

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2013	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Open Date	07/03/2013	CAIR Type	Warranty Litigation	Status	Closed
Close Date	07/23/2013	Origin	Telephone	Reason	New Problem
Mileage	240 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City	BROOKLYN	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	BROOKLYN	NY			USA
Dealer	23153	WESTBURY JEEP CHRYSLER DODGE, INC	Dealer Phone	5169973900	
Dealer Address	100 JERICHO TPKE				
	JERICHO	NY	11753 1004	USA	
Dealer Zone	Northeast	Sales District		Service District	H
Subject	Faulty wiring caused open flames in rear of vehicle				
Synopsis					
Customer Anomaly					
Contact Reason	C205	Fire in Vehicle	Customer Anomaly		
Reason Code	After Sales - Complaint - Product - Fire in Vehicle - Additional details				

Case Status History

Create Date	Status
07/03/2013 12:52 AM	Open
07/03/2013 06:50 PM	Closed
07/09/2013 03:23 PM	Reopen
07/10/2013 11:58 AM	Closed
07/10/2013 08:47 PM	Reopen
07/12/2013 05:32 PM	Closed
07/23/2013 12:24 PM	Reopen
07/23/2013 06:14 PM	Closed

Initial Description

0208000000-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,Faulty wiring caused open flames in rear of vehicle
 0444000000-Corporate,Property Damage,Default,Default,Default,Property Damage,Property Damage
 0427000000-Corporate,CNA Change,Default,Default,Default,Request for CNA Change,Removed customer's email address
 0100003500-Product,Unknown,Unknown,Fire,Unknown,Fire in Product,Faulty wiring caused open flames in rear of vehicle

Case Comments

Date	Comment
07/03/2013	1. Who is calling and what is their contact information? Customer Preferred: Alternate: 2. What happened? Customer states that he was driving down the road and he noticed smoke coming out of the rear end of his vehicle. Customer called roadside. Customer states that they have said there was faulty wiring the vehicle and they had to disconnect the battery. Customer states that he went through his insurance company to have the vehicle towed to Manhattan Jeep. Customer states that they refused to provide any type of help until either tomorrow or later that week. Customer is very displeased that he will be out of a vehicle and expects Chrysler to pay for rental, towing and all costs involved with fixing the vehicle. 3. What is the current location of the vehicle? Manhattan Jeep Chrysler Dodge 630 West 55th Street New York, New York
07/03/2013	***** Per OGC Matrix, reassigned to 82T.
07/03/2013	7/3/13 ASSIGNED TO RLG92. PAG
07/03/2013	CAIR NUMBER REQUEST EAA INSPECTION 07-03-2013 14:50
07/03/2013	CAIR NUMBER E-MAIL SENT TO EAA 07-03-2013 14:50
07/03/2013	Briefly summarize why the customer is contacting Chrysler: Customer seeking a rental. Customer states that they can not believe they are not getting any help as they just purchased this vehicle two months ago. Agent informed the customer that because they have a special investigations case opened up on the vehicle we are not able to provide a rental. Agent informed the customer they would have to go through their insurance company for a rental. Customer states that this is not their insurance company's issue. Customer states that it will cost them money to go through the insurance company and feels that Chrysler should be giving them a vehicle. Agent apologized and advised them unfortunately we are not providing a rental for this situation a case manager is looking into their case and from their end there is not much that can be done. Customer hung up on the agent. Briefly summarize what the customer is expecting: Customer seeking rental vehicle.
07/05/2013	CCRG Open Date: 07/03/2013 12:31:29
07/09/2013	Letter Sent: Acknowledgement 07/08/2013 07:35:59
07/09/2013	PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/08/13 AT 23:09:46 23642307
07/09/2013	Owner seeking status update. Per OGC Matrix, reassigned to 82T.
07/10/2013	Customer calling seeking if there is any way the customer could get rental. Agent informed the customer that rental is not normally included in SI cases but agent will leave a note inside the case for the case manager to see and leave the choice up to the case manager for the option of rental. Agent restated that NORMALY rental is not provided. Customer stated she is not happy with the amount of time this is taking on her new vehicle and that is issue should not of happened.

Date	Comment
07/10/2013	7-10-13 UPDATED CCRG FILE & CASE MANAGER. PAG
07/11/2013	***** Customer called for update on his case. Agent advised letter sent 07/08/13 (line 38). Customer extremely upset and not happy with the length of time this is taking and he is paying for rental. Customer states this is not something that should have happened with a brand new vehicle. Customer disconnected call.
07/11/2013	Customer calling back, is getting very frustrated no one is calling customer back. Customer has not received letter sent and waiting on an answer Reassigned 82S
07/11/2013	CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED Dealer - By-Pass
07/11/2013	Customer called customer, left voice mail on [REDACTED], provided Jay - JSS15 - 586-274-8171 (7:30 am - 4:15 ET, M-F) as per Answer
07/11/2013	Customer called in to speak with her case manager. Writer placed customer on hold to inform with T/L that we could not find case manager's ext. T/L advised writer to transfer customer's call over to JSS15. Writer informed customer that she can transfer customer over to a case manager's VM.
07/11/2013	Caller states that he was called and provided with a phone number to some one named Jay. The message did not have the full number, can that be provided? Agent provided information as per line 63.
07/11/2013	***** Per OGC Matrix, reassigned to 82T.
07/11/2013	Customer called to find what the letter that she was advised is in the mail states. Agent advised that we do not know what the letter states. Agent advised that we can only advise to allow more time to receive the notice in the mail.
07/11/2013	Briefly summarize why the customer is contacting Chrysler: Customer called in wanting to speak with someone that can help her as she states that she has left several messages for her case manager and he has not called the customer back. Agent advised the customer that she needs to wait for the case manager on her file to call her back. Customer states that she needs a rental vehicle. Agent advised customer that the previous agent has refused rental. Agent advised customer that we cannot provide a rental vehicle for this matter. Briefly summarize what the customer is expecting: Customer called seeking answers to the incident and wanted a rental vehicle.
07/12/2013	Customer called back inquiring about a rental. Customer states that she did receive a letter in the mail about her issue advising her to wait for 12 days from date on the letter. Customer states that she does not feel she should have to wait for so long for a vehicle. Customer wants a rental but however is unable to obtain one out of pocket. Agent advised customer of lines 25-28 and advised that due to the nature of the issue Chrysler CAC is unable to provide rental. Customer is getting more and more frustrated with this issue. Customer states that she has called the number on the letter that was provided however it seems as though no one wants to answer the phone. Customer states that she attempted to contact the case manager but he is going on vacation today. Agent again advised that at this point Chrysler CAC is unable to assist in the matter and to contact the number she has been provided.
07/12/2013	Customer called back adamant to receive a rental vehicle. Agent advised that she MUST speak with her SI case manager JAY. Customer states that Jay's voicemail says that he is on holidays. Agent advised customer that the only information provided is that a transfer to voicemail can be provided. Customer declined transfer.
07/12/2013	Update on ruling requested by dealer
07/12/2013	7/12/13 UPDATED CCRG FILE & CASE MANAGER. PAG
07/12/2013	Briefly summarize why the customer is contacting Chrysler: Customer called in to be transferred to case manager. Agent transferred customer to jss15 as per line 67 Briefly summarize what the customer is expecting: to speak to a case manager
07/15/2013	Customer is calling and stating that she has been trying to get ahold of her case manager. Customer is stating that she is aware that the 2 case managers in this department are off on vacation. Customer is stating that she never received a call from either of the CM before they left for vacation. Customer is very upset about this issue. Agent tried to get customer in contact with CM was no one was available. Customer is needing this case looked into by someone in SI department and called back as soon as possible.
07/18/2013	Briefly summarize why the customer is contacting Chrysler: Customer is seeking to speak with someone in CM because her CM is still on vacation. Briefly summarize what the customer is expecting: Agent advised customer PAG45 could not be located as no contact information was provided. Customer accused Chrysler of making up information to get her to stop calling. Agent advised that CM JSS15 will be in contact after returning from vacation, and that there would not be anyone else able to help her case. Customer is documenting everything as she plans to use it in court.
07/23/2013	*****
07/23/2013	Owner seeking update. [REDACTED] Per OGC Matrix, reassigned to 82T.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2013	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Open Date	07/05/2013	CAIR Type	Regular	Status	Closed
Close Date	07/23/2013	Origin	Telephone	Reason	New Problem
Mileage	200 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City	BROOKLYN	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	BROOKLYN		NY		USA
Dealer	69062	ALFA ROMEO FIAT OF MANHATTAN	Dealer Phone	2127656633	
Dealer Address	629 W 54TH STREET				
	NEW YORK		NY	10019 3584	USA
Dealer Zone	Northeast	Sales District		Service District	G
Subject	awaiting diagnosis				
Synopsis					
Customer Anomaly	Battery				
	Additional details				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	102	Battery Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/05/2013 05:10 PM	Open
07/05/2013 05:19 PM	Closed
07/08/2013 05:25 PM	Reopen
07/09/2013 03:22 PM	Closed
07/22/2013 07:50 PM	Reopen
07/23/2013 12:23 PM	Closed

Initial Description

0444000000-Corporate,Property Damage,Default,Default,Default,Property Damage,Property Damage
0427000000-Corporate,CNA Change,Default,Default,Default,Request for CNA Change,Removed customer's email address
0100003500-Product,Unknown,Unknown,Fire in Product,Faulty wiring caused open flames in rear of vehicle
0108100000-Product,Electrical,Battery,Other,Default,Battery Inquiry,awaiting diagnosis

Case Comments

Date	Comment
07/05/2013	Briefly summarize why the customer is contacting Chrysler:Customer is seeking rental. Customer states vehicle is currently at DLR 26062 Manhattan Jeep Chrysler Dodge 630 West 55th Street New York, New York Vehicle is currently awaiting diagnosis and in Special Investigations status. Customer is very upset and now just wants to get rid of vehicle. Customer states he should have at least been given a rental or loaner. Briefly summarize what the customer is expecting:Resolution and rental assistance
07/08/2013	Customer called seeking information about the Case. Agent called the DLR for more information. Spoke with SM Brad who had advised that the Advisor that is working on the vehicle was out to lunch. SM advised to call back after to speak with Brian the Service Advisor that is working with the vehicle. Customer states that he is looking for a rental vehicle while his vehicle is being repaired. Agent found that the Customer will need to go through his Insurance for a rental vehicle. Agent advised that he call the DLR to follow up with the Case. Customer call-back #
07/08/2013	Customer calling because they feel they should be put in a rental vehicle. Agent read customer lines 19-20 and advised customer he would be getting a call back by WL148.
07/09/2013	Unable to call back DLR. Reason for Dealer Contact: Agent was trying to follow up with Brian after the vehicle was inspected by the Insurance to find out what is happening with the vehicle. Dealer Code: 23153 Dealer Personnel Required: Brian Customer's Preferred Method of Contact: phone Customer Phone Number (Morning): Customer Phone Number (Evening) Customer Email address: Reason for assigning to Resolution Team: Unable to call back DLR. Assigned to 86T
07/09/2013	Customer called back for an update on his Case. Writer explained that our Special Investigations department is handling this case and that writer will document that customer wants a call back today in regards to his case. Customer said he is paying for a rental and realizes this issue has to be investigated but that he needs a vehicle while the investigation is being done. Writer said she will note this in his file.
07/09/2013	Reassigning to 82S.
07/09/2013	See prior Cair.
07/17/2013	***** Briefly summarize why the customer is contacting Chrysler: Customer asked for supervisor. Customer had a fire in the vehicle. Customer stated the vehicle has been in the shop for two weeks. Customer stated an investigator looked at the vehicle and no one has called back. Customer stated he is very upset as the only two CM's are both on vacation. Customer would like know what is happening with the vehicle. Briefly summarize what the customer expecting: Customer is asking for alternate transportation. Customer will no go to an attorney. Writer reviewed with TL DF314. ***** Cair will be sent for further review.
07/22/2013	CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED Dealer - By-Pass
07/22/2013	***** Writer reviewed with TL DF314. Writer advised the supervisor Dave is going to speak with his superior for further assistance. Customer stated he will not hang up the phone as he has been told for the past three weeks he has been promised someone will call him back. Customer stated he has a brand new vehicle with problems and still does not have any responses. Writer advised a letter had been

Date	Comment
	sent 07/08/13. Customer stated the letter had only a phone number and an answer would follow in twelve days. Customer stated he is building a case. Customer stated the vehicle has been at the dealership for three weeks with no information. Customer stated the vehicle is at Manhattan Chrysler. ***** Writer advised the customer the on site Chrysler representative was contacted and is in transit today. Customer stated he spoke with James at Chrysler Manhattan who stated they need a couple of more days and hung
07/22/2013	up when the customer asked more questions. Customer stated he understands the file will be reviewed and will get a call back no one calls. Writer advised the information has been forwarded. Customer asked for the name of the person. Writer advised Dan. Customer ended the call. ***** Customer stated the vehicle is at Manhattan Chrysler and not Westbury. Writer located the dealership in the previous cair: Manhattan Jeep Chrysler Dodge 15 630 West 55th Street 16 New York, New York
07/22/2013	Writer will reassign to DCP15 for further handling.
07/23/2013	Customer contacted Chrysler seeking information on his case. Agent provided information on the case. Customer kept requesting information that the agent could not provide. Customer requested to speak to a supervisor. Agent advised the customer several times that a supervisor callback will occur within one business day. Customer states that he has heard this before and never received a call and therefore will stay on the line until he talks to a supervisor. Agent transferred the customer to LH801 for further assistance.
07/23/2013	*****SUPERVISOR CALL***** Customer stated that they will be recording the conversation and nothing writer will say will stop them from doing so. ** Customer stated that when they called on 7/5/13 the requested an investigation and rental. ** Writer advised that typically rental is provided when the vehicle's repairs are under warranty and anything that is sent to another department for issues such as the customer is experiencing do not receive a rental. ** Customer requested an address that they can send a letter to get a transcript of the file. ** Writer provided the address as per ID [REDACTED], but advised that this may not be helpful to the customer as this is typically used for goodwill declines. ** Customer understood ** Customer requested new information regarding their case. ** Writer apologized but explained that the information was sent earlier today and we are still waiting for a response ** Writer advised that writer will watch the file and contact the customer tomorrow afternoon. ** Customer no longer knows what they want from Chrysler as they have completely lost their faith.
07/23/2013	Contacted JSS15 and PAG45 for assistance; please hold for updates dcp15
07/23/2013	This is being handled on prior Cair. _
07/23/2013	7/23/13 UPDATED CCRG FILE & CASE MANAGER. PAG _
07/23/2013	Caller seeking information on Case status and wanted to speak with supervisor Laura. Agent transferred to Laura
07/24/2013	Customer is demanding that DCP15 contact them ** Writer explained the process and the customer understood ** Customer states that they will be sending a letter ** Writer advised as per notes in CAIR [REDACTED] that the case has been further escalated and the legal team is involved.
07/24/2013	Customer demands that writer or someone in Corporate Chrysler explain to their [REDACTED] year old daughter as to why she has to stay at home during here holidays when she was promised that she could go camping.
07/24/2013	Customer seeks a callback from supervisor Laura at Phone No : [REDACTED] .

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VIN		Model Year	2013	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Open Date	07/31/2013	CAIR Type	Regular	Status	Closed
Close Date	09/16/2013	Origin	Telephone	Reason	New Problem
Mileage	242 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City	BROOKLYN	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	BROOKLYN	NY	11219-2745	USA	
Dealer	23153	WESTBURY JEEP CHRYSLER DODGE, INC		Dealer Phone	5169973900
Dealer Address	100 JERICHO TPKE				
	JERICHO	NY	11753 1004	USA	
Dealer Zone	Northeast	Sales District		Service District	H
Subject	Electrical Inquiry				
Synopsis					
Customer Anomaly	Electronics				
	Gear Electronics				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	13	Vehicle transmission shifting issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/31/2013 03:06 PM	Open
09/16/2013 05:03 PM	Closed

Initial Description

0417000000-Corporate,Repurchase,Default,Default,Default,Repurchase,Repurchase
0108000000-Product,Electrical,Unknown,Other,Default,Electrical Inquiry,Electrical Inquiry

Case Comments

Date	Comment
07/31/2013	customer called requesting an update from case manager Writer advised customer file was updated and case manager will get back to him
08/03/2013	8/2/13: writer spoke with the customer and informed him of the replacement/repurchase process. Customer to provide registration and contact the dealer. Current vehicle is located at Manhattan Jeep.....tgr
08/03/2013	8/2/13: writer faxed the instruction packet to Michael Goldberg at Westbury.....tgr
08/05/2013	08/05/13 Fire- emailed Tim Bauer with Chrysler to review the photos posted to determine if the vehicle should be sold for parts or if an estimate is needed for possible repairs. kl
08/07/2013	8/7/13: writer spoke with the Customer and again went over the terms of a replacement and a repurchase. Customer to see if a replacement can be processed on this leased vehicle.....tgr
08/08/2013	08/08/13 Per email from Tim Bauer with Chrysler "Please get estimates for possible repair of this unit." Writer will request once vehicle has surrender has taken place. kl Estimate
08/14/2013	8/13/13: writer to now process case as a lease repurchase. Writer to
08/14/2013	obtain payoff information from Ally.....tgr
08/14/2013	8/14/13: writer contacted Ally and spoke with Dora. She will provide writer with the payoff information.....tgr
08/20/2013	8/20/13: left a message for fleet manager as Michael Goldberg not in at Westbury. Writer needing the lease agreement that includes customer's name and vehicle. It appears the one the customer provided whited out his name and vin number.....tgr
08/23/2013	8/22/13: writer received lease agreement that includes customer's name and vehicle. Submitted package for approval.....tgr
08/28/2013	8/28/13: left a message for the customer requesting a return call to inform him of the repurchase numbers.....tgr
08/29/2013	8/28/13: writer spoke with customer and customer agrees to the repurchase numbers. However, if Ally does not reimburse him the overpayment for the 2 additional payments he will have had to pay writer to request supplemental for customer once valid documentation provided.....tgr
09/09/2013	9/9/13: awaiting check from Chrysler.....tgr
09/11/2013	9/11/13: writer informed Michael Goldberg at Westbury that the customer's
09/11/2013	check and paperwork have been mailed.....tgr
09/16/2013	9/16/13: writer left a message for Michael Goldberg at Westbury to find out if the customer completed the repurchase process.....tgr
09/19/2013	9/18/13: writer e-mailed Michael Goldberg at Westbury to find out if the customer completed the repurchase process.....tgr
09/19/2013	9/18/13: writer was informed by Michael Goldberg at Westbury that the customer has a tentative appointment to complete the process on 9/24.....tgr

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2013	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Open Date	08/15/2013	CAIR Type	Regular	Status	Closed
Close Date	09/16/2013	Origin	Telephone	Reason	New Problem
Mileage	242 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City	BROOKLYN	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	BROOKLYN	NY		USA	
Dealer	23153	WESTBURY JEEP CHRYSLER DODGE, INC	Dealer Phone	5169973900	
Dealer Address	100 JERICHO TPKE				
	JERICHO	NY	11753 1004	USA	
Dealer Zone	Northeast	Sales District		Service District	H
Subject	Electrical Inquiry				
Synopsis					
Customer Anomaly	Electronics				
	Gear Electronics				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	13	Vehicle transmission shifting issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/15/2013 03:39 PM	Open
09/16/2013 05:02 PM	Closed

Initial Description

0417000000-Corporate,Repurchase,Default,Default,Default,Repurchase,Repurchase
0108000000-Product,Electrical,Unknown,Other,Default,Electrical Inquiry,Electrical Inquiry

Case Comments

Date	Comment
08/15/2013	opened cair to pay customer.....tgr
08/20/2013	8/20/13: left a message for fleet manager as Michael Goldberg not in at Westbury. Writer needing the lease agreement that includes customer's name and vehicle. It appears the one the customer provided whited out his name and vin number.....tgr
08/23/2013	8/22/13: writer received lease agreement that includes customer's name and vehicle. Submitted package for approval.....tgr
08/28/2013	8/28/13: left a message for the customer requesting a return call to inform him of the repurchase numbers.....tgr
08/29/2013	8/28/13: writer spoke with customer and customer agrees to the repurchase numbers. However, if Ally does not reimburse him the overpayment for the 2 additional payments he will have had to pay writer to request supplemental for customer once valid documentation provided.....tgr
08/30/2013	Estimate 08/30/13 Emailed Tim Bauer with Chrysler "Per Service Manager John, repairs for the fire damage were repaired under warranty EXCEPT the HDMI cable. The fire supposedly started at the HDMI cable and the customer claims it is original factory equipment, but the dealership cannot find record that is was and is unable to order/replace it. How should we proceed with this information?" kl
09/09/2013	9/9/13: awaiting check from Chrysler.....tgr
09/11/2013	9/11/13: writer informed Michael Goldberg at Westbury that the customer's check and paperwork have been mailed.....tgr
09/12/2013	09/11/13: Mailed out surrender packet and customer check via UPS 2nd day air. mad
09/16/2013	9/16/13: writer left a message for Michael Goldberg at Westbury to find out if the customer completed the repurchase process....tgr
09/19/2013	9/18/13: writer was informed by Michael Goldberg at Westbury that the customer has a tentative appointment to complete the process on 9/24.....tgr
09/25/2013	09/25/13: Sent payoff check via UPS 2nd day air. mad
09/30/2013	09/30/13 Writer emailed Tim Bauer with Chrysler "Please forgive me, but it appears the vehicle was surrender took place at Westbury #23153. It seems the customer took possession of the vehicle after the fire damage repairs were made at Manhattan and they put 2K miles on the van after the repairs. Do we even want to bother with checking given that information?" kl
10/07/2013	10/07/13 Emailed Tim Bauer with Chrysler for status of vehicle inspection. kl
10/11/2013	10/11/13 Per email from Tim Bauer with Chrysler "I say we drop the inspection since the customer took it back following repair. I have not heard anything back from the BC." Transporting to Auction for marshalling. kl

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2014	Brand	CHRYSLER
Body	RTYR53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING-L WAGON		
Open Date	05/16/2014	CAIR Type	Warranty Litigation	Status	Closed
Close Date	05/20/2014	Origin	Telephone	Reason	New Problem
Mileage	50 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address	653 PEMBERTON RD			Source	Customer
Caller City	GROSSE POINTE PA	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	GROSSE POINTE PA	MI		USA	
Dealer	45531	RAY LAETHEM CHRYSLER DODGE JEEP		Dealer Phone	3138847210
Dealer Address	18001 MACK AVE				
	DETROIT	MI	48224 1475	USA	
Dealer Zone	Great Lakes	Sales District		Service District	A
Subject	2				
Synopsis					
Customer Anomaly	Electronics				
	Gear Electronics				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	13	Vehicle transmission shifting issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/16/2014 02:00 PM	Open
05/20/2014 01:00 PM	Closed

Initial Description

0208000000-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,2
0444000000-Corporate,Property Damage,Default,Default,Default,Property Damage,Property Damage
0100003545-Product,Unknown,Unknown,Fire,Interior,Fire in Interior,Fire in Interior
0108000000-Product,Electrical,Unknown,Other,Default,Electrical Inquiry,2

Case Comments

Date	Comment
05/16/2014	Please inspect vehicle for possible fire. Owner claims smoke filled inside of vehicle. Vehicle located at Ray Laethem customer just took delivery yesterday.jad
05/20/2014	***** 05.20.14 >> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact) VEHICLE LOCATED AT:
05/20/2014	RAY LAETHEM CHRYSLER DODGE JEEP CJDTR 18001 MACK AVE DETROIT MI 48224 313-884-7210
05/20/2014	Per OGC Matrix, reassigned to 82t for their review and handling. MG17
05/20/2014	5/20/14 ASSIGNED TO RLG92. PAG
05/20/2014	CAIR NUMBER 25027910 REQUEST EAA INSPECTION 05-20-2014 09:00
05/20/2014	CAIR NUMBER 25027910 E-MAIL SENT TO EAA 05-20-2014 09:00
05/22/2014	CCRG Open Date: 05/20/2014 07:42:30 Letter Sent: Acknowledgement 05/21/2014 13:15:06
05/28/2014	PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/28/14 AT 04:19:07 25027910
05/30/2014	Customer states he purchased a Town and Country and not 72 hours later the vehicle caught on fire. Customer states he purchased one 2 or 3 years ago and the same thing happened. Customer purchased this Town and Country 5/15/14. Customer does not want this vehicle and is not paying for this vehicle. The vehicle catches on fire. The vehicle is not safe the vehicle caught on fire with his children in the vehicle. Customer states his wife will not go near the vehicle. Customer will take this legally. Customer wants answers. Customer states he is not assisted by Chrysler. Customer is sending his attorney because he is not keeping this vehicle. The vehicle has 42 miles. Customer states he needs communication. Customer states it has been 2 weeks and no response for a 40 grand vehicle. Please contact the customer with this concern.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2014	Brand	CHRYSLER
Body	RTYR53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING-L WAGON		
Open Date	06/02/2014	CAIR Type	Regular	Status	Closed
Close Date	06/20/2014	Origin	Telephone	Reason	New Problem
Mileage	175 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City	GROSSE POINTE PA	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	GROSSE POINTE PA	MI		USA	
Dealer	26539	CUETER CHRYSLER JEEP DODGE LLC	Dealer Phone	7344342424	
Dealer Address	2448 WASHTENAW AVE				
	YPSILANTI	MI	48197 1503	USA	
Dealer Zone	Great Lakes	Sales District		Service District	O
Subject	Electrical Inquiry				
Synopsis					
Customer Anomaly	Electronics				
	Gear Electronics				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	13	Vehicle transmission shifting issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/02/2014 02:47 PM	Open
06/20/2014 03:24 PM	Closed

Initial Description

0417000000-Corporate,Repurchase,Default,Default,Default,Repurchase,Repurchase
0108000000-Product,Electrical,Unknown,Other,Default,Electrical Inquiry,Electrical Inquiry

Case Comments

Date	Comment
06/03/2014	Customer contacted Chrysler and is seeking an update on his case. He does not want the vehicle and is getting frustrated as no one has contacted him. Agent referred to CAIR # and advised that he has received a letter and Chrysler legal is now investigating and working toward a decision. Customer stated that his wife will not drive the vehicle
06/05/2014	Writer called the customer and spoke with his wife briefly. Writer informed customer's wife that writer had another number and would call the customer at that number. Writer called customer at 2nd number and had to leave a message requesting a return call.
06/05/2014	Writer spoke with the customer and informed him of the repurchase process. The Customer to provide lease agreement and registration. Customer indicated his vehicle is leased with Chrysler Capital.
06/05/2014	Chrysler requesting entire USB panel shipped to Ron Leach. Vehicle located at Ray Laethem CDJR 45531.
06/05/2014	Fire- emailed Tim Bauer with Chrysler to review the photos posted to determine if the vehicle should be sold for parts or if an estimate is needed for possible repairs.
06/06/2014	Per email from Tim Bauer with Chrysler "Please get an estimate for repairs."
06/10/2014	Partially determined the repurchase numbers. Need the payoff info from Chrysler Capital. Emailed TW at Chrysler Capital requesting above. Emailed the customer informing him of status.
06/11/2014	Submitted package for approval and check request.
06/16/2014	sent surrender docs overnight via UPS
06/20/2014	Writer tracked returned UPS package and it is scheduled for delivery today. Once writer can confirm all documents were signed correctly writer will mail the payoff check.
06/20/2014	Spoke with SA Rob at Ray Laethem Chrysler Dodge Jeep Ram, he will provide estimate but must take USB panel out to do that. Writer advised to wait until surrender complete. Informed Ron Leach with Chrysler wants the USB panel once it comes out. MS checking on address for Ron and if he stills wants the part.
06/25/2014	The repurchase transaction has been completed. Vehicle is releasable and the to-do forwarded to the title department and for mailing of the payoff check.
06/25/2014	sent payoff check 2 day ups
06/25/2014	** Payoff sent ups ground
06/25/2014	LVM for SA Rob at Ray Laethem Chrysler Dodge Jeep Ram to call me, ready to move forward with the estimate.
06/25/2014	Spoke with SA Rob at Ray Laethem CDJR, he will prepare estimate and send to me. Faxed Ron Leach address so dealership can send USB panel to him. Advised Rob all charges go to Warranty.
07/08/2014	LVM with SA Rob at Ray Laethem CDJR, inquiring whether the estimate was complete for the fire damage.
07/10/2014	Spoke with SA Rob at Ray Laethem CDJR, estimate is done. Will fax over.
07/11/2014	

Date	Comment
	Tim Bauer with Chrysler approved the \$1695 estimate. LVM with SA Rob at Ray Laethem CDJR advising estimate approved and whether they'd like to proceed with repairs.
07/11/2014	Spoke with SA Rob at Ray Laethem CDJR, he agreed to complete the repairs. He mentioned they have 2.5 additional hours of labor in diagnostics. Informed to submit all to warranty.
07/25/2014	Spoke with Lane Manager Vince at Ray Laethem CDJR, repairs still in process. Hoping to be complete by 7/30.
07/31/2014	Spoke with SM Rob at Ray Laethem CDJR, parts came in while he was gone last week but nobody knew what to do. He's hoping repairs will be complete tomorrow afternoon.
08/08/2014	LVM with SM Rob at Ray Laethem CDJR, inquiring whether repairs are complete. Need an invoice.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2014	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Open Date	06/27/2014	CAIR Type	Regular	Status	Closed
Close Date	07/09/2014	Origin	Telephone	Reason	New Problem
Mileage	34,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Mobile	
Caller Address		Source	Customer		
Caller City	TACOMA	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	TACOMA	WA		USA	
Dealer	X7439	EAN HOLDINGS - SEATTLE		Dealer Phone	2064333940
Dealer Address	600 CORPORATE PARK DR				
	ST LOUIS	MO	63105 4204	USA	
Dealer Zone		Sales District		Service District	
Subject	customer stated car started on fire				
Synopsis					
Customer Anomaly					
Contact Reason	C205	Fire in Vehicle	Customer Anomaly		
Reason Code	After Sales - Complaint - Product - Fire in Vehicle - Additional details				

Case Status History

Create Date	Status
06/27/2014 07:53 PM	Open
07/09/2014 03:36 PM	Closed

Initial Description

0208000000-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,customer stated car started on fire
0444000000-Corporate,Property Damage,Default,Default,Default,Property Damage,Property Damage
0100003500-Product,Unknown,Unknown,Fire,Unknown,Fire in Product,customer stated car started on fire

Case Comments

Date	Comment
06/28/2014	VIN : 2 Owner Preferred and alternate phone numbers Customer plainly stated that she was looking for information on the following features on her car due to a fire. Wanting to know if she had them or not (as listed below) for her insurance company. Telescopic wheel: possibly Auto load: unknown Wire wheel: unknown Wire with cover: unknown Auxiliary fuel tank: unknown Port wheel 2tone paint deluxe - Monotone Paint Running boards: unknown Roll bar: possibly Grill guards: unknown positar traction: unknown I was unable to answer these questions precisely and gave information that I could based on user manuals booklet, vehicle tab in cair and features in VIP. Informed customer of CAIR # and that she would be receiving a call from a specialized unit with-in 1-2 business days to follow up with her. Customer provided no other details. Current location of vehicle. Geico Insurance lot Document complete physical address.: address verified as , TACOMA , WA- RE- Assign to 82S
07/03/2014	spoke to husband, he will try to locate and call back.
07/09/2014	Owner has not called back. file closed.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2013	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Open Date	07/03/2014	CAIR Type	Regular	Status	Closed
Close Date	07/03/2014	Origin	Telephone	Reason	New Problem
Mileage	4,193 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City	BROOKLYN	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	BROOKLYN	NY		USA	
Dealer	60489	BAY RIDGE CHRYSLER DODGE JEEP RAM		Dealer Phone	7188362600
Dealer Address	8825 5TH AVE				
	BROOKLYN	NY	11209 5901	USA	
Dealer Zone	Northeast	Sales District		Service District	E
Subject	Customer indicates that the wiring on their vehicle overheated and melted				
Synopsis					
Customer Anomaly	Electronics				
	Control Systems (BCM, etc.)				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	10	Body Control Module (BCM) issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/03/2014 07:12 PM	Open
07/03/2014 07:20 PM	Closed

Initial Description

0108909100-Product,Electrical,Body Wiring,Overheated,Default,Body Wiring - Overheated,Customer indicates that the wiring on their vehicle overheated and melted

Case Comments

Date	Comment
07/03/2014	Customer indicates that the wiring on their vehicle overheated and melted Briefly summarize why the customer is contacting Chrysler: Customer requesting rental coverage for the weekend as their vehicle is in the shop for warranty repair. Writer reviewed account and request. Writer contacted dealership and spoke with SM David regarding rental approval. SM David indicated that they do not have a rental contract with anyone under their new name yet and therefore cannot offer rental. Writer advised customer that the warranty does not cover rental as such any rental would be at the customers cost. Briefly summarize what the customer is expecting: Customer is expecting rental coverage.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2014	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Open Date	12/05/2014	CAIR Type	Warranty Litigation	Status	Closed
Close Date	12/17/2014	Origin	Telephone	Reason	New Problem
Mileage	1,172 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	MANSFIELD	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	MANSFIELD		OH		USA
Dealer	45266	BILL HARRIS CHRYSLER DODGE JEEP		Dealer Phone	4192892000
Dealer Address	2100 BANEY RD S				
	ASHLAND		OH	44805 8915	USA
Dealer Zone	Great Lakes	Sales District		Service District	H
Subject	Body Wiring - Defective				
Synopsis					
Customer Anomaly	Electronics				
	Control Systems (BCM, etc.)				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	10	Body Control Module (BCM) issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
12/05/2014 06:17 PM	Open
12/05/2014 07:28 PM	Closed
12/10/2014 08:10 PM	Reopen
12/17/2014 04:55 PM	Closed

Initial Description

0108900200-Product,Electrical,Body Wiring,Defective,Default,Body Wiring - Defective,Body Wiring - Defective

Case Comments

Date	Comment
12/05/2014	STAR FILE Case Id [REDACTED] "FOUND THE M36 FUSE BLOWN AND WHEN I REPLACED IT THE VEHICLE FILLED WITH SMOKE AND THERE WAS A FIRE AT THE 115V OUTLET BEHIND THE PANEL AND THE FUSE DID NOT BLOW AGAIN "
12/05/2014	***** 12.05.14
12/05/2014	Fire Vehicle Location: BILL HARRIS CHRYSLER DODGE JEEP 2100 BANEY RD S Ashland, OH 44805 Dealer 45266 Dealer Phone : 419-281-1155 Per OGC Matrix, reassigned to 82t for their review and handling. TGK
12/06/2014	12/5/14 ASSIGNED TO RLG92. PAG
12/06/2014	CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 12-05-2014 15:28
12/06/2014	CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 12-05-2014 15:28
12/07/2014	CCRG Open Date: 12/05/2014 14:27:48
12/09/2014	Letter Sent: Acknowledgement 12/08/2014 15:18:39
12/09/2014	PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 12/08/14 AT 21:41:07 26071931
12/11/2014	Customer informed a call back is required and will take place within 1-2 business days. Preferred Morning/Midday call back number is [REDACTED] Preferred Afternoon/Evening call back number is [REDACTED] Customer email address for case updates: [REDACTED] Who has possession of the vehicle? Dealership Is this a request for Lemon Law, buy-back or replacement? Replacement Reassigned to 82S Briefly summarize why the customer is contacting Chrysler: Customer stated that they feel that their vehicle is a safety hazard, and would like it replaced. Briefly summarize what the customer is expecting: Customer is seeking to have their vehicle replaced. Agent advised customer that someone from a higher department will be in touch with them within 1-2 business days, regarding the replacement of their vehicle.
12/11/2014	CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED Dealer - By-Pass
12/11/2014	***** Per OGC Matrix, reassigned to 82T.
12/17/2014	12/17/14 UPDATED CCRG FILE & CASE MANAGER. PAG

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2014	Brand	DODGE
Body	RTKM53	Vehicle	DODGE GRAND CARAVAN SXT WAGON		
Open Date	12/17/2014	CAIR Type	Warranty Litigation	Status	Closed
Close Date	01/21/2015	Origin	Telephone	Reason	New Problem
Mileage	34,211 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City	GARDEN CITY	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	GARDEN CITY	NY		USA	
Dealer	X7066	AVIS BUDGET CAR RENTAL-OrlandoAP	Dealer Phone	4078253752	
Dealer Address	6 SYLVAN WAY				
	PARSIPPANY	NJ	07054 3826	USA	
Dealer Zone		Sales District		Service District	
Subject	Fire in Product				
Synopsis					
Customer Anomaly					
Contact Reason	C205	Fire in Vehicle	Customer Anomaly		
Reason Code	After Sales - Complaint - Product - Fire in Vehicle - Additional details				

Case Status History

Create Date	Status
12/17/2014 08:51 PM	Open
12/19/2014 01:42 PM	Closed
01/15/2015 05:38 PM	Reopen
01/21/2015 03:51 PM	Closed

Initial Description

0444000000-Corporate,Property Damage,Default,Default,Default,Property Damage,Property Damage
0100003531-Product,Unknown,Unknown,Fire,Instrument Panel,Instrument Panel Fire,Instrument panel Caught fire.
0100003500-Product,Unknown,Unknown,Fire,Unknown,Fire in Product,Fire in Product

Case Comments

Date	Comment
12/18/2014	1. Who is calling and what is their contact information? Preferred:Daytime only 2. What happened? states the customer brought back the vehicle and explained that the panel just caught fire while driving. 3. What is the current location of the vehicle? AVIS BUDGET CAR RENTAL
12/18/2014	Briefly summarize why the customer is contacting Chrysler: Customer stated he is calling from avis budget and stated there customer brought back the vehicle and state the panel caught fire while driving and are looking to make a claim. Agent stated not a problem and took all the information down and asked when the best contact for you is. Agent stated sometime this week as im on holidays next week. Agent stated ok i will send this up and a case manger will be in contact 1-2 business days. Briefly summarize what the customer is expecting: Claim
12/19/2014	Vehicle Location:
12/19/2014	North Charleston, SC
12/19/2014	Contact: to arrange inspection. Cell:
12/19/2014	
12/19/2014	Per OGC Matrix, reassigned to 82T for their review and handling.
12/19/2014	
12/19/2014	P25 REAR QUARTER VENT WINDOW SWITCH SAFETY 06/11/2014 INCOMPLETE
12/19/2014	12/19/14 ASSIGNED TO RLG92. PAG
12/19/2014	CAIR NUMBER REQUEST EAA INSPECTION 12-19-2014 09:42
12/19/2014	CAIR NUMBER E-MAIL SENT TO EAA 12-19-2014 09:42
12/21/2014	CCRG Open Date: 12/19/2014 09:35:18
12/23/2014	Letter Sent: Acknowledgement 12/22/2014 11:20:29
12/31/2014	PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 12/31/14 AT 11:37:14 26137793
01/15/2015	Caller contacted CAC seeking an update on case. Advised customer that case is currently being handled by another department. Advised customer that request for contact would be noted, and that case would be forwarded to 82S for review. Writer verified customer contact information. Does customer's address match COIN (Y/N): If no, customer's current address: Customer's current phone number (Daytime) Customer's current phone number (Evening): Customer's email address Any additional information: CAIR assigned to 82S for contact request.
01/15/2015	CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED Dealer - By-Pass
01/16/2015	Per OGC Matrix, reassigned to 82T.
01/21/2015	1/21/15 UPDATED CCRG FILE & CASE MANAGER. PAG

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2015	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Open Date	12/23/2014	CAIR Type	Regular	Status	Closed
Close Date	01/08/2015	Origin	Telephone	Reason	New Problem
Mileage	8 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	ST LOUIS	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	ST LOUIS	MO		USA	
Dealer	63515	GLENDALE CHRYSLER JEEP DODGE RAM		Dealer Phone	3149655100
Dealer Address	10070 MANCHESTER ROAD				
	GLENDALE	MO	63122 1827	USA	
Dealer Zone	Midwest	Sales District		Service District	N
Subject	Fire in Product				
Synopsis					
Customer Anomaly					
Contact Reason	C205	Fire in Vehicle	Customer Anomaly		
Reason Code	After Sales - Complaint - Product - Fire in Vehicle - Additional details				

Case Status History

Create Date	Status
12/22/2014 11:10 PM	Open
01/08/2015 10:07 PM	Closed

Initial Description

0208000000-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,Vehicle rear quater panel caught on fire
0444000000-Corporate,Property Damage,Default,Default,Default,Property Damage,Property Damage
0100003531-Product,Unknown,Unknown,Fire,Instrument Panel,Instrument Panel Fire,Vehicle rear quater panel caught on fire
0100003500-Product,Unknown,Unknown,Fire,Unknown,Fire in Product,Fire in Product

Case Comments

Date	Comment
12/23/2014	1. Who is calling and what is their contact information? SM Jason from DLR 63515 Preferred:3149655100 Alternate:3149655100 2. What happened? Vehicle was in DLR yard and rear quater panel caught on fire before it was delievered to Customer
12/23/2014	Reassign to 82S
12/23/2014	GLENDALE CHRYSLER JEEP DODGE RAM
12/23/2014	10070 MANCHESTER ROAD
12/23/2014	ST LOUIS, MO, 63122
12/23/2014	3. What is the current location of the vehicle?
12/23/2014	*****
12/23/2014	PLEASE CONTACT AND ARRANGE INSPECTION TO DETERMINE CAUSE OF LOSS. PLEASE PROVIDE FULL FIRE REPORT, PHOTOS, POLICE/FIRE DEPT REPORT (if available) AND ANY OTHER PERTINENT INFORMATION. THANKS, LMM14
12/23/2014	CAIR NUMBER REQUEST EAA INSPECTION 12-23-2014 09:41
12/23/2014	CAIR NUMBER E-MAIL SENT TO EAA 12-23-2014 09:41
01/02/2015	PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/02/15 AT 09:01:18 26161507
01/08/2015	*****
01/08/2015	Reviewed report and photos. Fire started in area of RCA/HDMI/USB Inputs, possible short. It is suggested the vehicle be diverted from dealer inventory.
01/08/2015	Reassigned to Business Center for review and handling.
01/09/2015	BC Will process diversion ?????
01/14/2015	SM Jason called in seeking information in regards to the inspection. Agent apologized and advised SM to reach out to his BC. SM thanked agent and call ended.
01/22/2015	Diversion Processed. 1-22-2015 C J Jeffries

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2014	Brand	DODGE
Body	RTKM53	Vehicle	DODGE GRAND CARAVAN SXT WAGON		
Open Date	01/07/2015	CAIR Type	Warranty Litigation	Status	Closed
Close Date	01/14/2015	Origin	Letter	Reason	New Problem
Mileage	15,309 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	8432077160
Caller Address				Source	Customer
Caller City	GARDEN CITY	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	GARDEN CITY	NY		USA	
Dealer	49903	MONTEREY BAY CDJR/AVIS		Dealer Phone	4087242463
Dealer Address	PO BOX 651				
	PARSIPPANY	NJ	07054 0651	USA	
Dealer Zone	California	Sales District		Service District	Y
Subject	Legal CAIR				
Synopsis					
Customer Anomaly					
Contact Reason	C185	Customer Has A Legal Case And/Or An Attorney	Customer Anomaly		
Reason Code	After Sales - Information & Assistance Requests - Legal - Legal Request - Legal CAIR				

Case Status History

Create Date	Status
01/07/2015 08:16 AM	Open
01/14/2015 08:15 AM	Closed

Initial Description

0462000000-Corporate,Legal,Default,Default,Default,Legal CAIR,Legal CAIR

Case Comments

Date	Comment
01/07/2015	CCRG Case Open. Any call or communication related to the incident related in CAIR 2 should be forwarded through 82S/82T for handling
01/09/2015	CCRG Open Date: 01/07/2015 04:16:23
01/14/2015	CCRG Case Closed on 1/13/15 10:31 PM

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	20	Brand	
Body		Vehicle	CHRYSLER TOWN & COUNTRY TOURING-L WAGON		
Open Date	02/09/2015	CAIR Type	Warranty Litigation	Status	Closed
Close Date	02/10/2015	Origin	Telephone	Reason	New Problem
Mileage	12,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	STATEN ISLAND	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	STATEN ISLAND	NY		USA	
Dealer	26778	SANSONE CHRYSLER JEEP DODGE		Dealer Phone	7328152600
Dealer Address	90-100 ROUTE 1				
	AVENEL	NJ	07001 1688	USA	
Dealer Zone	Northeast	Sales District		Service District	E
Subject	Rear drivers side fire due to P25 recall.				
Synopsis					
Customer Anomaly	Interior				
	Dashboard Trim				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	78	Interior dashboard issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/09/2015 03:59 PM	Open
02/10/2015 12:20 PM	Closed

Initial Description

0208000000-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,Close Loop Exception Reason Code
0444000000-Corporate,Property Damage,Default,Default,Default,Property Damage,Property Damage
0457000000-Corporate,Complaint Contact,Default,Default,Default,Complaint Contact,P25 fire complaint.
0108509100-Product,Electrical,Lamps and Switches,Overheated,Default,Lamps and Switches - Overheated,Lamps and Switches - Overheated
0100003545-Product,Unknown,Unknown,Fire,Interior,Fire in Interior,Rear drivers side fire due to P25 recall.

Case Comments

Date	Comment
02/09/2015	Customer states the switch was disconnected for the P25 recall, however on the back drivers window caught on fire while himself and the children where in the vehicle. Customer states prior to the fire he felt dizzy and then the smoke started to come out. Customer is concerned about the fumes from the smoke. Customer states he does not want the vehicle, and wants to know why this happened when the switch was disconnected. Customer seeking this to be investigated. Customer states he called police, however he got no response for 40 minutes from them either. Customer was stranded on the highway. SA Jim at DR 26778 states he will have the vehicle towed to this DR as the vehicle was brought to an IRF from the tow company as it was the nearest DR. This IRF has not looked at vehicle. Agent apologized for this recall issue and advised customer the case will be escalated for further review. Customer understood. Note: No property damage.
02/09/2015	***** 2.09.15 "back drivers window caught on fire" Vehicle Location: DLR 26778 SANSONE CHRYSLER JEEP DODGE 90-100 ROUTE 1 AVENEL, NJ 07001 Dealer Phone : 732-815-2600
02/09/2015	Per OGC Matrix, reassigned to 821 for their review and handling. TGK
02/10/2015	P25 REAR QUARTER VENT WINDOW SWITCH SAFETY 06/11/2014 INCOMPLETE
02/10/2015	2/10/15 ASSIGNED TO RLG92. PAG
02/10/2015	CAIR NUMBER REQUEST EAA INSPECTION 02-10-2015 08:20
02/10/2015	CAIR NUMBER E-MAIL SENT TO EAA 02-10-2015 08:20
02/12/2015	CCRG Open Date: 02/09/2015 13:04:07 Letter Sent: Acknowledgement 02/11/2015 12:10:26
02/13/2015	PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 02/13/15 AT 14:06:57 26410386
03/03/2015	Emailed Candy Sandbrink at Park National Bank requesting a copy of the finance contract. Called customers and LVM with status and emailed Chrysler Legal on status of the case.
06/09/2015	Spoke with customer who states that he does not agree to the figures since he wants updated figures. Advised the writer would request and rework the figures, but the customer needs to communicate effectively on the case as it was previously withdrawn due to non-response. Customer understands and is working on a release with Chrysler. Contacted Chrysler Capital via email requesting updated payoff and payment history.

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	20	Brand	
Body		Vehicle	CHRYSLER TOWN & COUNTRY TOURING-L WAGON		
Open Date	02/17/2015	CAIR Type	Warranty Litigation	Status	Closed
Close Date	03/03/2015	Origin	Letter	Reason	New Problem
Mileage	10,787 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	7189662224
Caller Address				Source	Customer
Caller City	STATEN ISLAND	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	STATEN ISLAND	NY		USA	
Dealer	26778	SANSONE CHRYSLER JEEP DODGE		Dealer Phone	7328152600
Dealer Address	90-100 ROUTE 1				
	AVENEL	NJ	07001 1688	USA	
Dealer Zone	Northeast	Sales District		Service District	E
Subject	Legal CAIR				
Synopsis					
Customer Anomaly					
Contact Reason	C185	Customer Has A Legal Case And/Or An Attorney	Customer Anomaly		
Reason Code	After Sales - Information & Assistance Requests - Legal - Legal Request - Legal CAIR				

Case Status History

Create Date	Status
02/17/2015 08:15 AM	Open
03/03/2015 08:15 AM	Closed

Initial Description

0462000000-Corporate,Legal,Default,Default,Default,Legal CAIR,Legal CAIR

Case Comments

Date	Comment
02/17/2015	CCRG Case Open. Any call or communication related to the incident related in CAIR should be forwarded through 82S/82T for handling
02/19/2015	CCRG Open Date: 02/17/2015 04:15:09
03/03/2015	CCRG Case Closed on 3/2/15 10:32 PM

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	20	Brand	
Body		Vehicle	CHRYSLER TOWN & COUNTRY TOURING-L WAGON		
Open Date	03/03/2015	CAIR Type	Regular	Status	Closed
Close Date	05/17/2015	Origin	Telephone	Reason	New Problem
Mileage	12,464 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	STATEN ISLAND	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	STATEN ISLAND	NY		USA	
Dealer	26778	SANSONE CHRYSLER JEEP DODGE	Dealer Phone	7328152600	
Dealer Address	90-100 ROUTE 1				
	AVENEL	NJ	07001 1688	USA	
Dealer Zone	Northeast	Sales District		Service District	E
Subject	Electrical Inquiry				
Synopsis					
Customer Anomaly	Electronics				
	Gear Electronics				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	13	Vehicle transmission shifting issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/03/2015 12:27 PM	Open
05/17/2015 10:22 PM	Closed

Initial Description

0108000000-Product,Electrical,Unknown,Other,Default,Electrical Inquiry,Electrical Inquiry

Case Comments

Date	Comment
03/04/2015	Left a message for the customer at his place of business.
03/05/2015	LVM with customer.
03/05/2015	I spoke with the customer. He is going to email his insurance documents and his registration. I requested lease agreement, payoff, and payment history from CCAP. He does not know where his vehicle is currently. Only knows it was originally towed to selling dealership.
03/07/2015	Emailled customer requesting lease agreement and advised him we do not reimburse for insurance..
03/08/2015	Verified the vehicle is located at Sansone Chrysler Jeep Dodge.
03/14/2015	Recieved lease agreement (ready to work). Emailled customer letting him know the case is being processed.
04/01/2015	Spoke with customer and he wants the release for review. Emailled release.
04/09/2015	Emailled customer requesting an update on if he is in agreement with terms.
04/17/2015	Writer called the customer's business phone and was informed customer is not in the office. Called cellphone and LVM. Emailled customer offer and requested he review to let writer know his decision.
04/24/2015	Called cusotmer on work phone and the operator states the customer is not in the office yet. Called his cellphone and LVM requesting a call back by Friday, May 1st or the case will be withdraw (intial computation sent out on 3/31). Emailled offer and request for a response by the same date.
04/28/2015	Spoke with customer stating he wants to review what his obligation are after he signs the release in case he wants to sue in the future. Advised the writer will contact Chrysler's Legal department to verify the release.
05/01/2015	Awaiting response from Paul Aubin at Chrysler Legal.
05/01/2015	Spoke with Paul at Chrysler Legal who states the customer needs to sign the release in order to continue the process. Called customer and explained this to him - he will consult with an atty and let writer know on Wednesday what his decision is.
05/06/2015	Writer called customer and LVM on his work and cell number requesting an update on if he agrees to the terms so that checks may be requested.
05/09/2015	Writer called customer and LVM requesting a call back to review case and verify if the customer wants to proceed. If the writer is unable to get a hold of the customer on Monday, writer will set a withdrawal date of Friday as the customer is not suire he wants to proceed and will not return calls or emails.
05/11/2015	Writer called and LVM for the customer (business phone states his office has closed) letting him know that the customer needs to let writer know if he is in agreement with the terms by Friday, May 15th, or the case will be closed. Emailled Rajya G. at Chrysler Legal advising on the situation.
05/15/2015	No response from customer via phone call or email. Emailled Rajya G. on the status of the withdrawal.
05/22/2015	Customer called in stating that he still refuses to sign the release and now has an atty. Advised that the case is closed and forwarded email from atty to Rajya G. with Chrysler Legal.
06/08/2015	

Date	Comment
	Called customer and left a second voicemail requesting a call back to verify if the customer is in agreement with the offer. Emailed same information. Emailed Rajya G. and manager to update on case status.
06/13/2015	Customer emailed a copy of the signed release that has been modified and will only sign if it has that written in. Emailed copy to Rajya at Chrysler Legal requesting advice on how to proceed.
06/16/2015	Emailed updated release to Rajya G. at Chrysler Legal to review.
06/18/2015	Received approval on release. Emailed release to customer for review.
06/18/2015	Spoke with customer who states that he agrees to the lease terms.
06/25/2015	Check package submitted for approval.
06/27/2015	Adjusted and approved check package....
06/29/2015	Writer emailed the computation to the customer for review. Writer called and LVM on work and cell phone advising that the terms have been sent.
06/29/2015	Received an email from the customer stating that he is in agreement.
07/23/2015	Generated and sent surrender documents to the TA along with customer check. LVM for customer on # ending in [REDACTED] informing them of TA.
07/28/2015	Verified surrender documents arrived to TA on 7/24. Allowing time for a meeting to be set up.
08/03/2015	Per TA, meeting setup for 8/4/15.
08/06/2015	Per TA, meeting rescheduled for 8/7/15.
08/07/2015	Per TA, vehicle not able to be located at Sansone Chrysler Jeep Dodge. Spoke with dispatch and advised to cancel TA.
08/10/2015	Writer called Jim, service manager at Sansone Chrysler Jeep Dodge and requested location of the vehicle. He states that Chrysler picked up the vehicle a couple of weeks ago. Emailed Rajya at Chrysler Legal requested address of vehicle. Spoke with the customer and advised him on the status.
08/12/2015	Emailed Rajya and Cameron Cowser at Chrysler to request location of the vehicle.
08/17/2015	Received an email from Cameron Cowser and Ron Leach at FCA indicating that they do not have the vehicle. Emailed Chrysler Capital and requested notice if the vehicle has been repossessed.
08/17/2015	One owner on title is [REDACTED]. Called customer and requested [REDACTED]. He will send in tomorrow.
08/17/2015	Writer received an email from Chrysler Capital stating that the vehicle was sold at auction due to a completion of the lease terms. Spoke with Rajya G. at Chrysler Legal and confirmed that the vehicle is gone and the case can no longer be opened.
08/18/2015	Per conversation with Rajya G. at Chrysler Legal, case cannot be processed since the customer no longer owns the vehicle. Called the customer and LVM advising the case is being withdrawn - emailed same information. Emailed Rajya G. at Chrysler Legal a withdrawal notice.

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2015	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Open Date	04/20/2015	CAIR Type	Warranty Litigation	Status	Closed
Close Date	09/29/2015	Origin	Letter	Reason	New Problem
Mileage	14,250 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City	SAINT LOUIS	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	SAINT LOUIS	PA		USA	
Dealer	57924	JOHN H SHEAFFER INCORPORATION	Dealer Phone	7174366617	
Dealer Address	6430 WILLIAM PENN HWY				
	MIFFLINTOWN	PA	17059 7397	USA	
Dealer Zone	Mid Atlantic	Sales District		Service District	N
Subject	Fire				
Synopsis					
Customer Anomaly	Interior				
	Dashboard Trim				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	78	Interior dashboard issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/20/2015 01:31 PM	Open
04/20/2015 04:26 PM	Closed
05/07/2015 01:01 PM	Reopen
06/15/2015 04:06 PM	Closed
09/23/2015 08:03 PM	Reopen
09/29/2015 02:45 PM	Closed

Initial Description

0444000000-Corporate,Property Damage,Default,Default,Default,Property Damage,Property Damage
0100003545-Product,Unknown,Unknown,Fire,Interior,Fire in Interior,Fire

Case Comments

Date	Comment
04/20/2015	COIN Updated & CAIR reassigned to 82S Contact Telephone # LOCATION OF VEHICLE INCLUDING THE ADDRESS MIFFLINTOWN,PA LOCATION OF VEHICLE PHONE NUMBER What happened?: Customer states [SM Matt Ketner contacting from DLR 57924 who advised that Enterprise brought a vehicle in for an electrical fire. SM Matt states that he was advised that the renter had noticed there was a bad fuse and replaced it. SM Matt states that the vehicle was smoking around the power outlet and USB. SM Matt states that the vehicle was brought to the DLR 04/15/2015 and the incident happened a day or two prior. Preferred Email Address? Date of Incident? 04/14/2015
04/20/2015	4/20/15 FIRE Enterprise Rental " renter had noticed there was a bad fuse and replaced it. SM Matt states that the vehicle was smoking around the power outlet and USB. " LOCATION OF VEHICLE : MIFFLINTOWN,PA LOCATION OF VEHICLE PHONE NUMBER Contact SM Matt Ketner Reassigned to 821 for their review and handling. TGK
04/20/2015	4/20/15 ASSIGNED TO RLG92. PAG
04/20/2015	CAIR NUMBER REQUEST EAA INSPECTION 04-20-2015 12:26
04/20/2015	CAIR NUMBER E-MAIL SENT TO EAA 04-20-2015 12:26
04/22/2015	CCRG Open Date: 04/20/2015 10:42:04
05/01/2015	PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/30/15 AT 16:47:36 26834009
05/07/2015	*****FILE RETURNED TO SI FOR RESOLUTION*** 5/7 Contacted dealer and spoke with Danny in service - Service Manager Matt Ketner was out on a test drive - advised Danny that Chrysler is covering the cost of repairing the vehicle for the fire damage to the
05/07/2015	power outlet in the left rear interior behind the sliding door area.
05/07/2015	CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED Dealer - By-Pass
05/28/2015	5/28 Contacted dealer and spoke with Matt in Service who just wanted to touch base with writer because almost all the parts are ordered for repairs to begin. Dealer had to order a complete wiring harness because a repair kit was not available. Matt will keep writer advised of repair process. Matt also asked about detailing of the vehicle and writer agreed to cover that expense also.
06/25/2015	6/25 Waiting for claim to pay for dealer. Dealer contact Matt _ 717-436-6617
09/24/2015	9/23 Contacted Warranty to see if claim could be paid for work done to vehicle. Due to time that has passed Warranty unable to pay. Writer contacted Matt at dealer directly and asked that he send writer copy of RO so that direct check can be cut to dealer for repairs. Writer and Matt also agreed on two additional hours being paid at \$65 an
09/24/2015	hour to cover additional time needed for clean up.

Date	Comment
09/24/2015	RO amount is for \$2082.93 2 additonal hours for clean up \$130 Total reimbursement to dealer is \$2212.93 _
09/24/2015	Check has been submitted.
09/24/2015	POSTMARK DATE: 092315; DATE RECEIVED: 092315
09/29/2015	POSTMARK DATE: 092815; DATE RECEIVED: 092815
09/29/2015	9/29 Mailed check to dealer - to Matt's attention.

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2013	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Open Date	04/21/2015	CAIR Type	Warranty Litigation	Status	Closed
Close Date	06/09/2016	Origin	Letter	Reason	New Problem
Mileage	50,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City	SPOTSYLVANIA	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	SPOTSYLVANIA	VA		USA	
Dealer	45027	SAFFORD CHRYSLER DODGE JEEP RAM FI	Dealer Phone	5408987200	
Dealer Address	5202 JEFFERSON DAVIS HWY				
	FREDERICKSBURG	VA	22408 2606	USA	
Dealer Zone	Mid Atlantic	Sales District		Service District	P
Subject	vehicle destroyed by fire				
Synopsis					
Customer Anomaly	Electronics				
	Gear Electronics				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	13	Vehicle transmission shifting issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/21/2015 07:56 PM	Open
04/22/2015 03:48 PM	Closed
04/23/2015 03:46 PM	Reopen
04/23/2015 07:33 PM	Closed
04/27/2015 06:26 PM	Reopen
04/28/2015 03:03 PM	Closed
06/02/2016 06:18 PM	Reopen
06/09/2016 05:30 PM	Closed

Initial Description

0444000000-Corporate,Property Damage,Default,Default,Default,Property Damage,Property Damage
0100003500-Product,Unknown,Unknown,Fire,Unknown,Fire in Product,Fire in Product
0108000000-Product,Electrical,Unknown,Other,Default,Electrical Inquiry,vehicle destroyed by fire

Case Comments

Date	Comment
04/22/2015	COIN Updated & CAIR reassigned to 82S Contact: Telephone #1 Telephone #2 LOCATION OF VEHICLE - INCLUDING THE ADDRESS: Insurance company pulled vehicle out of the driveway and the customer will provide the address. LOCATION OF VEHICLE PHONE NUMBER customer will provide What happened?: Customer states that she looked her front window and the vehicle was on fire. The customer's vehicle was in her driveway and the house was also damaged by the fire. Customer had to take the children and jump off the back deck to get away from the fire. Doors were opening and closing by themselves and the vehicle was full of smoke. Preferred Email Address? Date of Incident?
04/22/2015	NEXT AGENT: Customer will be calling back with the exact location of the vehicle. The insurance (Nationwide) had the vehicle towed from the customer's driveway. Please document the exact location of the vehicle, and the contact phone number for that location. This information must be provided to 82S for their investigation.
04/22/2015	Briefly summarize why the customer is contacting Chrysler: Customer called to provide information as she was asked to do. Customer provided the following information for the location of her vehicle. COPART 11055 BILLINGSLEE ROAD WALDORF, MARYLAND 20602. TELEPHONE GREEN (614)854-5917 CLAIM NUMBER Customer stated that the information for her insurance is as follows: "Insurance contact" LESLIE GREEN (614)854-5917 CLAIM NUMBER briefly summarize what the customer is expecting: Customer seeking to provide information.
04/22/2015	4/22/15 Review AC 18819 - Click on the File Attachment and Read It Please do NOT send CAIR to 82s with incomplete information Please include ALL PROPER PRODUCT REASON CODING and TREAD CODING for ACCIDENT/INJURY/FIRE Reassign BACK to KG567 for proper handling
04/22/2015	***Agent (KG567) did not open or reassign agent only documented the information on the cair and so agent reassigned to agent (LT846) that initially opened and reassigned the cair.
04/22/2015	COIN Updated & CAIR reassigned to 82S Contact: Telephone #1 Telephone #2 LOCATION OF VEHICLE - INCLUDING THE ADDRESS: COPART 11055 BILLINGSLEE ROAD WALDORF, MARYLAND 20602. LOCATION OF VEHICLE PHONE NUMBER TELEPHONE-(301)870-7844 Customer states that she looked her front window and the vehicle was on fire. The customer's vehicle was in her driveway and the house was also damaged by the fire. Customer had to take the

Date	Comment
	children and jump off the back deck to get away from the fire. Doors were opening and closing by themselves and the vehicle was full of smoke. Preferred Email Address? [REDACTED]
04/22/2015	***** Customer stated that the information for her insurance is as follows: Insurance contact LESLIE GREEN (614)854-5917 CLAIM NUMBER [REDACTED]
04/22/2015	4/22/15 FIRE "vehicle was on fire" LOCATION OF VEHICLE - INCLUDING THE ADDRESS: COPART 11055 BILLINGSLEE ROAD WALDORF, MARYLAND 20602 LOCATION OF VEHICLE PHONE NUMBER TELEPHONE-(301)870-7844 Reassigned to 82t for their review and handling. TGK
04/22/2015	P25 REAR QUARTER VENT WINDOW SWITCH SAFETY 06/11/2014 INCOMPLETE
04/22/2015	4/22/15 ASSIGNED TO RLG92. PAG
04/22/2015	4/22/15 INSPECTION REQUESTED
04/23/2015	Customer is seeking an update. Customer just wants to get any information as to why this has happened and what is going to happen next. Agent apologized and advised customer she will put in a request to have some one call her back.
04/23/2015	CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED Dealer - By-Pass
04/23/2015	4/23/15 "contact request" Reassigned to 82t for their review and handling. TGK
04/23/2015	4.23.15 Updated Law Manager and Case Manager. MJK _
04/24/2015	CCRG Open Date: 04/22/2015 11:12:35
04/27/2015	Customer states that she is calling in because no one has been in contact with her customer states that she is getting mad because she would like an update on the file and would like to know what is going on. Customer states that she better receive a call today back today or she will be contacting back. Customer states that she would like contact number for this department. Agent advised customer that the request will be sent that the customer would like her case manager to contact her back. Agent advised customer that the agent does not have a contact number for this department. Caller contacted CAC seeking an update on case. Advised customer that case is currently being handled by another department. Advised customer that request for contact would be noted, and that case would be forwarded to 82S for review. Writer verified customer contact information. Does customer's address match COIN (Y/N): Y If no, customer's current address: Customer's current phone number (Daytime) [REDACTED] Customer's current phone number (Evening) [REDACTED] Customer's email address: [REDACTED] Any additional information: CAIR assigned to 82S for contact request.
04/27/2015	CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED Dealer - By-Pass
04/28/2015	4/28/15 CAIR assigned to 82t for contact request
04/28/2015	4/28/15 UPDATED CCRG FILE & CASE MANAGER. PAG
06/04/2015	PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 06/04/15 AT 12:41:13 26847135
05/27/2016	PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/27/16 AT 13:10:26 26847135
06/02/2016	CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED Close Loop Exception Reason Code
06/02/2016	*****FILE RETURNED TO SI FOR RESOLUTION*** 6/2/16 Dictated denial letter.
06/03/2016	POSTMARK DATE: 060216; DATE RECEIVED: 060216
06/03/2016	6/3 Letter mailed.
06/08/2016	6/8 Email from Robert Opalenik with Nationwide Ins.: Good afternoon Can you please provide me with a status update on this one? Our expert met with Chrysler's expert on 05/23/2016. Thank you 6/8 Dictated denial letter to Nationwide Ins.
06/09/2016	POSTMARK DATE: 060816; DATE RECEIVED: 060816
06/09/2016	6/9 Emailed copy of letter to Nationwide Insurance. _
04/17/2017	4/14/17 Email and Copart receipt from Robert Opalenik from Nationwide have been scanned to file.
04/18/2017	POSTMARK DATE: 041417; DATE RECEIVED: 041817

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2015	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Open Date	05/03/2015	CAIR Type	Warranty Litigation	Status	Closed
Close Date	05/07/2015	Origin	Letter	Reason	New Problem
Mileage	0 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	SAINT LOUIS	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	SAINT LOUIS	PA		USA	
Dealer	49983	CHAMPION CJD/EAN HOLDINGS LLC	Dealer Phone	3178726200	
Dealer Address	4505 W 96TH ST				
	INDIANAPOLIS	IN	46268 3107	USA	
Dealer Zone	Great Lakes	Sales District		Service District	9
Subject	Legal CAIR				
Synopsis					
Customer Anomaly					
Contact Reason	C185	Customer Has A Legal Case And/Or An Attorney	Customer Anomaly		
Reason Code	After Sales - Information & Assistance Requests - Legal - Legal Request - Legal CAIR				

Case Status History

Create Date	Status
05/03/2015 08:15 AM	Open
05/07/2015 08:15 AM	Closed

Initial Description

0462000000-Corporate,Legal,Default,Default,Default,Legal CAIR,Legal CAIR

Case Comments

Date	Comment
05/03/2015	CCRG Case Open. Any call or communication related to the incident related in CAIR should be forwarded through 82S/82T for handling
05/05/2015	CCRG Open Date: 05/03/2015 04:15:02
05/07/2015	CCRG Case Closed on 5/6/15 10:31 PM

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2014	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Open Date	06/22/2015	CAIR Type	Warranty Litigation	Status	Closed
Close Date	07/08/2015	Origin	Telephone	Reason	New Problem
Mileage	9,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City	MIDDLEBURY	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	MIDDLEBURY	VT		USA	
Dealer	42124	GOSS DODGE CHRYSLER RAM JEEP FIAT		Dealer Phone	8026580120
Dealer Address	1485 SHELburne RD				
	SOUTH BURLINGTON	VT	05403 7714	USA	
Dealer Zone	Northeast	Sales District		Service District	U
Subject	Vehicle Fire.				
Synopsis					
Customer Anomaly					
Contact Reason	C205	Fire in Vehicle	Customer Anomaly		
Reason Code	After Sales - Complaint - Product - Fire in Vehicle - Additional details				

Case Status History

Create Date	Status
06/22/2015 12:55 PM	Open
06/22/2015 01:09 PM	Closed
06/22/2015 01:11 PM	Reopen
06/23/2015 07:48 PM	Closed
07/06/2015 04:51 PM	Reopen
07/08/2015 06:06 PM	Closed

Initial Description

0444000000-Corporate,Property Damage,Default,Default,Default,Property Damage,Property Damage
0108909100-Product,Electrical,Body Wiring,Overheated,Default,Body Wiring - Overheated,Body Wiring - Overheated
0100003500-Product,Unknown,Unknown,Fire,Unknown,Fire in Product,Vehicle Fire.

Case Comments

Date	Comment
06/22/2015	COIN Updated & CAIR reassigned to 82S Contact: [REDACTED] Telephone #1 [REDACTED] Telephone #2 [REDACTED] LOCATION OF VEHICLE - INCLUDING THE ADDRESS: [REDACTED] SOUTH BURLINGTON VT [REDACTED] LOCATION OF VEHICLE PHONE NUMBER [REDACTED] What happened?: Customer states that the vehicle caught fire in he driveway. Customer states that she had just started the vehicle and strapped her daughter in and the vehicle caught on fire and the rear driver side door would not open and had to be forced open to get her daughter out. Customer states that she has a fire report stating it was the AC adapter and the wiring was shaken when the door closed. Customer states the vehicle is at DLR 42124 Preferred Email Address? N/A Date of Incident?
06/22/2015	6/22/15 FIRE vehicle caught on fire LOCATION OF VEHICLE - INCLUDING THE ADDRESS: [REDACTED] SOUTH BURLINGTON VT [REDACTED] LOCATION OF VEHICLE PHONE NUMBER [REDACTED] Reassigned to 82t for their review and handling.
06/23/2015	6/23/15 ASSIGNED TO RLG92.PAG
06/23/2015	CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 06-23-2015 15:48
06/24/2015	Customer called back stating that she had not yet received a call back regarding the issue and was on her final day of rental. Agent advised that call backs could take up to five (5) business days and if she needs to continue for rental she would need to pay out of pocket and if the inspection were to come back proving that the fire was at cause of a manufacturing defect she could call back and seek reimbursement for the costs of rental.
06/25/2015	CCRG Open Date: 06/22/2015 14:53:27
07/02/2015	PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/02/15 AT 11:19:40 [REDACTED]
07/06/2015	CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED Dealer - By-Pass
07/06/2015	Customer contacted in asking for assistance and to know what the investigation ruled out. Agent stated that they can send a notification to the Department to contact the customer. Customer thanked the agent for their assistance. Caller contacted CAC seeking an update on case. Advised customer that case is currently being handled by another department. Advised customer that request for contact would be noted, and that case would be forwarded to 82S for review. Writer verified customer contact information. Does customer's address match COIN (Y/N): yes Customer's current phone number (Daytime): [REDACTED] customer's current phone number (Evening): [REDACTED] Customer's email address: [REDACTED] Any additional information: Customer would like to know the next steps they should take CAIR assigned to 82S for contact request.
07/06/2015	***** Per OGC Matrix, reassigned to 82T.
07/08/2015	7/8/15 UPDATED CCRG FILE & CASE MANAGER. PAG
07/27/2015	CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 07-27-2015 15:52

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2014	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Open Date	06/30/2015	CAIR Type	Warranty Litigation	Status	Closed
Close Date	07/10/2015	Origin	Letter	Reason	New Problem
Mileage	8,584 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address			Source	Customer	
Caller City	MIDDLEBURY	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	MIDDLEBURY	VT		USA	
Dealer	42124	GOSS DODGE CHRYSLER RAM JEEP FIAT		Dealer Phone	8026580120
Dealer Address	1485 SHELBURNE RD				
	SOUTH BURLINGTON		VT	05403 7714	USA
Dealer Zone	Northeast	Sales District		Service District	U
Subject	Legal CAIR				
Synopsis					
Customer Anomaly					
Contact Reason	C185	Customer Has A Legal Case And/Or An Attorney	Customer Anomaly		
Reason Code	After Sales - Information & Assistance Requests - Legal - Legal Request - Legal CAIR				

Case Status History

Create Date	Status
06/30/2015 08:15 AM	Open
07/10/2015 08:15 AM	Closed

Initial Description

0462000000-Corporate,Legal,Default,Default,Default,Legal CAIR,Legal CAIR

Case Comments

Date	Comment
06/30/2015	CCRG Case Open. Any call or communication related to the incident related in CAIR should be forwarded through 82S/82T for handling
07/02/2015	CCRG Open Date: 06/30/2015 04:15:06
07/10/2015	CCRG Case Closed on 7/9/15 10:31 PM

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2014	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Open Date	07/13/2015	CAIR Type	Regular	Status	Closed
Close Date	08/06/2015	Origin	Telephone	Reason	New Problem
Mileage	9,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City	MIDDLEBURY	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	MIDDLEBURY	VT		USA	
Dealer	42124	GOSS DODGE CHRYSLER RAM JEEP FIAT		Dealer Phone	8026580120
Dealer Address	1485 SHELburne RD				
	SOUTH BURLINGTON	VT	05403 7714	USA	
Dealer Zone	Northeast	Sales District		Service District	U
Subject	Electrical Inquiry				
Synopsis					
Customer Anomaly	Electronics				
	Gear Electronics				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	13	Vehicle transmission shifting issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/13/2015 01:14 PM	Open
08/06/2015 10:10 PM	Closed

Initial Description

0108000000-Product,Electrical,Unknown,Other,Default,Electrical Inquiry,Electrical Inquiry

Case Comments

Date	Comment
07/14/2015	Called customer and LVM requesting a call back to review the case.
07/15/2015	Called customer and LVM requesting a call back to review the case.
07/15/2015	Writer called the customer and left a third voicemail requesting a call back to review the case.
07/16/2015	Called the customer and reviewed the case. Customer states that the vehicle is at Goss Dodge Chrysler, in a rental from this dealer, has no accessories, purchased new and financed. Advised the offer is a cash repurchase with reimbursement of finance charges and usage at state guidelines. Emailed offer and request for documents.
07/21/2015	Verified all documents received that are needed to process case. Payoff missing VIN. Called Jen at Ally at 4:50 and verified VIN associated with the account.
07/23/2015	Spoke with the customer and advised that the case is being processed.
07/23/2015	Worked check package and submitted for approval.
07/24/2015	Spoke with the customer and advised that the case is being audited.
07/28/2015	Reviewed terms with the customer on the phone. Emailed computation to the customer for review and he will call back when he is in agreement.
07/28/2015	Customer called in stating that he agrees to the terms. Submitted check request.
07/30/2015	Check requested.
08/07/2015	TA requested. Need to confirm contact.
08/07/2015	Cancelled TA as there isn't one in area. Overnight but need to confirm contact.
08/07/2015	Left message with receptionist asking her to tell Greg Fuller to call back to confirm assistance as there is no TA in VT area.
08/07/2015	Greg Fuller called back and confirmed that the docs can be sent Monday directly to him.
08/10/2015	Notified customer via email. Generated and sent surrender documents and customer check to dealer via UPS Overnight.
08/13/2015	Confirmed surrender documents arrived to the dealer on 8/13/15.
08/18/2015	Spoke with the customer who is requesting a copy of the sales tax document. Resent to customer. Called and confirmed surrender and release signed with Peter in service at Goss Dodge Chrysler.
08/18/2015	Sent payoff check to Ally Financial via UPS 2nd day air.
08/21/2015	Part out - Faxed pick up request to LKQ.

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2015	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Open Date	09/03/2015	CAIR Type	Warranty Litigation	Status	Closed
Close Date	09/04/2015	Origin	Telephone	Reason	New Problem
Mileage	8,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City	MIAMI	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	MIAMI	FL		USA	
Dealer	67962	PLANET DODGE CHRYSLER JEEP		Dealer Phone	3054708000
Dealer Address	9975 N W 12TH STREET				
	MIAMI	FL	33172 2762	USA	
Dealer Zone	Southeast	Sales District		Service District	A
Subject	Accident Report				
Synopsis					
Customer Anomaly					
Contact Reason	C205	Fire in Vehicle	Customer Anomaly		
Reason Code	After Sales - Complaint - Product - Fire in Vehicle - Additional details				

Case Status History

Create Date	Status
09/03/2015 10:08 PM	Open
09/04/2015 04:35 PM	Closed

Initial Description

0208000000-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,Accident Report
0444000000-Corporate,Property Damage,Default,Default,Default,Property Damage,Accident Report
0100003500-Product,Unknown,Unknown,Fire,Unknown,Fire in Product,Accident Report

Case Comments

Date	Comment
09/04/2015	COIN Updated & CAIR reassigned to 82S Contact [REDACTED] telephone [REDACTED] Telephone #2 [REDACTED] LOCATION OF VEHICLE - INCLUDING THE ADDRESS: [REDACTED] MIAMI, FL- [REDACTED] LOCATION OF VEHICLE PHONE NUMBER [REDACTED] What happened? Customer states on [REDACTED] around 3pm his vehicle exploded, customer stated that he drove the vehicle the day before [REDACTED] and around 11pm he parked the vehicle in front of his home next to the left of his Nissan Altima. Customer state he works from home and he was working all morning in his home the day of the accident. Customer stated he walked out to his vehicle around 11am on [REDACTED] to get some things from inside the vehicle, customer stated it was a hot day and that he did not notice and sounds or smell coming from the vehicle. He then walked back into his home, around 3pm when he state down in his kitchen for dinner he heard a boom and when he went outside to find the source of the noise he noticed his vehicle was on fire. Customer stated he has already contacted his insurance company and the vehicle is now with them. Preferred Email Address? [REDACTED] Date of Incident? [REDACTED]
09/04/2015	Reassign to 82S
09/04/2015	***** VEHICLE IS LOCATED AT: IAA stock 15830906 12700 NW 42nd Ave Opa Locka, FL 33054 (P) 305-685-6363 ***** Per OGC Matrix, reassigned to 82T.
09/04/2015	9/4/15 ASSIGNED TO RLG92. PAG
09/04/2015	CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 09-04-2015 12:35
09/04/2015	CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 09-04-2015 12:36
09/06/2015	CCRG Open Date: 09/04/2015 07:57:53
09/12/2015	Insurance advisor Tanika is calling from Liberty Mutual stating they have a mutual customer and the vehicle is located at IAA Stock. Tanika states in order to inspect the vehicle they would need to be notified and an appointment scheduled. Tanika can be reached at 1-800-637-0757.
09/21/2015	PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 09/21/15 AT 10:08:55 27743876
09/28/2015	Tanika calling from Liberty Mutual is stating that a CM had contacted her from 248 512 4079 but she has not been able to get ahold of the CM and
09/28/2015	was not sure of a extension for the CM . Agent transferred the Insurance advisor to number provided for further assistance .

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2015	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Open Date	09/04/2015	CAIR Type	Regular	Status	Closed
Close Date	09/23/2015	Origin	Telephone	Reason	New Problem
Mileage	14,250 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	SAINT LOUIS	Caller Country	USA	Caller Postal Code	63105-4204
Customer					
Customer Address					
	SAINT LOUIS	MO			USA
Dealer	57924	JOHN H SHEAFFER INCORPORATION		Dealer Phone	7174366617
Dealer Address	6430 WILLIAM PENN HWY				
	MIFFLINTOWN	PA	17059 7397	USA	
Dealer Zone	Mid Atlantic	Sales District		Service District	N
Subject	DLR contact for warranty payment.				
Synopsis					
Customer Anomaly					
Contact Reason	C106	Warranty Information Request	Customer Anomaly		
Reason Code	After Sales - Information & Assistance requests - Warranty - Warranty - General information				

Case Status History

Create Date	Status
09/04/2015 03:48 PM	Open
09/23/2015 08:03 PM	Closed

Initial Description

0205020000-Dealer,Service/Body Shop,Personnel,Other,Unknown,Service Personnel Inquiry,DLR contact for warranty payment.

Case Comments

Date	Comment
09/04/2015	Briefly summarize why the customer is contacting Chrysler: SM Matt Ketner contact CAC stating that he has a open case. customer states that he had call back in June because the claim didn't go through and spoke with LMM14. Agent was instructed to re-enter it and it didn't go through again. Customer states that he contacted the warranty hotline and was advised to contact CAC to receive a direct cheque because now the claim is to old to go through. SM Matt is very frustrated because he has had no contact with 82 at all. Agent advised SM agent will look for someone to speak with before re-escalating his case. SM thanked agent disconnect Briefly summarize what the customer is expecting: SM is expecting to be contacted with some information. SM Matt Ketner Provided his direct line - (717)436-6617 Reference Case
09/04/2015	Agent contacted SM back after speaking with a supervisor about what agent can do to assist. Agent advised customer that his case will be sent back up to SI along with notes stating that he would like a direct cheque because the claim will not go through. SM Matt was happy with this and is expecting to be contacted with in 24-28 hours. ****DLR CONTACT***** SM SEEKING DIRECT CHEQUE AS WARRANTY CLAIM HAS NOT GONE THROUGH. REFERENCE CASE
09/24/2015	9/23 See CAIR - direct check cut to dealer.

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2014	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Open Date	10/21/2015	CAIR Type	Regular	Status	Closed
Close Date	10/21/2015	Origin	Telephone	Reason	New problem
Mileage	9,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	IRVING	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	IRVING		TX		USA
Dealer	42124	GOSS DODGE CHRYSLER RAM JEEP FIAT		Dealer Phone	8026580120
Dealer Address	1485 SHELBURNE RD				
	SOUTH BURLINGTON		VT	05403 7714	USA
Dealer Zone	Northeast	Sales District		Service District	U
Subject	Loaner Vehicle Inquiry				
Synopsis					
Customer Anomaly					
Contact Reason	C171	Dealer Declining Rental	Customer Anomaly		
Reason Code	After Sales - Complaint - Network - Dealership - Dealer Declined Rental				

Case Status History

Create Date	Status
10/21/2015 11:31 AM	Open
10/21/2015 12:35 PM	Closed
09/29/2018 01:58 PM	Closed

Initial Description

020200000-Dealer,Loaner Vehicle,Unknown,Other,Default,Loaner Vehicle Inquiry,Loaner Vehicle Inquiry

Case Comments

Date	Comment
10/21/2015	Customer's vehicle caught on fire and dealer provided customer with a rental due to them not having a vehicle. Rental vehicle was provided during the entire legal process of replacing the customer's vehicle. Dealer has not been reimbursed for this rental that was provided to the customer to assist in their time of need. Rental Info: Total Days - 59 Per Day - \$35 Total Rental - \$2065.00 Goss Dodge 1485 Shelburne Rd South Burlington, VT 05403
10/21/2015	***** Below Customer Contacted for Documentation Request ***** cre14@chrysler.com on 2015-10-21 @ 07:40
10/21/2015	***** Customer Document Received *****

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2013	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Open Date	01/06/2016	CAIR Type	Regular	Status	Closed
Close Date	01/12/2016	Origin	Letter	Reason	New problem
Mileage	1 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address	NA			Source	Customer
Caller City	NA	Caller Country	USA	Caller Postal Code	00000-5595
Customer					
Customer Address	NA				
	NA	MI			USA
Dealer	45027	SAFFORD CHRYSLER DODGE JEEP RAM FI		Dealer Phone	5408987200
Dealer Address	5202 JEFFERSON DAVIS HWY				
	FREDERICKSBURG		VA	22408 2606	USA
Dealer Zone	Mid Atlantic	Sales District		Service District	P
Subject	Insurance / Subrogation				
Synopsis					
Customer Anomaly					
Contact Reason	C222	Existing Case Open	Customer Anomaly		
Reason Code	After Sales - Information & Assistance requests - Customer Care - No further action needed - Closed				

Case Status History

Create Date	Status
01/06/2016 04:59 PM	Unworked
01/06/2016 04:59 PM	Open
01/12/2016 03:20 PM	Closed
09/29/2018 12:50 PM	Closed

Initial Description

0208000000-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,Close Loop Exception Reason Code
0100009500-Product,Unknown,Unknown,Insurance / Subrogation,Default,Insurance / Subrogation,Insurance / Subrogation

Case Comments

Date	Comment
01/06/2016	POSTMARK DATE: 122315; DATE RECEIVED: 010616
01/12/2016	1/12/16 Received letter dated 12/21/15 from Nationwide Insurance Victoria Fire & Casualty Company One Nationwide Gateway Des Moines, IA 50391 Att: Robert Opalenik Claim: DOL: Letter requested this date
01/12/2016	POSTMARK DATE: 011216; DATE RECEIVED: 011216
01/12/2016	Letter mailed this date

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2014	Brand	CHRYSLER
Body	RTYR53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING-L WAGON		
Open Date	01/21/2016	CAIR Type	Legal	Status	Closed
Close Date	05/20/2016	Origin	Letter	Reason	New problem
Mileage	24,255 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City	WINNECONNE	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	WINNECONNE	WI			USA
Dealer	26723	DOUGLAS JEEP CHRYSLER DODGE	Dealer Phone	9414848300	
Dealer Address	2382 SOUTH TAMiami TRAIL				
	VENICE	FL	34293 5017	USA	
Dealer Zone	Southeast	Sales District		Service District	D
Subject	Fire in Product				
Synopsis	Customer called back us with wiper issues. Agent contacted DLR multiple times to discuss customer's concerns. Agent left voice messages with requests for call back to the customer or any kind of assistance Resolution provided as per line 384, check issued				
Customer Anomaly					
Contact Reason	C205	Fire in Vehicle	Customer Anomaly		
Reason Code	After Sales - Complaint - Product - Fire in Vehicle - Additional details				

Case Status History

Create Date	Status
01/21/2016 03:21 PM	Unworked
01/21/2016 08:55 PM	Open
01/27/2016 04:43 PM	Closed
02/17/2016 10:54 AM	Reopen
02/18/2016 05:13 PM	Closed
02/26/2016 05:24 PM	Reopen
02/29/2016 05:16 PM	Closed
02/29/2016 07:06 PM	Reopen
03/09/2016 05:28 PM	Closed
03/16/2016 03:16 PM	Reopen
03/18/2016 06:39 PM	Closed
04/05/2016 06:20 PM	Reopen
04/15/2016 12:56 PM	Closed
05/13/2016 12:54 PM	Reopen
05/20/2016 01:59 PM	Closed
09/29/2018 04:06 PM	Closed

Initial Description

0208000000-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,Customer unhappy with the recurring issues and charges
0444000000-Corporate,Property Damage,Default,Default,Default,Property Damage,Property Damage
0426000000-Corporate,Product Information,Default,Default,Default,Request for Product Information,Customer unhappy with the recurring issues and charges
0100003545-Product,Unknown,Unknown,Fire,Interior,Fire in Interior,Customer unhappy with the recurring issues and charges
0100003500-Product,Unknown,Unknown,Fire,Unknown,Fire in Product,Fire in Product

Case Comments

Date	Comment
01/21/2016	***** EMAIL BRIEF DESCRIPTION CONTENT ***** repeated service and over charge
01/21/2016	***** END EMAIL BRIEF DESCRIPTION CONTENT *****
01/21/2016	Having purchased the 2014 Town and Country in August of 2014, about 2-3 weeks later we had a bad battery, then in November we are driving to Florida and about 1/2 way there all of a sudden the rain sensitive wipers go on for no reason, have had 2 sensor motors replaced and it still does it. Have had 5 rear shocks replaced and still have a recurring noise. Now the alternator was fried and had to be replaced, we were charged \$32.42 to replace a cabin filter that was filthy (quote) from the smoke caused by the defective alternator. If this is the way Chrysler treats their customers, it will be the last one I own. *****END OF CUSTOMER EMAIL*****
01/21/2016	Dear [REDACTED] Thank you for contacting the FCA Customer Assistance Center. I am sorry to learn of the issues that you have encountered and currently that you are having with your vehicle. Your concerns, particularly in view of the inconvenience involved in the issues, are understandable and I appreciate the time and effort you took to bring this matter to my attention. I would be happy to further look into this situation and review the matter. To do so, initially I would request you to take the vehicle to the dealer for the diagnosis of the unresolved

Date	Comment
	issues. This will best allow us to review your request going forward as we may gather better information related to your vehicles condition. Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-FCA (1-800-247-9753). Sincerely, Irfan Customer Service Representative FCA Customer Assistance Center *****END OF CAC EMAIL*****
01/22/2016	Sorry, but the vehicle has been to 2 different dealers I'm lost as to what to do? *****END OF CUSTOMER RESPONSE*****
01/22/2016	Dear [REDACTED] Thank you for the quick response and update. I do apologize again and certainly understand how this might cause you inconvenience or concern after being to couple of the dealerships to get the issues resolved. As your issues and concerns are reviewed, I would like to forward your case to a more appropriate area for their attention and response. For that, I would like to have the dealership names (address) where you have taken the vehicle for diagnosis /inspection of the recurring issues or repairs. Once I get the information, I would like to escalate the case to a case manager with the relevant details. Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-FCA (1-800-247-9753). Sincerely, Irfan Customer Service Representative FCA Customer Assistance Center *****END OF CAC RESPONSE*****
01/22/2016	Irfan, We purchased the vehicle from Kolosso in Appleton, WI. They replaced the new battery, 3 or 4 rear shocks, and a new wiper sensor motor. As of now we are again in Florida for the winter, Douglas Jeep & Chrysler in Venice, FL last year installed a new wiper sensor motor and 1 or 2 new shock absorbers. This last Monday they replaced the alternator which was "fried" and charged us for a cabin filter which was trashed from all the smoke as a result of the faulty alternator. In fact the vehicle still "reeks" of the burnt electrical smell. I would think that having to replace the cabin filter would be covered under the factory warranty due to the faulty alternator. In summing up, I am really disappointed in not being able to resolve the wiper issue and the recurring noise that happens at 15-30 mph. It does sound like a shock absorber but obviously it must be something else. We really do enjoy the Town and Country but I have never owned a vehicle with this many issues in such a short period of time. *****END OF CUSTOMER EMAIL*****
01/22/2016	Agent contacted the DLR - DOUGLAS JEEP CHRYSLER DODGE, Ph: 941-484-8300 and spoke with the SA Tom and as per him, they have replaced the alternator and cabin air filter and stated that the customer is welcomed to get back into the dealership for any unresolved issues. Agent then contacted the customer to provide the updates, But the customer requested to call back on Monday as he is busy tonight. Agent agreed.
01/22/2016	Dear [REDACTED] Thank you for again for the detailed update. Basically, I called today to provide you with the following update after my discussion with the dealership. Today, I have contacted the Dealership - DOUGLAS JEEP CHRYSLER DODGE, VENICE, FL Ph: 941-484-8300 and spoke with the Service Advisor. As per the Service Advisor, it is stated that they replaced the Alternator and the Cabin air filter on 18th Jan 2016 and assured that you can get back the vehicle for diagnosis for any unresolved issues. I have also informed the Service advisor that there are few other issues like wiper / shock absorbers which were repaired prior to the alternator repair and they are recurring again. Service advisor wanted the vehicle for diagnosis /inspection of those recurring issues and only after inspection / diagnosis; they can determine the actual cause of the issues. However, as requested, I would be calling back to you on Monday for further follow up. Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-247-9753. Sincerely, Irfan Customer Service Representative FCA Customer Assistance Center *****END OF CAC EMAIL*****
01/25/2016	Reassigned to DF314 for survey bypass, no response from customer
01/25/2016	Agent spoke with the customer and customer agreed to take the vehicle to the dealership. Agent asked whether to set up an appointment with the dealership. Customer declined and stated that he would handle on his own and would contact us when the vehicle is at the dealership and if there are any issues.
01/27/2016	Reassigned to DF314 for survey bypass-No diagnosis
02/17/2016	Irfan, I finally was able to drop the vehicle off at Douglas Jeep Chrysler Dodge yesterday (I had things going on that I couldn't get there sooner) I just got off of the phone with Tim (service advisor) and he stated that now there is a wiring harness that has been fried and needs to be replaced for safety concerns. This really scares my wife and I, if we were on the road traveling between Florida and Wisconsin and this happened I don't know what we would have done. With all that has happened, what are the chances of getting a replacement vehicle? I know that the "lemon law" is for 3 or more times for the same problem, but with all the issues we have had and now this, which poses a safety hazard it really scares us. Or if I have to take it to a higher level I am not opposed to doing that either. Please advise as to what my options are! Thank you, [REDACTED] *****END OF CUSTOMER EMAIL*****
02/17/2016	CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED Survey By Pass - No Diagnosis
02/17/2016	Dear [REDACTED] Thank you for the response and update. We are very sorry to learn of the issues you are having with your vehicle. Your issues and concerns have been reviewed and it has been forwarded to a more appropriate area for their attention and response. One of our Case Managers will contact you within approximately 1-2 business days. Hopefully, this referral action will provide the best opportunity for your request. Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-247-9753. Sincerely, Irfan Customer Service Representative FCA Customer Assistance Center *****END OF CAC EMAIL*****
02/17/2016	Customer is not happy with the recurring issues and really worried and scared to drive the vehicle. Customer looking for other options and wants to escalate this matter further. Customer advised that they will be contacted within one (1) business day, by COB their time Preferred morning/midday call back number is [REDACTED] referred afternoon/evening call back number is: [REDACTED] Customer email address for case updates: [REDACTED] Would customer like to receive updates via text message? Y Who has possession of the vehicle? Dealer Has the vehicle been diagnosed by a CDJR dealer within the last 30 days? Y If a CDJR dealer has diagnosed within 30 days, what is the dealer name or code? Douglas Jeep Chrysler Dodge, 26723 Reassigned to 88F
02/17/2016	[REDACTED] has been activated for text message communication.
02/17/2016	*****START OF TEXT MESSAGE SENT TO CUSTOMER BY T7845TS***** Good morning [REDACTED] my name is Trevor im with Chrysler Customer Care i was wonding if this would be a good time to give you a call to go over your case *****END OF TEXT MESSAGE SENT TO CUSTOMER*****
02/17/2016	***** CASE MANAGER TEAM - District G ***** Ownership: Original or Current New: 1 Used: 0 Service Contract: Active ECP28N, Active 336BLINK
02/17/2016	CONTACT UPDATE - Customer was contacted today at 10:50. Customer was provided with agent's extension: 40592
02/17/2016	DLR states they will call case manager with more information as soon as DLR knows.
02/17/2016	CM understands and will update as soon as that information is avable
02/18/2016	*****
02/18/2016	Referral from AM: vehicle was brought in for 12 volt outlet issue and rattle noise. after replacing blown fuse heard the rattle noise and the pillar at the dr side middle seat area was on fire melting the surrounding area ***** VEHICLE IS LOCATED AT: DOUGLAS JEEP CHRYSLER DODGE CJDTR 2382 SOUTH TAMiami TRAIL VENICE FL 34293 941-484-8300
02/18/2016	***** Per OGC Matrix, reassigned to 82T.
02/18/2016	(photos in process of uploading.)
02/18/2016	PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 02/18/16 AT 12:46:12 28603634
02/18/2016	2/18/16 ASSIGNED TO BLG92. PAG
02/18/2016	CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 02-18-2016 13:13
02/18/2016	CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 02-18-2016 13:13
02/20/2016	CCRG Open Date: 02/18/2016 11:13:51
02/23/2016	***Email from the Customer dated 2/23 *** Last week I was communicating with Trevor, however I tried contacting him this morning at 10:00 and have not received a response. I would like to know what is going on with my vehicle. I was just at the dealership to get some of my personal items from the van and it is positively disgusting to look at. There is melted plastic and white powder from one end of the vehicle to

Date	Comment
	the other as a result of a fire. When I spoke with Trevor last week he indicated that I would be put at the top of the list as this was a serious case. If this is the way the top of the list is treated, I sure am glad that I'm not at the bottom (or maybe I am) Please can someone help me!!!! Sent from my iPad *****END OF CUSTOMER EMAIL*****
02/24/2016	Customer is looking for a call back from the case manager and wants to know the update on the case at the earliest, please refer email communication lines 211 -222
02/24/2016	Dear [REDACTED] Thank you again for contacting the FCA Customer Assistance Center. We regret to learn of your concerns, particularly in view of the inconvenience involved, are understandable. Considering the nature of your vehicle issues, the case has already been escalated and is being worked upon by the case manager. We have updated your file to reflect the latest information you provided in the email message. Once the case manager reviews the file, should provide you with the updates. You can as well anytime reach the case manager at 800-763-8422; Ext: 40592. Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-FCA (1-800-247-9753). Sincerely, Irfan Customer Service Representative FCA Customer Assistance Center ***End of CAC email communication to the customer***
02/24/2016	PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 02/24/16 AT 09:11:54 28603634
02/25/2016	Briefly summarize why the customer is contacting Chrysler [REDACTED] called, attempting to reach his Case Manager, Trevor, at 800-763-8422, Ext: 40592 as indicated in the narrative above. He has tried 6 times but just gets a beep, no voicemail message and no response. Briefly summarize what the customer is expecting: Customer wants to speak with his case manager. Agent offered to conference him to Trevor. Agent called Trevor's number and received a beep with no message indicating who the voicemail belongs to. Agent left a voicemail for Trevor indicating the lack of name in his voicemail and then asked [REDACTED] to leave a voicemail for Trevor.
02/25/2016	[REDACTED] call to speak with CM TS1213 to get an update. Writer advise the case is close and it has been handled by a different division. Customer request a call back asap at [REDACTED]
02/26/2016	CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED Close Loop Exception Reason Code
02/26/2016	***** Per OGC Matrix, reassigned to 82T.
02/29/2016	2/29/16 UPDATED CCRG FILE & CASE MANAGER. PAG
02/29/2016	2/29 Contacted dealer and spoke with Don Glen in service regarding needed repairs. Authorized needed repairs to vehicle including detailing of vehicle once repairs are completed and rental for owner while repairs are being made.
02/29/2016	Sent email to Don confirming above - email address: don.glen@douglasjeep.com
03/16/2016	DLR called in seeking an update on the case. Agent placed DLR 26723 on hold to read into the case, DLR disconnected the call.
03/16/2016	Dealer SM Don called in seeking an update on the case. Agent placed DLR 26723 on hold to read into the case, Dealer SM Don disconnected the call, TL will send email. Writer reopened case and sent to 82S
03/16/2016	3/16 Received rental invoice from dealer and RO listing parts and labor for needed repairs due to vehicle fire. Documents will be imaged to CAIR.
03/17/2016	POSTMARK DATE: 031716; DATE RECEIVED: 031716
03/17/2016	Customer called regarding an e-mail, customer has the vehicle back, it was at the dealership due an electrical fire, this case has gone to legal department. Agent apologized for inconvenience. Customer states the customer service is deplorable. Agent advised to request a call back from legal. Customer states he will contact a lawyer for lemon law
04/05/2016	Having the van back now for about 2 1/2 weeks there have not been anymore electrical fires yet. However, the rain sensing wipers continue to go off at random. I have discussed this at length with the Service Mgr Don Glen and he also is concerned as to why this continues to be happening. I will be submitting this to my attorney when I return to Wisconsin for further action. [REDACTED] *****END OF CUSTOMER EMAIL*****
04/05/2016	Caller contacted CAC seeking with some other issues this time with rain sensing wipers continue to go off at random. Advised customer that case is currently being handled by another department. Advised customer that request for contact would be noted, and that case would be forwarded to 82S for review. Writer verified customer contact information. Does customer's address match COIN (Y/N):Y Customer's current phone number (Daytime) [REDACTED] Customer's current phone number (Evening) [REDACTED] Customer's email address: [REDACTED] Any additional information: Please refer lines 284-292 (Customer's email) CAIR assigned to 82S for contact request.
04/05/2016	Dear [REDACTED] Thank you again for contacting the FCA Customer Assistance Center. We are very sorry to learn of the problems you have encountered again and can certainly understand your frustration. I certainly understand how this might cause you inconvenience or concern and appreciate the time and effort you took to bring this matter to my attention. Due to the nature of concerns involved, your case has been escalated to a separate department in order to rectify your issue as quickly and efficiently as possible. We certainly do value your business and want to get this resolved for you. We trust this referral action will provide the best opportunity for resolving your concerns. Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or 1-800-247-9753. Sincerely, Irfan Customer Service Representative FCA Customer Assistance Center *****END OF CAC EMAIL*****
04/05/2016	**Please refer lines: Customer's email : 284 - 292; CAC Agent's response: 307 - 327; Case escalation details: 294 - 306. Thank you.
04/06/2016	4/6 82S case is completed. The Call Center can handle current concerns owner is having with the vehicle.
04/06/2016	Reassigned file back to IM321 for handling.
04/06/2016	Agent contacted the Service Manager 'Don' at DLR - DOUGLAS JEEP CHRYSLER DODGE , DLR Code: 26723, Ph: 941-484-8300 . Since the Service 'Don' was busy, I was directed to the 'Don's' voice mail, where the agent has left a detailed message highlighting the latest concern of the customer as per lines 285-291. Agent provided the customer Vin#, Case reference #, Customer telephone number, FCA call back number and requested to call back to the customer for any kind of diagnosis /assistance for the customer's concern.
04/07/2016	Agent contacted the Service Manager 'Don' at DLR - DOUGLAS JEEP CHRYSLER DODGE , DLR Code: 26723, Ph: 941-484-8300 . Per service operator, Service Manager 'Don' is currently busy with customer on road and requested to take up notes or message for DON. Service operator took up the notes and assured it would be communicated to 'Don'. Left notes highlighting the latest concern of the customer as per lines 285-291. Agent provided the customer Vin#, Case reference #, FCA call back number and requested to call back with the details or status about customer's concerns.
04/07/2016	***Next Agent - If the SM calls back, please share the customer concerns as per lines 285-291, and gather information about their next steps in resolving the customer concerns. Whether re-diagnosis or STAR case or whatever options feasible to resolve customer concerns.
04/08/2016	Agent reviewed file and waiting for the SM to call back with the details for the lines 285-291.
04/11/2016	Dear [REDACTED] This is a follow up email with regards to our earlier correspondence. After your email, I have initiated and shared your concerns with the dealership -Douglas Jeep Chrysler, DLR Code: 26723, Ph. 941-484-8300. I just wanted to know whether the dealership has contacted you with regards to the rain sensing wipers issues you were having on your vehicle. Did the service manager 'Don' called you back or provided any kind of resolution on this issue? The information should be helpful for our follow up process. Appreciate your patience and thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-247-9753. Sincerely, Irfan Customer Service Representative FCA Customer Assistance Center *****END OF CAC EMAIL*****
04/15/2016	Reassigned to DF314 for survey bypass, no response from customer
05/13/2016	5/13 Received documentation from Don Glen at Douglas Jeep for labor, parts rental and detailing of vehicle not covered by warranty. Detail of vehicle \$150.00 labor difference \$1148.76 difference 12.0 hours @ \$95.73 parts difference \$171.63 rental difference \$35.00 total \$1505.39 _ Check submitted to dealer in the amount of \$1505.39
05/13/2016	CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED Close Loop Exception Reason Code No Response / Unable To Reach
05/13/2016	POSTMARK DATE: 051116; DATE RECEIVED: 051316

Date	Comment
05/20/2016	POSTMARK DATE: 052016, DATE RECEIVED: 052016
05/20/2016	5/20 Check received and mailed to dealer, attention Don Glen.

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2014	Brand	CHRYSLER	
Body	RTYR53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING-L WAGON			
Open Date	02/25/2016	CAIR Type	Legal	Status	Closed	
Close Date	02/27/2016	Origin	Letter	Reason	New problem	
Mileage	24,255 Miles	Market	U	Language	English	
Contact Email		Contact Phone		Contact Mobile		
Caller Address				Source	Customer	
Caller City	WINNECONNE	Caller Country	USA	Caller Postal Code		
Customer						
Customer Address						
	WINNECONNE	WI		USA		
Dealer	23748	KOLOSSO CHRYSLER DODGE JEEP RAM			Dealer Phone	
Dealer Address	2701 W COLLEGE AVE					
	APPLETON	WI	54914 2916	USA		
Dealer Zone	Midwest	Sales District		Service District	J	
Subject	Legal CAIR					
Synopsis						
Customer Anomaly						
Contact Reason	C185	Customer Has A Legal Case And/Or An Attorney	Customer Anomaly			
Reason Code	After Sales - Information & Assistance requests - Legal - Legal Request - Legal CAIR					

Case Status History

Create Date	Status
02/25/2016 08:15 AM	Open
02/27/2016 08:15 AM	Closed
09/29/2018 04:06 PM	Closed

Initial Description

0462000000-Corporate,Legal,Default,Default,Default,Legal CAIR,Legal CAIR

Case Comments

Date	Comment
02/25/2016	CCRG Case Open. Any call or communication related to the incident related in CAIR should be forwarded through 82S/82T for handling
02/27/2016	CCRG Open Date: 02/25/2016 04:15:09
02/27/2016	CCRG Case Closed on 2/26/16 10:35 PM

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2015	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Open Date	04/13/2016	CAIR Type	Legal	Status	Closed
Close Date	08/10/2017	Origin	Letter	Reason	New problem
Mileage	38,500 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City	SUTHERLIN	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	SUTHERLIN	OR		USA	
Dealer	44841	LITHIA CHRYSLER DODGE JEEP RAM FIA	Dealer Phone	5416726555	
Dealer Address	1600 NE AIRPORT RD				
	ROSEBURG	OR	97470 1555	USA	
Dealer Zone	West	Sales District		Service District	D
Subject	Fire On side Panel Behind Door				
Synopsis					
Customer Anomaly					
Contact Reason	C205	Fire in Vehicle	Customer Anomaly		
Reason Code	After Sales - Complaint - Product - Fire in Vehicle - Additional details				

Case Status History

Create Date	Status
04/13/2016 08:49 PM	Open
04/21/2016 02:52 PM	Closed
04/29/2016 02:00 PM	Reopen
05/03/2016 11:48 AM	Closed
05/31/2016 07:18 PM	Reopen
06/01/2016 05:08 PM	Closed
05/25/2017 07:20 PM	Reopen
05/25/2017 07:33 PM	Closed
07/18/2017 12:03 PM	Reopen
07/18/2017 03:46 PM	Closed
08/10/2017 04:55 PM	Reopen
08/10/2017 07:01 PM	Closed
09/29/2018 09:45 AM	Closed

Initial Description

0208000000-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,Close Loop Exception Reason Code
0208000000-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,Close Loop Exception Reason Code
0444000000-Corporate,Property Damage,Default,Default,Default,Property Damage,Property Damage
0444000000-Corporate,Property Damage,Default,Default,Default,Property Damage,Property Damage
0100009500-Product,Unknown,Unknown,Insurance / Subrogation,Default,Insurance / Subrogation,Insurance / Subrogation
0100009500-Product,Unknown,Unknown,Insurance / Subrogation,Default,Insurance / Subrogation,Insurance / Subrogation
0100003500-Product,Unknown,Unknown,Fire,Unknown,Fire in Product,Fire On side Panel Behind Door
0100003500-Product,Unknown,Unknown,Fire,Unknown,Fire in Product,Fire On side Panel Behind Door

Case Comments

Date	Comment
04/13/2016	COIN Updated & CAIR reassigned to 82S Contact: Telephone #1
04/13/2016	LOCATION OF VEHICLE - INCLUDING THE ADDRESS: Lithia Dodge 49983 LOCATION OF VEHICLE PHONE NUMBER What happened? got into their van in order to leave for school. Five minutes after leaving turned on the heat and began to smell a plastic. On the freeway, daughter saw smoke and mom pulled off of the freeway. got out of the van and looked behind the driver's door to see that the electrical panel was in flames. took her daughter out and other traveler's came and assisted to put out the fire. Vehicle was then towed to Lithia Dodge in Roseburg where it was purchased 5 days ago. Lithia informed the that the fire was electrical. Daughter went to the hospital for smoke inhalation. Preferred Email Address Date of Incident? 7:40 AM
04/13/2016	****Begin structured narrative T2 - Beginning Narrative Briefly summarize why the customer is contacting Chrysler: called in order to report an electrical fire in her vehicle. Briefly summarize what the customer is expecting: is expecting to have her vehicle replaced by Chrysler since it had been newly purchased from a Chrysler dealer 5 days ago. ****End structured narrative T2 - Beginning Narrative
04/14/2016	4/14 Need clarification on vehicle location? Owner lives in OR but delaer listed in narrative is in IN. What is the physical location of the vehicle?
04/14/2016	The vehicles location is in Oregon. Dealership on case has been updated.
04/19/2016	Briefly summarize why the customer is contacting Chrysler: Customer called because their vehicle caught on fire. Customer states that they are wondering when Chrysler is coming out to investigate the vehicle. Customer states that they just want to know how to go about the issue. Customer states that they would like someone to call them at to let them know what's going on. Briefly summarize what the customer is expecting: Information on investigation. Agent advised customer that they would document that they would like a call back.
04/20/2016	

Date	Comment
	***** Vehicle Location: LITHIA CHRYSLER JEEP DODGE 1600 NE AIRPORT RD _ ROSEBURG, OR 97470 _ Phone [REDACTED] ***** Per OGC Matrix, reassigned to 82T for their review and handling.
04/21/2016	4/21/16 ASSIGND TO RLG92. PAG
04/21/2016	CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 04-21-2016 10:52
04/21/2016	CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 04-21-2016 10:52
04/23/2016	CCRG Open Date: 04/20/2016 10:33:20
04/26/2016	PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/26/16 AT 16:16:56 29093651
04/29/2016	CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED Close Loop Exception Reason Code
05/03/2016	*****FILE RETURNED TO SI FOR RESOLUTION*** 5/3 Spoke to owner on 4/29 and offered to repurchase the vehicle for what owner paid for it when they purchased it used. Owner stated they were
05/03/2016	currently working with Lithia Chrysler regarding getting into another vehicle. Owner took writer's phone number and email address to contact writer if he decides he wants Chrysler to repurchase his vehicle. _
05/31/2016	wanted FCA to repurchase the vehicle and is currently still listed as the owner of the vehicle. Writer asked for the purchase agreement showing how much owner paid for the vehicle which he agreed to email to writer. Agreement with owner is to repurchase the vehicle for what he paid for it.
05/31/2016	Once purchase agreement is received writer will complete ISG Template for repurchase.
06/01/2016	5/31 Spoke with General Manager Kirby at Lithia Dodge of Roseburg
06/01/2016	Kirby stated owner paid \$20,999 cash for the vehicle.
06/01/2016	regarding owners vehicle fire. Kirby stated that owner decided that he
06/01/2016	GM Kirby Gordon phone 541-580-5400.
06/01/2016	6/1 Writer submitted ISG Template for vehicle repurchase.
06/01/2016	POSTMARK DATE: 060116; DATE RECEIVED: 060116
06/14/2016	6/14 Email received from Kirby at the dealership: _ Any word on the status of this payment? Thanks, Kirby 6/14 Email Reply: Good Afternoon Kirby, The latest update from ISG (6/13/16) handling the repurchase is the following: Customer advised they have not received the title from the DMV yet & the temporary registration is in the vehicle, spoke to service @ Lithia & they are looking for the registration.
07/07/2016	POSTMARK DATE: 062716; DATE RECEIVED: 070716
07/07/2016	7/7 Subro request from Farmer's Insurance for \$1,017.54. No explanation regarding what this amount is for. Letter states Farmer's is in the process of making payment to their insured for damages. Will respond if/when supports are sent to FCA.
04/26/2017	4/26 Email received from Jon Crenshaw with Farmers Ins: _ Please provide a status update on our subrogation in the amount of \$1,017.54 for this loss. Email reply to Jon Crenshaw: _ FCA Special Investigations has not received a subrogation package for the amount of \$1,017.54 that is being requested. Please forward the package for your claim to be reviewed.
05/25/2017	POSTMARK DATE: 062716; DATE RECEIVED: 052517
05/25/2017	5/25 Received subro demand from Farmers Insurance for medical payments made. Insured: [REDACTED] Claim # [REDACTED] ***** Per OGC Matrix, DOL [REDACTED] Total Amount Owed: \$1,017.54 _ ***** reassigned to 82T for their review and handling.
05/25/2017	5/25/17 UPDATED CCRG FILE & CASE MANAGER. PAG
07/18/2017	CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED Close Loop Exception Reason Code
07/18/2017	7/15 Email received from Jon Crenshaw with Farmers Insurance. _ Good morning, Please provide a status update on our medical payments subrogation on this claim. ***** Per OGC Matrix, reassigned to 82T for their review and handling.
07/18/2017	7/18/17 UPDATED CCRG FILE & CASE MANAGER. PAG
08/10/2017	CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED Close Loop Exception Reason Code
08/10/2017	***** 8/10 Email received from Jon Crenshaw with Farmers Insurance: Please provide a status update on our medical payments subrogation on this claim. ***** Per OGC Matrix, reassigned to 82T for their review and handling.
08/10/2017	8/10/17 UPDATED CCRG FILE & CASE MANAGER. PAG _

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2014	Brand	DODGE
Body	RTKH53	Vehicle	DODGE GRAND CARAVAN SE WAGON		
Open Date	01/16/2017	CAIR Type	Legal	Status	Closed
Close Date	03/17/2017	Origin	Telephone	Reason	New problem
Mileage	80,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	WILMINGTON	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	WILMINGTON	NC			USA
Dealer	66933	NEUWIRTH CHRYSLER DODGE JEEP RAM F	Dealer Phone	9107991815	
Dealer Address	219 S COLLEGE RD				
	WILMINGTON	NC	28403 1609	USA	
Dealer Zone	Southeast	Sales District		Service District	M
Subject	REPROGRAM HVAC CONTROL MODULE			Recall	R62
Synopsis	The customer car had an electrical fire which was inspected. SI worked with the DLR to provide goodwill. Agent asked the customer to work with the DLR to have the repairs performed. Yes				
Customer Anomaly					
Contact Reason	C81	Vehicle Open Recalls	Customer Anomaly		
Reason Code	After Sales - Information & Assistance requests - Recall Campaign - Recall Campaign - VIN check & Contents				

Case Status History

Create Date	Status
01/16/2017 12:31 PM	Open
01/17/2017 10:48 AM	Closed
01/25/2017 01:22 PM	Reopen
01/25/2017 01:27 PM	Closed
03/16/2017 02:24 PM	Reopen
03/17/2017 01:32 PM	Closed
09/29/2018 01:52 PM	Closed

Initial Description

0208000000-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,Close Loop Exception Reason Code
0100009300-Product,Unknown,Unknown,Accident,Default,Product in Accident,Product in Accident
0100003500-Product,Unknown,Unknown,Fire,Unknown,Fire in Product,Fire in Product
05R6200900-Recall,Recall - Do Not Select,Recall - Do Not Select,Advise Owner/Incomplete Recall,Default,Advise Owner / Incomplete Recall,REPROGRAM HVAC CONTROL MODULE-Please refer to Case Comments

Case Comments

Date	Comment
01/16/2017	COIN Updated & CAIR reassigned to 82S Contact: [REDACTED] Telephone # [REDACTED] Telephone # [REDACTED] LOCATION OF VEHICLE - INCLUDING THE ADDRESS: [REDACTED] WILMINGTON, NC-[REDACTED] LOCATION OF VEHICLE PHONE NUMBER [REDACTED] What happened?: Customer states he was not even a mile away from home driving 45mph. Customer stated that heat was on and smoke started coming out of the vehicle. Customer stated that he pulled over and saw sliding door behind driver side smoking. Customer stated it was a very powerful smell like electrical smoke smell. Customer stated that the next day Bluetooth stopped, and the fan stopped working as well. Customer stated that he looked into recalls and is having issues due to P25. Preferred Email Address [REDACTED] Date of Incident? [REDACTED]
01/16/2017	***** Per OGC Matrix, reassigned to 82T.
01/17/2017	R62 REPROGRAM HVAC CONTROL MODULE CUSTOMER SATISFACTION 01/07/2016 INCOMPLETE
01/17/2017	1/17/17 ASSIGNED TO RLG92. PAG
01/17/2017	CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 01-17-2017 06:48
01/17/2017	CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 01-17-2017 06:48
01/18/2017	CCRG Open Date: 01/16/2017 09:32:40
01/24/2017	PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/24/17 AT 12:44:50 30905060
01/25/2017	CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED Close Loop Exception Reason Code
01/25/2017	****FILE RETURNED TO SI FOR RESOLUTION**** Authorization to make goodwill repairs emailed to Dealer SM. Entered in GWA.
03/16/2017	Briefly summarize why the customer is contacting Chrysler: [REDACTED] car had a fire. When our inspector saw it, he disconnected several wires and they cannot charge their vehicle. The customer wants to know what she should do next since no one has been in touch with them. Briefly summarize what the customer is expecting: She wants to know what her next step. Agent advised that her CM Jay would be in touch. Please call her a [REDACTED]
03/16/2017	Please review lines 29-30. SI involvement ended with repair authorization provided to dealer. Direct owner to SM at dealer for assistance.
03/16/2017	Agent left vm for [REDACTED] to call us back. Next Agent: Please let the customer know that the next step is to contact the Service Manager at the DLR for guidance on what to do next. Agent has advised them, per row 29, that the DLR will be repairing the vehicle.

Date	Comment
03/17/2017	Agent advised [REDACTED] that the DLR has been asked to repair her vehicle and to connect with the DLR for further guidance. Agent tried to transfer the customer to the DLR but could not get through and the customer will call them herself.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2014	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Open Date	01/16/2017	CAIR Type	Regular	Status	Closed
Close Date	02/10/2017	Origin	Telephone	Reason	New problem
Mileage	37,234 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	BARRINGTON	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	BARRINGTON	RI		USA	
Dealer	57076	ELMWOOD CHRYSLER DODGE JEEP RAM		Dealer Phone	4014380400
Dealer Address	625 TAUNTON AVE				
	E PROVIDENCE	RI	02914 1614	USA	
Dealer Zone	Northeast	Sales District		Service District	A
Subject	USB port caught fire				
Synopsis	SC offered repairs done.				
Customer Anomaly	Electronics				
	Gear Electronics				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	13	Vehicle transmission shifting issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/16/2017 05:35 PM	Open
02/10/2017 08:34 PM	Closed
09/29/2018 05:38 PM	Closed

Initial Description

0108000000-Product,Electrical,Unknown,Other,Default,Electrical Inquiry,USB port caught fire

Case Comments

Date	Comment
01/16/2017	Customer contacted and explained that his USB port caught on fire last week, customer said that he disconnected some fuses then brought it into the dealership ELMWOOD CHRYSLER DODGE JEEP RAM Customer explained that after the dealership ELMWOOD CHRYSLER DODGE JEEP RAM looked at the vehicle they explained that they will need to replace the entire wiring harness for the vehicle. Customer said that the whole back end of his vehicle is disassembled to expose what needs to be done. Customer explained that it was a \$35.00 part that burned up with three wires attached to it that caused the fire that is going to now cost him \$3,000. Customer is seeking cost assistance. Agent called over to the dealership ELMWOOD CHRYSLER DODGE JEEP RAM to gather further information on the repairs needing to be done to the vehicle. Agent spoke with
01/16/2017	Agent spoke with Scott to schedule the customer an appointment to bring his vehicle in and was told that it was the rear driver slider door that caught fire and that Tee who is the service writer has been working with the customer and that she is working on goodwill for the customer and he will have to pay a deductible, agent was informed by Scott that they are currently waiting on a part to come in and an appointment can be scheduled when the part comes in. Customer seeking assistance with: Rear driver slider door module caught fire. Customer expecting: cost assistance. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [REDACTED] Earliest call time: 10:00 AM Latest call time: 10:00 PM Updates via text: Y [REDACTED] Updates via email: N Vehicle location: Customer Date and Time of Appointment: NA Confirmed appointment with: ELMWOOD CHRYSLER DODGE JEEP RAM Customer in rental: N Authorized by: NA Rental start date: NA.
01/19/2017	Customer calling to see why the CM has not called back Preferred phone number: [REDACTED]
01/23/2017	customer seeking why her case manager has yet to get in contact with her, Agent advised customer the case was yet to be sent up so agent transferred case into her name to be further escalated to case manager for him. Customer thanked agent for assistance.
01/24/2017	***** Case Management - District 884***** OOW: Basic: Expired (Time), Powertrain: 22 Months or 62,766 Miles MVP: ESSENTIAL CARE AND TIRE ROTATION Household: 1new 0 used
01/24/2017	***** Create Prep Sheet ***** Prep sheet was saved successfully.
01/24/2017	Writer contacted DLR, spoke to SA Tee she advised they are assisting customer in goodwill \$2000 and the customer to pay the rest of the repairs, slight estimate is \$400+. SA Tee advised customer opened case thinking FCA would cover the rest of the repairs for him.
01/24/2017	Writer contacted customer and advised of lines 52-56. Customer asked writer to look into doing research about a recall on his issue. Writer advised she can look into it and call him back on the 26th.
01/24/2017	CONTACT UPDATE - Customer was contacted today at 01/24/2017 3:56:48 PM Customer was provided with agent's extension: 40329
01/26/2017	Writer called customer [REDACTED] Customer said the dual USB access module spontaneously started melting, without him even using it. He says he wants to get a Pacifica hybrid; leasing this vehicle. He says the people at 57076. Customer said entire wiring harness is being replaced. Writer told him that in addition to recalls (of which there are none for his vehicle currently) there are service bulletins, and writer could check into those. Writer also assured him that we keep a record of all the issues that come in. Customer asked if there was a possibility of further cost assistance, writer said he did not want to contradict CM FV745.
01/26/2017	

Date	Comment
	Writer called customer [REDACTED] Writer informed him that there are no service bulletins for USB ports on this vehicle, or recalls, but that the existence of this case would serve to raise the visibility of this issue.
02/01/2017	Writer contacted the dealer and dealer answering machine kept ringing and writer was unable to left any message.
02/02/2017	Was the customer in a rental? No If yes, how many days? Did the customer have a co-pay? \$400 If yes, how much? What is the RO #? Does the SM have the CAIR #? Yes If no, provide it. Review and Confirm the SM Notes with the SM while on the phone. Does the SM have everything needed from Customer Care to process the claim? Yes OD- [REDACTED]
02/02/2017	Writer called customer. Vehicle is repaired he is not happy with his co-pay writer offered to have CM look at a SC to cover electrical components.
02/09/2017	ELECTRIC4 Contract created. Contract number is [REDACTED]
02/10/2017	Writer contacted customer, the wife answered and advised to call husband on [REDACTED]
02/10/2017	Writer contacted customer, advised of SC on file and that customer can check on MOPAR.com if in need to get information about SC. Customer is asking for an email of SC, writer advised she can not do that but he can view online and it is also documented. Customer asked about what was covered, as writer was advising the customers phone disconnected. CLOSING case as customer no longer wants anything else.
02/10/2017	CLOSED LOOP UPDATE - no need for additional follow-up.
02/10/2017	HPIMS down cannot update mileage.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2016	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Open Date	03/09/2017	CAIR Type	Legal	Status	Closed
Close Date	03/31/2017	Origin	Telephone	Reason	New problem
Mileage	18,300 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	PALM COAST	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	PALM COAST	FL		USA	
Dealer	42243	DAYTONA DODGE CHRYSLER JEEP		Dealer Phone	3862740571
Dealer Address	1450 N TOMOKA FARMS RD				
	DAYTONA BEACH	FL	32124 7606	USA	
Dealer Zone	Southeast	Sales District		Service District	E
Subject	fire				
Synopsis					
Customer Anomaly					
Contact Reason	C205	Fire in Vehicle	Customer Anomaly		
Reason Code	After Sales - Complaint - Product - Fire in Vehicle - Additional details				

Case Status History

Create Date	Status
03/09/2017 02:37 PM	Open
03/09/2017 07:14 PM	Closed
03/15/2017 07:36 PM	Reopen
03/15/2017 07:41 PM	Closed
03/31/2017 03:09 PM	Reopen
03/31/2017 03:18 PM	Closed
09/29/2018 04:29 PM	Closed

Initial Description

0444000000-Corporate,Property Damage,Default,Default,Default,Property Damage,Property Damage
0100003500-Product,Unknown,Unknown,Fire,Unknown,Fire in Product,fire

Case Comments

Date	Comment
03/09/2017	Narrative?
03/09/2017	Briefly summarize why the customer is contacting Chrysler: dlr called vehicle caught fire Briefly summarize what the customer is expecting: investigation Caller contacted CAC seeking an update on case. Advised customer that case is currently being handled by another department. Advised customer that request for contact would be noted, and that case would be forwarded to 82S for review. Writer verified customer contact information. Does customer's address match [REDACTED] PALM COAST, FL [REDACTED] [REDACTED] no. customer's current address: Customer's current phone number (Daytime) [REDACTED] Customer's current phone number (Evening) [REDACTED] Customer's email address: Any additional information: outlet on sliding door caught fire CAIR assigned to 82S for contact request.
03/09/2017	***** Per OGC Matrix, reassigned to 82T.
03/09/2017	3/9/2017 ASSIGNED TO RLG92. ALC
03/09/2017	CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 03-09-2017 15:14
03/09/2017	CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 03-09-2017 15:14
03/10/2017	CCRG Open Date: 03/09/2017 14:49:11
03/15/2017	CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED Close Loop Exception Reason Code
03/15/2017	****FILE RETURNED TO SI FOR RESOLUTION***
03/15/2017	Sent email to dealer authorizing repairs. Entered in GWA.
03/31/2017	Customer stated she had a fire in her vehicle about a month ago and the dealer received notice to authorize repairs so someone at Chrysler knows about this. Customer looking to speak to someone about the situation. Agent advised her case is in SI and we will send a callback request. Agent advised that we do see that someone email the dealer to authorize the repairs. Customer requested copy of email. Agent advised we do not have it in our file but will make note of her request. Caller contacted CAC seeking an update on case. Advised customer that case is currently being handled by another department. Advised customer that request for contact would be noted, and that case would be forwarded to 82S for review. Writer verified customer contact information. Does customer's address match COIN (Y/N): y If no, customer's current address: Customer's current phone number (Daytime) [REDACTED] Customer's current phone number (Evening): [REDACTED] Customer's email address: Any additional information: CAIR assigned to 82S for contact request.
03/31/2017	Return dealers call.
04/12/2017	Returned owners call. reiterated resolution.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2015	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Open Date	03/28/2017	CAIR Type	Legal	Status	Closed
Close Date	04/18/2017	Origin	Letter	Reason	New problem
Mileage	64,769 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	LAKELAND	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	LAKELAND	FL		USA	
Dealer	45696	Thunder Chrysler Dodge Jeep Ram		Dealer Phone	8635330793
Dealer Address	1425 W MAIN ST				
	BARTOW	FL	33830 4316	USA	
Dealer Zone	Southeast	Sales District		Service District	U
Subject	Fire in Product				
Synopsis					
Customer Anomaly					
Contact Reason	C205	Fire in Vehicle	Customer Anomaly		
Reason Code	After Sales - Complaint - Product - Fire in Vehicle - Additional details				

Case Status History

Create Date	Status
03/28/2017 10:06 PM	Open
03/29/2017 12:01 PM	Closed
04/17/2017 07:26 PM	Reopen
04/18/2017 12:52 PM	Closed
09/29/2018 12:53 PM	Closed

Initial Description

0444000000-Corporate,Property Damage,Default,Default,Default,Property Damage,Property Damage
0108909100-Product,Electrical,Body Wiring,Overheated,Default,Body Wiring - Overheated,rear arm rest wiring smoking and melted
0100003500-Product,Unknown,Unknown,Fire,Unknown,Fire in Product,Fire in Product

Case Comments

Date	Comment
03/28/2017	COIN Updated & CAIR reassigned to 82S Contact: LOCATION OF VEHICLE - INCLUDING THE ADDRESS: LOCATION OF VEHICLE PHONE NUMBER What happened?: Customer states they were driving in the mountains of TN when they heard a popping noise and the rear of the vehicle filled with smoke and the customer had to rip out the left rear armrest had to be ripped off the wiring was smoking and the usb port had melted. The customer cut out the wiring that was burned to prevent further fires and they then drove the vehicle home to Florida. The dealer has the burned wiring and has ordered the parts required to repair the armrest. The customer has the vehicle in their possession while they wait for the wiring harness to come in. Preferred Email Address?
03/28/2017	Date of Incident?
03/29/2017	Per OGC Matrix, reassigned to 82T.
03/29/2017	LAKELAND FL
03/29/2017	3/29/17 ASSIGNED TO RLG92. PAG
03/29/2017	CAIR NUMBER REQUEST EAA INSPECTION 03-29-2017 08:01
03/29/2017	CAIR NUMBER E-MAIL SENT TO EAA 03-29-2017 08:01
03/30/2017	CCRG Open Date: 03/29/2017 07:43:15
03/30/2017	Customer contacting Chrysler because he missed the inspection schedule phone call above and stated there was no contact number to return call. Customer wanted to note that he's a manager at a restaurant and can't always have phone on him. He's hoping contact to him tomorrow can be attempted a couple of times, IF NOT please contact his wife's number at is she would be easier to reach.
04/17/2017	*****FILE RETURNED TO SI FOR RESOLUTION*** 4/17 Dictated denial letter.
04/18/2017	POSTMARK DATE: 041717; DATE RECEIVED: 041817
04/18/2017	4/18 Letter mailed.
04/18/2017	customer called in requesting call back from case manager
04/25/2017	Dealer 45696-Chris calling .
04/26/2017	Service Manager Chris called from Thunder Chrysler Dodge Jeep Ram Dealer Phone : 863-533-0793 best call back number, looking to have notes documented as the customer was put in a rental for 2 days and Chris is looking to be paid for it.

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2015	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Open Date	04/07/2017	CAIR Type	Legal	Status	Closed
Close Date	04/14/2017	Origin	Letter	Reason	New problem
Mileage	61,558 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	LAKELAND	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	LAKELAND		FL		USA
Dealer	49944	MONTEREY BAY CDJR/EAN HOLDING		Dealer Phone	8317242463
Dealer Address	555 AUTO CENTER DRIVE				
	WATSONVILLE		CA	95076 3745	USA
Dealer Zone	California	Sales District		Service District	F
Subject	Legal CAIR				
Synopsis					
Customer Anomaly					
Contact Reason	C185	Customer Has A Legal Case And/Or An Attorney	Customer Anomaly		
Reason Code	After Sales - Information & Assistance requests - Legal - Legal Request - Legal CAIR				

Case Status History

Create Date	Status
04/07/2017 08:15 AM	Open
04/14/2017 08:15 AM	Closed
09/29/2018 12:53 PM	Closed

Initial Description

0462000000-Corporate,Legal,Default,Default,Default,Legal CAIR,Legal CAIR

Case Comments

Date	Comment
04/07/2017	CCRG Case Open. Any call or communication related to the incident related in CAIR should be forwarded through 82S/82T for handling
04/08/2017	CCRG Open Date: 04/07/2017 04:15:14
04/14/2017	CCRG Case Closed on 4/13/17 10:33 PM

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2014	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Open Date	04/12/2017	CAIR Type	Legal	Status	Closed
Close Date	04/24/2017	Origin	Letter	Reason	New problem
Mileage	39,400 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City	HUNTINGTON BEACH	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	HUNTINGTON BEACH	CA		USA	
Dealer	X7741	EAN HOLDINGS - SAN DIEGO		Dealer Phone	6194976777
Dealer Address	600 CORPORATE PARK DR				
	ST LOUIS	MO	63105 4204	USA	
Dealer Zone		Sales District		Service District	
Subject	Fire in Product				
Synopsis					
Customer Anomaly					
Contact Reason	C205	Fire in Vehicle	Customer Anomaly		
Reason Code	After Sales - Complaint - Product - Fire in Vehicle - Additional details				

Case Status History

Create Date	Status
04/12/2017 08:42 PM	Open
04/13/2017 02:43 PM	Closed
04/24/2017 06:32 PM	Reopen
04/24/2017 06:34 PM	Closed
09/29/2018 12:58 PM	Closed

Initial Description

0444000000-Corporate,Property Damage,Default,Default,Default,Property Damage,Property Damage
0444000000-Corporate,Property Damage,Default,Default,Default,Property Damage,Property Damage
0100003545-Product,Unknown,Unknown,Fire,Interior,Fire in Interior,USB port caught on fire.
0100003545-Product,Unknown,Unknown,Fire,Interior,Fire in Interior,USB port caught on fire.
0100003500-Product,Unknown,Unknown,Fire,Unknown,Fire in Product,Fire in Product
0100003500-Product,Unknown,Unknown,Fire,Unknown,Fire in Product,Fire in Product

Case Comments

Date	Comment
04/12/2017	Briefly summarize why the customer is contacting Chrysler: Customer called stating that the USB in the rear driver's side caught on fire. He stated that he took the vehicle to his dealer and they advised him to call CAC. Agent advised customer that his case would be escalated for further review. Briefly summarize what the customer is expecting: Customer is expecting assistance with repairs. COIN Updated & CAIR reassigned to 82S Contact: [REDACTED] Telephone #2 [REDACTED] LOCATION OF VEHICLE - INCLUDING THE ADDRESS: [REDACTED] HUNTINGTON BEACH, CA [REDACTED] LOCATION OF VEHICLE PHONE NUMBER [REDACTED] What happened?: Customer states that he was driving and the rear driver's side USB port started smoking and then caught fire. Preferred Email Address? [REDACTED] Date of Incident [REDACTED]
04/13/2017	***** Per OGC Matrix, reassigned to 82T.
04/13/2017	4/13/17 ASSIGNED TO RLG92. PAG
04/13/2017	CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 04-13-2017 10:43
04/13/2017	CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 04-13-2017 10:43
04/14/2017	CCRG Open Date: 04/13/2017 08:49:32
04/24/2017	****FILE RETURNED TO SI FOR RESOLUTION*** Dictated denial letter.
04/25/2017	POSTMARK DATE: 042417; DATE RECEIVED: 042517
04/25/2017	LETTER MAILED.
04/28/2017	Customer called to get an update. Agent advised customer that a letter has been sent to him on 4/25 and that he should be receiving it shortly
05/01/2017	Owner leaves VM. Sent email at COB:
05/01/2017	This is in response to your recent phone call. We have reviewed the balance of our file, and we are unable to glean any additional information that would allow us to change our previous position. This incident was the result of an electrical short, cause undetermined. There are a number of factors outside the manufacturer's control that could have been contributed to your incident; for example, a failure to maintain, maintenance and repairs performed by independent repair facilities, and previous collisions. Unfortunately, your vehicle is no longer covered by
05/01/2017	further assistance. Thank you for bringing this to our attention.
05/01/2017	the manufacturer warranty. As a result, we are unable to provide any
05/02/2017	Owner replies: Well, as useless as your response is, I appreciate your getting back to me! I'm just baffled with why the incident took place. Thanks, [REDACTED]

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2016	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Open Date	04/13/2017	CAIR Type	Regular	Status	Closed
Close Date	10/06/2018	Origin	Telephone	Reason	New problem
Mileage	18,247 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	PALM COAST	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	PALM COAST	FL		USA	
Dealer	69928	ALAN JAY CJD/HERTZ CORP		Dealer Phone	8637734744
Dealer Address	1401 US HIGHWAY 17S				
	WAUCHULA	FL	33873 9403	USA	
Dealer Zone	Southeast	Sales District		Service District	U
Subject	Body / Trim / Paint Finish - Inquiry				
Synopsis					
Customer Anomaly	Body				
	Paintwork				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	3	Vehicle Paint Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/13/2017 10:08 PM	Open
09/27/2018 01:01 PM	Closed
09/29/2018 04:22 PM	Open
10/06/2018 08:46 AM	Closed

Initial Description

0123000000-Product,Body / Trim / Paint Finish,Unknown,Other,Unknown,Body / Trim / Paint Finish - Inquiry,Body / Trim / Paint Finish - Inquiry

Case Comments

Date	Comment
04/14/2017	Spoke with customer & she advised that she traded her vehicle into the dealership & got a Pacifica. Customer stated she was not aware that Chrysler was taking responsibility of the issue & replacing the vehicle & now she has a vehicle with a higher loan. Advised customer we can see if they can unwind the deal & if they can then we can continue with the replacement. Advised customer if they cant I would reach out to Chrysler & advise of issue for them to assist her
04/17/2017	Spoke with Brett & he advised that the replacement is not being offered any longer & that they are doing a trade in on the vehicle. Advised Brett that the customer was not happy because her payments went up, he stated that they are working on it for her. Updated customer & advised that I am withdrawing the case, Please withdraw the case
05/18/2017	cust already accepted payment reimb on used veh that had the issue _ no replacement offer valid at this time

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2014	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Open Date	05/07/2017	CAIR Type	Legal	Status	Closed
Close Date	07/20/2017	Origin	Letter	Reason	New problem
Mileage	56,852 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City	MARION	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	MARION	AR		USA	
Dealer	99999	Dealer99999	Dealer Phone		
Dealer Address					
Dealer Zone		Sales District		Service District	
Subject	Fire in Product				
Synopsis					
Customer Anomaly					
Contact Reason	C205	Fire in Vehicle	Customer Anomaly		
Reason Code	After Sales - Complaint - Product - Fire in Vehicle - Additional details				

Case Status History

Create Date	Status
05/07/2017 02:42 AM	Open
05/09/2017 04:56 PM	Closed
05/10/2017 07:34 PM	Reopen
05/10/2017 07:34 PM	Closed
07/20/2017 06:36 PM	Reopen
07/20/2017 07:31 PM	Closed
09/29/2018 03:20 PM	Closed

Initial Description

0444000000-Corporate,Property Damage,Default,Default,Default,Property Damage,Property Damage
0444000000-Corporate,Property Damage,Default,Default,Default,Property Damage,Property Damage
0457000000-Corporate,Complaint Contact,Default,Default,Default,Complaint Contact,Customer had a fire in her USB port.
0457000000-Corporate,Complaint Contact,Default,Default,Default,Complaint Contact,Customer had a fire in her USB port.
0100003545-Product,Unknown,Unknown,Fire,Interior,Fire in Interior,Alleges fire in USB port
0100003545-Product,Unknown,Unknown,Fire,Interior,Fire in Interior,Alleges fire in USB port
0100003500-Product,Unknown,Unknown,Fire,Unknown,Fire in Product,Fire in Product
0100003500-Product,Unknown,Unknown,Fire,Unknown,Fire in Product,Fire in Product

Case Comments

Date	Comment
05/07/2017	COIN Updated & CAIR reassigned to 82S Contact: [REDACTED] Telephone #1 [XXX-XXX-XXXX] Telephone #2 [XXX-XXX-XXXX] LOCATION OF VEHICLE - INCLUDING THE ADDRESS: [REDACTED] MARION , AR [REDACTED] UNITED STATES LOCATION OF VEHICLE at customer's home What happened?: Customer states that she smelled smoke and in a matter of seconds the USB Port in her dash began smoldering and the entire cab of vehicle filled with smoke she pulled off the road and got everyone out and allowed the smoke to dissipate. Preferred Email Address? [REDACTED] Date of Incident? [REDACTED]
05/07/2017	Status update provided via email to the following email address: [REDACTED] Please contact FCA at 1 800 992 1997 to please up date your contact information. ie: address and phone number, plus a best time to contact someone. Sincerely, FCA agent Hazel ext 7405559 End of Status Update
05/08/2017	Customer called in regards to the email they received asking for more contact information. Customer stated the vehicle is currently at their home address [REDACTED] Marion, AR [REDACTED] Customer stated their primary phone number is [REDACTED] and they can be contacted any time after 3:30PM, secondary phone number is [REDACTED] and can be contacted during the day. Customer that contacted is [REDACTED]
05/08/2017	- Vehicle Location: [REDACTED] Marion, AR Ph: [REDACTED] Ph2: [REDACTED] Ph3: [REDACTED]
05/08/2017	***** Per OGC Matrix, reassigned to 82T.
05/08/2017	5/8/17 ASSIGNED TO RLG92. PAG
05/08/2017	CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 05-08-2017 14:31
05/08/2017	CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 05-08-2017 15:31
05/09/2017	Begin Customer Message reviewed: The information that y'all have is current End of Reviewed Customer message
05/10/2017	CCRG Open Date: 05/06/2017 23:59:11
05/10/2017	CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED Close Loop Exception Reason Code
07/20/2017	***** FILE RETURNED TO SI FOR RESOLUTION Unable to attribute incident to any mfg. responsibility. Vehicle purchased used. Vehicle is OOW. Dictated denial letter.
07/21/2017	POSTMARK DATE: 072017; DATE RECEIVED: 072117
07/21/2017	- Mailed Letter.

Email(s)

Date	10/01/2018	Subject	The information that' y'all have is current	From		To		Sent Date/Time	05/07/2017 21:54 PM
The information that' y'all have is current									

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2016	Brand	CHRYSLER
Body	RTYR53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING-L WAGON		
Open Date	09/14/2017	CAIR Type	Legal	Status	Closed
Close Date	01/10/2018	Origin	Letter	Reason	New problem
Mileage	11,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	GROVE CITY	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	GROVE CITY	OH			USA
Dealer	60388	PERFORMANCE CHRYSLER JEEP DODGE		Dealer Phone	6142720000
Dealer Address	1130 AUTO MALL DRIVE				
	COLUMBUS	OH	43228 3661	USA	
Dealer Zone	Great Lakes	Sales District		Service District	I
Subject	Insurance / Subrogation				
Synopsis					
Customer Anomaly					
Contact Reason	C222	Existing Case Open	Customer Anomaly		
Reason Code	After Sales - Information & Assistance requests - Customer Care - No further action needed - Closed				

Case Status History

Create Date	Status
09/14/2017 01:04 PM	Unworked
09/14/2017 01:04 PM	Open
09/14/2017 03:57 PM	Closed
11/21/2017 01:42 PM	Reopen
11/21/2017 06:15 PM	Closed
01/09/2018 06:26 PM	Reopen
01/10/2018 12:04 PM	Closed
09/29/2018 03:23 PM	Closed

Initial Description

0444000000-Corporate,Property Damage,Default,Default,Default,Property Damage,Property Damage

0100003500-Product,Unknown,Unknown,Fire,Unknown,Fire in Product,Fire in Product

0100009500-Product,Unknown,Unknown,Insurance / Subrogation,Default,Insurance / Subrogation,Insurance / Subrogation

Case Comments

Date	Comment
09/14/2017	POSTMARK DATE: 090817; DATE RECEIVED: 091417
09/14/2017	Received letter dated 9/6/17 from Nationwide One Nationwide Gateway Des Moines, IA 503391 Att: Ms. Styer Claim Client:
09/14/2017	POSTMARK DATE: 091417; DATE RECEIVED: 091417
09/14/2017	Letter has been mailed.
11/20/2017	Received VM indicating no response. Replied to most recent email, requesting more info.
11/21/2017	CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED Close Loop Exception Reason Code
11/21/2017	Concern: Vehicle Fire Vehicle Location: Copart Salvage Yard 1680 Williams Road Columbus, OH 43207 Phone: 614-497-1590 ***** Per OGC Matrix, reassigned to 82T for their review and handling.
11/21/2017	POSTMARK DATE: 112017; DATE RECEIVED: 112117
11/21/2017	11/21/17 ASSIGNED TO RLG92. PAG
11/21/2017	CAIR NUMBER REQUEST EAA INSPECTION 11-21-2017 14:15
11/21/2017	CAIR NUMBER E-MAIL SENT TO EAA 11-21-2017 14:16
11/22/2017	CCRG Open Date: 11/21/2017 09:45:48
01/09/2018	*****FILE RETURNED TO SI FOR RESOLUTION*** Dictated denial letter. fire.alg
01/09/2018	CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED Close Loop Exception Reason Code
01/09/2018	POSTMARK DATE: 010918; DATE RECEIVED: 010918
01/10/2018	Letter has been mailed.

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2014	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Open Date	11/23/2017	CAIR Type	Legal	Status	Closed
Close Date	11/28/2017	Origin	Letter	Reason	New problem
Mileage	0 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	MARION	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	MARION	AR		USA	
Dealer	49983	CHAMPION CJD/EAN HOLDINGS LLC	Dealer Phone	3178726200	
Dealer Address	4505 W 96TH ST				
	INDIANAPOLIS	IN	46268 3107	USA	
Dealer Zone	Great Lakes	Sales District		Service District	9
Subject	Legal CAIR				
Synopsis					
Customer Anomaly					
Contact Reason	C185	Customer Has A Legal Case And/Or An Attorney	Customer Anomaly		
Reason Code	After Sales - Information & Assistance requests - Legal - Legal Request - Legal CAIR				

Case Status History

Create Date	Status
11/23/2017 08:15 AM	Open
11/28/2017 08:15 AM	Closed
09/29/2018 03:20 PM	Closed

Initial Description

0462000000-Corporate,Legal,Default,Default,Default,Legal CAIR,Legal CAIR

Case Comments

Date	Comment
11/23/2017	CCRG Case Open. Any call or communication related to the incident related in CAIR should be forwarded through 82S/82T for handling
11/24/2017	CCRG Open Date: 11/23/2017 04:15:08
11/28/2017	CCRG Case Closed on 11/27/17 10:31 PM

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2014	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Open Date	03/06/2018	CAIR Type	Regular	Status	Closed
Close Date	03/07/2018	Origin	Telephone	Reason	New problem
Mileage	40,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City	CONCORD	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	CONCORD	NC			USA
Dealer	60434	BINGHAMTON CHRYSLER JEEP DODGE,		Dealer Phone	6077717100
Dealer Address	1279 UPPER FRONT ST				
	BINGHAMTON	NY	13901 1012	USA	
Dealer Zone	Northeast	Sales District		Service District	V
Subject	Fire in Product				
Synopsis	closing case				
Customer Anomaly					
Contact Reason	C205	Fire in Vehicle	Customer Anomaly		
Reason Code	After Sales - Complaint - Product - Fire in Vehicle - Additional details				

Case Status History

Create Date	Status
03/06/2018 06:29 PM	Open
03/07/2018 02:07 PM	Closed
09/29/2018 05:10 PM	Closed

Initial Description

0208000000-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,Close Loop Exception Reason Code
0444000000-Corporate,Property Damage,Default,Default,Default,Property Damage,Property Damage
0100003531-Product,Unknown,Unknown,Fire,Instrument Panel,Instrument Panel Fire,Instrument Panel Fire
0100003500-Product,Unknown,Unknown,Fire,Unknown,Fire in Product,Fire in Product

Case Comments

Date	Comment
03/06/2018	*****vehicle caught on fire Customer stated the the fire was coming from the USB ports in the back of the vehicle. Agent created case and will be escalating case to Special investigations
03/07/2018	***** You have two cairs on this issue, and neither one has proper information. Please review AC18819 - Read the attachment- Do not send cairs to 82S with incomplete information. Provide the name, address, and phone number where the vehicle is located. If the Insurance Company has possession of the vehicle, the Owner will need to contact them for this information and call back. Reassigned back to Agent for proper handling

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2014	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Open Date	03/06/2018	CAIR Type	Regular	Status	Closed
Close Date	03/07/2018	Origin	Telephone	Reason	New problem
Mileage	40,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	CONCORD	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	CONCORD	NC			USA
Dealer	60434	BINGHAMTON CHRYSLER JEEP DODGE,		Dealer Phone	6077717100
Dealer Address	1279 UPPER FRONT ST				
	BINGHAMTON	NY	13901 1012	USA	
Dealer Zone	Northeast	Sales District		Service District	V
Subject	Fire in Product				
Synopsis	closing case				
Customer Anomaly					
Contact Reason	C205	Fire in Vehicle	Customer Anomaly		
Reason Code	After Sales - Complaint - Product - Fire in Vehicle - Additional details				

Case Status History

Create Date	Status
03/06/2018 06:44 PM	Open
03/07/2018 02:08 PM	Closed
09/29/2018 07:04 PM	Closed

Initial Description

0208000000-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,Close Loop Exception Reason Code
0444000000-Corporate,Property Damage,Default,Default,Default,Property Damage,Property Damage
0100003531-Product,Unknown,Unknown,Fire,Instrument Panel,Instrument Panel Fire,Instrument Panel Fire
0100003500-Product,Unknown,Unknown,Fire,Unknown,Fire in Product,Fire in Product

Case Comments

Date	Comment
03/06/2018	*****Customer stated that fire was coming from the USB ports in the back of vehicle
03/06/2018	Agent informed customer that case will be escalated for special investigation
03/06/2018	***** Please review AC18819 - Read the attachment- Do not send cairs to 82S with incomplete information. Provide the name, address, and phone number where the vehicle is located. If the Insurance Company has possession of the vehicle, the Owner will need to contact them for this information and call back. Reassigned back to Agent for proper handling

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2014	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Open Date	03/09/2018	CAIR Type	Legal	Status	Closed
Close Date	04/19/2018	Origin	Letter	Reason	New problem
Mileage	40,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City	CONCORD	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	CONCORD		NC		USA
Dealer	60434	BINGHAMTON CHRYSLER JEEP DODGE,		Dealer Phone	6077717100
Dealer Address	1279 UPPER FRONT ST				
	BINGHAMTON		NY	13901 1012	USA
Dealer Zone	Northeast	Sales District		Service District	V
Subject	fire in the back of vehicle				
Synopsis					
Customer Anomaly					
Contact Reason	C205	Fire in Vehicle	Customer Anomaly		
Reason Code	After Sales - Complaint - Product - Fire in Vehicle - Additional details				

Case Status History

Create Date	Status
03/09/2018 11:56 AM	Open
03/09/2018 02:05 PM	Closed
03/26/2018 01:07 PM	Reopen
03/26/2018 01:10 PM	Closed
04/19/2018 03:07 PM	Reopen
04/19/2018 03:45 PM	Closed
09/29/2018 07:04 PM	Closed

Initial Description

0444000000-Corporate,Property Damage,Default,Default,Default,Property Damage,Property Damage
0100003531-Product,Unknown,Unknown,Fire,Instrument Panel,Instrument Panel Fire,Instrument Panel Fire
0100003500-Product,Unknown,Unknown,Fire,Unknown,Fire in Product,fire in the back of vehicle

Case Comments

Date	Comment
03/09/2018	Contact [REDACTED] LOCATION OF VEHICLE [REDACTED] Ansted WV [REDACTED] LOCATION OF VEHICLE PHONE NUMBER [REDACTED] What happened?: Customer states was just driving down the road and smoke started to appear in the back where her children were. The smoke got worse, so she pulled over and got her children out of the car and called 911. The fire department came and pulled the cover off the USB port and disconnected the wires, which stopped the issue from going further. Preferred Email Address? [REDACTED] Date of Incident [REDACTED] COIN Updated & CAIR reassigned to 82S
03/09/2018	Customer called in stating that there was a fire that came from the USB port in the back of her vehicle. The vehicle has not been fixed, and is at her home now.
03/09/2018	***** Per OGC Matrix, reassigned to 82T.
03/09/2018	3/9/2018 ASSIGNED TO RLG92. ALC
03/09/2018	CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 03-09-2018 10:05
03/09/2018	CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 03-09-2018 10:06
03/10/2018	CCRG Open Date: 03/09/2018 08:48:39
03/26/2018	CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED Close Loop Exception Reason Code
03/26/2018	****FILE RETURNED TO SI FOR RESOLUTION*** Dictated denial letter.
03/26/2018	POSTMARK DATE: 032618; DATE RECEIVED: 032618
03/26/2018	LETTER MAILED.
04/09/2018	customer calling to let us know never received denial letter needs to be resent
04/19/2018	Caller contacted CAC seeking an update on case. Advised customer that case is currently being handled by another department. Advised customer that request for contact would be noted, and that case would be forwarded to 82S for review. Writer verified customer contact information. Does customer's address match COIN (Y If no, customer's current address: Customer's current phone number (Daytime) [REDACTED] 5 Customer's current phone number (Evening): Customer's email address: Any additional information: Customer did not receive letter CAIR assigned to 82S for contact request.
04/19/2018	*****Customer Email Address Updated***** Customer has updated the email address from [REDACTED] to [REDACTED] for further communication or for surveys.
04/19/2018	Briefly summarize why the customer is contacting Chrysler: The customer is seeking the letter to be emailed to her
04/19/2018	Briefly summarize what the customer is expecting: letter will be emailed.

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2014	Brand	DODGE
Body	RTKH53	Vehicle	DODGE GRAND CARAVAN SE WAGON		
Open Date	03/17/2018	CAIR Type	Regular	Status	Closed
Close Date	03/29/2018	Origin	Telephone	Reason	New problem
Mileage	42,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City	HONOLULU	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	HONOLULU	HI		USA	
Dealer	43064	WINDWARD DODGE CHRYSLER JEEP	Dealer Phone	8082336000	
Dealer Address	46-177 KAHUHIPA ST				
	KANE OHE	HI	96744 3810	USA	
Dealer Zone	California	Sales District		Service District	W
Subject	customer having issues with a/c. stating from recall				
Synopsis	3rd contact attempt no answer lvm				
Customer Anomaly	HVAC				
	Cooling/Heating				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	62	Cooling and heating issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/17/2018 08:26 PM	Open
03/29/2018 02:41 AM	Closed
09/29/2018 01:34 PM	Closed

Initial Description

0464230000-Corporate,Survey By-Pass,No Response / Unable To Reach,Default,Default,No Response / Unable To Reach,No Response / Unable To Reach
0124000000-Product,Air Conditioning / Heater,Unknown,Other,Default,Air Conditioning / Heater Inquiry,customer having issues with a/c. stating from recall

Case Comments

Date	Comment
03/17/2018	Customer seeking assistance with: Customer called in regarding his air conditioning. stating it is from recall. Customer expecting: Recall for A/C issue. Assistance with repairs. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [REDACTED] Earliest call time: 9 am Latest call time: 6 pm Updates via text: Y- [REDACTED] Updates via email: Y- [REDACTED] Vehicle location: customer Date and Time of Appointment: Customer has appointment for Wednesday 3/21/2018
03/22/2018	Customer calling to add notes to her case that the Vehicle was never fixed back in 2017. Customer was told that it was repaired, but in actuality, they ordered the parts and never installed them.
03/23/2018	OB to customer: states got recall completed in 1/2017, states 3 weeks ago the rear fan stopped blowing any cold air, but blows, front fan stopped all operation. States also a while ago the rear USB outlet caught fire(no flames, car filled with smoke). Customer [REDACTED] purchased in Hawaii, went from NC to California. Currently in HI.
03/23/2018	Appointment this Saturday, to contact Monday.
03/24/2018	Vehicle is at the dealership - WINDWARD DODGE CHRYSLER JEEP (43064) Update triggered by S67084L
03/24/2018	Vehicle is at the dealership - WINDWARD DODGE CHRYSLER JEEP (43064) Update triggered by S86143O
03/27/2018	Vehicle just went in, contact 3/27.
03/28/2018	OB to DLR: attempted twice, went to svc VM both times.
03/29/2018	OB to customer: [REDACTED] no answer, LVM. Advised to contact CM back if issues persist.

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2014	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Open Date	03/22/2018	CAIR Type	Legal	Status	Closed
Close Date	03/26/2018	Origin	Letter	Reason	New problem
Mileage	29,908 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	CONCORD	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	CONCORD		NC		USA
Dealer	60434	BINGHAMTON CHRYSLER JEEP DODGE,		Dealer Phone	6077717100
Dealer Address	1279 UPPER FRONT ST				
	BINGHAMTON		NY	13901 1012	USA
Dealer Zone	Northeast	Sales District		Service District	V
Subject	Legal CAIR				
Synopsis					
Customer Anomaly					
Contact Reason	C185	Customer Has A Legal Case And/Or An Attorney	Customer Anomaly		
Reason Code	After Sales - Information & Assistance requests - Legal - Legal Request - Legal CAIR				

Case Status History

Create Date	Status
03/22/2018 08:15 AM	Open
03/26/2018 08:15 AM	Closed
09/29/2018 06:05 PM	Closed

Initial Description

0462000000-Corporate,Legal,Default,Default,Default,Legal CAIR,Legal CAIR

Case Comments

Date	Comment
03/22/2018	CCRG Case Open. Any call or communication related to the incident related in CAIR should be forwarded through 82S/82T for handling
03/23/2018	CCRG Open Date: 03/22/2018 04:15:06
03/26/2018	CCRG Case Closed on 3/25/18 10:32 PM

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2014	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Open Date	04/06/2018	CAIR Type	Legal	Status	Closed
Close Date	04/06/2018	Origin	Telephone	Reason	New problem
Mileage	50,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	3047313045
Caller Address				Source	Customer
Caller City	ANSTED	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	ANSTED		WV		USA
Dealer	60202	SHEETS CHRYSLER DODGE JEEP RAM		Dealer Phone	3042524555
Dealer Address	250 AUTO PLAZA DR				
	BECKLEY		WV	25801 7104	USA
Dealer Zone	Mid Atlantic	Sales District		Service District	K
Subject	Customer alleges Fire in vehicle				
Synopsis					
Customer Anomaly					
Contact Reason	C205	Fire in Vehicle	Customer Anomaly		
Reason Code	After Sales - Complaint - Product - Fire in Vehicle - Additional details				

Case Status History

Create Date	Status
04/06/2018 04:35 PM	Open
04/06/2018 07:52 PM	Closed
09/29/2018 05:10 PM	Closed

Initial Description

020800000-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,Customer alleges Fire in vehicle
044400000-Corporate,Property Damage,Default,Default,Default,Property Damage,Property Damage
0100003500-Product,Unknown,Unknown,Fire,Unknown,Fire in Product,Customer alleges Fire in vehicle

Case Comments

Date	Comment
04/06/2018	Briefly summarize why the customer is contacting Chrysler: Customer stated that she has called in 5 times now and everyone is telling her there is no case. Briefly summarize what the customer is expecting: Customer seeking a response from the Special Investigator that met her at DLR #60202
04/06/2018	Customer stated that his name was [REDACTED] and said that he would contact her back and has not heard anything since March 2018. SM Tad at DLR #60202 confirmed he was at their DLR but was not involved in investigation.
04/06/2018	COIN Updated & CAIR reassigned to 82S Contact: [REDACTED] LOCATION OF VEHICLE - INCLUDING THE ADDRESS: (NO PO BOX) [REDACTED] ANSTED, WV [REDACTED] UNITED STATES LOCATION OF VEHICLE PHONE NUMBER [REDACTED] What happened?: Customer states that there was a fire in her vehicle while driving and the cab filled with smoke. Preferred Email Address? [REDACTED] Date of Incident? [REDACTED]
04/06/2018	***** Vehicle Location: [REDACTED] Owner's Residence [REDACTED] ANSTED, WV [REDACTED] Per OGC Matrix, reassigned to 82T for their review and handling.
04/06/2018	4/6/18 ASSIGNED TO RL692. PAG
04/06/2018	CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 04-06-2018 15:52
04/06/2018	CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 04-06-2018 15:53
04/07/2018	CCRG Open Date: 04/06/2018 15:26:56

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2015	Brand	DODGE
Body	RTKX53	Vehicle	DODGE GRAND CARAVAN R/T		
Open Date	12/17/2018	CAIR Type	Legal	Status	Closed
Close Date	01/02/2019	Origin	Telephone	Reason	
Mileage	72,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City	PENSACOLA	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	GULF BREEZE	FL		USA	
Dealer	X7056	AVIS BUDGET CAR RENTAL-Miami FL		Dealer Phone	3053410945
Dealer Address	6 SYLVAN WAY				
	PARSIPPANY	NJ	07054 3826	USA	
Dealer Zone		Sales District		Service District	
Subject	Allegation of Fire caused by Manufacturing Defect				
Synopsis					
Customer Anomaly	Uconnect / Infotainment USB Port Functionality				
Contact Reason	C205	Fire in Vehicle	Customer Anomaly	74	Radio USB Port issues
Reason Code	After Sales - Complaint - Product - Fire in Vehicle - Additional details				

Case Status History

Create Date	Status
12/17/2018 02:40 PM	Open
01/02/2019 05:56 PM	Closed

Initial Description

Progressive insurance agent contacts, seeking to inform FCA of a customer's allegation of a product defect. Vehicle caught fire.

Case Comments

Date	Comment
12/17/2018	BELOW IS THE INFO ERRANTLY RECORDED IN CASE ACTIVITY POST: - LOCATION OF VEHICLE - Insurance auto auctions, Stock number 11221 hwy 90 E Milton, FL 32583 850-623-2993 What happened?: Customer states Owner was driving vehicle, smelt burning smell. Opened left sliding door, fire occurred where usb charger port and cigarette lighter/12v port is located. Insurance Agent Contact Info: ERIC MUSCA (850) 483-8034 emusca1@progressive.com Date of Incident? Per OGC matrix, assigned to CCRG.
12/18/2018	CCRG Open Date: 12/17/2018 10:52:28
12/18/2018	ASSIGNED TO RLG92. EAA INSPECTION.
01/02/2019	****FILE RETURNED TO SI FOR RESOLUTION*** Dictated denial letter.
01/03/2019	LETTER MAILED.

Email(s)

Date	Subject	FCA - Inspection Request for	From	To	Sent Date/Time
12/18/2018		57626718	uscustomecare@fcagroup.com		12/18/2018 12:56 PM
Tue Dec 18 00:00:00 GMT 2018 CAIR Data File CAIR					
Comp: AD1: AD2: Primary Phone: Business Phone: Mobile Phone: Email: City/State/ZIP: GULF BREEZE, FL Country: USA Co-own: NOT SURE					
Non-Owner CONTACT INFORMATION					
Comp: Rep: AD1: AD2: Phone:					

Business Phone:
Mobile Phone:
Email:
City/St/ZIP: PENSACOLA,FL, [REDACTED]
Country: USA
Language: English

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

Open Date: Mon Dec 17 14:40:44 GMT 2018
Type: Special Investigation
Status: Open
Origin: Telephone

Vehicle Information

VIN: [REDACTED]
YR/Model: 2015 RTKX53 DODGE GRAND CARAVAN R/T
Sls BC/Sls/Svc/Dlr: Monterey Bay Cdjr/Avis
In Srv Date: Tue Nov 11 00:00:00 GMT 2014
Svc BC/Sls/Svc/Dlr: AVIS BUDGET CAR RENTAL-Miami FL
Curr Mi/Km: 72000.0 Miles

General Narrative

REASONS FOR CONTACT:

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

*** Progressive insurance agent contacts, seeking to inform FCA of a customer's allegation of a product defect. Vehicle caught fire. ***

NARRATIVE ADDED ON Tue Dec 18 12:56:24 GMT 2018
ASSIGNED TO RLG92. EAA INSPECTION.

NARRATIVE ADDED ON Mon Dec 17 15:21:21 GMT 2018

HOW IS THE INFO ERRANTLY RECORDED IN CASE ACTIVITY POST: - LOCATION OF VEHICLE - Insurance auto auctions, Stock number [REDACTED]. [REDACTED]
Milton, FL [REDACTED] 850-623-2993 What happened?: Customer states Owner was driving vehicle, smelt burning smell. Opened left sliding door, fire occurred where
usb charger port and cigarette lighter/12v port is located. Insurance Agent Contact Info: ERIC MUSCA (850) 483-8034 emusca1@progressive.com Date of Incident?
[REDACTED] Customer Info: [REDACTED] - Per OGC matrix, assigned to CCRG.

VEHICLE IS LOCATED AT:

Per OGC Matrix, reassigned to 82T.
CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION Tue Dec 18 00:00:00 GMT 2018

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2014	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING		
Open Date	03/13/2019	CAIR Type	Legal	Status	Closed
Close Date	03/21/2019	Origin	Telephone	Reason	
Mileage	120,000 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					
	OXFORD	MI		USA	
Dealer	63975	MILOSCH'S PALACE CHRYSLER JEEP		Dealer Phone	2483932222
Dealer Address	3800 S LAPEER RD				
	LAKE ORION	MI	48359 1325	USA	
Dealer Zone	Great Lakes	Sales District		Service District	B
Subject	Vehicle concern				
Synopsis	ltr mailed				
Customer Anomaly	Fuel System				
	Other Fuel System				
Contact Reason	C205	Fire in Vehicle	Customer Anomaly	166	Other fuel System issues (CNG)
Reason Code	After Sales - Complaint - Product - Fire in Vehicle - Additional details				

Case Status History

Create Date	Status
03/13/2019 03:33 PM	Open
03/21/2019 06:30 PM	Closed

Initial Description

Vehicle concern

Case Comments

Date	Comment
03/13/2019	Customer states that at approx 5 pm, wife looked out window and noticed vehicle engulfed in fire. Customer states vehicle must have burst into flames and totally destroyed vehicle. Vehicle is located in driveway of owners residence. Agent verified the following with customer: name, address, telephone and email. OXFORD MI
03/13/2019	FIRE CCRG Vehicle Location: owners home OXFORD MI
03/13/2019	Assigned to RLG92
03/21/2019	Per CCRG new fire.alg ltr
03/21/2019	state farm called to see if vehicle has been inspected and has it been a decision made agent advised customer it is in another department and it has just been started process is 2 to 4 weeks before action is started and decisions determined

Email(s)

Date	03/13/2019	Subject	FCA - Inspection Request for	From	uscustomer@fcagroup.com	To		Sent Date/Time	03/13/2019 19:06 PM
Wed Mar 13 00:00:00 GMT 2019 CAIR Data File CAIR Comp: Cust: AD1: AD2: Primary Phone: Business: Mobile P: Email: City/State/ZIP: OXFORD, MI Country: USA Co-own: NOT SURE Status and Notes: Check Information Open Date: Wed Mar 13 15:33:34 GMT 2019 Type: Legal Status: Open									

Origin: Telephone

Vehicle Information

VIN: [REDACTED]
YR/Model: 2014 RTYP53 CHRYSLER TOWN & COUNTRY TOURING
Sls BC/Sls/Svc/Dlr: Monterey Bay Cdjr/Ean Holding
In Srv Date: Thu Jul 17 00:00:00 GMT 2014
Svc BC/Sls/Svc/Dlr: Great Lakes Milosch's Palace Chrysler Jeep Dodge Inc
Curr Mi/Km: 120000.0 Miles

General Narrative

REASONS FOR CONTACT:

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

*** Vehicle concern ***

NARRATIVE ADDED ON Wed Mar 13 19:05:45 GMT 2019
Assigned to RLG92

NARRATIVE ADDED ON Wed Mar 13 18:22:30 GMT 2019

FIRE CCRG Vehicle Location: owners home [REDACTED] OXFORD MI [REDACTED]

NARRATIVE ADDED ON Wed Mar 13 15:46:50 GMT 2019

Customer states that at approx 5 pm [REDACTED] wife looked out window and noticed vehicle engulfed in fire. Customer states vehicle must have burst into flames and totally destroyed vehicle. Vehicle is located in driveway of owners residence. Agent verified the following with customer: name, address, telephone and email [REDACTED]

[REDACTED] OXFORD MI [REDACTED]

VEHICLE IS LOCATED AT:

Per OGC Matrix, reassigned to 82T.

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION Wed Mar 13 00:00:00 GMT 2019

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2014	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING		
Open Date	03/18/2019	CAIR Type	Legal	Status	Closed
Close Date	04/04/2019	Origin	Telephone	Reason	
Mileage	105,000 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					
	NILES	MI			USA
Dealer	X7162	EAN HOLDINGS - DETROIT METRO		Dealer Phone	6169543061
Dealer Address	600 CORPORATE PARK DR				
	ST LOUIS	MO	63105 4204	USA	
Dealer Zone		Sales District		Service District	
Subject	Vehicle Fire				
Synopsis	ltr mailed				
Customer Anomaly	Engine				
	OTHER				
Contact Reason	C205	Fire in Vehicle	Customer Anomaly	30	General engine issues
Reason Code	After Sales - Complaint - Product - Fire in Vehicle - Additional details				

Case Status History

Create Date	Status
03/18/2019 08:12 PM	Open
04/04/2019 03:40 PM	Closed

Initial Description

Vehicle caught fire while in transit

Case Comments

Date	Comment
03/18/2019	Customer calling to advise that at 8:15 am this morning he was driving with spouse and child and he smelled burning, when he turned around he saw that by where his son was sitting that jby the USB cord that hew saw fire, he quickly pulled over and everyone exited vehicle and within a couple of minutes car went up in flames. Customer (who states that he is co-owner of vehicle) states that vehicle was taken to Berrien Center, MI. Customer also advised that State Farm contacted and that Donna Fearing (610)358-7778 is handling case. Customer also advised that vehicle will be moved by State Farm to
03/19/2019	Note: Reason coding and TREAD data MUST be ACCURATE FILL OUT REASON CODING 1 & 2 COMPLETELY . Post this information in the COMMENTS SECTION
03/19/2019	customer calling regarding case. wanted to know if he would be provided assistance with getting a new vehicle as he does not want to take out another loan. Advised we would look into possible cause of issue and he would be provided with findings.
03/25/2019	Per request from T. Konicki - Note: Reason coding and TREAD data MUST be ACCURATE FILL OUT REASON CODING 1 & 2 COMPLETELY . Post this information in the COMMENTS SECTION Agent verified and TREAD is as follows: TREAD Number TR- Was there any sign of combustion or burn, Was there any sign of combustion or burning of any material in a vehicle (flame, smoke, sparks, smoldering or melting?) Yes Currency USD - U.S. Dollar Was the vehicle in an accident? Was the vehicle in an accident? No Reason for Change New information provided Indicate # of people injured (number) Indicate the # of people injured (number) 0 Later Fatality False Indicate # of fatalities (number) Indicate the # of fatalities (number) 0 Change In VIN False Was there any property damage? Yes Has dealer inspected/repared vehicle? No Date of Incident (can be a past date) Date of Incident (can provide past date also) 3/18/2019 10:15 AM Comment While driving customer noticed fire from USB port in the back of vehicle where his child sits Country of Accident UNITED STATES State of Accident Michigan Reason coding 1 and 2 is as follows: Reason 1 - ENGINE Reason 2 - Other
03/25/2019	FIRE CCRG
03/25/2019	State Farm Donna Fearing (610)358-7778 is handling case. Customer also advised that vehicle will be moved by State Farm to
03/25/2019	NILES MI USA
03/25/2019	Assigned to RLG92
03/27/2019	Customer is calling back, as he has not heard from anyone. Customer states, he put \$17,000.00 into vehicle, and the Insurance Company paid off vehicle, of an amount of \$13,000.00 Customer states, he has to start over again, and seeking assistance for help, trying to get another vehicle of same value, and feels that FCA should help him out due to this incident, or he will have to seek assistance with getting a lawyer.
03/27/2019	Customer called back again to speak with AMY. Agent explain to customer that case is being handle by another dept. But everything is documented about him wanting FCA to help assist him with another vehicle.
04/04/2019	Per CCRG: firealg denial ltr

Email(s)

Date	Subject	From	To	Sent Date/Time
03/25/2019	FCA - Inspection	uscustomecare@fcagroup.com		03/25/2019 19:40 PM

Request
for

Mon Mar 25 00:00:00 GMT 2019 CAIR Data File CAIR

Comp
Cust:
AD1:
AD2:
Primary Phone:
Business Phone:
Mobile
Email:
City/State/ZIP: NILES, MI
Country: USA
Co-own: NOT SURE

Status and Notes Check Information

Open Date: Mon Mar 18 20:12:00 GMT 2019
Type: Legal
Status: Open
Origin: Telephone

Vehicle Information

VIN:
YR/Model: 2014 RTYP53 CHRYSLER TOWN & COUNTRY TOURING
Sls BC/Sls/Svc/Dlr: Champion Cjd/Ean Holdings LLC
In Srv Date: Wed Jun 18 00:00:00 GMT 2014
Svc BC/Sls/Svc/Dlr: VANGUARD CAR RENTAL - Detroit
Curr Mi/Km: 105000.0 Miles

General Narrative

REASONS FOR CONTACT:

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

*** Vehicle caught fire while in transit ***

NARRATIVE ADDED ON Mon Mar 25 19:40:26 GMT 2019
Assigned to RLG92

NARRATIVE ADDED ON Mon Mar 25 17:24:53 GMT 2019
NILES MI USA

NARRATIVE ADDED ON Mon Mar 25 17:22:48 GMT 2019
State Farm Donna Fearing (610)358-7778 is handling case. Customer also advised that vehicle will be moved by State Farm to Lansing, MI
POI: 3/18/19

NARRATIVE ADDED ON Mon Mar 25 17:20:42 GMT 2019
FIRE CCRG

NARRATIVE ADDED ON Mon Mar 25 16:52:01 GMT 2019
Per request from T. Konicki - Note: Reason coding and TREAD data MUST be ACCURATE. FILL OUT REASON CODING 1 & 2 COMPLETELY. Post this information in the COMMENTS SECTION. Agent verified and TREAD is as follows: TREAD Number TR Was there any sign of combustion or burn, Was there any sign of combustion or burning of any material in a vehicle (flame, smoke, sparks, smoldering or melting?) Yes Currency USD - U.S. Dollar Was the vehicle in an accident? Was the vehicle in an accident? No Reason for Change New information provided Indicate # of people injured (number) Indicate the # of people injured (number) 0 Later Fatality False Indicate # of fatalities (number) Indicate the # of fatalities (number) 0 Change In VIN False Was there any property damage? Yes Has dealer inspected/repared vehicle? No Date of Incident (can be a past date) Date of Incident (can provide past date also) 10:15 AM Comment While driving customer noticed fire from USB port in the back of vehicle where his child sits Country of Accident UNITED STATES State of Accident Michigan Reason coding 1 and 2 is as follows: Reason 1 - ENGINE Reason 2 - Other

NARRATIVE ADDED ON Tue Mar 19 14:34:10 GMT 2019
customer calling regarding case. wanted to know if he would be provided assistance with getting a new vehicle as he does not want to take out another loan. Advised we would look into possible cause of issue and he would be provided with findings.

NARRATIVE ADDED ON Tue Mar 19 13:24:47 GMT 2019
Note: Reason coding and TREAD data MUST be ACCURATE. FILL OUT REASON CODING 1 & 2 COMPLETELY. Post this information in the COMMENTS SECTION

NARRATIVE ADDED ON Mon Mar 18 20:26:13 GMT 2019
Customer calling to advise that at 8:15 am this morning he was driving with spouse and child and he smelled burning, when he turned around he saw that by where his son was sitting that the USB cord that he saw fire, he quickly pulled over and everyone exited vehicle and within a couple of minutes car went up in flames. Customer (who states that he is co-owner of vehicle) states that vehicle was taken to Berrien Center, MI. Customer also advised that State Farm was contacted and that Donna Fearing (610)358-7778 is handling case. Customer also advised that vehicle will be moved by State Farm to Lansing, MI.

VEHICLE IS LOCATED AT:

Per OGC Matrix reassigned to 82T.
CAIR NUMBER REQUEST EAA INSPECTION Mon Mar 25 00:00:00 GMT 2019

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2014	Brand	CHRYSLER
Body	RTYR53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING-L		
Open Date	10/17/2019	CAIR Type	Legal	Status	Closed
Close Date	12/06/2019	Origin	Telephone	Reason	
Mileage	130,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	WOODSTOCK VALLEY	CT		USA	
Dealer	60074	PUTNAM CHRYSLER DODGE JEEP INC		Dealer Phone	8609287737
Dealer Address	157 PROVIDENCE PIKE, RT 44				
	PUTNAM	CT	06260 2525	USA	
Dealer Zone	Northeast	Sales District		Service District	P
Subject	Vehicle concern				
Synopsis	Irt mailed				
Customer Anomaly	Interior				
	Seats				
Contact Reason	C205	Fire in Vehicle	Customer Anomaly	80	Vehicle seats issue
Reason Code	After Sales - Complaint - Product - Fire in Vehicle - Additional details				

Case Status History

Create Date	Status
10/17/2019 03:29 PM	Open
12/06/2019 06:26 PM	Closed

Initial Description

Customer name: [REDACTED]
 Incident date: [REDACTED]
 Best phone number and email: [REDACTED]
 Vehicle location address: [REDACTED] Woodstock Valley Connecticut [REDACTED]
 Vehicle location phone number: [REDACTED]
 Description: Parked in driveway brother came inside the house and informed the cst that the inside of the vehicle was on fire, no one was in the vehicle and the brother does not know how it started, Fire Department came and investigated and stated it started due to electrical.

Case Comments

Date	Comment
10/17/2019	Legal needs ALL of the following listed clearly in the case BEFORE an inspection can be ordered: Customer COMPLETE name, address, daytime contact phone number of the current, actual owner Customer email address Vehicle EXACT location; COMPLETE name, address, daytime phone number. If it is at an Insurance storage facility we will need the LOT NUMBER The OWNER will need to request the vehicle location information from the insurance company. . Note: Reason coding and TREAD data MUST be ACCURATE and filled out COMPLETELY Date of Incident to be included. ***** FILL OUT REASON CODING 1 & 2 COMPLETELY AND ACCURATELY ***. Post this information in the COMMENTS SECTION. YOU ARE CAUSING A DELAY IN THIS CASE FILE
10/18/2019	Customer [REDACTED] incident date: [REDACTED] best phone number and email: [REDACTED] address for customer [REDACTED] WOODSTOCK VALLEY CT USA [REDACTED] Vehicle location address: [REDACTED] Woodstock Valley Connecticut [REDACTED] vehicle location phone number: [REDACTED] Description: Parked in driveway brother came inside the house and informed the cst that the inside of the vehicle was on fire, no one was in the vehicle and the brother does not know how it started, Fire Department came and investigated and stated it started due to electrical.
10/18/2019	AGAIN - FILL OUT REASON CODING 1 & 2 COMPLETELY AND ACCURATELY ***
10/18/2019	[REDACTED] address for customer [REDACTED] WOODSTOCK VALLEY CT [REDACTED] vehicle location: [REDACTED] Woodstock Valley Connecticut [REDACTED] vehicle location phone: [REDACTED] incident date: [REDACTED]
10/18/2019	FIRE CCRG
10/18/2019	Assigned to RLG92.
10/25/2019	customer called looking for update on case, requests CM contact as soon as possible
10/28/2019	Customer reached out on social media stating "How long is it going to take for the process of getting my case resolved. What happens once it is found that the wiring was faulty how am I the customer compensated for burning myself and left as of now without a vehicle. Is there anything you can do to help me get a rental or something." Writer documented concerns and advised CM to contact customer with an update when possible to discuss loaner vehicle options as well.
11/06/2019	Customer reached out on Twitter stating "The inspection is still going to happen the 11th? I am without a vehicle still. Is there anything Chrysler can do to help me out with this situation?" Writer advised they do not have access to this information and to wait for CM to reach out with update.
12/02/2019	Customer reached out on social media stating "Was wondering if I could be contacted about the results of the investigation so I know whats going on" Writer documented concern and advised that someone will reach out once there is an update for customer.
12/04/2019	Per CCRG: new fire.alg denial ltr

Email(s)

Date	10/18/2019	Subject		From	uscustomecare@fcagroup.com	To	
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FCA -
Inspection
Request
for

Sent
Date/Time

10/18/2019
14:43 PM

Fri Oct 18 00:00:00 GMT 2019 CAIR Data File CAIR

Company:

[REDACTED]

Cust:

[REDACTED]

AD1:

[REDACTED]

AD2:

Primary Phone:

[REDACTED]

Business Phone:

Mobile Phone:

[REDACTED]

Home Phone:

[REDACTED]

Email:

[REDACTED]

Cty/St/ZIP:

WOODSTOCK VALLEY, CT, [REDACTED]

Country:

USA

Co-own: NOT SURE

Status and Notes-----

Check Information -----

Opened By:

Erneisha Thomas

Open Date:

Thu Oct 17 15:29:43 GMT 2019

Type:

Special Investigation

Status:

Open

Last Updated By:

Shamecki Mccoy

Origin:

Telephone

Vehicle Information

VIN:

[REDACTED]

YR/Model:

2014 RTYR53 CHRYSLER TOWN & COUNTRY TOURING-L

Sls BC/Sls/Svc/Dlr:

Northeast Artioli Chrysler Dodge

In Srv Date:

Mon Oct 28 00:00:00 GMT 2013

Svc BC/Sls/Svc/Dlr:

Northeast Putnam Chrysler Dodge Jeep Inc

Curr Mi/Km:

130000.0 Miles

Recalls

Recall:

P25

REAR QUARTER VENT WINDOW SWITCH

SAFETY

Status:

COMPLETE

General Narrative

REASONS FOR CONTACT:

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

*** Customer name [REDACTED]

Incident date: [REDACTED]

Best phone number and email : [REDACTED] address for customer [REDACTED] WOODSTOCK VALLEY CT [REDACTED]

Vehicle location address: [REDACTED], Woodstock Valley Connecticut [REDACTED]

Vehicle location phone number: [REDACTED]

Description : Parked in driveway brother came inside the house and informed the cst that the inside of the vehicle was on fire , no one was in the vehicle and the brother does not know how it started , Fire Department came and investigated and stated it started due to electrical . ***

NARRATIVE ADDED BY Shamecki Mccoy ON Fri Oct 18 14:43:02 GMT 2019

Assigned to RLG92.

NARRATIVE ADDED BY Thomas Konicki ON Fri Oct 18 14:26:57 GMT 2019

FIRE
CCRG

NARRATIVE ADDED BY Thomas Konicki ON Fri Oct 18 14:25:39 GMT 2019

[REDACTED] address for customer [REDACTED] WOODSTOCK VALLEY CT [REDACTED]
Vehicle location : [REDACTED], Woodstock Valley Connecticut [REDACTED]
Vehicle location phone : [REDACTED]
Incident date: [REDACTED]

NARRATIVE ADDED BY Thomas Konicki ON Fri Oct 18 12:48:19 GMT 2019

AGAIN....

***** FILL OUT REASON CODING 1 & 2 COMPLETELY AND ACCURATELY ***

NARRATIVE ADDED BY Erneisha Thomas ON Fri Oct 18 12:42:58 GMT 2019

Customer name [REDACTED]

Incident date: [REDACTED]

Best phone number and email : [REDACTED] for customer [REDACTED] WOODSTOCK VALLEY CT USA [REDACTED]

Vehicle location address: [REDACTED], Woodstock Valley Connecticut [REDACTED]

Vehicle location phone number: [REDACTED]

Description : Parked in driveway brother came inside the house and informed the cst that the inside of the vehicle was on fire , no one was in the vehicle and the brother does not know how it started , Fire Department came and investigated and stated it started due to electrical .

NARRATIVE ADDED BY Thomas Konicki ON Thu Oct 17 15:47:50 GMT 2019

Legal needs ALL of the following listed clearly in the case BEFORE an inspection can be ordered:
Customer COMPLETE name , address, daytime contact phone number of the current , actual owner
Customer email address
Vehicle EXACT location; COMPLETE name , address, daytime phone number.
If it is at an Insurance storage facility we will need the LOT NUMBER
The OWNER will need to request the vehicle location information from the insurance company.

Note: Reason coding and TREAD data MUST be ACCURATE and filled out COMPLETELY
Date of Incident to be included.
***** FILL OUT REASON CODING 1 & 2 COMPLETELY AND ACCURATELY ***

Post this information in the COMMENTS SECTION

YOU ARE CAUSING A DELAY IN THIS CASE FILE

VEHICLE IS LOCATED AT:

Per OGC Matrix reassigned to 82T.
CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION Fri Oct 18 00:00:00 GMT 2019

Date	Subject	FCA - Inspection Request for	From	To	Sent Date/Time
10/18/2019	[REDACTED]	[REDACTED]	uscustomer@fcagroup.com	[REDACTED]	10/18/2019 14:43 PM

Fri Oct 18 00:00:00 GMT 2019 CAIR Data File CAIR: [REDACTED]

Comp: [REDACTED]
Cust: [REDACTED]
AD1: [REDACTED]
AD2: [REDACTED]
Primary: [REDACTED]
Business: [REDACTED]
Mobile: [REDACTED]
Home: [REDACTED]
Email: [REDACTED]
City/State/ZIP: WOODSTOCK VALLEY, CT [REDACTED]
Country: USA
Co-own: NOT SURE

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

Open Date: Thu Oct 17 15:29:43 GMT 2019
Type: Special Investigation
Status: Open
Origin: Telephone

Vehicle Information

VIN: [REDACTED]
YR/Model: 2014 RTYR53 CHRYSLER TOWN & COUNTRY TOURING-L
Sls BC/Sls/Svc/Dlr: Northeast Artioli Chrysler Dodge
In Srv Date: Mon Oct 28 00:00:00 GMT 2013
Svc BC/Sls/Svc/Dlr: Northeast Putnam Chrysler Dodge Jeep Inc
Curr Mi/Km: 130000.0 Miles

Recalls

Recall: P25
REAR QUARTER VENT WINDOW SWITCH
SAFETY
Status: COMPLETE

General Narrative

REASONS FOR CONTACT:

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

*** Customer name [REDACTED] Incident date: [REDACTED] Best phone number and email : [REDACTED] address for customer [REDACTED]
WOODSTOCK VALLEY CT USA [REDACTED] Vehicle location address: [REDACTED] , Woodstock Valley Connecticut [REDACTED] Vehicle location phone number:
[REDACTED] Description : Parked in driveway brother came inside the house and informed the cst that the inside of the vehicle was on fire , no one was in the vehicle
and the brother does not know how it started , Fire Department came and investigated and stated it started due to electrical . ***

NARRATIVE ADDED ON Fri Oct 18 14:43:02 GMT 2019
Assigned to RLG92.

NARRATIVE ADDED ON Fri Oct 18 14:26:57 GMT 2019
FIRE CCRG

NARRATIVE ADDED ON Fri Oct 18 14:25:39 GMT 2019

[REDACTED] address for customer [REDACTED] WOODSTOCK VALLEY CT [REDACTED] Vehicle location : [REDACTED]
[REDACTED] , Woodstock Valley Connecticut [REDACTED] Vehicle location phone [REDACTED] Incident date: [REDACTED]

NARRATIVE ADDED ON Fri Oct 18 12:48:19 GMT 2019
AGAIN.... ***** FILL OUT REASON CODING 1 & 2 COMPLETELY AND ACCURATELY ***

NARRATIVE ADDED ON Fri Oct 18 12:42:58 GMT 2019

Customer name [REDACTED] Incident date: [REDACTED] Best phone number and email : [REDACTED] address for customer [REDACTED]
WOODSTOCK VALLEY CT USA [REDACTED] Vehicle location address: [REDACTED] , Woodstock Valley Connecticut [REDACTED] Vehicle location phone number:
[REDACTED] 6 Description : Parked in driveway brother came inside the house and informed the cst that the inside of the vehicle was on fire , no one was in the vehicle
and the brother does not know how it started , Fire Department came and investigated and stated it started due to electrical .

NARRATIVE ADDED ON Thu Oct 17 15:47:50 GMT 2019

Legal needs ALL of the following listed clearly in the case BEFORE an inspection can be ordered: Customer COMPLETE name , address, daytime contact phone
number of the current , actual owner Customer email address Vehicle EXACT location; COMPLETE name , address, daytime phone number. If it is at an Insurance
storage facility we will need the LOT NUMBER The OWNER will need to request the vehicle location information from the insurance company. . Note: Reason coding
and TREAD data MUST be ACCURATE and filled out COMPLETELY Date of Incident to be included. ***** FILL OUT REASON CODING 1 & 2 COMPLETELY AND
ACCURATELY *** . Post this information in the COMMENTS SECTION . YOU ARE CAUSING A DELAY IN THIS CASE FILE

VEHICLE IS LOCATED AT:

Per OGC Matrix, reassigned to 82T.
CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION Fri Oct 18 00:00:00 GMT 2019

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2014	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING		
Open Date	10/30/2019	CAIR Type	Legal	Status	Closed
Close Date	11/11/2019	Origin	Telephone	Reason	
Mileage	171,000 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					
	LUMBERTON	MS		USA	
Dealer	68490	MACK GRUBBS MOTORS INC	Dealer Phone	6017363432	
Dealer Address	1470 HWY 98 E				
	COLUMBIA	MS	39429 8103	USA	
Dealer Zone	Southwest	Sales District		Service District	U
Subject	Smoke in vehicle, overheating of USB electrical				
Synopsis	Denial				
Customer Anomaly	Uconnect / Infotainment				
	USB Port Functionality				
Contact Reason	C205	Fire in Vehicle	Customer Anomaly	74	Radio USB Port issues
Reason Code	After Sales - Complaint - Product - Fire in Vehicle - Additional details				

Case Status History

Create Date	Status
10/30/2019 01:22 PM	Open
11/11/2019 04:02 PM	Closed

Initial Description

Smoke in vehicle, overheating of USB electrical

Case Comments

Date	Comment
10/30/2019	Customer name (if different from Compass): [REDACTED] Incident date: [REDACTED] PM Best phone number and email address for customer (if different from Compass): [REDACTED] Vehicle location (address and phone number): [REDACTED] LUMBERTON MS USA [REDACTED] (home address) Customer's description of incident: Electrical component of back panel for driver side where USB plug in area is burnt off. Customer states there was smoke and fire department came out. Cst states entire USB area entirely melted. Cst contacted their insurance company and was advised to tow vehicle to dlr for inspection and to call FCA Customer Care. Vehicle currently with cst and will be towing it to dlr soon; however, will be awaiting instructions/contact from SI.
10/30/2019	2nd Owner, 171K+ miles. ISD: 6/25/2014. No Open Recalls. Allegation: Thermal event at/near USB Port. DOI: [REDACTED] Customer Contact & Location Data: [REDACTED] LUMBERTON, MS [REDACTED]
10/30/2019	[REDACTED] Per OGC Matrix, assigned to CCRG for review & handling.
10/30/2019	Assigned to RLG92
11/11/2019	*FILE RETURNED TO SI FOR RESOLUTION* No evidence of an actual fire or flame. USB port shorted. 2nd owner, 171k miles and no open recalls. Dictated denial letter.
11/11/2019	Mailed letter.

Email(s)

Date	Subject	FCA - Inspection Request for	From	To	Sent Date/Time
10/30/2019			uscustomer@fcagroup.com		10/30/2019 15:09 PM
Wed Oct 30 00:00:00 GMT 2019 CAIR Data File CAIR [REDACTED]					
Company:					
[REDACTED]					
Cust:					
[REDACTED]					

AD1:

[REDACTED]

AD2:

Primary Phone:

[REDACTED]

Business Phone:

[REDACTED]

Mobile Phone:

[REDACTED]

Home Phone:

[REDACTED]

Email:

[REDACTED]

Cty/St/ZIP:

LUMBERTON, MS, [REDACTED]

Country:

USA

Co-own: NOT SURE

Status and Notes_____

Check Information —————

Opened By:

Amy Wang

Open Date:

Wed Oct 30 13:22:54 GMT 2019

Type:

Special Investigation

Status:

Open

Last Updated By:

Tony Maurus

Origin:

Telephone

Vehicle Information

VIN:

[REDACTED]

YR/Model:

2014 RTYP53 CHRYSLER TOWN & COUNTRY TOURING

Sls BC/Sls/Svc/Dir:

Champion Cjd/Ean Holdings LLC

In Srv Date:

Wed Jun 25 00:00:00 GMT 2014

Svc BC/Sls/Svc/Dlr:

Southwest Mack Grubbs Motors Inc

Curr Mi/Km:

171000.0 Miles

General Narrative

REASONS FOR CONTACT:

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

*** Smoke in vehicle, overheating of USB electrical ***

NARRATIVE ADDED BY Amy Cannazzaro ON Wed Oct 30 15:08:45 GMT 2019

Assigned to RLG92

NARRATIVE ADDED BY Tony Maurus ON Wed Oct 30 14:43:23 GMT 2019

2nd Owner, 171K+ miles, ISD: 6/25/2014, No Open Recalls.

Allegation: Thermal event at/near USB Port.

DOL [REDACTED]

Customer Contact & Location Data:

[REDACTED]

LUMBERTON, MS [REDACTED]

[REDACTED]

Per OGC Matrix, assigned to CCRG for review & handling.

NARRATIVE ADDED BY Amy Wang ON Wed Oct 30 13:32:37 GMT 2019

Customer name (if different from Compass): [REDACTED]

Incident date: [REDACTED] 1PM

Best phone number and email address for customer (if different from Compass): [REDACTED]
Vehicle location (address and phone number): [REDACTED] LUMBERTON MS USA [REDACTED] (home address)
Customer's description of incident: Electrical component of back panel for driver side where USB plug in area is burnt off. Customer states there was smoke and fire department came out. Cst states entire USB area entirely melted. Cst contacted their insurance company and was advised to tow vehicle to dlr for inspection and to call FCA Customer Care. Vehicle currently with cst and will be towing it to dlr soon; however, will be awaiting instructions/contact from SI.

VEHICLE IS LOCATED AT:

Per OGC Matrix, reassigned to 82T.
CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION Wed Oct 30 00:00:00 GMT 2019

Date	Subject	FCA - Inspection Request	From	Sent Date/Time
10/30/2019	[REDACTED]	[REDACTED]	uscustomer@fcagroup.com	10/30/2019 15:09 PM

Wed Oct 30 00:00:00 GMT 2019 CAIR Data File CAIR [REDACTED]

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

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

Open Date: Wed Oct 30 13:22:54 GMT 2019
Type: Special Investigation
Status: Open
Origin: Telephone

Vehicle Information

VIN: [REDACTED]
YR/Model: 2014 RTYP53 CHRYSLER TOWN & COUNTRY TOURING
Sls BC/Sls/Svc/Dlr: Champion Cjd/Ean Holdings LLC
In Srv Date: Wed Jun 25 00:00:00 GMT 2014
Svc BC/Sls/Svc/Dlr: Southwest Mack Grubbs Motors Inc
Curr Mi/Km: 171000.0 Miles

General Narrative

REASONS FOR CONTACT:

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

*** Smoke in vehicle, overheating of USB electrical ***

NARRATIVE ADDED ON Wed Oct 30 15:08:45 GMT 2019
Assigned to RLG92

NARRATIVE ADDED ON Wed Oct 30 14:43:23 GMT 2019
2nd Owner, 171K+ miles, ISD: 6/25/2014, No Open Recalls. Allegation: Thermal event at/near USB Port. DOL [REDACTED] Customer Contact & Location Data: [REDACTED] Per OGC Matrix, assigned to CCRG
[REDACTED] LUMBERTON, MS [REDACTED]
for review & handling.

NARRATIVE ADDED ON Wed Oct 30 13:32:37 GMT 2019

Customer name (if different from Compass): [REDACTED] Incident date: [REDACTED] 1PM Best phone number and email address for customer (if different from Compass): [REDACTED]
Vehicle location (address and phone number): [REDACTED] LUMBERTON MS USA [REDACTED] (home address)
Customer's description of incident: Electrical component of back panel for driver side where USB plug in area is burnt off. Customer states there was smoke and fire department came out. Cst states entire USB area entirely melted. Cst contacted their insurance company and was advised to tow vehicle to dlr for inspection and to call FCA Customer Care. Vehicle currently with cst and will be towing it to dlr soon; however, will be awaiting instructions/contact from SI.

VEHICLE IS LOCATED AT:

Per OGC Matrix, reassigned to 82T.

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION Wed Oct 30 00:00:00 GMT 2019

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2014	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING		
Open Date	11/05/2019	CAIR Type	Warranty Litigation	Status	Closed
Close Date	11/08/2019	Origin	Law Manager	Reason	
Mileage	0 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	FCA
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	LUMBERTON	MS		USA	
Dealer				Dealer Phone	
Dealer Address					
Dealer Zone		Sales District		Service District	
Subject	Warranty Litigation case				
Synopsis	CCRG Case Closed on 11/7/19 9:01 PM				
Customer Anomaly					
Contact Reason	C218	Litigation Seeking Status Update	Customer Anomaly		
Reason Code	After Sales - Complaint - Litigation - Seeking status update - Additional details				

Case Status History

Create Date	Status
11/05/2019 01:36 PM	Open
11/08/2019 12:13 PM	Closed

Initial Description

CCRG Case Open. Any call or communication related to the incident related in CAIR [REDACTED] should be forwarded through 82S/82T for handling

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2014	Brand	CHRYSLER
Body	RTYR53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING-L		
Open Date	11/11/2019	CAIR Type	Regular	Status	Closed
Close Date	11/13/2019	Origin	Brand Site	Reason	assistance
Mileage	68,500 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	Alexandria	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	ALEXANDRIA		VA		USA
Dealer			Dealer Phone		
Dealer Address					
Dealer Zone	Sales District		Service District		
Subject	Electrical Fire in Vehicle				
Synopsis	68112137				
Customer Anomaly					
Contact Reason	C110	FCA Company Contact Info Request	Customer Anomaly		
Reason Code	FCA World - Information & Assistance requests - Corporate - Corporate - Contacts				

Case Status History

Create Date	Status
11/11/2019 09:21 PM	New
11/13/2019 08:00 AM	Open
11/13/2019 08:01 AM	Closed

Initial Description

I was checking on a rental house of [REDACTED] in Fairfax Va. I then went to a restaurant to eat around 5pm in nearby Chantilly, VA. The total drive time was about 40 minutes but there were NO signs of an issue until I got back in the vehicle around 5:54pm. That is the only time it was driven by anyone for the last 4 days. Once I started the vehicle I had plans to drive about 100/342 to a nearby Royal Farms gas station. Once I started the engine I began to notice a slight burning smell almost like brakes over-heated, I just thought it was the vehicle next to me. I noticed the fresh air vent was on and so I shut that off to re-circulate the air and no longer smell anything from the outside. That smell did not stop. As I drove only 50/342 to the driveway exit I could still smell it, there was an abandoned commercial building site nearby so I thought maybe it was a fire over there. I drove about 30/342 to cross the intersection and noticed smoke in the vehicle and the plastic-burning smell got much worse. I drove over into the gas station parking lot and pulled over immediately. It was obvious the electrical issue began when I started the vehicle. From the time it started until I stopped next door, the time it took was about 30 seconds. The toxic smoke was so bad I had to exit the vehicle immediately. I ran to the back and open the rear door of the van, smoke was already pouring out. I did not see anything in the rear. I then opened the left-side electric door, it opened as usual. Keep in mind so far all the electrical systems I could see were still working and NO warning lights/indicators at all. When the door opened, I could see wires shorting, aggressively, behind the 110V outlet at the bottom of the control panel. (This panel is next to the third row seat) Honestly I do not how this was possible for 2 reasons: 1) The master power switch for that outlet under the radio (front- center of the dashboard) was in the off position. 2) It does not appear that any fuses were blown until I put the fire out. I was gone less than a minute to find that control panel burned away and that wall engulfed in flames. I found a fire extinguisher at the gas station. An employee and witness to this went with me and I doused the area with dry chemical fire retardant. I also sprayed from behind the 3rd row seat. The fire was put out and I opened the hood to see if I could pull fuses in the interim. (1). Prior to the incident, did you notice any strange electrical or mechanical behavior? Please list any warning messages or lights that were present on the vehicle. Not only am I an engineer but I have designed and built racing engines. I am very aware of how a vehicle works and if it is giving trouble I would have known but none were noted. We (my wife and I) kept this vehicle serviced regularly since we bought it from our Chrysler dealership. It was in excellent shape with 68,500 on it. There were no signs of electrical or mechanical issues at all since we bought it and no warning lights or anything until I noticed a burning smell. Inc. Had the vehicle recently been serviced? Not since the last scheduled oil change at the dealership.

Email(s)

Date	11/11/2019	Subject	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****	From	uscustomer@fcagroup.com	To		Sent Date/Time	11/11/2019 21:21 PM
Your inquiry has been received by the Chrysler Customer Care. We appreciate your contact with us and look forward to getting back with you as soon as possible.									
To ensure a prompt response, please add to your Safe Senders list, Address Book or Contact List. Please also monitor your Junk Mail or Spam Folder for our response.									
Should this matter be urgent, or if you desire a quicker response, please contact us by phone to discuss your issue with one of our Chrysler Advisors.									
Chrysler Brand: 800-247-9753									
FCA Brand : 800-247-9753									
For any future communication related to this email, please refer to reference number [REDACTED]									
Sincerely,									
The Chrysler Brand									

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

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2014	Brand	CHRYSLER
Body	RTYR53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING-L		
Open Date	11/11/2019	CAIR Type	Legal	Status	Closed
Close Date	11/29/2019	Origin	Telephone	Reason	
Mileage	68,500 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	ALEXANDRIA	VA		USA	
Dealer	41838	OURISMAN CHRYSLER JEEP DODGE OF	Dealer Phone	7033291600	
Dealer Address	5900 RICHMOND HWY				
	ALEXANDRIA	VA	22303 1805	USA	
Dealer Zone	Mid Atlantic	Sales District		Service District	P
Subject	Fire in Vehicle				
Synopsis					
Customer Anomaly	Uconnect / Infotainment				
	USB Port Functionality				
Contact Reason	C205	Fire in Vehicle	Customer Anomaly	74	Radio USB Port issues
Reason Code	After Sales - Complaint - Product - Fire in Vehicle - Additional details				

Case Status History

Create Date	Status
11/11/2019 09:32 PM	Open
11/29/2019 01:48 PM	Closed

Initial Description

Fire in vehicle

Case Comments

Date	Comment
11/11/2019	Customer name: [REDACTED] Incident Date & Time: [REDACTED] 6PM Phone & Email: [REDACTED] Location of vehicle: Beyer Collision Center 8153 Richmond Hwy, Alexandria, VA 22309 (703) 780-7200 Description of Incident: Cst states vehicle caught fire while they were in it. Cst states they got a little sick from the plastic. Cst states they called dlr and stated they were not interested and advised cst to call customer care. Agent sees customer emailed us about concern and confirmed incident with customer. Cst states entire vehicle went up in flames while they were getting gas at a gas station. States their insurance, Allstate, has already determined a total loss but customer states they were advised to call customer care as well. Agent advised cst they will send case to proper department and should expect contact within 2-4 business days. Cst also wanted to mention the practices of the selling dlr. States they will change their prices which don't coincide with what's online. Agent advised they can report them to the FBB.
11/12/2019	Per OGC Matrix, reassigned to 82T/CCRG for their review and handling.
11/12/2019	Assigned to RLG92
11/12/2019	Updated TREAD to 1 INJURY
11/29/2019	FILE RETURNED TO SI FOR RESOLUTION Dictated denial letter.

Email(s)

Date	Subject	FCA - Inspection Request for	From	To	Sent Date/Time
11/12/2019			uscustomer@fcagroup.com	[REDACTED]	11/12/2019 13:17 PM

Tue Nov 12 00:00:00 GMT 2019 CAIR Data File CAIR [REDACTED]

Company:

[REDACTED]

Cust:

[REDACTED]

AD1:

[REDACTED]

AD2:

Primary Phone:

[REDACTED]

Business Phone:

[REDACTED]

Mobile Phone:

[REDACTED]

Home Phone:

[REDACTED]

Email:

[REDACTED]

Cty/St/ZIP:

ALEXANDRIA, VA [REDACTED]

Country:

USA

Co-own: NOT SURE

Status and Notes_____

Check Information —————

Opened By:

Amy Wang

Open Date:

Mon Nov 11 21:32:34 GMT 2019

Type:

Special Investigation

Status:

Open

Last Updated By:

Lisa Schkooor

Origin:

Telephone

Vehicle Information

VIN:

[REDACTED]

YR/Model:

2014 RTYR53 CHRYSLER TOWN & COUNTRY TOURING-L

Sls BC/Sls/Svc/Dir:

Mid Atlantic Ourisman Chrysler Jeep Dodge of Alexandria

In Srv Date:

Mon Aug 11 00:00:00 GMT 2014

Svc BC/Sls/Svc/Dlr:

Mid Atlantic Ourisman Chrysler Jeep Dodge of Alexandria

Curr Mi/Km:

68500.0 Miles

General Narrative

REASONS FOR CONTACT:

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

*** Fire in vehicle ***

NARRATIVE ADDED BY Amy Cannazzaro ON Tue Nov 12 13:17:08 GMT 2019

Assigned to RLG92

NARRATIVE ADDED BY Lisa Schkoo ON Tue Nov 12 12:22:54 GMT 2019

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

NARRATIVE ADDED BY Amy Wang ON Mon Nov 11 21:39:54 GMT 2019

Customer name [REDACTED]

Incident Date & Time: [REDACTED] 6PM

Phone & Email: [REDACTED]

Location of vehicle: Beyer Collision Center 8153 Richmond Hwy, Alexandria, VA 22309 (703) 780-7200

Description of Incident: Cst states vehicle caught fire while they were in it. Cst states they got a little sick from the plastic. Cst states they called dlr and stated they were not interested and advised cst to call customer care. Agent sees customer emailed us about concern and confirmed incident with customer. Cst states entire vehicle went up in flames while they were getting gas at a gas station. States their insurance, Allstate, has already determined a total loss but customer states they were advised to call customer care as well. Agent advised cst they will send case to proper department and should expect contact within 2-4 business days.

Cst also wanted to mention the practices of the selling dlr. States they will change their prices which don't coincide with what's online. Agent advised they can report them to the FBB.

VEHICLE IS LOCATED AT:

Per OGC Matrix, reassigned to 82T.
CAIR NUMBER 68112137 REQUEST EAA INSPECTION Tue Nov 12 00:00:00 GMT 2019

Date	11/12/2019	Subject	FCA - Inspection Request for [REDACTED]	From	uscustomer@fcagroup.com	Sent Date/Time	11/12/2019 13:17 PM
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Tue Nov 12 00:00:00 GMT 2019 CAIR Data File CAIR [REDACTED]

Comp [REDACTED]
Cust [REDACTED]
AD1: [REDACTED]
AD2: [REDACTED]
Primary [REDACTED]
Business [REDACTED]
Mobile [REDACTED]
Home [REDACTED]
Email [REDACTED]
City/State/ZIP: ALEXANDRIA, VA [REDACTED]
Country: USA
Co-own: NOT SURE

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

Open Date: Mon Nov 11 21:32:34 GMT 2019
Type: Special Investigation
Status: Open
Origin: Telephone

Vehicle Information

VIN: [REDACTED]
YR/Model: 2014 RTYR53 CHRYSLER TOWN & COUNTRY TOURING-L
Sls BC/Sls/Svc/Dlr: Mid Atlantic Ourisman Chrysler Jeep Dodge of Alexandria
In Srv Date: Mon Aug 11 00:00:00 GMT 2014
Svc BC/Sls/Svc/Dlr: Mid Atlantic Ourisman Chrysler Jeep Dodge of Alexandria
Curr Mi/Km: 68500.0 Miles

General Narrative

REASONS FOR CONTACT:

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

*** Fire in vehicle ***

NARRATIVE ADDED ON Tue Nov 12 13:17:08 GMT 2019
Assigned to RLG92

NARRATIVE ADDED ON Tue Nov 12 12:22:54 GMT 2019
Per OGC Matrix, reassigned to 82T/CCRG for their review and handling.

NARRATIVE ADDED ON Mon Nov 11 21:39:54 GMT 2019

Customer name [REDACTED] Incident Date & Time [REDACTED] 6PM Phone & Email [REDACTED] Location of vehicle: Beyer Collision Center 8153 Richmond Hwy, Alexandria, VA 22309 (703) 780-7200 Description of Incident: Cst states vehicle caught fire while they were in it. Cst states they got a little sick from the plastic. Cst states they called dlr and stated they were not interested and advised cst to call customer care. Agent sees customer emailed us about concern and confirmed incident with customer. Cst states entire vehicle went up in flames while they were getting gas at a gas station. States their insurance, Allstate, has already determined a total loss but customer states they were advised to call customer care as well. Agent advised cst they will send case to proper department and should expect contact within 2-4 business days. Cst also wanted to mention the practices of the selling dlr. States they will change their prices which don't coincide with what's online. Agent advised they can report them to the FBB.

VEHICLE IS LOCATED AT:

Per OGC Matrix, reassigned to 82T.
CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION Tue Nov 12 00:00:00 GMT 2019

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2014	Brand	CHRYSLER
Body	RTYR53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING-L		
Open Date	11/15/2019	CAIR Type	Warranty Litigation	Status	Open
Close Date		Origin	Law Manager	Reason	
Mileage	0 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	ECA
Caller City	WOODSTOCK VALLEY	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	WOODSTOCK VALLEY	CT			USA
Dealer			Dealer Phone		
Dealer Address					
Dealer Zone		Sales District		Service District	
Subject	Warranty Litigation case				
Synopsis					
Customer Anomaly					
Contact Reason	C218	Litigation Seeking Status Update	Customer Anomaly		
Reason Code	After Sales - Complaint - Litigation - Seeking status update - Additional details				

Case Status History

Create Date	Status
11/15/2019 03:05 AM	Open

Initial Description

CCRG Case Open. Any call or communication related to the incident related in CAIR [REDACTED] should be forwarded through 82S/82T for handling

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2014	Brand	CHRYSLER
Body	RTYR53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING-L		
Open Date	11/15/2019	CAIR Type	Warranty Litigation	Status	Open
Close Date		Origin	Law Manager	Reason	
Mileage	0 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	FCA
Caller City	WOODSTOCK VALLEY	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	WOODSTOCK VALLEY	CT		USA	
Dealer			Dealer Phone		
Dealer Address					
Dealer Zone		Sales District		Service District	
Subject	Warranty Litigation case				
Synopsis					
Customer Anomaly					
Contact Reason	C218	Litigation Seeking Status Update	Customer Anomaly		
Reason Code	After Sales - Complaint - Litigation - Seeking status update - Additional details				

Case Status History

Create Date	Status
11/15/2019 03:11 AM	Open

Initial Description

CCRG Case Open. Any call or communication related to the incident related in CAIR# should be forwarded through 82S/82T for handling

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2014	Brand	CHRYSLER
Body	RTYR53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING-L		
Open Date	11/25/2019	CAIR Type	Warranty Litigation	Status	Closed
Close Date	11/29/2019	Origin	Law Manager	Reason	
Mileage	0 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	FCA
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	ALEXANDRIA	VA			USA
Dealer				Dealer Phone	
Dealer Address					
Dealer Zone		Sales District		Service District	
Subject	Warranty Litigation case				
Synopsis	CCRG Case Closed on 11/27/19 9:01 PM				
Customer Anomaly					
Contact Reason	C218	Litigation Seeking Status Update	Customer Anomaly		
Reason Code	After Sales - Complaint - Litigation - Seeking status update - Additional details				

Case Status History

Create Date	Status
11/25/2019 10:20 AM	Open
11/29/2019 03:39 AM	Closed

Initial Description

CCRG Case Open. Any call or communication related to the incident related in CAIR# should be forwarded through 82S/82T for handling

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2014	Brand	CHRYSLER
Body	RTYR53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING-L		
Open Date	11/26/2019	CAIR Type	Warranty Litigation	Status	Open
Close Date		Origin	Law Manager	Reason	
Mileage	0 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	FCA
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
	ALEXANDRIA	VA		USA	
Dealer				Dealer Phone	
Dealer Address					
Dealer Zone		Sales District		Service District	
Subject	Warranty Litigation case				
Synopsis					
Customer Anomaly					
Contact Reason	C218	Litigation Seeking Status Update	Customer Anomaly		
Reason Code	After Sales - Complaint - Litigation - Seeking status update - Additional details				

Case Status History

Create Date	Status
11/26/2019 03:05 AM	Open

Initial Description

CCRG Case Open. Any call or communication related to the incident related in CAIR [REDACTED] should be forwarded through 82S/82T for handling

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2014	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING		
Open Date	01/27/2020	CAIR Type	Legal	Status	Closed
Close Date	02/11/2020	Origin	Telephone	Reason	
Mileage	100,662 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					
	RIVER RIDGE	LA		USA	
Dealer	63509	BERGERON CHRYSLER DODGE JEEP RAM	Dealer Phone	5048882131	
Dealer Address	3525 VETERANS MEMORIAL BLVD				
	METAIRIE	LA	70002 5842	USA	
Dealer Zone	Southwest	Sales District		Service District	R
Subject	USB port caught fire				
Synopsis	Denial				
Customer Anomaly	Uconnect / Infotainment				
	USB Port Functionality				
Contact Reason	C205	Fire in Vehicle	Customer Anomaly	74	Radio USB Port issues
Reason Code	After Sales - Complaint - Product - Fire in Vehicle - Additional details				

Case Status History

Create Date	Status
01/27/2020 08:58 PM	Open
02/11/2020 09:51 PM	Closed

Initial Description

USB caught fire

Case Comments

Date	Comment
01/27/2020	Customer's wife was driving to day around 12:10pm and the inside of the vehicle filled with smoke, no visible flames. When looking at vehicle on the driverside the sliding door the area where the USB ports are caught fire. Vehicle is at customer's house currently for it before. RIVER RIDGE LA US Haven't brought to dealer. but they did cut the USB port out but does have pictures
01/28/2020	*Mishandled SI Case* Case fails to have any Product Reason Codes that i.d. defect allegation. Writer posted proper reason codes. WebCOIN ownership database was not verified or updated by CAC during owner's contact. There are no phone numbers recorded in WebCOIN to reach owner. Writer updated WebCOIN with contact data available.
01/28/2020	2nd owner, 100K+ Miles, No open Recalls, ISD: 2/17/2014 Allegation: Fire at the USB Port. *Note: Owner states that he has "cut the USB port out" of the vehicle. DOI: Customer Contact & Location Data RIVER RIDGE, LA Per OGC matrix, assigned to CCRS.
01/28/2020	Assigned to RLG92
02/11/2020	*FILE RETURNED TO SI FOR RESOLUTION* No evidence of an actual fire or flame. USB port has failed / shorted. Used vehicle is far outside of warranty by both time & mileage. Dictated denial letter. - 2/13 Mailed Letter.

Email(s)

Date	Subject	FCA - Inspection Request for	From	Sent Date/Time
01/28/2020			uscustomecare@fcagroup.com	01/28/2020 14:32 PM
Tue Jan 28 00:00:00 GMT 2020 CAIR Data File CAIR				
Company:				
Cust:				

AD1:

[REDACTED]

AD2:

Primary Phone:

[REDACTED]

Business Phone:

Mobile Phone:

[REDACTED]

Home Phone:

[REDACTED]

Email:

[REDACTED]

Cty/St/ZIP:

RIVER RIDGE, LA, [REDACTED]

Country:

USA

Co-own: NOT SURE

Status and Notes

Check Information —————

Opened By:

Susan Jacobson

Open Date:

Mon Jan 27 20:58:21 GMT 2020

Type:

Special Investigation

Status:

Open

Last Updated By:

Tony Maurus

Origin:

Telephone

Vehicle Information

VIN:

[REDACTED]

YR/Model:

2014 RTYP53 CHRYSLER TOWN & COUNTRY TOURING

Sls BC/Sls/Svc/Dir:

Champion Cjd/Ean Holdings LLC

In Srv Date:

Mon Feb 17 00:00:00 GMT 2014

Svc BC/Sls/Svc/Dlr:

Southwest Bergeron Chrysler Dodge Jeep Ram

Curr Mi/Km:

100000.0 Miles

General Narrative

REASONS FOR CONTACT:

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

*** USB caught fireq ***

NARRATIVE ADDED BY Amy Cannazzaro ON Tue Jan 28 14:32:02 GMT 2020

Assigned to RLG92

NARRATIVE ADDED BY Tony Maurus ON Tue Jan 28 13:57:52 GMT 2020

2nd owner, 100K+ Miles, No open Recalls, ISD: 2/17/2014

Allegation: Fire at the USB Port.

*Note: Owner states that he has "cut the USB port out" of the vehicle.

DOL: 1/27/2020

Customer Contact & Location Data

[REDACTED]

RIVER RIDGE, LA [REDACTED]

[REDACTED]

Per OGC matrix, assigned to CCRG.

NARRATIVE ADDED BY Tony Maurus ON Tue Jan 28 13:55:13 GMT 2020

Mishandled SI Case

Case fails to have any Product Reason Codes that i.d. defect allegation.
Writer posted proper reason codes.

WebCOIN ownership database was not verified or updated by CAC during owner's contact.
There are no phone numbers recorded in WebCOIN to reach owner.
Writer updated WebCOIN with contact data available.

NARRATIVE ADDED BY Susan Jacobson ON Mon Jan 27 21:02:53 GMT 2020

Customer's wife was driving to da [REDACTED] around 12:10pm and the inside of the vehicle filled with smoke, no visible flames. When looking at vehicle on the
driveside the sliding door the area where the USB ports are caught fire.
Vehicle is at customer's house currently

RIVER RIDGE LA USA [REDACTED]

Haven't brought to dealer. but they did cut the USB port out but does have pictures of it before.

VEHICLE IS LOCATED AT:

Per OGC Matrix, reassigned to 82T.
CAIR NUMBER 75049040 REQUEST EAA INSPECTION Tue Jan 28 00:00:00 GMT 2020

Date	Subject	FCA - Inspection Request for	From	To	Sent Date/Time
01/28/2020			uscustomer@fcagroup.com		01/28/2020 14:32 PM

Tue Jan 28 00:00:00 GMT 2020 CAIR Data File CAIR [REDACTED]

Com [REDACTED]
Cust [REDACTED]
AD1 [REDACTED]
AD2 [REDACTED]
Prim [REDACTED]
Busi [REDACTED]
Mob [REDACTED]
Hom [REDACTED]
Ema [REDACTED]
City/St/ZIP: RIVER RIDGE, LA [REDACTED]
Country: USA
Co-own: NOT SURE

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

Open Date: Mon Jan 27 20:58:21 GMT 2020
Type: Special Investigation
Status: Open
Origin: Telephone

Vehicle Information

VIN: [REDACTED]
YR/Model: 2014 RTYP53 CHRYSLER TOWN & COUNTRY TOURING
Sls BC/Sls/Svc/Dlr: Champion Cjd/Ean Holdings LLC
In Srv Date: Mon Feb 17 00:00:00 GMT 2014
Svc BC/Sls/Svc/Dlr: Southwest Bergeron Chrysler Dodge Jeep Ram
Curr Mi/Km: 100000.0 Miles

General Narrative
REASONS FOR CONTACT:
1) After Sales
2) Complaint
3) Product

- 4) Fire in Vehicle
5) Additional details

*** USB caught fireq ***

NARRATIVE ADDED ON Tue Jan 28 14:32:02 GMT 2020
Assigned to RLG92

NARRATIVE ADDED ON Tue Jan 28 13:57:52 GMT 2020

2nd owner, 100K+ Miles, No open Recalls, ISD: 2/17/2014 Allegation: Fire at the USB Port. *Note: Owner states that he has "cut the USB port out" of the vehicle. DOL: [REDACTED] Customer Contact & Location Data [REDACTED] RIVER RIDGE, LA [REDACTED] Per OGC matrix, assigned to CCRG.

NARRATIVE ADDED ON Tue Jan 28 13:55:13 GMT 2020

"Mishandled SI Case" Case fails to have any Product Reason Codes that i.d. defect allegation. Writer posted proper reason codes. WebCOIN ownership database was not verified or updated by CAC during owner's contact. There are no phone numbers recorded in WebCOIN to reach owner. Writer updated WebCOIN with contact data available.

NARRATIVE ADDED ON Mon Jan 27 21:02:53 GMT 2020

Customer's wife was driving to day [REDACTED] around 12:10pm and the inside of the vehicle filled with smoke, no visible flames. When looking at vehicle on the driverside the sliding door the area where the USB ports are caught fire. Vehicle is at customer's house currently [REDACTED] RIVER RIDGE LA USA [REDACTED] Haven't brought to dealer. but they did cut the USB port out but does have pictures of it before.

VEHICLE IS LOCATED AT:

Per OGC Matrix, reassigned to 82T.

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION Tue Jan 28 00:00:00 GMT 2020

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2014	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING		
Open Date	05/28/2020	CAIR Type	Legal	Status	Open
Close Date		Origin	Telephone	Reason	
Mileage	64,700 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					
	TRAVERSE CITY	MI		USA	
Dealer	26771	FOX CHARLEVOIX	Dealer Phone	2315479900	
Dealer Address	6684 US 31 S				
	CHARLEVOIX	MI	49720 9701	USA	
Dealer Zone	Great Lakes	Sales District		Service District	S
Subject	Vehicle Fire				
Synopsis					
Customer Anomaly	Electronics				
	Power Windows				
Contact Reason	C205	Fire in Vehicle	Customer Anomaly	118	Automatic window function issues
Reason Code	After Sales - Complaint - Product - Fire in Vehicle - Additional details				

Case Status History

Create Date	Status
05/28/2020 07:43 PM	Open

Initial Description

Customer states fire happened inside vehicle exactly as detailed by P25 recall.

Case Comments

Date	Comment
05/28/2020	Customer calling in stating that they experienced exact situation detailed in P25 recall where the vehicle caught on fire. Customer stated they believe issue is related to recall and they want concern looked into. Customer further stated vehicle is at their home and they were slightly burned while putting fire out by hand with a towel. Agent advised customer per AH 1377 case will be expediting. Customer thanked agent then disconnected.
05/29/2020	FILL OUT EXACT VEHICLE LOCATION IN TREAD. Legal needs ALL of the following listed clearly in the case BEFORE an inspection can be ordered: Customer COMPLETE name, address, daytime contact phone number of the current, actual owner Customer email address Vehicle EXACT location; COMPLETE name, address, daytime phone number. If it is at an Insurance storage facility we will need the LOT NUMBER The OWNER will need to request the vehicle location information from the insurance company. ** TREAD data MUST be Accurate and filled out COMPLETELY. ** Note: Reason coding #1 and #2 data MUST be ACCURATE and filled out COMPLETELY Date of Incident to be included. Post this information in the RELATED COMMENTS SECTION Our Inspection Contractors cannot see all of our database. You MUST post ALL required information in the RELATED COMMENTS section. Post this information in the RELATED COMMENTS SECTION YOU ARE CAUSING A DELAY IN THIS CASE FILE
06/01/2020	TRAVERSE CITY MI Vehicle location
06/01/2020	TRAVERSE CITY MI Requested information added to case comments
06/01/2020	FILL OUT EXACT VEHICLE LOCATION IN TREAD
06/01/2020	Tread updated.
06/01/2020	INJURY FIRE CCRG
06/02/2020	Assigned to RLG92

Email(s)

Date	Subject	From	To	Sent Date/Time
06/02/2020	FCA - Inspection Request for	uscustomer@fcagroup.com		06/02/2020 11:28 AM

Tue Jun 02 00:00:00 GMT 2020 CAIR Data File CAIR

Company:

Cust:

[REDACTED]

AD1:

[REDACTED]

AD2:

Primary Phone:

[REDACTED]

Business Phone:

Mobile Phone:

[REDACTED]

Home Phone:

Email:

[REDACTED]

Cty/St/ZIP:

TRAVERSE CITY, MI, [REDACTED]

Country:

USA

Co-own: NOT SURE

Status and Notes

Check Information

Opened By:

Nick Everett

Open Date:

Thu May 28 19:43:09 GMT 2020

Type:

Special Investigation

Status:

Open

Last Updated By:

Amy Cannazzaro

Origin:

Telephone

Vehicle Information

VIN:

YR/Model:

2014 RTYP53 CHRYSLER TOWN & COUNTRY TOURING

Sls BC/Sls/Svc/Dir:

CHAMPION CJD/EAN HOLDINGS LLC

In Srv Date:

Tue Oct 29 00:00:00 GMT 2013

Svc BC/Sls/Svc/Dlr:

Great Lakes FOX CHARLEVOIX

Curr Mi/Km:

64700.0 Miles

Recalls

Recall:

P25

REAR QUARTER VENT WINDOW SWITCH

SAFETY

Status:

COMPLETE

General Narrative

REASONS FOR CONTACT:

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

*** Customer states fire happened inside vehicle exactly as detailed by P25 recall. ***

NARRATIVE ADDED BY Amy Cannazzaro ON Tue Jun 02 11:28:34 GMT 2020

Assigned to RLG92

NARRATIVE ADDED BY Thomas Konicki ON Mon Jun 01 18:55:34 GMT 2020

INJURY
FIRE
CCRG

NARRATIVE ADDED BY Nick Everett ON Mon Jun 01 17:34:48 GMT 2020

Tread updated.

NARRATIVE ADDED BY Thomas Konicki ON Mon Jun 01 16:52:30 GMT 2020

FILL OUT EXACT VEHICLE LOCATION IN TREAD

NARRATIVE ADDED BY Nick Everett ON Mon Jun 01 16:24:21 GMT 2020

██████████ TRVERSE CITY MI ██████████

Vehicle location: ██████████ TRVERSE CITY MI ██████████
Requested information added to case comments

NARRATIVE ADDED BY Thomas Konicki ON Fri May 29 10:41:55 GMT 2020

FILL OUT EXACT VEHICLE LOCATION IN TREAD

Legal needs ALL of the following listed clearly in the case BEFORE an inspection can be ordered:
Customer COMPLETE name , address, daytime contact phone number of the current , actual owner
Customer email address
Vehicle EXACT location; COMPLETE name , address, daytime phone number.
If it is at an Insurance storage facility we will need the LOT NUMBER
The OWNER will need to request the vehicle location information from the insurance company.
** TREAD data MUST be Accurate and filled out COMPLETELY. **
Note: Reason coding #1 and #2 data MUST be ACCURATE and filled out COMPLETELY
Date of Incident to be included.
Post this information in the RELATED COMMENTS SECTION
Our Inspection Contractors cannot see all of our database. You MUST post ALL required information in the RELATED Comments section.
Post this information in the RELATED COMMENTS SECTION
YOU ARE CAUSING A DELAY IN THIS CASE FILE

NARRATIVE ADDED BY Nick Everett ON Thu May 28 19:49:14 GMT 2020

Customer calling in stating that they experienced exact situation detailed in P25 recall where the vehicle caught on fire.
Customer stated they believe issue is related to recall and they want concern looked into.
Customer further stated vehicle is at their home and they were slightly burned while putting fire out by hand with a towel.
Agent advised customer per AH 1377 case will be expediting .

Customer thanked agent then disconnected.

VEHICLE IS LOCATED AT:

Per OGC Matrix, assigned to 82T.
CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION Tue Jun 02 00:00:00 GMT 2020

Date	06/02/2020	Subject	FCA - Inspection Request for [REDACTED]	From	uscustomercare@fcagroup.com	Sent Date/Time	06/02/2020 11:28 AM
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Tue Jun 02 00:00:00 GMT 2020 CAIR Data File CAIR: [REDACTED]

Co [REDACTED]
Cu [REDACTED]
AD [REDACTED]
AD [REDACTED]
Pri [REDACTED]
Bu [REDACTED]
Mo [REDACTED]
Ho [REDACTED]
En [REDACTED]
City/ST/ZIP: TRAVERSE CITY, MI, [REDACTED]
Country: USA
Co-own: NOT SURE

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

Open Date: Thu May 28 19:43:09 GMT 2020
Type: Special Investigation
Status: Open
Origin: Telephone

Vehicle Information

VIN: [REDACTED]
YR/Model: 2014 RTYP53 CHRYSLER TOWN & COUNTRY TOURING
Sls BC/Sls/Svc/Dlr: CHAMPION CJD/EAN HOLDINGS LLC
In Srv Date: Tue Oct 29 00:00:00 GMT 2013
Svc BC/Sls/Svc/Dlr: Great Lakes FOX CHARLEVOIX
Curr Mi/Km: 64700.0 Miles

Recalls

Recall: P25
REAR QUARTER VENT WINDOW SWITCH
SAFETY
Status: COMPLETE

General Narrative

REASONS FOR CONTACT:

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

*** Customer states fire happened inside vehicle exactly as detailed by P25 recall. ***

NARRATIVE ADDED ON Tue Jun 02 11:28:34 GMT 2020
Assigned to RLG92

NARRATIVE ADDED ON Mon Jun 01 18:55:34 GMT 2020
INJURY FIRE CCRG

NARRATIVE ADDED ON Mon Jun 01 17:34:48 GMT 2020
Tread updated.

NARRATIVE ADDED ON Mon Jun 01 16:52:30 GMT 2020
FILL OUT EXACT VEHICLE LOCATION IN TREAD

NARRATIVE ADDED ON Mon Jun 01 16:24:21 GMT 2020

TRaverse City MI
Requested information added to case comments

Vehicle location: TRaverse City MI

NARRATIVE ADDED ON Fri May 29 10:41:55 GMT 2020

FILL OUT EXACT VEHICLE LOCATION IN TREAD . Legal needs ALL of the following listed clearly in the case BEFORE an inspection can be ordered: Customer COMPLETE name , address, daytime contact phone number of the current , actual owner Customer email address Vehicle EXACT location; COMPLETE name , address, daytime phone number. If it is at an Insurance storage facility we will need the LOT NUMBER The OWNER will need to request the vehicle location information from the insurance company. ** TREAD data MUST be Accurate and filled out COMPLETELY. ** Note: Reason coding #1 and #2 data MUST be ACCURATE and filled out COMPLETELY Date of Incident to be included. Post this information in the RELATED COMMENTS SECTION Our Inspection Contractors cannot see all of our database. You MUST post ALL required information in the RELATED Comments section. Post this information in the RELATED COMMENTS SECTION YOU ARE CAUSING A DELAY IN THIS CASE FILE

NARRATIVE ADDED ON Thu May 28 19:49:14 GMT 2020

Customer calling in stating that they experienced exact situation detailed in P25 recall where the vehicle caught on fire. Customer stated they believe issue is related to recall and they want concern looked into. Customer further stated vehicle is at their home and they were slightly burned while putting fire out by hand with a towel. Agent advised customer per AH 1377 case will be expediting . Customer thanked agent then disconnected.

VEHICLE IS LOCATED AT:

Per OGC Matrix, reassigned to 82T.

CAIR NUMBER REQUEST EAA INSPECTION Tue Jun 02 00:00:00 GMT 2020

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2014	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING		
Open Date	06/24/2020	CAIR Type	Legal	Status	Open
Close Date		Origin	Telephone	Reason	
Mileage	105,000 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					
	COLUMBUS	IN		USA	
Dealer	26796	BOB POYNTER CHRYSLER DODGE JEEP RA		Dealer Phone	8123722575
Dealer Address	3020 N NATIONAL RD				
	COLUMBUS	IN	47201 3236	USA	
Dealer Zone	Great Lakes	Sales District		Service District	K
Subject	Vehicle smoking				
Synopsis					
Customer Anomaly	Electronics				
	Control Systems (BCM, etc.)				
Contact Reason	C205	Fire in Vehicle	Customer Anomaly	10	Body Control Module (BCM) issue
Reason Code	After Sales - Complaint - Product - Fire in Vehicle - Additional details				

Case Status History

Create Date	Status
06/24/2020 02:49 PM	Open

Initial Description

Customer reaching out due to vehicle smoking and wires melted.

Case Comments

Date	Comment
06/24/2020	Customer calling in stating that on their vehicle was smoking front the rear left panel and they want chrysler to look into situation as the DLR diagnosed that it was caused by burnt wires. Per AH 1377 agent advised will be escalating case. Customer stated vehicle is currently at Bob Poynter Chrysler DLR, 3020 N NATIONAL RD COLUMBUS, IN 47201 812) 372-2575 Customer advised their contact information: COLUMBUS IN USA
06/24/2020	CORRECT TREAD with all accurate information. Legal will not accept as - is
07/15/2020	Cx call in to talk to the CM the CM was not available cx would like a call back.
08/07/2020	customer called in for an update. Advised customer that they are still reviewing the case. and they will contact customer when completed
08/21/2020	Customer looking for an update
08/21/2020	CUSTOMER CALLED STATING THEY WOULD LIKE A CALL BACK
08/24/2020	agent calling back agent had to send department to call customer back
08/25/2020	Vehicle is located at: COLUMBUS, IN Bob Poynter chrysler Per OGC Matrix, reassigned to 82T/CCRG.
08/26/2020	Assigned to RLG92

Email(s)

Date	Subject	FCA - Inspection Request for	From	To	Sent Date/Time
08/26/2020			uscustomer@fcagroup.com		08/26/2020 11:52 AM

Wed Aug 26 00:00:00 GMT 2020 CAIR Data File CAIR:

Company:

Cust:

[REDACTED]

AD1:

[REDACTED]

AD2:

Primary Phone:

[REDACTED]

Business Phone:

Mobile Phone:

[REDACTED]

Home Phone:

[REDACTED]

Email:

[REDACTED]

Cty/St/ZIP:

COLUMBUS, IN, [REDACTED]

Country:

USA

Co-own: NOT SURE

Status and Notes

Check Information

Opened By:

Nick Everett

Open Date:

Wed Jun 24 14:49:15 GMT 2020

Type:

Special Investigation

Status:

Open

Last Updated By:

Jay Susalla

Origin:

Telephone

Vehicle Information

VIN:

YR/Model:

2014 RTYP53 CHRYSLER TOWN & COUNTRY TOURING

Sls BC/Sls/Svc/Dir:

CHAMPION CJD/EAN HOLDINGS LLC

In Srv Date:

Wed Mar 12 00:00:00 GMT 2014

Svc BC/Sls/Svc/Dlr:

Great Lakes BOB POYNTER CHRYSLER DODGE JEEP RA

Curr Mi/Km:

105000.0 Miles

General Narrative

REASONS FOR CONTACT:

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

*** Customer reaching out due to vehicle smoking and wires melted. ***

NARRATIVE ADDED BY Amy Cannazzaro ON Wed Aug 26 11:52:01 GMT 2020

Assigned to RLG92

NARRATIVE ADDED BY Jay Susalla ON Tue Aug 25 12:35:44 GMT 2020

Vehicle is located at:

COLUMBUS, IN
Bob Poynter chrysler
Per OGC Matrix, reassigned to 82T/CCRG.

NARRATIVE ADDED BY Michelina Urbano ON Mon Aug 24 16:24:56 GMT 2020

agent calling back agent had tl send department to call customer back

NARRATIVE ADDED BY Ann Perez ON Fri Aug 21 20:34:01 GMT 2020

CUSTOMER CALLED STATING THEY WOULD LIKE A CALL BACK

NARRATIVE ADDED BY Lori Boyce ON Fri Aug 21 20:04:20 GMT 2020

Customer looking for an update

NARRATIVE ADDED BY George LaBranch ON Fri Aug 07 17:05:49 GMT 2020

customer called in for an update. Advised customer that they are still reviewing the case. and they will contact customer when completed

NARRATIVE ADDED BY Calvin Kitchen ON Wed Jul 15 17:02:10 GMT 2020

Cx call in to talk to the CM the CM was not available cx would like a call back.

NARRATIVE ADDED BY Thomas Konicki ON Wed Jun 24 16:17:26 GMT 2020

CORRECT TREAD with all accurate information. Legal will not accept as - is

NARRATIVE ADDED BY Nick Everett ON Wed Jun 24 14:57:53 GMT 2020

Customer calling in stating that on 6/12 their vehicle was smoking front the rear left panel and they want chrysler to look into situation as the DLR diagnosed that it was caused by burnt wires.

Per AH 1377 agent advised will be escalating case.

Customer stated vehicle is currently at Bob Poynter Chrysler DLR.

3020 N NATIONAL RD COLUMBUS, IN 47201

812) 372-2575

Customer advised their contact information:

[REDACTED] COLUMBUS IN USA [REDACTED]

VEHICLE IS LOCATED AT:

Per OGC Matrix reassigned to 82T.

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION Wed Aug 26 00:00:00 GMT 2020

Date	08/26/2020	Subject	FCA - Inspection Request for [REDACTED]	From	uscustomer@fcagroup.com	To	[REDACTED]	Sent Date/Time	08/26/2020 11:52 AM
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Wed Aug 26 00:00:00 GMT 2020 CAIR Data File CAIR [REDACTED]

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

Status and Notes: _____ Check Information _____

Open Date: Wed Jun 24 14:49:15 GMT 2020
 Type: Special Investigation
 Status: Open
 Origin: Telephone

Vehicle Information

VIN: [REDACTED]
 YR/Model: 2014 RTYP53 CHRYSLER TOWN & COUNTRY TOURING
 Sls BC/Sls/Svc/Dlr: CHAMPION CJD/EAN HOLDINGS LLC
 In Srv Date: Wed Mar 12 00:00:00 GMT 2014
 Svc BC/Sls/Svc/Dlr: Great Lakes BOB POYNTER CHRYSLER DODGE JEEP RA
 Curr Mi/Km: 105000.0 Miles

General Narrative
 REASONS FOR CONTACT:
 1) After Sales
 2) Complaint
 3) Product
 4) Fire in Vehicle
 5) Additional details

*** Customer reaching out due to vehicle smoking and wires melted. ***

NARRATIVE ADDED ON Wed Aug 26 11:52:01 GMT 2020
 Assigned to RLG92

NARRATIVE ADDED ON Tue Aug 25 12:35:44 GMT 2020
 Vehicle is located at: 3020 N NATIONAL RD COLUMBUS, IN 47201 Bob Poynter chrysler Per OGC Matrix, reassigned to 82T/CCRG.

NARRATIVE ADDED ON Mon Aug 24 16:24:56 GMT 2020
 agent calling back agent had to send department to call customer back

NARRATIVE ADDED ON Fri Aug 21 20:34:01 GMT 2020
 CUSTOMER CALLED STATING THEY WOULD LIKE A CALL BACK

NARRATIVE ADDED ON Fri Aug 21 20:04:20 GMT 2020
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NARRATIVE ADDED ON Wed Jun 24 16:17:26 GMT 2020
 CORRECT TREAD with all accurate information. Legal will not accept as - is

NARRATIVE ADDED ON Wed Jun 24 14:57:53 GMT 2020
 Customer calling in stating that on [REDACTED] their vehicle was smoking front the rear left panel and they want chrysler to look into situation as the DLR diagnosed that it was caused by burnt wires. Per AH 1377 agent advised will be escalating case. Customer stated vehicle is currently at Bob Poynter Chrysler DLR. 3020 N NATIONAL RD COLUMBUS, IN 47201 812) 372-2575 Customer advised their contact information: [REDACTED] COLUMBUS IN USA [REDACTED]

VEHICLE IS LOCATED AT:

Per OGC Matrix reassigned to 82T.
 CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION Wed Aug 26 00:00:00 GMT 2020

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2014	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING		
Open Date	07/21/2020	CAIR Type	Special Investigation	Status	Open
Close Date		Origin	Telephone	Reason	
Mileage	139,878 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					
	WEST JEFFERSON	NC		USA	
Dealer	X7679	GSP Transportation - Greer, SC		Dealer Phone	8648484873
Dealer Address	2429 SOUTH HIGHWAY 14				
	GREER	SC	29650 4737	USA	
Dealer Zone		Sales District		Service District	
Subject	Fire				
Synopsis					
Customer Anomaly	Interior				
	Panels/Moldings				
Contact Reason	C205	Fire in Vehicle	Customer Anomaly	82	Interior panels or moldings issue
Reason Code	After Sales - Complaint - Product - Fire in Vehicle - Additional details				

Case Status History

Create Date	Status
07/21/2020 01:32 PM	Open

Initial Description

Referral from NHTSA/VSRC

Case Comments

Date	Comment
07/21/2020	Referral from NHTSA/VSRC. Interior fire at left C pillar. Vehicle is located at: IAA 5100 Merle Rd. Concord, NC 28025 Lot 27398763 704-788-4421 Per OGC Matrix, reassigned to 82T/CCRG.
07/21/2020	Assigned to RLG92
07/21/2020	Inspection to be done by VSRC.