

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



































GOSS

DODGE CHRYSLER

1485 Shelburne Rd. • P.O. Box 2122 So. Burlington, VT 05407 • V 802.658.0120 • F 802.864.0447 • **GOSS CARS.com**



PURCHASER'S NAME [REDACTED] DATE 04/25/14
CO-PURCHASER'S NAME N/A D.O.B. [REDACTED] SS # [REDACTED]
PURCHASER'S ADDRESS [REDACTED] RESIDENCE PHONE [REDACTED]
CITY, STATE & ZIP MIDDLEBURY, VT [REDACTED] BUSINESS PHONE (802) 236-4403
EMAIL MPRATT6958@HOTMAIL.COM CELL PHONE [REDACTED]

VEHICLE BEING PURCHASED				B-70	
PLEASE ENTER MY ORDER FOR THE FOLLOWING:			☐ NEW ☐ CAR ☐ USED ☐ TRUCK ☐	STOCK NO.	34C94800
YEAR	2014	MAKE	CHRYSLER	MILEAGE	21
MODEL OR SERIES	TOWN & COUNTRY		ENGINE	6	
COLOR	MAXIMUM SHINE		TRIM	H7-X1	
V.I.N. NUMBER	2C4RC1B69		[REDACTED]		
DELIVERY DATE	04/25/14				
SALES PERSON	VINCE DOBER JR.				
LIENHOLDER	Ally Bank				
TERM	75	RATE	5.600	SL	JL SLAH JLAH NONE
WARRANTY					
				REBATE	3,000.00
USED VEHICLE TRADED IN AND/OR OTHER CREDIT					
YEAR	N/A	MAKE OF TRADE-IN	N/A	MILEAGE	N/A
MODEL OR SERIES	N/A	BODY TYPE	N/A	ENGINE	N/A
COLOR	N/A	TRIM	N/A		
V.I.N. NUMBER	N/A				
BALANCE OWED TO				N/A	
ADDRESS				N/A	
USED TRADE-IN ALLOWANCE				\$	N/A
BALANCE OWED ON TRADE-IN				\$	N/A
NET ALLOWANCE ON USED TRADE-IN				\$	N/A
OTHER CREDIT				\$	
TOTAL CREDIT (TRANSFER TO RIGHT COLUMN)				\$	N/A
MEMO: Lifetime Max Care Service Contract \$100 Co Pay				N/A	
				N/A	
				N/A	
I ACCEPT THIS OPTIONAL DOCUMENTATION FEE				+	129 00
CASH TOTAL PRICE					27,765.00
PARTIAL PAYMENT				-	N/A
C.O.D.				-	2,000.00
SERVICE CONTRACT					3,100.00
TOTAL CREDIT (TRANSFERRED FROM LEFT COLUMN)				\$	N/A
TOTAL TAXABLE AMOUNT				+	27,765.00
PURCHASE & USE TAX				+	1,665.90
REGISTRATION FEE				+	75.00
TITLE/LIEN				+	43.00
BALANCE DUE/AMOUNT FINANCED				\$	30,548.90

Purchaser agrees that this Order includes all of the items and conditions on both the face and reverse side hereof, INCLUDING THE ARBITRATION AGREEMENT that this Order cancels and supersedes any prior agreement and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby, and that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE.

Purchaser by this execution of this Order acknowledges that he has read the front and back of its terms and conditions and has received a true copy of this Order.

PURCHASER'S SIGNATURE [REDACTED] DATE 04/25/14
CO-PURCHASER'S SIGNATURE [REDACTED] DATE [REDACTED]
ACCEPTED BY GOSS DODGE (DEALER) [REDACTED] PER [REDACTED] (NAME AND TITLE)

This is to certify that I / We have been offered a Payment Protection Plan. However, I / We choose not to take advantage of this program. SIGNATURE [REDACTED]

necessary maintenance or service your vehicle may need, and for any other reason we feel is necessary. By signing below, you give us your **PERMISSION** to contact you at the telephone numbers, fax number and/or e-mail address listed. This **AUTHORIZATION** allows us to better serve you in compliance with federal and state regulations.

Customer Name _____
Street Address _____
City, State, Zip _____ MIDDLEBURY, VT _____
Telephone _____ Telephone _____
E-mail Address _____ Fax _____
Customer Signature _____ Date 04/25/14

PRIVACY NOTICE GOSS DODGE

In accordance with federal regulations, we are giving you this Privacy Notice to tell you how we may use non-public personal information ("Private Information") about you or your account. The kinds of Private Information we collect about you or your account are described below. This Privacy Notice applies whether you are our current or former customer. This Privacy Notice is provided to you as required by federal laws and regulation applicable to our business. This Privacy Notice does not amend or alter our obligations under any applicable state or local laws, regulations or ordinances.

Collection and Use of Private Information

We may collect the following kinds of Private Information about you from the following sources:

- **Information you provide on applications, forms, or other correspondence**, such as your name, address, social security number and income.
- **Information about your transactions with us or others**, such as your account balance and payment history.
- **Information we receive from consumer reporting agencies, credit references, employers, insurance companies and insurance agencies**, such as your credit history and creditworthiness, and information that we obtain to verify employment history or that insurance coverage is in force.

Signature _____

Print name _____

Date: 4/25/14
m d y

Disclosure of Private Information

We may disclose Private Information (described above) under the following circumstances:

- **To Marketing Service Providers and Joint Marketing Partners.** We may disclose all Private Information to companies that perform marketing services for us or to other financial institutions with which we have joint marketing agreements.
- **With Non-Affiliated Third Parties.** We may disclose all Private Information about you with non-affiliated third parties as permitted by law.

Protection of Information

We restrict access to your Private Information to our employees and third parties who need to know that information in order to service your account. Additionally, we maintain physical, electronic and procedural safeguards to protect your Private Information in a manner consistent with industry standards for similar companies. We will review our safeguards from time to time, and strive to maintain them in a manner consistent with federal regulations that may be in effect from time to time.

By signing below, you acknowledge receipt of this Privacy Notice.

Signature _____

Date: _____
m d y

Print name _____

LAW FORM NO. PN-1-CUST (REV. 8/02) CC667938 Q (12/10)
©2002 The Reynolds and Reynolds Company

THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

1. As used in this Order the terms (a) "Seller" shall mean the authorized Dealer to whom this Order is addressed and who shall become a party hereto by its acceptance hereof, (b) "Purchaser" shall mean the party executing this Order as such on the face hereof, and (c) "Manufacturer" shall mean the Corporation that manufactured the vehicle or chassis, it being understood by Purchaser and Seller that Seller is in no respect the agent of Manufacturer, that Seller and Purchaser are the sole parties to this Order and that reference to Manufacturer herein is for the purpose of explaining generally certain contractual relationships existing between Seller and Manufacturer with respect to new motor vehicles.

2. Manufacturer has reserved the right to change the price to Dealer of new motor vehicles without notice, in the event the price to Dealer hereunder of new motor vehicles of the series and body type ordered hereunder is changed by Manufacturer prior to delivery of the new motor vehicle ordered hereunder to Purchaser. Dealer reserves the right to change the cash delivered price of such motor vehicle to Purchaser accordingly, if such cash delivered price is increased by Dealer, Purchaser may, if dissatisfied therewith, cancel this Order.

3. If the used motor vehicle which has been traded in as a part of the consideration for the motor vehicle ordered hereunder is not to be delivered to Dealer until delivery to Purchaser of such motor vehicle, the used motor vehicle shall be reappraised at that time and such reappraised value shall determine the allowance made for such used motor vehicle. If such reappraised value is lower than the original allowance therefor shown on the front of this Order, Purchaser may, if dissatisfied therewith, cancel this Order, provided, however, that such right to cancel is exercised prior to the delivery of the motor vehicle ordered hereunder to the Purchaser and surrender of the used motor vehicle to Dealer.

4. Purchaser agrees to deliver to Dealer satisfactory evidence of title to any used motor vehicle traded in as a part of the consideration for the motor vehicle ordered hereunder at the time of delivery of such used motor vehicle to Dealer. Purchaser warrants any such used motor vehicle to be his property free and clear of all liens and encumbrances except as otherwise noted herein.

5. Manufacturer has reserved the right to change the design of any new motor vehicle, chassis, accessories or parts thereof at any time without notice and without obligation to make the same or any similar change upon any motor vehicle, chassis, accessories or parts thereof previously purchased by or shipped to Dealer or being manufactured or sold in accordance with Dealer's orders. Correspondingly, in the event of any such change by Manufacturer, Dealer shall have no obligation to Purchaser to make the same or any similar change in any motor vehicle, chassis, accessories or parts thereof covered by this Order either before or subsequent to delivery thereof to Purchaser.

6. Dealer shall not be liable for failure to deliver or delay in delivering the motor vehicle covered by this Order where such failure or delay is due, in whole or in part, to any cause beyond the control or without the fault or negligence of Dealer.

7. The price for the motor vehicle specified on the face of this Order includes reimbursement for Federal Excise taxes, but does not include sales taxes, use taxes or occupational taxes based on sales volume, (Federal, State or Local) unless expressly so stated. Purchaser assumes and agrees to pay, unless prohibited by law, any such sales, use or occupational taxes imposed on or applicable to the transaction covered by this Order, regardless of which party may have primary tax liability therefor.

8. **FACTORY WARRANTY: ANY WARRANTY ON ANY NEW VEHICLE OR USED VEHICLE STILL SUBJECT TO A MANUFACTURER'S WARRANTY IS THAT MADE BY THE MANUFACTURER ONLY, AND THE SELLER HEREBY DISCLAIMS ALL WARRANTIES, EITHER EX-PRESS OR IMPLIED, THEREFORE, WITH RESPECT TO THE SELLER, THE VEHICLE IS SOLD "AS IS" AND THE ENTIRE RISK AS TO QUALITY AND PERFORMANCE OF THE VEHICLE IS WITH THE BUYER AND/OR MANUFACTURER, AND IF THE VEHICLE PROVES DEFECTIVE, THE BUYER AND/OR MANUFACTURER, NOT THE SELLER, SHALL ASSUME THE ENTIRE COST OF ALL**

ADDITIONAL TERMS AND CONDITIONS


[print](#)
Town and Country Van

account: [REDACTED]

Account Type: STD RETAIL FFPF Paid to: Ally Bank

TRANSACTION DETAILS

Date	Payment Amount	Description for Payment Type Code	Finance Charges	Late Charges	Other Charges	Total Paid
07/07/2015	\$390.03	Online payment	\$83.08	\$0.00	\$0.00	\$473.11
06/12/2015	\$371.96	Online payment	\$101.15	\$0.00	\$0.00	\$473.11
05/13/2015	\$384.15	Online payment	\$88.96	\$0.00	\$0.00	\$473.11
04/17/2015	\$327.61	Online payment	\$145.50	\$0.00	\$0.00	\$473.11
03/06/2015	\$364.25	Online payment	\$108.86	\$0.00	\$0.00	\$473.11
02/03/2015	\$380.52	Online payment	\$92.59	\$0.00	\$0.00	\$473.11
01/08/2015	\$372.04	Online payment	\$101.07	\$0.00	\$0.00	\$473.11
12/11/2014	\$359.76	Online payment	\$113.35	\$0.00	\$0.00	\$473.11
11/10/2014	\$317.80	Online payment	\$155.31	\$0.00	\$0.00	\$473.11
09/29/2014	\$387.41	Online payment	\$78.71	\$0.00	\$0.00	\$466.12
09/08/2014	\$373.79	Online payment	\$106.31	\$0.00	\$0.00	\$480.10
08/11/2014	\$346.33	Online payment	\$126.78	\$0.00	\$0.00	\$473.11
07/09/2014	\$383.60	Online payment	\$89.51	\$0.00	\$0.00	\$473.11
06/16/2014	\$274.56	Online payment	\$78.55	\$0.00	\$0.00	\$353.11
05/27/2014	\$49.19	Online payment	\$70.81	\$0.00	\$0.00	\$120.00
05/09/2014	\$417.28	Online payment	\$55.83	\$0.00	\$0.00	\$473.11

Call us

Auto: 1-888-925-ALLY (2559)

Monday - Friday 8:00 AM - 11:00 PM ET

Saturday - Sunday 9:00 AM - 7:00 PM ET

©2009-2015 Ally Financial Inc.

[print](#)

Request payoff quote

Town and Country Van

account: [REDACTED]

Account type : STD RETAIL FFPF Paid to: Ally Bank.

View quote

We have reviewed your information and below is a payoff estimate that is good through the date listed. If you need an updated estimate after that date, we would be happy to provide another one for you.

Payoff estimate:

\$25,187.88

Good through date:

07/19/2015

The good through date is within 4 calendar days from the current date.

You will need to add an additional finance charge of \$3.27 for every day after the good through date.

Call us

Auto: 1-888-925-ALLY (2559)

Monday - Friday 8:00 AM - 11:00 PM ET

Saturday - Sunday 9:00 AM - 7:00 PM ET

©2009-2015 Ally Financial Inc.

Feedback	CAIR #: [REDACTED] Status: OPEN Type: CUSTOMER Done Search
Corrective Action	CAIR Category: COMPLAINT/ISSUE CAIR Manager: NICK FAIRBANKS Current Resp: NF112
Application Links	Current Disposition: Default
Inquiry Search	Main CAIR Image
Dealer Search	
View Imaging Queue	
Chat CAIR Search	
Get Fax	
Get Reimbursement CAIR	
External Links	
GWA	
VIP	
Claim Authorization	
DM Notes	
AnswerCONNECT	
Mishandled CAIR	
Dealer Connect Home	
SC Summary	
FCA Directory Search	
Seat Check	
WEBCOIN Search	
Mainframe Links	
Main Menu	
COIN Correction	
Vehicle Owner Summary	
COIN New Owner	
Coin Vehicle History	
CAIR Directory	
GPOP	
Primary Cair Detail	
Reports	
Agent Perf. Details	
Maintenance	
Customize Links	
Reason Code Maintenance	
Squish VIN Maintenance	

Vehicle Owner Information	Vehicle Information	Service Contract Information
Name: MR [REDACTED]   	VIN: 2C4RC1BG9 [REDACTED]	SC : 38780618 - LWM100N 
[REDACTED]	2014 CHRYSLER TOWN & COUNTRY TOURING WAGON	US - 1 CAN - 0 INTL - 0
MIDDLEBURY, VT- [REDACTED]	ISD 04/25/2014Repchsd No Orig Owner Yes	Desc: LIFETIME UNLIMITED MILEAGE MAXIMUM CARE
1906, UNITED STATES Last Upd: 06/22/2015	Last Repair 02/05/2015 @ 8584 M	Eff Date : 04/25/2014
Phone No : [REDACTED] 	WCC 536 Rest No Recalls No RRT No	Exp Date : 07/24/2097 Exp ODM: 999,999 M
Secondary No : [REDACTED] 		Status : Active Reinsurance : N
		Private Label : N

 Caller Information Last 10 Callers	CAIR Catgy*	Choose One 	Mileage*	Mile 	Create CAIR
--	-------------	---	-------------------------------	---	-------------

OwnerShip Event History	Vehicle	Service Contract	Parts	Dealer Info
Vehicle Details	Sales Codes	VON Details		

VIN	2C4RC1BG9 [REDACTED]	
Vehicle Description	CHRYSLER TOWN & COUNTRY TOURING WAGON	
Model Year	2014	
Body Model	RT Y P 53	
Color	PAR- Maximum Steel Met. Clear Coat	MSRP\$31,860.00
ISD	04/25/2014	Original OwnerYes
Last Reported Date	02/05/2015	RepurchasedNo
Last Reported Mileage	8584 M	RestrictionsNo
Owner Name	[REDACTED]	Open RecallsNo
Engine	ERB- 3.6L V6 24V VVT Engine	
Transmission	DHDP- AutoStick (R) Automatic Transmission	
Selling Dealer	42124	
Warranty Covg. Code	536	

VERMONT AGENCY OF TRANSPORTATION, DEPARTMENT OF MOTOR VEHICLES

REGISTRATION CERTIFICATE					Expires Last Day Of
MAKE CHRY	MODEL TNC	IDENTIFICATION NUMBER 2C4RC1B [REDACTED]			APR 16
YEAR 14	BODY SV	COLOR SIL	FUEL GAS	REGISTERED WGT	
MISCELLANEOUS		BRAKE TYPE	TITLE ISSUED	UNLADEN WGT	PLATE NUMBER [REDACTED]

RECEIPT LINE VALIDATES THIS CERTIFICATE

PASSENGER CAR
OR SCHOOL BUS

MIDDLEBURY VT [REDACTED]

Administration

[Search](#) |
 [Contract History](#) |
 [Option Summary](#) |
 [Vehicle/Customer Details](#) |
 [Administration](#) |
 [Narratives](#) |
 [Option Summary](#) |
 [Option Details](#) |
 [Payment Details](#) |
 [Claim History](#) |
 [Full Summary](#)

Contract Details

VIN: 2C4RC1BG [REDACTED] **Contract Number:** [REDACTED]
Vehicle Name: 2014 TOWN & CNTRY TOUR. EDITN.
Last Known Odometer: 8,584 [miles] **Contract Date:** May 03, 2014
Warranty Coverage Code: 536 / **Contract Status:** ACTIVE
Customer Name: [REDACTED]
Address: [REDACTED] **State:** VERMONT
City: MIDDLEBURY **ZIP Code:** [REDACTED]

Option Details

Option Code: [REDACTED] **Option Status:** ACTIVE
Option Effective Date: Oct 01, 2009 **Type of Sale:** DEALER
Option Description: LIFETIME UNLIMITED MILEAGE MAXIMUM CARE - \$100 DEDUCTIBLE
VIP Description: LIFETIME MAXIMUM CARE
Sale Credit: FIN
Term: UNLIMITED TIME/MILEAGE
Option Sale Date: Apr 25, 2014 **Selling Dealer:** 42124 (GOSS DODGE CHRYSLER)
Start Date: Apr 25, 2014 **Start Odometer:** 0 [miles]
Expiration Date: Jul 24, 2097 **Expiration Odometer:** 999,999 [miles]
Date Accepted: May 03, 2014 **Odometer at Time Of Sale:** 21 [miles]
Deductible: 100.00 [USD] **Last Known Odometer:** 8,584 [miles]
Promotional Code:
Roadside Assistance: YES **Oil Change Allowance:** 0.00 [USD]
Roadside Assistance Allowance: 100.00 [USD] **Number of Oil Changes:** 0
Towing Allowance: 0.00 [USD] **Number of Oil Changes Remaining:** 0
First Day Rental Allowance: 35.00 [USD] **Trip Interruption Allowance:** 1,000.00 [USD]
Rental Allowance: 175.00 [USD] **Auto Valet Concierge:** NO
Rental Allowance (per day): 35.00 [USD] **Road Hazard:** NO
Maximum Number of Rentals: 5 [days] **Reduces Warranty Deductible:** NO
Cancelable: YES **Transferable:** NO
Cancellation Fee: 75.00 [USD] **Transfer Fee:** 0.00 [USD]
Cancellation Fee Percentage: 0.00 [%]

Payment Details

Payment Mode: FINANCE WITH VEHICLE
Finance Source: ALLY BANK
Customer Cost: 3,100.00 [USD]
No Charge Flag: NO
Tax: 0.00 [USD]
Tax Exempt: YES
EPP Discount: 0.00 [USD]
Base Dealer Cost: 2,015.00 [USD]
Dealer Late Fee: 0.00 [USD]
Customer Over Fee: 0.00 [USD]
Grand Total: 2,015.00 [USD]
Bonus Bank Charge: 0.00 [USD]

Plan Provision Details

Provision Code: [REDACTED] **Provision Request Pending:** NO
Provision Request Date: May 03, 2014
Number of Provisions Sent: 1
Last Provision Print Date:

VENDOR NO: [REDACTED]

FCA US LLC
CORPORATE ACCOUNTS PAYABLE
P.O. BOX 537933
LIVONIA MI 48153-7933

PAR REF. NO: [REDACTED]
DATE: 08/05/2015
PM: NUCUC SOURCE: SU
MAIL: R:SU

INV/REF DATE	INVOICE/REFERENCE NUMBER-SCHEDULE PAY NO.	GROSS AMOUNT	DISCOUNT AMOUNT	NET AMOUNT
08/05/2015 2C4RC1BG9	[REDACTED]	4,524.09	0.00	4,524.09
	TOTALS	4,524.09	0.00	4,524.09

Received
AUG -6 2015
I.S.G.

REMOVE CHECK ALONG THIS PERFORATION

THIS CHECK HAS A SECURITY FEATURE THAT WILL APPEAR IF ALTERED.

FCA

FIAT CHRYSLER AUTOMOBILES

PSAP JPMORGAN CHASE BANK, N.A.
SYRACUSE, NY
50-937/213

DATE: 08/05/2015
MM/DD/YYYY ☒

US FUNDS

\$*****4524.09

FOUR THOUSAND FIVE HUNDRED TWENTY-FOUR AND 09/100 DOLLARS
TO THE ORDER OF:

[REDACTED]
MIDDLEBURY VT
USA

ACCOUNT 7400 BANK NUCUC

FCA US LLC

AUTHORIZED SIGNER
[REDACTED]

VENDOR NO: [REDACTED]

FCA US LLC
CORPORATE ACCOUNTS PAYABLE
P.O. BOX 537933
LIVONIA MI 48153-7933

PAR REF. NO: [REDACTED]
DATE: 08/05/2015
PM: NUCUC SOURCE: SU
MAIL: R:SU

INV/REF DATE	INVOICE/REFERENCE NUMBER-SCHEDULE PAY NO.	GROSS AMOUNT	DISCOUNT AMOUNT	NET AMOUNT
08/05/2015 2C4RC1BG98	[REDACTED]	25,302.33	0.00	25,302.33
		25,302.33	0.00	25,302.33

Received
AUG -6 2015
I.S.G.

REMOVE CHECK ALONG THIS PERFORATION

THIS CHECK HAS A SECURITY FEATURE THAT WILL APPEAR IF ALTERED.

FCA

FIAT CHRYSLER AUTOMOBILES

PSAP JPMORGAN CHASE BANK, N.A.
SYRACUSE, NY
50-937/213

DATE: 08/05/2015
MM/DD/YYYY ☒

US FUNDS

\$*****25302.33

TWENTY-FIVE THOUSAND THREE HUNDRED TWO AND 33/100 DOLLARS
TO THE ORDER OF:
ALLY FINANCIAL

LOUISVILLE KY
USA

ACCOUNT 7400 BANK NUCUC
FCA US LLC

AUTHORIZED SIGNER [REDACTED]



MAILING LABEL ONLY

0000000
FCA US LLC
105 DECKER CT # 300
IRVING, TX 75062-3796

Amount Received: \$ 73.50

MAILING LABEL ONLY

Pratt

WISCONSIN CERTIFICATE OF TITLE

Vehicle Identification Number 2C4RC1BC	Year 2014	Make CHRYSLER			
Title Number [REDACTED]	Issue Date 09/16/2015	Chassis Type TRUK	Odometer Reading 9000	Odometer Status ACTUAL	Odometer Date 08/18/2015
Product Number [REDACTED]	Body Style VAN	Color	Fleet No.		

Titled Owner(s)
FCA US LLC
105 DECKER CT # 300
IRVING, TX 75062-3796

The person, firm or corporation named on this Title is the lawful owner of the vehicle described, subject to any Security Interest (liens) shown. The order in which the Lien Holders appear on this Title does not necessarily represent their priority. The Wisconsin Department of Transportation will not be responsible for false or fraudulent odometer statements made in the assignment of the Certificate of Title or for errors in reporting mileage, brand disclosures or the history of the vehicle. The department has no actual knowledge about the history of the vehicle and makes no warranty that the title brands or mileage disclosures on prior titles have been carried forward onto this document.

Lien Holder(s)
NONE

Additional Vehicle Detail
TITLED IN WI AS: MANUFACTURER BUYBACK
PREVIOUSLY TITLED IN: VT

SELLER: When the vehicle is sold, complete the ASSIGNMENT OF CERTIFICATE OF TITLE on the top back of this title and deliver the title to the purchaser with the vehicle. You may wish to retain a copy of this title with the purchaser's information and signature as proof of sale for your records.

PURCHASER: Apply for a new title with the Wisconsin Division of Motor Vehicles immediately. To legally operate this vehicle, you are required to register it with the Division of Motor Vehicles.

MAIL ADDRESS:
Wisconsin Department of Transportation
PO Box 7949, Madison, WI 53707-7949
0009

QUESTIONS:
Contact the Division of Motor Vehicles at:
414-266-1000, 608-266-1466
www.dot.wisconsin.gov

KEEP IN SAFE PLACE

DO NOT KEEP IN VEHICLE

This document void without watermark - Hold to light to view

Any alteration, correction, fluid, or erasure voids this title

ASSIGNMENT OF CERTIFICATE OF TITLE

1/2010

The seller is required to state the mileage and provide written vehicle disclosure in connection with the transfer of ownership. Failure to complete a mileage statement or providing a false mileage statement, disclose required information, or providing a false statement may result in fines and/or imprisonment and may make you liable for damages to the purchaser. See Federal 49 USC and Ch. 342 Wisconsin laws.

I, the seller, certify that to the best of my knowledge the information contained on this document is true and correct and that I have entered the vehicle odometer reading, brand disclosure, and selling price in compliance with federal and state law as referenced above. For value received, I sell, assign or transfer the vehicle described on this document and warrant title to purchaser.

1. ODOMETER NOW READS (No Tenths): 		☐ The odometer reading reflects the amount of mileage in excess of its mechanical limit.		☐ The odometer reading is NOT actual mileage. WARNING ODOMETER DISCREPANCY	
BRAND DISCLOSURE (will be printed on future titles) Check all that apply:					
☐ Salvage vehicle ☐ Flood damaged ☐ Hail damaged ☐ Previous police vehicle ☐ Previous taxicab					
Print Purchaser Name			Print Seller Name: FCA US LLC		
Print Purchaser Address, City, State, ZIP Code			Print Seller Address, City, State, ZIP Code		
Signature of Purchaser X X		Date		Signature of Seller(s) - See below 	
				Date	

Sections 2-3 For Dealer Use Only

Dealer: Photocopy front and back for your records - Federal 49 CFR 580.8

2. Print Consigning Auction Dealer Name or Consigning Salvage Pool (If Applicable)		Auction or Salvage Pool Dealer No.		Sale Date	
ODOMETER NOW READS (No Tenths): 		☐ The odometer reading reflects the amount of mileage in excess of its mechanical limit.		☐ The odometer reading is NOT actual mileage. WARNING ODOMETER DISCREPANCY	
BRAND DISCLOSURE (will be printed on future titles) Check all that apply:					
☐ Salvage vehicle ☐ Flood damaged ☐ Hail damaged ☐ Previous police vehicle ☐ Previous taxicab ☐ Manufacturer buyback					
Print Purchaser Name			Print Selling Dealer Name		
Print Purchaser Address, City, State, ZIP Code			Print Seller Address, City, State, ZIP Code		
Print Name of Purchaser's Authorized Agent Signing Below			Print Name of Selling Dealer's Authorized Agent Signing Below		
Signature of Purchaser's Authorized Agent X		Date		Signature of Selling Dealer's Authorized Agent X	
				Date	

3. Print Consigning Auction Dealer Name or Consigning Salvage Pool (If Applicable)		Auction or Salvage Pool Dealer No.		Sale Date	
ODOMETER NOW READS (No Tenths): 		☐ The odometer reading reflects the amount of mileage in excess of its mechanical limit.		☐ The odometer reading is NOT actual mileage. WARNING ODOMETER DISCREPANCY	
BRAND DISCLOSURE (will be printed on future titles) Check all that apply:					
☐ Salvage vehicle ☐ Flood damaged ☐ Hail damaged ☐ Previous police vehicle ☐ Previous taxicab ☐ Manufacturer buyback					
Print Purchaser Name			Print Selling Dealer Name		
Print Purchaser Address, City, State, ZIP Code			Print Seller Address, City, State, ZIP Code		
Print Name of Purchaser's Authorized Agent Signing Below			Print Name of Selling Dealer's Authorized Agent Signing Below		
Signature of Purchaser's Authorized Agent X		Date		Signature of Selling Dealer's Authorized Agent X	
				Date	

NO additional dealer reassignments permitted



32
RE: ER364218 Pratt
Bauer Timothy (FCA)

to:

kloyd@impartialservices.com

08/17/2015 08:05 AM

Hide Details

From: "Bauer Timothy (FCA)" <timothy.bauer@fcagroup.com>

To: "kloyd@impartialservices.com" <kloyd@impartialservices.com>

Please part this vehicle out. Severe interior damage.

Thanks,
Tim

From: kloyd@impartialservices.com [<mailto:kloyd@impartialservices.com>]

Sent: Thursday, July 16, 2015 8:19 AM

To: Bauer Timothy (FCA)

Subject: [REDACTED]

May I ask that the photos of this fire damaged vehicle be reviewed to determine if an estimate is needed for possible repair or if it should be sold for parts?

2C4RC1BG9 [REDACTED]

2014 CHRYSLER TOWN & COUNTRY TOURING WAGON

current mileage: 9,000

Total warranty expense: \$ 102.01

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 06-23-2015 15:48

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/02/15 AT 11:19:40 [REDACTED]

Thank you,
Kristina Loyd
Case coordinator
Impartial Services Group
105 Decker Court, Suite 300
Irving, TX 75062
1-800-215-6230 x 483
972-652-3590 fax
kloyd@impartialservices.com

This e-mail transmission and any documents, files or previous e-mail messages attached to it, are confidential, privileged and/or exempt from disclosure under applicable law. If you are not the intended recipient, or a person responsible for delivering it to the intended recipient, you are hereby notified that any review, disclosure, copying, dissemination, destruction or use of any of the information contained in, or attached to this e-mail is strictly prohibited. If you have received this transmission in error, please immediately notify me by forwarding this e-mail to me and then delete the message and its attachments from your computer. Thank you.

Eligible Vehicle Pick Up Notice
Attention: Debbie McCarty Fax to 866-557-5738
Phone: 1-800-822-5555 x267

Page 1 of 2

This page of the Notice is to be filled out by the FCA US LLC representative requesting pick up of a vehicle eligible under the FCA US LLC/ LKQ Dismantling Agreement. Please draft one notice for each Eligible Vehicle.

Model: Chrysler Town & Country Touring Wagon Year: 2014
Mileage: 9,000 Color: MAXIMUM STEEL VIN: 2C4RC1
MET. CLEAR COAT
Today's Date: August 21, 2015 Driveable? No
Pick Up Location: Goss Dodge Chrysler
1485 Shelburne Rd
South Burlington, VT 05403-7714
Contact Name: [REDACTED]
Telephone: [REDACTED]

Are Storage Costs Owed? No If yes, how much? \$0.00

Buyback Nonconformity:

1. Fire.

Crush Parts: Detail components that must be crushed or destroyed, including any subject to a recall:

N/A

Return Components: Per Mopar's request, policy or safety related items:

N/A

Return Address: Provide return address (if different from pick up location) for any components required to return:

Shipping Costs: Name of the FCA US LLC Division to reimburse shipping on returned components, if not Engineering:

Airbags: List any nonstandard airbags on the vehicle:

FCA US LLC Representation

Signature: [REDACTED] Dept: [REDACTED]
Print Name: [REDACTED] Date: August 21, 2015
Title: PoA Phone: 877-846-6327

(Attach any additional information if necessary)

Eligible Vehicle Pick Up Notice
Attention: Jill Juroshek Fax to 866-557-5738
Phone: 1-800-822-5555 x105

Page 2 of 2

This page is to be filled out at the time of vehicle pick up by a representative of LKQ (including an authorized third party hauler), and signed by representative of LKQ.

Inventory of Certain Items: LKQ acknowledges the following items are on the vehicle at the time of pick up:

Primary VIN Plate: Y ____ N ____

Engine: Y ____ N ____

Transmission/ transaxle: Y ____ N ____

Radio: Y ____ N ____

Four Tires: Y ____ N ____ (Not to include spares. If less than four tires, how many? ____)

Airbags: Y ____ N ____ (Note: this includes non-standard airbags listed on the first page of this Notice)

If any airbags are missing, which ones? _____

Other Comments:

LKQ Corporation Representation

Print Name: _____

Date: _____

Signature: _____

Phone: _____

Title: _____

Company: _____

(Attach any additional information if necessary)

Eligible Vehicle Bill of Sale
FCA US LLC / LKQ Corporation

Bill of Sale

FCA US LLC ("Grantor") does hereby grant, bargain, sell, transfer and deliver unto the LKQ Dismantling Location stated below ("Grantee"), for good and valuable consideration, consistent with the terms of the Vehicle Dismantling, Sales, and Scrap Agreement signed between FCA US LLC and LKQ Corporation on August 21, 2015, all of its right, title and interest in and to the vehicle specifically described on the first page of this Notice, which is made a part of this Bill of Sale by reference.

In witness whereof, the parties sign below.

FCA US LLC

"Grantor"

"Grantee"

Signatures:



Name: Trent Moore

Title: PoA

Name: _____

Title: _____

To Vehicle Dealer: This notice serves as authorization for release of the following unit:

VIN: 2C4RC1E 

Make/Model: CHRYSLER TOWN & COUNTRY TOURING WAGON

Vehicle Year: 2014

Mileage: 9000

TRANSMISSION VERIFICATION REPORT

TIME : 08/21/2015 12:52
 NAME :
 FAX :
 TEL :
 SER.# : [REDACTED]

DATE, TIME
 FAX NO./NAME
 DURATION
 PAGE(S)
 RESULT
 MODE

08/21 12:51
 00:01:05
 04
 OK
 STANDARD
 ECM

Eligible Vehicle Pick Up Notice

Attention: Debbie McCarty Fax to 866-557-5738

Phone: 1-800-822-5555 x267

Page 1 of 2

This page of the Notice is to be filled out by the FCA US LLC representative requesting pick up of a vehicle eligible under the FCA US LLC/ LKQ Dismantling Agreement. Please draft one notice for each Eligible Vehicle.

Model: Chrysler Town & Country Touring Wagon

Mileage: 9,000

Color: MAXIMUM STEEL
 MET. CLEAR COAT

Year: 2014

VIN: 2C4RC1B [REDACTED]

Today's Date: August 21, 2015

Driveable? No

Pick Up Location: [REDACTED]

Contact Name: [REDACTED]

Telephone: [REDACTED]

Are Storage Costs Owed? No

If yes, how much? \$0.00

Buyback Nonconformity:

1. Fire.

Crush Parts: Detail components that must be crushed or destroyed, including any subject to a recall:

N/A

Return Components: Per Mopar's request, policy or safety related items:

N/A

Return Address: Provide return address (if different from pick up location) for any components required to return:

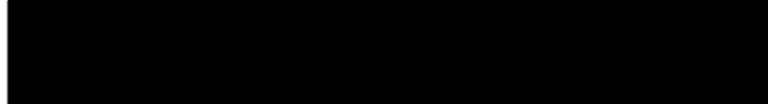
Vehicle ID No (VIN) : 2C4RC1B [REDACTED] Description: 2014 - CHRYSLER TOWN & COUNTRY TOURING

Print  View

(5)	[REDACTED]	T0721CW	09/25/2015	ADDED RESTRICTION 1 COMPLETE VEHICLE 2015-09-25 9999-01-01
(3)	[REDACTED]	T0721CW	09/25/2015	UNIT IS BEING PARTED OUT.
(1)	[REDACTED]		08/03/2015	SPECIAL COVERAGE CODE SET: B - CHRYSLER GROUP LLC BUYBACK VEHICLE

This site MUST be viewed with Netscape 4.5 or Internet Explorer 5.0 or higher versions.
Best display settings are: 1024 x 768 and 24 Bit Color.

The text, graphics and all other contents of this site are copyright © FCA US LLC 2015. All Rights Reserved.



DAMAGE NOTIFICATION

I/We, [REDACTED], declare that the 2014 Chrysler Town & Country Touring Wagon vehicle identification number 2C4RC1B [REDACTED] being returned to FCA US LLC on this date,

HAS

HAS NOT

(Circle One)

previously been involved in an accident.

If there has been Damage, has it been repaired?

YES

NO

(Circle One)

If the vehicle has had accident damage repaired, please describe briefly the areas of the damage and the approximate cost of the repairs made here:

Interior Fire

[REDACTED]
Owner Signature

14 Aug 2015
Date

2nd Owner Signature (If Applicable)

Date

Received
AUG 21 2015
I.S.G.

RELEASE AND HOLD HARMLESS AGREEMENT

This Release and Hold Harmless Agreement ("Agreement") is made between [REDACTED] and FCA US LLC. This Agreement relates to a dispute involving a 2014 CHRYSLER TOWN & COUNTRY TOURING WAGON, VIN 2C4RC1E [REDACTED] ("the Vehicle").

Received
AUG 21 2015
I.S.G.

1. This Agreement applies to me, my heirs, successors, and assigns. It also applies to FCA US LLC, Old Carco LLC (f/k/a Chrysler LLC), and their direct and indirect parent and subsidiary entities, dealerships, agents, officers, directors, employees, members, and affiliates (collectively referred to as "CHRYSLER").
2. In sole consideration of \$29,826.42, payable to [REDACTED], and/or any lienholder(s), by FCA US LLC. I agree: (1) to release CHRYSLER from liability for all known and unknown claims, causes of action, damages, costs, fees, personal injuries, and property damages related to the Vehicle as of the date of this Agreement; (2) to transfer ownership of the Vehicle to FCA US LLC with clear title and to sign all papers FCA US LLC requires to effect the transfer; (3) to return the Vehicle to FCA US LLC with no original or substituted equipment missing and in undamaged condition, except for normal wear and tear and any previously alleged defects; and (4) to indemnify and hold harmless CHRYSLER from all claims released in this Agreement.
3. I agree that the consideration described in Paragraph 2 includes, but is not limited to, a full refund of all sales and/or use tax paid on the purchase/lease of the vehicle, and any interest due under state law on the sales or use tax.
4. This Agreement is a voluntary compromise in the interest of customer satisfaction, to avoid litigation, and to resolve the dispute. It is not an admission of liability by CHRYSLER. I agree that the consideration stated in paragraph 2 is adequate and sufficient.
5. Except as permitted by law, this Agreement shall remain confidential and shall not be disclosed by me or my agents, representatives or anyone acting on my behalf.
6. I acknowledge that I have read and understand this Agreement.

Date

14 AUG 2015

[REDACTED]
Signature

[REDACTED]

Dealership Authorization to Release Vehicle

In order to expedite the transport of VIN # 2C4RC1BG [REDACTED], for
MATTHEW W PRATT, please provide the following information:

Is this the physical vehicle location? ☒ Yes ☐ No

[REDACTED]
South Burlington, VT 05403-7714

Received
AUG 21 2015
I.S.G.

If no, please provide vehicle's location:

Please provide the name and phone numbers for two dealership employees
who can be contacted by the transport company for release of the vehicle:

Date Vehicle is Releasable: 8/19/15

Is vehicle operable? ☒ Yes ☒ No

Dealership Signature: [REDACTED] Date: 8/19/15

Title: GSM

Please fax this release back to ISG, Attn: Nick Fairbanks at (972) 652-3590 so that we
may remove the vehicle from your lot as soon as possible.

**The vehicle will not be scheduled for tow until the vehicle is releasable
and this form is returned to ISG.**

VEHICLE CONDITION REPORT - FCA US LLC

Date: _____

Owner's Name: _____

Year: 2014
CLEAR COAT

Make: CHRYSLER

Make: TOWN & COUNTRY

Color: MAXIMUM STEEL MET.

VIN #: 2C4RC1BC _____

Mileage: _____

Obtained from Customer:

____ Key (2 sets & valet key) and Remotes

☒ Spare ☒ Jack ☒ Wheellock

Tires Depth (4/32)

RF

RR

LR

LF

Tire Size

RF

RR

LR

LF

Tire Brand

RF

RR

LR

LF

Received

AUG 21 2015

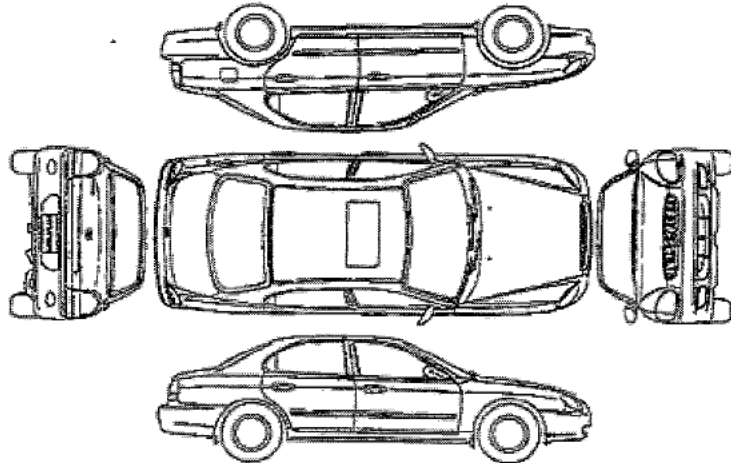
I.S.G.

NOTES: (Please record any damage.)

Interior Fire

CODE IDENTIFICATION CHARTS

B - Bent	M - Missing
BB - Buffer Burned	P - Pitted
BR - Broken	PC - Paint Chip
C - Cut	R - Rubbed
CR - Cracked	RU - Rust
D - Dented	S - Scratched
F - Faded	SL - Soiled
FF - Foreign Fluid	SS - Surface Scratch
G - Gouged	ST - Stained
L - Loose	T - Torn



*If Damage Estimated Over \$300 - (send copy of estimate to ISG)

Funds Collected Y/N: _____ \$ Amount: _____ Certified Check/Money Order payable to dealer

Transfer Agent: _____ Signature: _____

DEALER ACKNOWLEDGEMENT: By signing below you acknowledge that you have reviewed this report and agree that it is accurate. Further, you agree that you are responsible for the vehicle while in your possession.

Dealer Signature: _____ Printed Name: _____

***PLEASE NOTE: If you disagree with this condition report, please contact your Impartial Services Group (ISG) Case Coordinator at 877-846-6327.

Customer Acknowledgement: By signing below you acknowledge that you have reviewed this report and agree that it is accurate.

Customer Signature: _____

Date: *14 Aug 2015*

AUTHORIZATION OF PAYOFF AND RELEASE OF TITLE

I, [REDACTED], hereby agree that Ally Financial may release any information regarding my loan/lease account and the title document (pink slip) on vehicle 2C4RC1B [REDACTED] to Impartial Services Group (ISG), on behalf of FCA US LLC, upon presentation of a check for the total payoff amount, with any and all amounts in excess of the amount needed to pay off the balance on loan number [REDACTED] to be returned to me.

[REDACTED]

14 Aug 2015
Date

Received
AUG 21 2015
I.S.G.

Owner Signature

Date

Please assign the title of the vehicle to FCA US LLC and mail the title to the address below.

If you have any questions, please call 877-846-6327 ext. .

Impartial Services Group
Attn: Title Dept.
105 Decker Court (Suite 300)
Irving, TX 75062

Liberty Mutual Insurance

2015

CHRYSLER

TOWN & CO.

VIN: 2C4RC1E

Loss Type: Fire

Dispatch: 08/31/2015

Keys Y

Radio Y

Check In Date

MILEAGE

IMAGED

R&D/STARTS/NRD

CT

I

9-14-15









Liberty





























































24-1LED
LED Magnetic







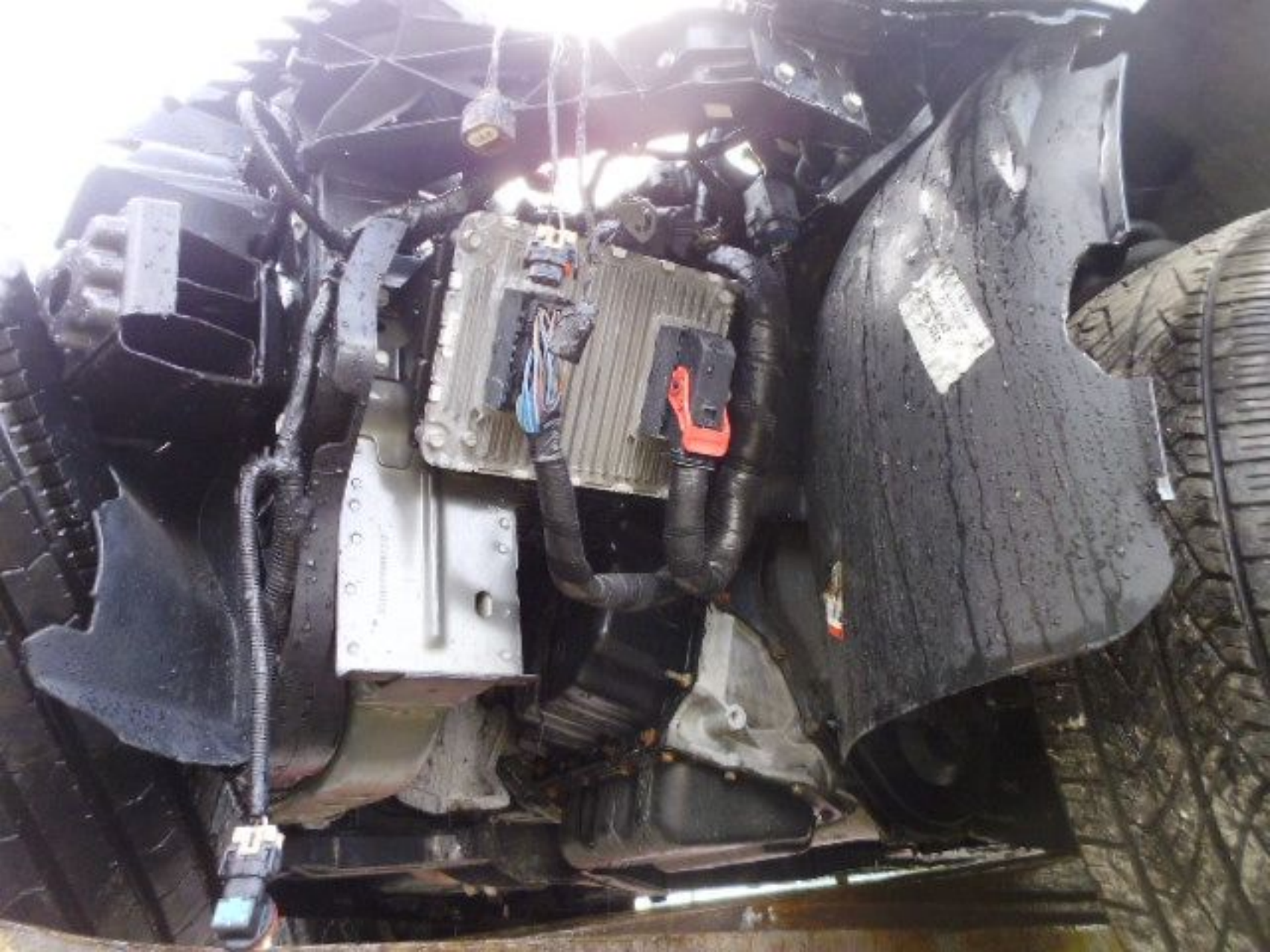












Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2015-10-21 07:40:41.030618

Files Not Recieved: 0



GOSS VEHICLES LEASING, Inc.

CAR RENTAL
AGREEMENT

1485 Shelburne Rd

Telephone (802) 658-0170

50 BURLINGTON VERMONT 05403

No. 09725

Minimum charge: 10 days minimum, 1 day maximum 14 days

Middlebury, VT

05/03/89

12:11

VT 5/3/18

8/18/15

6VL9

White Dodge Caravan Wgn

June 24, 2015

20th June 15

MILEAGE
IN

MILEAGE
OUT

MILES
DRIVEN

MILES

HOURS

59

DAYS

35.00 2065.00

WEEKS

MONTHS

REQUEST FOR PERMISSION FOR PERSON OTHER THAN RENTER TO DRIVE

Please indicate date
person has left &
returned vehicle

DATE

DATE

NOT VALID UNLESS APPROVED BY LESSOR'S REPRESENTATIVE

IMPORTANT - READ BEFORE SIGNING

The undersigned hereby acknowledges that the lessor is not providing any type of insurance, bonded or collecting any charges therefor. In consideration of the foregoing acknowledged the undersigned agrees to pay for all loss and damage to the described vehicle, and to hold lessor harmless from any liability as a result of the loss or damage thereof. INITIAL **RT**

NOTICE

THE RENTER TO RETURN A RENTED OR LEASED VEHICLE WITHIN 30 DAYS OF THE DATE AND TIME SPECIFIED IN THE WRITTEN AGREEMENT WITHOUT EXTENDING THE DATE AND TIME IS A CRIME UNDER VERMONT LAW (VERA § 2502) AND MAY BE PENALIZED BY A CRIMINAL PENALTY OF UP TO FIVE YEARS IMPRISONMENT AND A FINE OF UP TO \$5000.

(b) A person who violates this section shall be imprisoned for not more than three years or fined not more than \$3,000.00 or both. If the person has been previously convicted of a violation of this section, the person shall be imprisoned not more than five years or fined not more than \$5,000.00 or both. Added 1995 No. 1

WITH A FULL TANK OF GASOLINE
RETURN TO VERMONT WITHOUT WRITTEN NOTICE
LEFT IN VEHICLE

PRINTED
NAME (X)

THROUGH

DATE

DATE

DATE

DATE

TERMS ON REVERSE SIDE

RENTALS CASH

DRIVE SAFELY

NET AMOUNT DUE

2065.00

2,065.00 136 E

Chrysler to Pay

From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Jan 21 11:21:00 EST 2016
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

repeated service and over charge

Comments:

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.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com
To: [REDACTED]
Date: Thu Jan 21 17:55:27 EST 2016
Subject: Re: Chrysler Group LLC Customer Assistance
[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 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

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[REDACTED]
[REDACTED]

US Customer Service - Chrysler Brand Site

Brief Description:

repeated service and over charge

Comments:

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.

VIN:

[REDACTED]

Mileage:

24255

Servicing Dealer:

Douglas

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Winneconne

State:

WI

Zip:

[REDACTED]

Email:

m [REDACTED]

Home Phone:

[REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Jan 21 20:20:42 EST 2016
Subject: Re: Chrysler Group LLC Customer Assistance (KMM9568772V [REDACTED])

<HTML>

<BODY>

<p dir="ltr">Sorry, but the vehicle has been to 2 different dealers I'm lost as to what to do!
</p>

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 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,

Customer Service Representative

FCA Customer Assistance Center

For any future communications related to this email, please refer to the

following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK: <a

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

repeated service and over charge

Comments:

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.

VIN:

ER310454

Mileage:

24255

Servicing Dealer:

Douglas

Title:

First Name:

Michael

Middle Initial:

Last Name:

Bissett

Address 1:

9630 Welsch Rd

Address 2:

City:

Winneconne

State:

WI

Zip:

54986

Email:

Home Phone:

</blockquote></div>

</BODY>
</HTML>

From: customerassist@chrysler.com

To: [REDACTED]

Date: Thu Jan 21 21:16:21 EST 2016

Subject: Re: Chrysler Group LLC Customer Assistance (KMM956877 [REDACTED])

Dear Michael,

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 for better assistance.

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,

[REDACTED]

Customer Service Representative

FCA Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER:

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[REDACTED]

[REDACTED]

Sorry, but the vehicle has been to 2 different dealers I'm lost as to what to do!

On Jan 21, 2016 5:56 PM, "customerassist" <customerassist@chrysler.com> wrote:

Dear Michael,

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 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

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

repeated service and over charge

Comments:

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.

VIN:

[REDACTED]

Mileage:

24255

Servicing Dealer:

Douglas

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Winneconne

State:

WI

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Fri Jan 22 00:21:20 EST 2016
Subject: Re: Chrysler Group LLC Customer Assistance (KMM9568958V28981L0KM)
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.

Mike Bissett

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

From: customerassist
Sent: Thursday, January 21, 2016 9:16 PM
To: [REDACTED]
Subject: Re: Chrysler Group LLC Customer Assistance (KMM95689[REDACTED])

Dear Michael,

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 for better assistance.

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

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER:

EMAIL CASE NUMBER: 3287181

REPLY LINK:

[REDACTED]

Original Message Follows:

Sorry, but the vehicle has been to 2 different dealers I'm lost as to what to do!

On Jan 21, 2016 5:56 PM, "customerassist" <customerassist@chrysler.com> wrote:

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 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,

[REDACTED]

Customer Service Representative
FCA Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[REDACTED]

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

repeated service and over charge

Comments:

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.

VIN:

[REDACTED]

Mileage:

24255

Servicing Dealer:

Douglas

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Winneconne

State:

WI

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:



From: customerassist@chrysler.com

To: [REDACTED]

Date: Fri Jan 22 19:17:55 EST 2016

Subject: Re: Chrysler Group LLC Customer Assistance (KMM95 [REDACTED])

Dear Michael,

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: [REDACTED] 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,

[REDACTED]

Customer Service Representative

FCA Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[REDACTED]

Original Message Follows:

[REDACTED]

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.

Mike Bissett

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

From: customerassist

Sent: Thursday, January 21, 2016 9:16 PM

To: [REDACTED]

Subject: Re: Chrysler Group LLC Customer Assistance (KMM9568958 [REDACTED])

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 for better assistance.

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,

[REDACTED]

Customer Service Representative
FCA Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[REDACTED]

Original Message Follows:

Sorry, but the vehicle has been to 2 different dealers I'm lost as to what to do!

On Jan 21, 2016 5:56 PM, "customerassist" <customerassist@chrysler.com> wrote:

Dear Michael,

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 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,

[REDACTED]

Customer Service Representative
FCA Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[REDACTED]

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

repeated service and over charge

Comments:

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.

VIN:

[REDACTED]

Mileage:

24255

Servicing Dealer:

Douglas

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Winneconne

State:

WI

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue Feb 16 15:52:11 EST 2016
Subject: Re: Chrysler Group LLC Customer Assistance (KMM95705[REDACTED])
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]

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

From: customerassist
Sent: Friday, January 22, 2016 7:18 PM
To: [REDACTED]
Subject: Re: Chrysler Group LLC Customer Assistance (KMM957053[REDACTED])

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,

[REDACTED]

Customer Service Representative
FCA Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

Original Message Follows:

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.

[REDACTED]

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

From: customerassist

Sent: Thursday, January 21, 2016 9:16 PM

To: [REDACTED]

Subject: Re: Chrysler Group LLC Customer Assistance
(KMM956895 [REDACTED])

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 for better assistance.

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

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[REDACTED]

Original Message Follows:

Sorry, but the vehicle has been to 2 different dealers I'm lost as to what to do!

On Jan 21, 2016 5:56 PM, "customerassist" <customerassist@chrysler.com> wrote:

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 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,

[REDACTED]

Customer Service Representative
FCA Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: [REDACTED]

[REDACTED]

REPLY LINK:

[REDACTED]

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

repeated service and over charge

Comments:

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.

VIN:

[REDACTED]

Mileage:

24255

Servicing Dealer:

Douglas

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Winneconne

State:

WI

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:



From: customerassist@chrysler.com

To: [REDACTED]

Date: Wed Feb 17 07:10:50 EST 2016

Subject: Re: Chrysler Group LLC Customer Assistance (KMM957053 [REDACTED])

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 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 call 1-800-247-9753.

Sincerely,

Irfan

Customer Service Representative

FCA Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 2 [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[REDACTED]

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]

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

From: customerassist

Sent: Friday, January 22, 2016 7:18 PM

To: [REDACTED]

Subject: Re: Chrysler Group LLC Customer Assistance (KMM9570537V8275L0KM)

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

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[REDACTED]

Original Message Follows:

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.

Mike Bissett

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

From: customerassist

Sent: Thursday, January 21, 2016 9:16 PM

To: [REDACTED]

Subject: Re: Chrysler Group LLC Customer Assistance
(KMM956 [REDACTED])

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 for better assistance.

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

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[REDACTED]

Original Message Follows:

Sorry, but the vehicle has been to 2 different dealers I'm lost as to what to do!

On Jan 21, 2016 5:56 PM, "customerassist" <customerassist@chrysler.com> wrote:

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 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,

[REDACTED]

Customer Service Representative
FCA Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[REDACTED]

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

repeated service and over charge

Comments:

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.

VIN:

[REDACTED]

Mileage:

24255

Servicing Dealer:

Douglas

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

Bissett

Address 1:

[REDACTED]

Address 2:

City:

Winneconne

State:

WI

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

From: [REDACTED]

To: customerassist@chrysler.com

Date: Tue Feb 23 15:05:05 EST 2016

Subject: Re: Chrysler Group LLC Customer Assistance (KMM9608993 [REDACTED])

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 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 can someone help me!!!!

Mike Bissett

Sent from my iPad

> On Feb 17, 2016, at 7:11 AM, customerassist <customerassist@chrysler.com> wrote:

>

> 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 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 call 1-800-247-9753.

>

> Sincerely,

>

> Irfan

>

> Customer Service Representative
> FCA Customer Assistance Center
>
> For any future communications related to this email, please refer to the
> following information:
> REFERENCE NUMBER: [REDACTED]
> EMAIL CASE NUMBER: [REDACTED]
> REPLY LINK:

[REDACTED]
>
> Original Message Follows:

> -----
> 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, Michael Bissett
>
> -----Original Message-----
> From: customerassist

> Sent: Friday, January 22, 2016 7:18 PM

> To: [REDACTED]

> Subject: Re: Chrysler Group LLC Customer Assistance

> (KMM9 [REDACTED])

>

> 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,

>

> [REDACTED]

>

> Customer Service Representative
> FCA Customer Assistance Center

>

>

> For any future communications related to this email, please refer to the

> following information:

> REFERENCE NUMBER: [REDACTED]

> EMAIL CASE NUMBER: [REDACTED]

> REPLY LINK:

[REDACTED]

>

>

>

> Original Message Follows:

> -----

> 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.

>

[REDACTED]

>

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

> From: customerassist
> Sent: Thursday, January 21, 2016 9:16 PM
> To: [REDACTED]
> Subject: Re: Chrysler Group LLC Customer Assistance
> (KMM95689 [REDACTED])
>
> 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 for better assistance.
>
> 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,
>
> [REDACTED]
>
> Customer Service Representative
> FCA Customer Assistance Center
>
> For any future communications related to this email, please refer to the
> following information:
> REFERENCE NUMBER: [REDACTED]
> EMAIL CASE NUMBER: [REDACTED]
> REPLY LINK:
> [REDACTED]
>
>

>
> Original Message Follows:
> -----
> Sorry, but the vehicle has been to 2 different dealers I'm lost as to
> what to do!
> On Jan 21, 2016 5:56 PM, "customerassist" <customerassist@chrysler.com>
> wrote:
> 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 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,
>
> [REDACTED]
>
> Customer Service Representative
> FCA Customer Assistance Center
>
> For any future communications related to this email, please refer to
> the
> following information:
> REFERENCE NUMBER: [REDACTED]
> EMAIL CASE NUMBER: [REDACTED]

> REPLY LINK:

>
>
>
> Original Message Follows:
> -----
> US Customer Service - Chrysler Brand Site
> Brief Description:
> repeated service and over charge
> Comments:
> 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.
>
>
>
> VIN:
> 
> Mileage:
> 24255
> Servicing Dealer:
> Douglas
> Title:
>

> First Name:

> Michael

> Middle Initial:

>

> Last Name:

> Bissett

> Address 1:

>

> Address 2:

>

> City:

> Winneconne

> State:

> WI

> Zip:

>

> Email:

>

> Home Phone:

>

>

From: customerassist@chrysler.com

To: [REDACTED]

[REDACTED] 2016

Subject: Re: Chrysler Group LLC Customer Assistance (KMM96089 [REDACTED])

Dear Michael,

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

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: 3 [REDACTED]

REPLY LINK:

[REDACTED]

Original Message Follows:

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 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 can someone help me!!!!

[REDACTED]

Sent from my iPad

> On Feb 17, 2016, at 7:11 AM, customerassist <customerassist@chrysler.com> wrote:
>

> [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 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 call 1-800-247-9753.
>
> Sincerely,
>
> Irfan
>
> Customer Service Representative
> FCA Customer Assistance Center
>
> For any future communications related to this email, please refer to the
> following information:
> REFERENCE NUMBER: [REDACTED]
> EMAIL CASE NUMBER: [REDACTED]
> REPLY LINK:

> [REDACTED]
>
> Original Message Follows:
> -----
> 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, Michael Bissett

>
> -----Original Message-----
> From: customerassist
> Sent: Friday, January 22, 2016 7:18 PM
> To: [REDACTED]
> Subject: Re: Chrysler Group [REDACTED]
> [REDACTED]

>
> Dear Michael,

>
> 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

>

>

> For any future communications related to this email, please refer to the
> following information:

> REFERENCE NUMBER: [REDACTED]

> EMAIL CASE NUMBER: [REDACTED]

> REPLY LINK:

> [REDACTED]

>

>

>

> Original Message Follows:

> -----

> 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.
>
> Mike Bissett
>
> -----Original Message-----
> From: customerassist
> Sent: Thursday, January 21, 2016 9:16 PM
> To: [REDACTED]
> Subject: Re: Chrysler Group LLC Customer Assistance
> (KMM9568 [REDACTED])
>
> 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 for better assistance.
>
> 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

>
> For any future communications related to this email, please refer to the
> following information:

> REFERENCE NUMBER: [REDACTED]
> EMAIL CASE NUMBER: [REDACTED]
> REPLY LINK:

[REDACTED]

>
>
>
> Original Message Follows:

> -----

> Sorry, but the vehicle has been to 2 different dealers I'm lost as to
> what to do!

> On Jan 21, 2016 5:56 PM, "customerassist" <customerassist@chrysler.com>
> wrote:

> 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 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

>

> For any future communications related to this email, please refer to
> the
> following information:

> REFERENCE NUMBER: [REDACTED]

[REDACTED]

> REPLY LINK:

[REDACTED]

>

>

>

> Original Message Follows:

> -----

> US Customer Service - Chrysler Brand Site

> Brief Description:

> repeated service and over charge

> Comments:

> 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.
>
>
>
> VIN:
> [REDACTED]
> Mileage:
> 24255
> Servicing Dealer:
> Douglas
> Title:
>
> First Name:
> [REDACTED]
> Middle Initial:
>
> Last Name:
> [REDACTED]
> Address 1:
> [REDACTED]
> Address 2:
>
> City:
> Winneconne
> State:
> WI
> Zip:
> [REDACTED]
> Email:
> [REDACTED]
> Home Phone:

>



>

From: [REDACTED]

To: customerassist@chrysler.com

Date: Tue Apr 05 12:48:55 EDT 2016

Subject: Re: Chrysler Group LLC Customer Assistance (KMM960 [REDACTED])

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.

Mike Bissett

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

From: customerassist

Sent: Wednesday, February 17, 2016 7:11 AM

To: [REDACTED]

Subject: Re: Chrysler Group LLC Customer Assistance (KMM96089 [REDACTED])

Dear Michael,

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 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 call 1-800-247-9753.

Sincerely,

[REDACTED]

Customer Service Representative
FCA Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[REDACTED]

Original Message Follows:

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]

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

From: customerassist

Sent: Friday, January 22, 2016 7:18 PM

To: [REDACTED]

Subject: Re: Chrysler Group LLC Customer Assistance
(KMM957 [REDACTED])

[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,

[REDACTED]

Customer Service Representative
FCA Customer Assistance Center

For any future communications related to this email, please refer to the

following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:
[REDACTED]

Original Message Follows:

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.

[REDACTED]
-----Original Message-----

From: customerassist

Sent: Thursday, January 21, 2016 9:16 PM

[REDACTED]
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM956895 [REDACTED])

[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 for better assistance.

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

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:
[REDACTED]

Original Message Follows:

Sorry, but the vehicle has been to 2 different dealers I'm lost as to what to do!

On Jan 21, 2016 5:56 PM, "customerassist" <customerassist@chrysler.com> wrote:

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 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,

[REDACTED]

Customer Service Representative
FCA Customer Assistance Center

For any future communications related to this email, please refer to the

following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

[REDACTED]

[REDACTED]

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

repeated service and over charge

Comments:

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.

VIN:

[REDACTED]

Mileage:

24255

Servicing Dealer:

Douglas

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Winneconne

State:

WI

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Tue Apr 05 13:26:30 EDT 2016

Subject: Re: Chrysler Group LLC Customer Assistance (KMM96089 [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 sympathize with your inconvenience and 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

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

h [REDACTED]

Original Message Follows:

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]

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

From: customerassist

Sent: Wednesday, February 17, 2016 7:11 AM

Subject: Re: Chrysler Group LLC Customer Assistance (KMM9608993V11050L0KM)

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 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 call 1-800-247-9753.

Sincerely,

[REDACTED]

Customer Service Representative
FCA Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[REDACTED]

Original Message Follows:

[REDACTED]

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]

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

From: customerassist

Sent: Friday, January 22, 2016 7:18 PM

To: [REDACTED]

Subject: Re: Chrysler Group LLC Customer Assistance
(KMM9570 [REDACTED])

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,

[REDACTED]

Customer Service Representative
FCA Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[REDACTED]

Original Message Follows:

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.

[REDACTED]

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

From: customerassist

Sent: Thursday, January 21, 2016 9:16 PM

To: [REDACTED]

Subject: Re: Chrysler Group LLC Customer Assistance
(KMM956895 [REDACTED])

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 for better assistance.

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

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[REDACTED]

Original Message Follows:

Sorry, but the vehicle has been to 2 different dealers I'm lost as to what to do!

On Jan 21, 2016 5:56 PM, "customerassist" <customerassist@chrysler.com> wrote:

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 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

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[REDACTED]

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

repeated service and over charge

Comments:

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.

VIN:

[REDACTED]

Mileage:

24255

Servicing Dealer:

Douglas

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Winneconne

State:

WI

Zip:

[REDACTED]

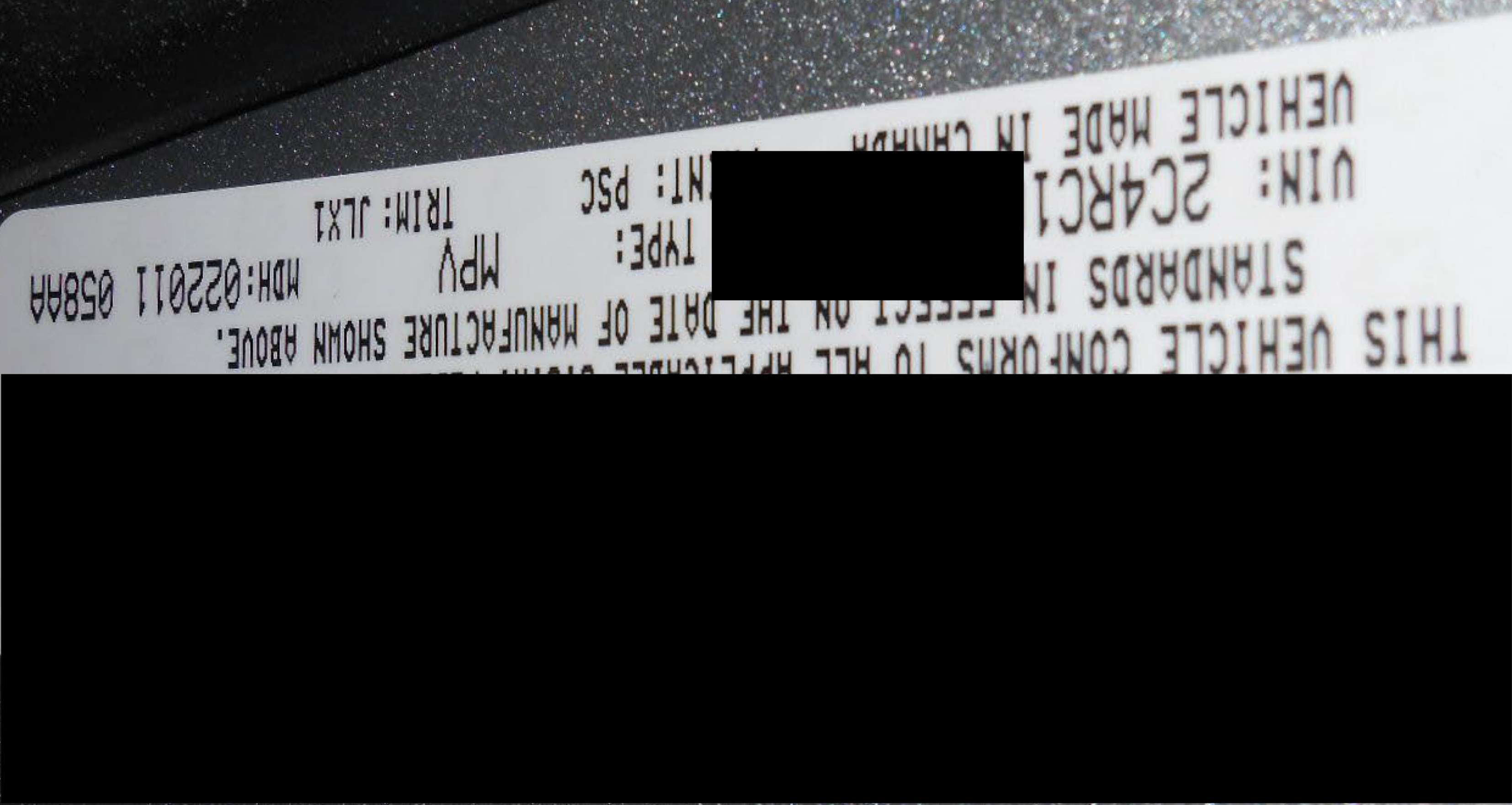
Email:

[REDACTED]
[REDACTED]
[REDACTED]









THIS VEHICLE CONFORMS TO ALL APPLICABLE STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.
VIN: 2C4RC1 [REDACTED] TYPE: [REDACTED] NT: PSC
VEHICLE MADE IN CANADA
MPV TRIM: J LX1 MDH: 022011 058AA



LLC

GWR:

2745 KG

6050 LB

WITH

P225/65R17

TIRES

MS AT

250 KPA (36 PSI) COLD

WITH

P225/65R17

TIRES

MS AT

250 KPA (36 PSI) COLD

STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

VIN: 2C4RC

TYPE:

MPV

VEHICLE MADE IN

TYPE: PSC

TRIM: JLY1

DATE: 02/22/11 05:04

2/2016 08:49

Press
Brake Pedal
and Push Button
to Start

25428 mi OFF



02/22/2016 09:46







5309

STOW N' GO







02/22/2016 08:54



02/22/2016 08:54



02/22/2016 08:55



02/22/2016 08:57



02/22/2016 08:59