:24 PM	Suspended
12/05/2020 05:00 AM	Open
12/08/2020 06:45 PM	Suspended
12/31/2020 05:00 AM	Open
01/05/2021 12:32 PM	Suspended
01/05/2021 03:23 PM	Closed

Initial Description

hi, my passenger head rest of the seat pop up and hit my wife head during I driving.

Case Comments

Date	Comment
10/09/2020	Referred to dealer, goodwill approved
10/29/2020	Vehicle has arrived at dealership CABRERA GRUPO AUTOMOTRIZ and attended by dealer employee
10/29/2020	Vehicle repaired

Email(s)

Date	10/05/2020	Subject	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomer@fcagroup.com	To		Sent Date/Time	10/05/2020 01:14 AM
Your inquiry has been received by the Mopar Customer Care. We appreciate your contact with us and look forward to getting back with you as soon as possible.					
To ensure a prompt response, please add to your Safe Senders list, Address Book or Contact List, Please also monitor your Junk Mail or Spam Folder for our response.					
Should this matter be urgent, or if you desire a quicker response, please contact us by phone to discuss your issue with one of our Mopar Advisors.					
Mopar Brand: 800-247-9753					
FCA Brand : 800-247-9753					
For any future communication related to this email, please refer to reference number					
Sincerely,					
The Mopar Brand					
To view the Mopar Privacy Policy, visit					

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2014	Brand	JEEP
Body	WKJH74	Vehicle	JEEP GRAND CHEROKEE LAREDO 4X4		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	10/05/2020	CAIR Type	Regular	Status	Closed
Close Date	10/12/2020	Origin	Telephone	Reason	
Mileage	54,032 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					
	BETHLEHEM	PA			USA
Dealer	23179	KELLY CHRYSLER DODGE JEEP		Dealer Phone	6109672101
Dealer Address	501-23 STATE AVE				
	EMMAUS	PA	18049 3051	USA	
Dealer Zone	Mid Atlantic	Sales District		Service District	E
Subject	Reimbursement				
Synopsis	No Response or no required action from customer				
Customer Anomaly					
Contact Reason	C87	Warranty Repair Reimbursement	Customer Anomaly		
Reason Code	After Sales - Complaint - Warranty - Reimbursement request - Repair carried out and paid by Customer				

Case Status History

Create Date	Status
10/05/2020 01:37 PM	Open
10/05/2020 01:40 PM	Suspended
10/12/2020 01:45 PM	Closed

Initial Description

Cst stated the active head restraint deployed and she paid to have it fixed out of pocket and she just received a letter in the mail that the coverage for it was extended so she's seeking reimbursement.

Case Comments

Date	Comment
10/05/2020	Summary of Conversation: Does Caller have these documents: Yes Select the address of the Repair Payer: Owner Mailing address: Street City: BETHLEHEM State: PA Zip: Country: USA Mileage at the time of Repair: 52,444 Date of Repair: August 15, 2020 Repair Facility: Kelly Buick GMC Chrysler Amount of Reimbursement Request: \$993 Does the caller currently own the vehicle? Yes How Caller paid for the repairs? Credit Card How will Caller submit the documents? Email Select the email address of Repair Payer: Caller

Email(s)

Date	Subject	From	To	Sent Date/Time
10/05/2020	Documents required for Reimbursement Request	uscustomercare@fcagroup.com		10/05/2020 13:40 PM

Case Dear ,

Thank you for your recent inquiry regarding reimbursement consideration for repairs made on your VIN.

Please forward your original repair order and proof of payment receipt by replying to this email.

Proof of payment consists of credit card receipt, front and back of cancelled check, repair order stamped "paid in full", credit card/bank statement, or cash register receipt if cash was paid.

We will review the matter when we receive the documents and contact you with the response.

Sincerely,
Jenny
Customer Care, FCA.

This investigation document contains the first fifty pages. You may request the full version through NHTSA.ODI.CED@dot.gov. Requests are answered as resources allow and in the order they are received.