

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

New Customer Assistance Inquiry Record (CAIR)#					
VIN	2C4RC1BG	Model Year	2014	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Open Date	12/06/2013	CAIR Type	Warranty Litigation	Status	Closed
Close Date	12/06/2013	Origin	Letter	Reason	New Problem
Mileage	900 Miles	Market	U	Language	English
Contact Email	T9069PG@external.fcagroup.com	Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City	ATLANTA	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
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	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
12/06/2013 06:07 PM	Open
12/06/2013 06:34 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
0100003544-Product,Unknown,Unknown,Fire,Engine Compartment,Engine Compartment Fire,Engine Compartment Fire
0100003500-Product,Unknown,Unknown,Fire,Unknown,Fire in Product,Fire in Product

Case Comments

Date	Comment
12/06/2013	This van was rented from National Car Rental at the Raleigh-Durham International Airport. The renter traveled to Kure Beach, North Carolina where the renter had rented a beach house for the weekend. The renter had no issues with the vehicle prior to this incident. The vehicle had been parked in front of the rental house for 2-3 hours. The renter looked out of a window and saw the rear of the van engulfed in flames. Kure Beach Police and Fire Department attended to the incident and put out the fire. There were no personal items in the vehicle, no injuries and no known damage to third party property. Enterprise/National is requesting a vehicle inspection to determine the cause and origin of the fire.
12/06/2013	VEHICLE IS LOCATED AT:
12/06/2013	Port City Collision Center 6101-A Market St. Wilmington, NC 28405 Phone: (910) 798-6151
12/06/2013	Contact Shannon Brown @ 919-657-8932 to set up inspection as unit is on secure hold, and ELCO Rep must be present. ***** Per OGC Matrix, reassigned to 82T.
12/06/2013	12/6/13 ASSIGNED TO RLG92. PAG
12/06/2013	CAIR NUMBER 24286105 REQUEST EAA INSPECTION 12-06-2013 14:34
12/06/2013	CAIR NUMBER 24286105 E-MAIL SENT TO EAA 12-06-2013 14:34
12/07/2013	POSTMARK DATE: 120613; DATE RECEIVED: 120613
12/08/2013	CCRG Open Date: 12/06/2013 14:09:42
12/10/2013	Letter Sent: Acknowledgement 12/09/2013 08:22:51
12/18/2013	PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 12/18/13 AT 00:39:30 24286105

New Customer Assistance Inquiry Record (CAIR)#					
VIN	2C4JRGAG0	Model Year	2014	Brand	DODGE
Body	RTKE53	Vehicle	RAM C/V TRADESMAN		
Open Date	09/15/2015	CAIR Type	Warranty Litigation	Status	Closed
Close Date	09/30/2015	Origin	Letter	Reason	New Problem
Mileage	1 Miles	Market	U	Language	English
Contact Email	T9226LM@external.fcagroup.com	Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City	CLEVELAND	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
Dealer	49971	CHAMPION CJD/LEASE PLAN USA	Dealer Phone	3178726200	
Dealer Address	4505 W 96TH STREET				
	INDIANAPOLIS	IN	46268 3107	USA	
Dealer Zone	Great Lakes	Sales District		Service District	L
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
09/15/2015 05:28 PM	Open
09/16/2015 12:43 PM	Closed
09/29/2015 05:26 PM	Reopen
09/30/2015 03:02 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

Case Comments

Date	Comment
09/15/2015	The vehicle burned up in a fire on 8/14/15 while leaving the Logan airport in Boston. VEHICLE IS LOCATED AT:
09/15/2015	Todisco Towing 94 Condor St East Boston, MA 02128 Phone - 617-567-0700 ***** Contact ***** to set up inspection arrangements. ***** Per OGC Matrix, reassigned to 82T.
09/16/2015	P51 REPROGRAM OCCUPANT RESTRAINT CONTROL MODULE SAFETY 09/15/2014 INCOMPLETE
09/16/2015	9/16/15 ASSIGNED TO RLG92. PAG
09/16/2015	CAIR NUMBER 27812929 REQUEST EAA INSPECTION 09-16-2015 08:43
09/16/2015	CAIR NUMBER 27812929 E-MAIL SENT TO EAA 09-16-2015 08:43
09/18/2015	CCRG Open Date: 09/15/2015 14:12:15
09/25/2015	PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 09/25/15 AT 11:01:02 27812929
09/29/2015	CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED Dealer - By-Pass
09/29/2015	*****FILE RETURNED TO SI FOR RESOLUTION*** 9/29 Dictated denial letter.
09/29/2015	POSTMARK DATE: 092915; DATE RECEIVED: 092915
09/30/2015	9/30 Letter mailed.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	2C4RDGBG	Model Year	2016	Brand	DODGE
Body	RTKH53	Vehicle	DODGE GRAND CARAVAN SE WAGON		
Open Date	03/28/2017	CAIR Type	Legal	Status	Closed
Close Date	04/20/2017	Origin	Letter	Reason	New problem
Mileage	9,759 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City	PEEKSKILL	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
Dealer	26915	MAJOR WORLD CHRYSLER DODGE JEEP	Dealer Phone	7187868300	
Dealer Address	50-30 NORTHERN BLVD				
	LONG ISLAND CITY	NY	11101 1034	USA	
Dealer Zone	Northeast	Sales District		Service District	G
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 06:15 PM	Unworked
03/28/2017 06:15 PM	Open
03/28/2017 07:39 PM	Closed
03/28/2017 08:40 PM	Reopen
03/29/2017 02:26 PM	Closed
04/10/2017 07:50 PM	Reopen
04/11/2017 03:21 PM	Closed
04/20/2017 02:54 PM	Reopen
04/20/2017 07:20 PM	Closed
09/29/2018 06:05 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
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
03/28/2017	POSTMARK DATE: 032217; DATE RECEIVED: 032817
03/28/2017	FIRE Received letter dated 3/20/17 from GEICO Claim: Dol: 3/6/17 Vehicle inspection : Lange Technical Services 631.667.6128 GEICO rep: Frank Dovi 516.714.7611 Vehicle Location: IAA 39 Stone Castle Road Rock Tavern, NY 12575 Phone: (845) 764-4595 Stock number: 19398041 Per OGC Matrix, reassigned to 82T.
03/28/2017	3/28/2017 ASSIGNED TO RLG92. ALC
03/28/2017	CAIR NUMBER REQUEST EAA INSPECTION 03-28-2017 15:39
03/28/2017	CAIR NUMBER E-MAIL SENT TO EAA 03-28-2017 15:39
03/28/2017	Customer called stating she was just speaking with an agent when call was disconnected. Agent advised they were able to pull up vehicle information using telephone number and asked customer what information she was seeking. No response, call dropped. Agent called back, reached voicemail - did not leave message.
03/28/2017	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: N/A Customer's current phone number (Daytime) Customer's current phone number (Evening): 9147059235 Customer's email address: s Any additional information: CAIR assigned to 82S for contact request.
03/28/2017	CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED Close Loop Exception Reason Code
03/29/2017	CAIR assigned to 82t for contact request.
03/29/2017	CCRG Open Date: 03/28/2017 15:24:20
04/10/2017	email being sent to supervisor of special investigations as she has not received a contact back for more then 4 business days as per AC 18819.
04/10/2017	CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED Close Loop Exception Reason Code
04/11/2017	CAIR assigned to 82t for contact request
04/11/2017	4/11/17 UPDATED CCRG FILE & CASE MANAGER. PAG

Date	Comment
04/14/2017	Customer advised that they have yet receive call. Seeking to be in touch with SI rep.
04/20/2017	*****FILE RETURNED TO SI FOR RESOLUTION*** Dictated denial letter. 1 owner, mileage unknown and no open recalls. The inspectors have sent some of the debris in to be analyzed as arson is suspected. fire.alg
04/20/2017	CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED Close Loop Exception Reason Code
04/20/2017	POSTMARK DATE: 042017; DATE RECEIVED: 042017
04/20/2017	Letter has been mailed.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	2C4RC1BG	Model Year	2016	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING WAGON		
Open Date	01/05/2018	CAIR Type	Legal	Status	Closed
Close Date	01/23/2018	Origin	Letter	Reason	New problem
Mileage	30,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address	95 BULLARD ST			Source	Customer
Caller City		Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
Dealer	26513	MILLER CHRYSLER JEEP DODGE OF		Dealer Phone	6034487002
Dealer Address	145 ROUTE 120				
	LEBANON	NH	03766 1491	USA	
Dealer Zone	Northeast	Sales District		Service District	C
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
01/05/2018 10:44 AM	Open
01/08/2018 03:04 PM	Closed
01/22/2018 02:56 PM	Reopen
01/23/2018 01:47 PM	Closed
09/29/2018 02:30 PM	Closed

Initial Description

0444000000-Corporate,Property Damage,Default,Default,Default,Property Damage,Property Damage
0100003544-Product,Unknown,Fire,Engine Compartment,Engine Compartment Fire,Smoking from engine area
0100003500-Product,Unknown,Unknown,Fire,Unknown,Fire in Product,Fire in Product

Case Comments

Date	Comment
01/05/2018	Briefly summarize why the customer is contacting Chrysler: Customer states that his wife was driving the vehicle and all of a sudden there was smoke from the engine area wiring. Customer pulled into gas station and switched vehicle off. Vehicle was then towed to DLR but they cannot look at it until next week. Customer states that he and his wife have 5 kids and need some other transportation. Briefly summarize what the customer is expecting: Customer seeking what to do next. Agent advised Customer that if he would call later today, a representative can speak with the SM at the dealer to see if they can get a diagnosis done to allow the Customer alternate transportation. If not, we may be able to arrange something to cover until the diagnosis is completed. Customer understood and thanked Agent. Agent supplied Customer with the case number.
01/05/2018	COIN Updated & CAIR reassigned to 82S Contact: [REDACTED] Telephone #1 [REDACTED] Telephone #2 [6035584301] LOCATION OF VEHICLE - INCLUDING THE ADDRESS: MILLER CHRYSLER, 361 MIRACLE
01/05/2018	LOCATION OF VEHICLE PHONE NUMBER [603-448-7002] What happened?: Customer states [Customer states that his wife was driving the vehicle and all of a sudden there was smoke from the engine area wiring. Customer pulled into gas station and switched vehicle off. Vehicle was then towed to DLR] Preferred Email Address? [REDACTED]
01/05/2018	Date of Incident? 01/04/18
01/05/2018	. 2ND OWNER . We do not provide alternate transportation until it is determined we have responsibility. . FIRE Update proper dealer code Per OGC Matrix, reassigned to 82T.
01/05/2018	[REDACTED] LEBANON, NH [REDACTED]
01/08/2018	1/8/2018 ASSIGNED TO RLG92. ALC _
01/08/2018	CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 01-08-2018 11:04
01/08/2018	CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 01-08-2018 11:04
01/08/2018	Customer contacted Chrysler in regards to seeking alternate transportation. Customer states that this issue has put his family in a hardship. Customer would like to be contacted ASAP. [REDACTED]
01/09/2018	CCRG Open Date: 01/05/2018 15:42:54
01/22/2018	*****FILE RETURNED TO SI FOR RESOLUTION*** Dictated denial letter. fire.alg The inspection report revealed no open flame or fire was noted. The inspector indicated a Child had an Nintendo plugged into the accessory port and the fuse was found open, this may have contributed to the incident and should be checked out further by the dealer.
01/22/2018	CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED Close Loop Exception Reason Code
01/22/2018	POSTMARK DATE: 012218; DATE RECEIVED: 012218
01/23/2018	Letter has been mailed.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	2C4RDGEG	Model Year	2017	Brand	CHRYSLER
Body	RTKX53	Vehicle	DODGE WAG GRAND CARAVAN R/T ON		
Open Date	04/13/2018	CAIR Type	Legal	Status	Closed
Close Date	06/04/2018	Origin	Letter	Reason	New problem
Mileage	36,174 Miles	Market	U	Language	English
Contact Email		Contact Phone	7706124014	Contact Mobile	
Caller Address		Source	Customer		
Caller City	ATLANTA	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
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	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
04/13/2018 01:13 PM	Unworked
04/13/2018 01:13 PM	Open
04/13/2018 01:44 PM	Closed
06/04/2018 07:33 PM	Reopen
06/04/2018 07:35 PM	Closed
09/29/2018 01:49 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 in Interior
0100003500-Product,Unknown,Unknown,Fire,Unknown,Fire in Product,Fire in Product

Case Comments

Date	Comment
04/13/2018	POSTMARK DATE: 041218; DATE RECEIVED: 041318
04/13/2018	ELCO fire claim DOL 3-31-2018
04/13/2018	Customer had stopped in Ocala, FL to get gas of I75 on her way back from Orlando to Indiana. After getting gas and starting the vehicle, they smelled something like plastic burning. They rolled down the windows to see if it was coming in from outside, but outside was clear. They didn't smell it inside any further so proceeded to get back onto the highway. As they were on the on ramp, a minor in the vehicle noted smoke coming from the seat belt retractor area on the driver's side middle row. They pulled off the roadway and got everyone out of the van. Smoke was coming up from where the seatbelt entered the console. A DVD player was plugged into the nearby power port. They unplugged that port and the metal portion of the port partially came out with the plug. The plug was not hot to the touch. Fire was then visible coming from this port area. 911 was called and by the time a firetruck arrived the entire internal compartment of the vehicle was engulfed in flames. The renter of the vehicle believes it was an electrical malfunction within that compartment that was the cause of the fire. They are claiming approximately \$4,000 in lost items damaged in the fire.
04/13/2018	VEHICLE IS LOCATED AT:
04/13/2018	Perfection Collision CarStar, *****
04/13/2018	Contact David Crouse @ 770-612-4014 to set up inspection. ELCO Rep. must be present. Per OGC Matrix, reassigned to 82T.
04/13/2018	4/13/2018 ASSIGNED TO RLG92. ALC
04/13/2018	CAIR NUMBER 3 REQUEST EAA INSPECTION 04-13-2018 09:44
04/13/2018	CAIR NUMBER E-MAIL SENT TO EAA 04-13-2018 09:44
04/14/2018	CCRG Open Date: 04/13/2018 09:38:33
06/04/2018	CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED Close Loop Exception Reason Code Survey By Pass - Legal
06/04/2018	****FILE RETURNED TO SI FOR RESOLUTION*** Dictated denial letter.
06/05/2018	POSTMARK DATE: 060418; DATE RECEIVED: 060518
06/05/2018	6/5 Letter mailed.

New Customer Assistance Inquiry Record (CAIR)#					
VIN	2C4RC1E	Model Year	2014	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING		
Open Date	06/24/2020	CAIR Type	Legal	Status	Closed
Close Date	09/30/2020	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	close				
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
09/30/2020 12:09 PM	Closed

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 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. Customer advised their contact information: [REDACTED]
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 tl send department to call customer back
08/25/2020	Vehicle is located at: 3020 N NATIONAL RD COLUMBUS, IN 47201 Bob Poynter chrysler Per OGC Matrix, reassigned to 82T/CCRG.
08/26/2020	Assigned to RLG92
09/30/2020	Per CCRG new nltb denial email RE: Case [REDACTED] VIN: 2C4RC1BG8 [REDACTED] This will further acknowledge contact to Fiat Chrysler Automobiles, regarding your 2014 CHRYSLER TOWN & COUNTRY. Naturally, we were sorry to learn of this incident. Please rest assured, we appreciate and share your concerns about vehicle safety. It is important for you to remember that we don't just design and build vehicles; we also drive them, as do most of our families and friends. We have some very close and personal reasons to be concerned about vehicle safety, like you, people depend on us to provide them with safe and dependable transportation. FCA US LLC provided for Engineering Analysis Associates/Bosch Automotive Service Solutions to examine your vehicle. EAA is a leading supplier of technical field support to the transportation industry. They have hundreds of specialists in the United States that conduct thousands of product investigations each year, providing valuable automotive field expertise. FCA feels that the expense of this independent inspection is in the best interest of you, our customer, and the Corporation in our efforts to properly evaluate serious concerns such as yours. The inspection involved a thorough examination of your vehicle and the photographing of all critical areas. After review of the inspection report and photos there is no indication of an open flame or fire. EAA noted - Careful inspection of vehicle reveals no damage present to interior trim or exterior trim. All systems operate normally at inspection. Thank you for allowing us the opportunity in reviewing this matter with you. Sincerely, Special Investigations

Email(s)

Date	08/26/2020	Subject	FCA - Inspection Request for 76568497
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From	uscustomer@fcagroup.com	To		Sent	08/26/2020 11:52
				Date/Time	AM

Company:

DILLON MADDEN

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:

2C4RC1E

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 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:
3020 N NATIONAL RD
COLUMBUS, IN 47201
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

[REDACTED]
[REDACTED] their contact information:
[REDACTED]
[REDACTED]

VEHICLE IS LOCATED AT:

Per OGC Matrix, reassigned to 82T.
CAIR NUMBER 76568497 REQUEST EAA INSPECTION Wed Aug 26 00:00:00 GMT 2020

Date	08/26/2020	Subject	FCA - Inspection Request for 76568497	Sent	08/26/2020 11:52
From	uscustomer@fcagroup.com	To	[REDACTED]	Date/Time	AM

Wed Aug 26 00:00:00 GMT 2020 CAIR Data File CAIR:76568497

Company: DILLON MADDEN
Cust: DILLON MADDEN
AD1: 9252 E HILLCREST RD
AD2:
Primary Phone: 3176057440
Business Phone:
Mobile Phone: 3176057440
Home Phone: 3176057440
Email: [REDACTED]
Cty/St/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: 2C4RC1BG [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 tl 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
Customer looking for an update

NARRATIVE ADDED 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 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 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 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: DILLON MADDEN 9252 E HILLCREST RD COLUMBUS IN USA 47203 317) 605-7440 [REDACTED]

VEHICLE IS LOCATED AT:

Per OGC Matrix, reassigned to 82T.
CAIR NUMBER 76568497 REQUEST EAA INSPECTION Wed Aug 26 00:00:00 GMT 2020

New Customer Assistance Inquiry Record (CAIR)#					
VIN	2C4RC1BG	Model Year	2015	Brand	CHRYSLER
Body	RTYP53	Vehicle	CHRYSLER TOWN & COUNTRY TOURING		
Open Date	12/24/2020	CAIR Type	Legal	Status	Closed
Close Date	01/25/2021	Origin	Telephone	Reason	
Mileage	103,000 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					
	CENTRALIA	IL		USA	
Dealer	44653	MONKEN DODGE CHRYSLER JEEP		Dealer Phone	6185455100
Dealer Address	1739 W MCCORD				
	CENTRALIA	IL	62801 5809	USA	
Dealer Zone	Midwest	Sales District		Service District	P
Subject	fire in vehicle				
Synopsis	Denial email sent to owner.				
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
12/24/2020 02:47 PM	Open
01/25/2021 01:59 PM	Closed

Initial Description

fire in vehicle

Case Comments

Date	Comment
12/24/2020	FIRE IN VEHICLE... COMPLETE LOSS INCIDENT HAPPENED.. 12/21/20 5PM MILES ON VEHICLE. VEHICLE LOCATION.. CENTRALIA COLLISION CENTER
12/24/2020	CUSTOMER STATES THAT THE FIRE STARTED IN CHARGING PORT BEHIND SECOND ROW OF SEATS ON DRIVER SIDE.
12/24/2020	customer called and thought he needed his vin #
12/28/2020	Per OGC Matrix, reassigned to CCRG.
12/28/2020	Assigned to RLG92
01/25/2021	FILE RETURNED TO SI FOR RESOLUTION Following email sent to owner: Dear : This will further acknowledge contact to FCA US LLC, regarding your 2015 Chrysler Town & Country. Naturally, we were sorry to learn of this incident. Please rest assured, we appreciate and share your concerns about vehicle safety. It is important for you to remember that we don't just design and build vehicles; we also drive them, as do most of our families and friends. We have some very close and personal reasons to be concerned about vehicle safety, like you, people depend on us to provide them with safe and dependable transportation. Needless to say, we sincerely regret the unfortunate fire that occurred. FCA US LLC provided for Engineering Analysis Associates/Bosch Automotive Service Solutions to examine your vehicle. EAA is a leading supplier of technical field support to the transportation industry. They have hundreds of specialists in the United States that conduct thousands of product investigations each year, providing valuable automotive field expertise. FCA feels that the expense of this independent inspection is in the best interest of you, our customer, and the Corporation in our efforts to properly evaluate serious concerns such as yours. The inspection involved a thorough examination of your vehicle and the photographing of all critical areas. After the inspection of your vehicle, the information at hand would not permit us to associate the fire with a manufacturing or assembly error. We are sure you will understand fires of this nature can and do occur for a number of reasons not associated with the manufacturing process. Therefore, we must respectfully decline any assistance associated with this matter. Based on this, we suggest that you refer this matter to your insurance carrier. Should they feel a manufacturing responsibility exists, they have full subrogation rights under the terms of your policy, including your deductible. Thank you for allowing us the opportunity in reviewing this matter with you.

Email(s)

Date	01/10/2021	Subject	FCA - Inspection Request for 78045723	Sent Date/Time	01/10/2021 15:07 PM
From	uscustomer@fcagroup.com	To			

Company:

[REDACTED]

Cust:

[REDACTED]

AD1:

[REDACTED]

AD2:

Primary Phone:

[REDACTED]

Business Phone:

Mobile Phone:

[REDACTED]

Home Phone:

[REDACTED]

Email:

[REDACTED]

Cty/St/ZIP:

CENTRALIA, IL, [REDACTED]

Country:

USA

Co-own: NOT SURE

Status and Notes-----

Check Information-----

Opened By:

Susan Anderson

Open Date:

Thu Dec 24 14:47:50 GMT 2020

Type:

Legal

Status:

Open

Last Updated By:

Amy Cannazzaro

Origin:

Telephone

Vehicle Information

VIN:

2C4RC1BG

YR/Model:

2015 RTYP53 CHRYSLER TOWN & COUNTRY TOURING

Sls BC/Sls/Svc/Dlr:

CHAMPION CJD/EAN HOLDINGS LLC

In Srv Date:

Wed Sep 03 00:00:00 GMT 2014

Svc BC/Sls/Svc/Dlr:

Midwest MONKEN DODGE CHRYSLER JEEP

Curr Mi/Km:

103000.0 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 Mon Dec 28 13:09:43 GMT 2020

Assigned to RLG92

NARRATIVE ADDED BY Jay Susalla ON Mon Dec 28 13:00:31 GMT 2020

Per OGC Matrix, reassigned to CCRG.

NARRATIVE ADDED BY Marquise Burkett ON Thu Dec 24 15:13:15 GMT 2020

customer called and thought he needed his vin #

NARRATIVE ADDED BY Susan Anderson ON Thu Dec 24 14:56:06 GMT 2020

CUSTOMER STATES THAT THE FIRE STARTED IN CHARGING PORT BEHIND SECOND ROW OF SEATS ON DRIVER SIDE.

NARRATIVE ADDED BY Susan Anderson ON Thu Dec 24 14:54:46 GMT 2020

FIRE IN VEHICLE...
COMPLETE LOSS
INCIDENT HAPPENED.. 12/21/20 5PM

MILES ON VEHICLE.. 103000

CUSTOMER...

PHONE #...

VEHICLE LOCATION.. CENTRALIA COLLISION CENTER 724 N. POPLAR ST CENTRALIA, IL 62801 PHONE # 618-533-6922

VEHICLE IS LOCATED AT:

Per OGC Matrix, reassigned to 82T.
CAIR NUMBER 78045723 REQUEST EAA INSPECTION Sun Jan 10 00:00:00 GMT 2021

Date	01/10/2021	Subject	FCA - Inspection Request for 78045723	Sent	01/10/2021 15:07
From	uscustomecare@fcagroup.com	To		Date/Time	PM

Sun Jan 10 00:00:00 GMT 2021 CAIR Data File CAIR:78045723

Company: [REDACTED]

Cust: [REDACTED]

ADZ: [REDACTED]

Primary Phone: [REDACTED]

Business Phone: [REDACTED]

Mobile Phone: [REDACTED]

Home Phone: [REDACTED]

City/ST/ZIP: [REDACTED]

Country: USA

Co-own: NOT SURE

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

Open Date: Thu Dec 24 14:47:50 GMT 2020

Type: Legal

Status: Open

Origin: Telephone

Vehicle Information

VIN: 2C4RC [REDACTED]

YR/Model: 2015 RTYP53 CHRYSLER TOWN & COUNTRY TOURING

Sls BC/Sls/Svc/Dlr: CHAMPION CJD/EAN HOLDINGS LLC

In Srv Date: Wed Sep 03 00:00:00 GMT 2014

Svc BC/Sls/Svc/Dlr: Midwest MONKEN DODGE CHRYSLER JEEP

Curr Mi/Km: 103000.0 Miles

General Narrative

REASONS FOR CONTACT:

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

*** fire in vehicle ***

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